

# EVNFINANCE

SUSTAINABILITY REPORT 2024

# RESPONSIBLE BUSINESS

[www.evnfc.vn](http://www.evnfc.vn)

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Acronym	Full Name	Explanation (if needed)
AML	Anti-money Laundering	
BoD	Board of Directors	
BoM	Board of Management	
CTF	Counter-Terrorism Financing	
DPPA	Direct Power Purchase Agreement	Direct electricity trading
E&S	Environmental and Social	
ESMS	Environmental and Social Management System	
EVN	Vietnam Electricity	Vietnam Electricity Group
EVNFinance	EVNFinance Corporation	EVNFinance Company/ Electricity Finance Joint Stock Company
GRI	Global Reporting Initiative	
IFC	International Finance Corporation	
ISMS	Information Security Management System	
IT	Information Technology	
MSME	Micro Small and Midsize Enterprise	
SBV	State Bank of Vietnam	
SMEs	Small and Medium Enterprises	
SSC	State Securities Commission	







# OVERVIEW

General information about the Sustainability report

Message on Sustainable Development

General Introduction to EVNFinance

Overview of financial performance and economic value generated



1

GENERAL INFORMATION ABOUT THE SUSTAINABILITY REPORT



1.1 SCOPE AND REPORTING PERIOD

Scope of the report: Unless specifically stated, this report includes indicators of the economic, environmental and social performance of EVNFinance Joint Stock Company (EVNFinance).

Reporting period: 01/01/2024 – 31/12/2024.





1.2 PRINCIPLES FOR THE SUSTAINABILITY REPORT

This Sustainability Report is prepared based on the principles of GRI 1: Foundation 2021, including:

- Accuracy
- Completeness
- Balance
- Sustainability context
- Clarity
- Timeliness
- Comparability
- Verifiability

1.3 REPORT CONTENT

The 2024 Sustainability Report includes information related to EVNFinance's strategies, objectives, management approaches, and performance concerning material sustainability topics identified by the Company. The report aims to provide information on the Company's ongoing efforts towards sustainable development. The report's framework emphasizes the following core elements:

- Strategic Sustainability Focus
- Sustainable Governance
- Responsible Business
- Contribution to a Sustainable Society

Restatement of Information: EVNFinance's Sustainability Report in 2024 does not contain information to restate or adjust the data published in EVNFinance's previous Sustainability Report 2023.



1.4 APPLICABLE STANDARDS

The sustainability report is prepared in accordance with Circular 96/2020/TT-BTC guidelines for disclosing information in annual reports. Furthermore, it has been developed with reference to the most recent version of the Global Reporting Initiative's (GRI) Sustainability Reporting Standards, consisting of 5 key components:

GRI 2

General Disclosure 2021

GRI 3

Materials Topics 2021

GRI 200

Economic Standards

GRI 300

Environmental Standards

GRI 400

Social Standards

In addition, sustainability reporting guidelines for the financial services sector were taken into consideration while drafting this report.

1.5 CONTACT INFORMATION

For any comments or queries related to the report, please contact:

EVNFINANCE JOINT STOCK COMPANY

Ms. Nguyen Thi Phuong Thao

Head of Governance Office

Floor 14, 15 & 16 Tower B, EVN Building, 11 Cua Bac, Truc Bach Ward, Ba Dinh District, Hanoi City

(024) 2222.9999 – Ext: 1058

Email: thaontp@evnfc.vn

Website: www.evnfc.vn

1.6 SUSTAINABILITY REPORT METHODOLOGY

Data for EVNFinance's 2024 Sustainability report is compiled from various internal departments such as Risk Management, Business Unit, Governance Office, Human Resources, Finance and Accounting, Trade Union and Youth Union, etc. The publication of the Sustainability Report demonstrates EVNFinance's commitment to information transparency, helping stakeholders better understand the Company's development orientation associated with the set sustainability goals, and these commitments and goals are reflected in the Company's operating results. In the future, EVNFinance is committed to continually enhancing the quality of its Sustainability Report, utilizing it as a strategic management tool that will underscore the Company's long-term commitment to driving the green transformation of the energy sector and supporting Vietnam's efforts in reducing carbon emissions.

The Sustainability Report serves as more than just a disclosure of information; it is a clear demonstration to stakeholders that EVNFinance's operations and growth are aligned with the sustainable development goals and commitments established by the Board of Directors. The Report serves as a strong affirmation of the Company's strategic vision and enduring dedication to responsible and sustainable development.

1.7 THIRD-PARTY ASSURANCE

For the 2024 Sustainability Report, EVNFinance has not engaged in third-party assurance, but the Company will explore the possibility of incorporating this practice in the upcoming years.





## 2. MESSAGE ON SUSTAINABLE DEVELOPMENT



### DEAR VALUED SHAREHOLDERS, INVESTORS, AND CUSTOMERS,

At EVNFinance, we believe that every investment serves not only to generate profit but also to foster confidence in a sustainable future. Each financial decision reverberates beyond the balance sheet, impacting individuals, the environment, and the economic landscape within which we operate. Access to appropriate capital enables small businesses to expand production, create employment, and deliver community value. Funding allocated to renewable energy projects represents more than a financial investment; it signifies progress towards a greener economy. To this end, we offer credit packages featuring preferential interest rates, streamlined approval processes, and dedicated support programs for SMEs, alongside developing tailored product offerings for women-led enterprises.

At EVNFinance, ESG (Environment, Social, and Governance) is more than a trend or slogan; it is fundamental to how we practice responsible finance. We believe profitability should be measured not only by financial returns but also by the lasting value we create for our clients, partners, and society. The shift towards a green and sustainable future is underway, and we recognize that

in today's world, growth must be coupled with sustainability, rooted in responsible actions. For EVNFinance, this is a core operating principle. In 2024, we have taken a significant step by formally embedding ESG considerations into our business strategy. This is demonstrated through practical measures such as offering credit packages with preferential rates, faster approval processes, support programs for SMEs, and products designed for women entrepreneurs.

We understand that sustainable lending may not always yield the highest immediate profits. However, we firmly believe that a healthy financial system is built on long-term investment in our own future. By supporting green businesses today, we help develop a more sustainable customer base for the years to come. Contributing to a fairer business environment also strengthens the overall stability and development of the financial market.

Our commitment is demonstrated through concrete actions and measurable results, not just policy statements. We are pleased that these efforts have received external validation, including the Gold Certification for Client Protection and the Orange Seal for gender equality. While such recognition is valued, the most meaningful affirmation

"Sustainable development cannot be a solitary journey. EVNFinance aspires to serve as a **bridge** - connecting capital with breakthrough ideas, businesses with opportunities, and finance with **responsible development**"

of our approach comes from the positive and tangible changes we see our clients achieve.

Sustainable development is a shared responsibility; no single organization can achieve it in isolation. EVNFinance aims to be a practical connector—linking capital with new ideas, businesses with opportunities, and financial resources with progress that is both responsible and sustainable. The path forward has our challenges, but we are confident that each sound decision made today helps build a more secure and sustainable future. EVNFinance remains committed to working alongside our valued customers, partners, and the community on this journey. Every loan we provide represents not only a potential financial return but also an investment of trust in a better tomorrow.

EVNFinance is dedicated to working with clients and stakeholders to meet these commitments, helping to build a financial system that is sustainable, responsible, and prepared for the future.

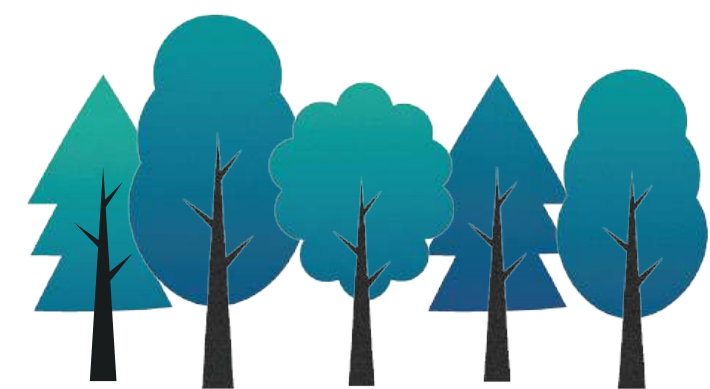
### MR. LE MANH LINH

Vice Chairman of the Board of Directors  
Chairman of EVNFinance's Strategy Committee  
Head of the ESG Implementation Steering Committee  
– EVNFinance Joint Stock Company





3. GENERAL INTRODUCTION TO EVNFINANCE



2024 underscored EVNFinance's resolute commitment to advancing our Sustainability strategy. This reinforces our dedication to responsible business practices and our ongoing efforts to deliver lasting, positive value to the community and society.

EVNFinance Joint Stock Company (EVNFinance) was established and officially commenced operations on September 1, 2008. Over nearly 17 years of formation and growth, EVNFinance has steadily built a solid foundation, marked by significant milestones, including: the expansion of branches in Ho Chi Minh City and Da Nang in 2010, achieving ISO 9001:2008 certification in 2012, launching the EasyCredit brand in 2018, listing shares on the UPCoM exchange in 2018, and transitioning to a full listing on the Ho Chi Minh Stock Exchange (HOSE) in 2022. Also in 2022, EVNFinance successfully issued green bonds worth VND 1,725 billion and completed a charter capital increase at a 1:1 ratio, reaching VND 7,042 billion in 2023.

In 2024, EVNFinance solidified our leadership in the financial industry, marked by several significant accomplishments. We successfully increased our charter capital to VND

7,605 billion via a stock dividend and achieved a pre-tax profit that exceeded targets by 72%, all while maintaining a non-performing loan ratio below 1%. Operationally, we expanded our presence by establishing our Hanoi Branch, the first in Northern Vietnam. These achievements are underpinned by consistent financial stability, as evidenced by our B2 credit rating from Moody's, maintained for the fourth consecutive year. Furthermore, our commitment to responsible practices was recognized with the Gold Rating for Customer Protection and our inclusion in the Top 25 Leading Brands in Vietnam for 2024.

Critically, 2024 underscored EVNFinance's resolute commitment to advancing our Sustainability strategy. This reinforces our dedication to responsible business practices and our ongoing efforts to deliver lasting, positive value to the community and society.



3.1. INFORMATION ABOUT EVNFINANCE:

Company name	EVNFinance Joint Stock Company
Trading name	EVN Finance
Form of ownership and type of business	Joint Stock Company
Business registration certificate number	0102806367. First registered on 08/7/2008, registered for the eighteenth change on 26/12/2023.
Operation License	No. 187/GPNHNN dated July 07, 2008 issued by the Governor of the State Bank of Vietnam ("SBV"), amended and supplemented according to the Decisions in each period
Charter capital	7,605,658,020,000 VND
Head office address	Floor 14, 15 & 16 Tower B, EVN Building, 11 Cua Bac, Truc Bach Ward, Ba Dinh District, Hanoi City, Vietnam
Telephone	024. 2222 9999
Fax number	024. 2222 1999
Website	www.evnc.vn
Ticker symbol	EVF
Exchange	Ho Chi Minh City Stock Exchange (HOSE)
Activities, services and products	<ul style="list-style-type: none"><li>• Capital mobilization services;</li><li>• Lending services;</li><li>• Credit trust services;</li><li>• Bank guarantee services;</li><li>• Discount and rediscounting services;</li><li>• Foreign exchange services;</li><li>• Factoring services, other services related to factoring;</li><li>• Consulting services on banking activities;</li><li>• Financial leasing services;</li><li>• Credit card issuance services;</li><li>• Insurance agency services;</li><li>• Other services and business activities under the establishment and operation license, and in accordance with the provisions of law.</li></ul>
Business market	EVNFinance provides services to all provinces and cities nationwide
Operating network	<ul style="list-style-type: none"><li>• Head Office: Hanoi City</li><li>• Hanoi Branch (officially opened in early 2025)</li><li>• Da Nang Branch</li><li>• Ho Chi Minh City Branch</li></ul>



### 3.2. EVNFINANCE'S DEVELOPMENT JOURNEY



#### YEAR 2008

29/5/2008: The first shareholders' meeting of EVNFinance Joint Stock Company.

01/09/2008: EVNFinance Joint Stock Company officially went into business and operated with the mission and goal of professionally arranging and managing capital for Vietnam Electricity. The company's charter capital reaches VND 2,500 billion, one of the larger financial companies in Vietnam.

#### YEAR 2009

Memorandum of Understanding on the implementation of the Clean Development Mechanism (CDM) for energy projects in Vietnam with the Embassy of Denmark, the first milestone for the implementation of CDM services.

#### YEAR 2010

4/2010: Established branches in Ho Chi Minh City and Da Nang City.

7/2010: On-lending and expenditure control management services - assigned by the Government as the Preferential Loan On-lending Agency for Vinh Tan 2 Thermal Power Plant Project.

#### YEAR 2012

Apply an appropriate quality management system according to ISO 9001:2008 standards assessed and certified by the British Standards Institute.

#### YEAR 2018

Launched the EasyCredit brand, providing consumer lending products.

Officially registered for trading on UPCOM Exchange.

#### YEAR 2020

Increased charter capital to VND 2,649 billion.

#### YEAR 2021

Increased charter capital to VND 3,047 billion.

For the first time, the B2 credit rating was assessed by the international credit rating organization Moody's Investors Service (Moody's).

#### YEAR 2022

Switching from UPCOM to HOSE

Increased charter capital to VND 3,510.6 billion.

Top 10 strong brands in 2022 in the Financial Services industry.

Apply an Information Security Management System (ISMS) for business activities according to ISO/IEC 27001:2013 standards.

Credit rating position at B2, assessed by the international credit rating agency Moody's Investors Service (Moody's) with a stable outlook for the second consecutive year.

Become a member of the Vietnam Banks Association.

Won the Best Frontier Market Deal award - The best marginal market transaction for the issuance of Green Bonds with a total issuance value of up to VND 1,725 billion.

#### YEAR 2023

Won the "Deal of the Year" award for the issuance of Green Bonds awarded by the IJGlobal Awards 2022.

Increased charter capital to VND 7,042 billion

Continued to be evaluated by Moody's B2 credit rating for the third consecutive year.



## YEAR 2024

### Environment

Financed nearly 200 renewable energy projects;

Introduced an ESG credit package valued at over VND 2,000 billion, offering preferential interest rates for customers pursuing green transformation and sustainable development;

Introduced a loan product for individual customers to support rooftop solar power system installations;

Reducing the consumption of natural resources through energy-saving initiatives, eliminating plastic bottles in daily operations, and converting gasoline vehicle mobility to environmentally friendly electric vehicles.

### Society

Donated a total of VND 325 million to support communities affected by Storm No. 3.

Continued to support the “Raising Children’s Steps to School” initiative in collaboration with credit institutions in the Credit Institutions Emulation Group No. 5.

Participated in the EVN Run online race and won the award “Building a Colleague’s House”, contributing VND 70 million to support two disadvantaged EVNFinance employees.

Organized EVNFinance Run for a Green Community – Season 2, raising VND 22 million in donations from runners to support children at the National Institute of Hematology and Blood Transfusion.

Partnered with the Binh An Charity Fund to visit and present gifts to children and elderly individuals at Social Protection Center No. 3 in Hanoi.

Launched the EVNFinance Trade Union Charity Fund, dedicated to supporting underprivileged individuals in the community.

Launched the internal online minigame series “ESG Experts,” engaging thousands of employees to enhance awareness and understanding of ESG principles.

### Governance

Increased charter capital to VND 7,605 billion through an 8% stock dividend distribution plan.

Reaffirmed commitment to sustainability by integrating Environmental, Social, and Governance (ESG) principles into business operations.

Received approval from the State Bank of Vietnam to add debt purchase activities to our operational license.

Gained regulatory approval from the State Bank of Vietnam to establish new branches in Hanoi and Hai Phong.

### Awards and Certifications

Maintained a B2 credit rating from Moody’s for the fourth consecutive year.

Named among the Top 25 Leading Brands in Vietnam 2024 by Forbes Vietnam.

Received the Gold Certification for Customer Protection from Inclusion [Social] Ratings.

Awarded the Orange Seal Certification by Impact Investment Exchange (IIX) Co., Ltd.





4.

4.1. OVERVIEW OF FINANCIAL PERFORMANCE AND ECONOMIC VALUE GENERATED

Unit: Billion VND, %

Key financial indicators	2023	2024	% increase/ decrease
Equity capital	8,456	9,007	7%
Charter capital	7,042	7,606	8%
Total assets	49,221	59,599	21%
Taxes and payables	72,0	139,2	93%
Profit before tax	409,3	703,7	72%
Profit after tax	328,4	560,8	71%
Capital adequacy ratio	18,29%	12,47%	-32%
Overdue debts (including group 2 debts and non-performing loans)	707	1,186	68%
Non-performing loans	435	368	-15%
Overdue Guarantee Debt Ratio/Total Guarantee Balance	0%	0%	0%
Overdue Debt Ratio/Total Outstanding Debt (*)	1,8%	2,3%	33%
NPL Ratio (*)	1,08%	0,72%	-33%
Liquidity reserve ratio (**)	13,06	4,24	-68%
30-Day Solvency Ratio (**)	370,23	102,31	-72%

Information on "Taxes and other payables" can be found in the audited 2024 Financial Statements

(\*) Total debt and NPL ratio are calculated per Circular 31/2024/TT-NHNN.

(\*\*) At the end of the year

The company consistently ensured compliance with the State Bank’s prudential ratios. EVNFinance operated in strict accordance with regulatory requirements and maintained robust internal monitoring and early-warning systems to proactively manage our asset portfolio and minimize risks.



Total assets

≈ 21%

Profit before tax

120%

Total mobilized capital

≈ 24,7%

Non-performing loan ratio

0,72%

Cost-to-Income Ratio

10,19%

- Total assets reached VND 59,599 billion, marking a 21% increase compared to 2023.
  - Profit before tax in 2024 reached VND 703.7 billion, achieving 120% of the annual plan and 171.9% of the 2023 figure.
  - Total mobilized capital amounted to VND 49,088.6 billion, up 24.7% year-over-year, ensuring ample liquidity to meet business needs.
  - The non-performing loan (NPL) ratio declined to 0.72%, an improvement from 1.08% in 2023.
  - The Cost-to-Income Ratio (CIR) dropped significantly to 10.19%, down 62.5% from 27.16% in 2023, reflecting enhanced cost efficiency and disciplined financial management.
- 2024 marked a year of robust expansion for EVNFinance. As of December 31, 2024, EVNFinance's total assets reached VND 59,599 billion, equivalent to 121% compared to December 31, 2023. The rise in total assets was primarily driven by the strategic growth of the company's lending and investment portfolios, underscoring the effectiveness of our business model and prudent management practices. This momentum highlights EVNFinance's efforts to scale operations and reinforce our financial capacity.
- As of December 31, 2024, total credit outstanding reached VND 46,802.9 billion, fulfilling the company's credit growth target. EVNFinance deployed a range of measures to optimize credit performance, providing businesses and individuals with access to capital at competitive interest rates aligned with funding costs. The expansion in credit activities sets a solid

platform for future asset growth and development.

The company continued to diversify our lending portfolio, placing particular emphasis on financing for energy projects, green economic development, and providing capital for production, business, and consumer needs, thereby contributing to the broader economy.

Asset quality was rigorously managed to ensure compliance with regulations set by the State Bank of Vietnam. As of December 31, 2024, our company-wide NPL ratio stood at 0.72%, thereby meeting our established targets. This ratio is in absolute compliance with, and significantly lower than, the 3% threshold stipulated by the State Bank of Vietnam, underscoring our commitment to stability and sound risk management.

Concurrently with the growth in our asset base, EVNFinance also achieved a remarkable increase in profitability. Profit before tax surged from VND 409.3 billion in 2023 to VND 703.7 billion in 2024, a 72% increase, while profit after tax rose from VND 328.4 billion to VND 560.8 billion, up 71%. This impressive profit growth serves as a positive indicator of EVNFinance's robust development and strong profitability.

The company consistently ensured compliance with the State Bank's prudential ratios. EVNFinance operated in strict accordance with regulatory requirements and maintained robust internal monitoring and early-warning systems to proactively manage our asset portfolio and minimize risks.

4.2 ECONOMIC VALUE CREATED

Unit: VND Million

Economic Value		2023	2024	Growth
Direct economic value created	Total Revenue	4,646,601	4,615,844	-1%
	Operating costs	156,475	9,318	-94%
	Employee salary and benefits	140,529	143,687	2%
Distributed economic value	Average salary and benefits	29	37	28%
	Payments to Government	117,866	114,147	-3%
	Investments for the community	55	382	196%
Economic Value Retained	Direct economic value generated" less "Distributed economic value"	4,231,676	4,348,529	3%



EVNFinance has taken significant strategic steps to optimize internal operations, enhance employee welfare, and increase social contributions. These are crucial factors that support the Company's sustainable development, improve its reputation, and build a solid foundation for the future.

Total company revenue saw a slight 1% decline, from VND 4,646,601 million to VND 4,615,844 million. However, thanks to a remarkable 94% reduction in operating costs, the company achieved a 3% increase in retained economic value, reaching VND 4,348,529 million compared to VND 4,231,676 million in 2023.

In parallel with improving operational efficiency, EVNFinance continued to invest in employee welfare. Total salaries and benefits increased by 2%, while average salaries and benefits rose by 28%, reflecting the company's commitment to competitive compensation policies to motivate and retain talent.

A notable highlight of 2024 was a nearly six-fold increase in community investments, underscoring EVNFinance's balance between financial growth and social responsibility. Expanding community contributions not only enhances the company's brand image but also creates sustainable value for both the business and society. These strategies strengthen EVNFinance's foundation for sustainable development, enhance our reputation, and prepare for the next growth phase.

In 2024, EVNFinance distributed dividends in the form of shares at a rate of 8%, totaling VND 563,175 million. The dividend payout was funded by profits from 2023 and retained earnings from prior years.



Total company revenue saw a slight

≈1%

Distributed dividends in the form of shares at a rate of

8%

Remarkable

≈95%

Total salaries and benefits increased by

≈2%

The company achieved

≈3%

Average salaries and benefits rose by

≈28%



# 2

## STRATEGIC SUSTAINABILITY FOCUS

Vision and Mission

Assessment of impacts, opportunities  
and challenges

Sustainability strategy

Materiality analysis

Stakeholders Engagement





## 1.

## VISION AND MISSION

## VISION

"Becoming an integrated financial institution providing the best quality services on the basis of modern technology platform"

## MISSION

"Being a reliable financial fulcrum, always accompanying the development of customers and community".

## 2.

## ASSESSMENT OF IMPACTS, OPPORTUNITIES AND CHALLENGES

## 2.1. IMPACT FACTORS

Fluctuations in global interest rates, driven by ongoing international financial market dynamics and the Russia-Ukraine conflict, continue to pose challenges. Elevated interest rates in the US and EU have contributed to a contraction of capital inflows into Vietnam, impacting EVNFinance's ability to mobilize international funding for sustainable development projects.

Changes in Financial and Banking Regulations: The National Assembly's adoption of amendments to nine key financial-related laws on November 29, 2024, marks a significant shift in the legal framework. These changes have a direct impact on the operations of financial institutions, requiring timely adaptation and compliance from EVNFinance.

Expansion of Comprehensive Strategic Partnerships: Vietnam's establishment of Comprehensive Strategic Partnerships with Australia, France, and Malaysia in 2024 opens new doors for economic, investment, and financial cooperation. These developments also introduce the need to align with international standards and practices.

Technological Advancement and Data Security: The increasing adoption of biometric authentication and advanced security technologies in the banking sector aims to protect customers from fraud and cyber threats while improving user experience. Concurrently, several countries are updating regulatory frameworks to govern the collection, storage, and use of biometric data, ensuring compliance with security and privacy standards.



## 2.2. OPPORTUNITIES

The Vietnamese Government is actively implementing programs to promote sustainable finance, with Vietnam aiming to achieve carbon neutrality by 2050. EVNFinance can leverage policies and state-led green finance and green credit development plans to expand our sustainable finance portfolio. These include green loans for a diverse customer base, such as: rooftop solar financing for individual and business customers; electric vehicle loans for transportation enterprises; micro-loans for underbanked individuals and micro-businesses; and financing or investing in renewable energy companies, such as wind and solar power projects.

The rapid advancement of digital technologies presents a strategic opportunity for EVNFinance to broaden our retail lending portfolio. By collaborating with stakeholders to build a comprehensive financial ecosystem, the company can effectively share both revenue and risk while significantly expanding our customer base. Leveraging Big Data and Artificial Intelligence, EVNFinance is well-positioned to develop innovative digital financial products and implement customized credit risk models tailored to specific customer segments—enabling more informed and precise lending decisions.

With an established network of long-term international funding partners, EVNFinance has demonstrated strong market credibility. This is evidenced by the successful issuance of a green bond package in 2022. The company's commitment to ESG principles is further reflected in our achievement of the Gold Certification for Customer Protection and our consistent B2 credit rating from Moody's over the past four years. These accomplishments enhance EVNFinance's ability to attract global partners who share our sustainability objectives.

## 2.3. CHALLENGES

The increasing participation of credit institutions and commercial banks in supplying green credit packages to the market presents a challenge for EVNFinance, requiring us to offer differentiated products that are tailored to market needs and to create a first-mover advantage.

Ongoing global geopolitical tensions have disrupted foreign investment flows into emerging markets, including Vietnam. Consequently, securing capital from international institutions is increasingly challenging due to heightened due diligence and compliance requirements.

To address the rising expectations of investors, regulators, and the broader market, EVNFinance must define a clear, long-term sustainable development strategy. This strategy should be resilient to market volatility and aligned with evolving ESG standards.





## 3. SUSTAINABILITY STRATEGY

### 3.1 CONTEXT

EVNFinance recognizes the importance of sustainable development and has proactively integrated sustainability factors into our business strategy and core operations. The company has embedded sustainability practices into various business activities, aiming to strengthen internal capabilities, including corporate governance, human resources, and our corporate culture. EVNFinance also identifies sustainability-related risks and incorporates them into

the current risk management framework. Additionally, EVNFinance is developing sustainable finance frameworks, focusing on responsible business products such as green bonds, green credits, and financial inclusion. The company strives to harmonize internal values and long-term benefits with value creation for customers, investors, and the community.



### 3.2 SUSTAINABILITY FOCUS

At the 2024 Annual General Meeting, shareholders approved the strategic direction to integrate sustainability into EVNFinance's operations and assigned the Board of Directors to implement this direction. Please refer to Appendix 03 for further details on the Board's Directive regarding Sustainable Development at EVNFinance.

EVNFinance's Board of Directors determines the integration of sustainability factors into EVNFinance's business activities through three main pillars, aiming to balance economic goals with socio-environmental goals, towards a responsible finance company model focusing on:

- **Sustainable Governance:** Encompasses a focus on EVNFinance's governance framework, its workforce, and human capital. A key aspect of this is the cultivation of a corporate culture guided by the ethos, 'EVNFinance: A Responsible Business' aimed at strengthening employee engagement and cohesion within the company.
- **Sustainability Risk Management:** Identifying sustainability-related risks within business operations and embedding them into EVNFinance's risk management system to enhance resilience and long-term viability.
- **Sustainable Finance Framework:** EVNFinance's contributions to society, the community, and the environment are demonstrated through responsible business products such as green bonds, green credit, and responsible lending and investment. Specifically, the company aims to: (1) Finance renewable energy, green technologies, and sustainable transport; (2) Provide loans to women-led businesses; (3) Offer credit to small and micro enterprises and the underbanked segment who has difficulty accessing bank capital; (4) Invest in projects/businesses in the green sector.

The sustainable development action plan is aligned with EVNFinance's Quality Policy, accessible via the following link:

<https://www.evnfc.vn/ve-chung-toi/chinh-sach-chat-luong>



# 4. MATERIALITY ANALYSIS

The Company's sustainable objectives are referred to the 17 Sustainable Development Goals set forth by the United Nations:

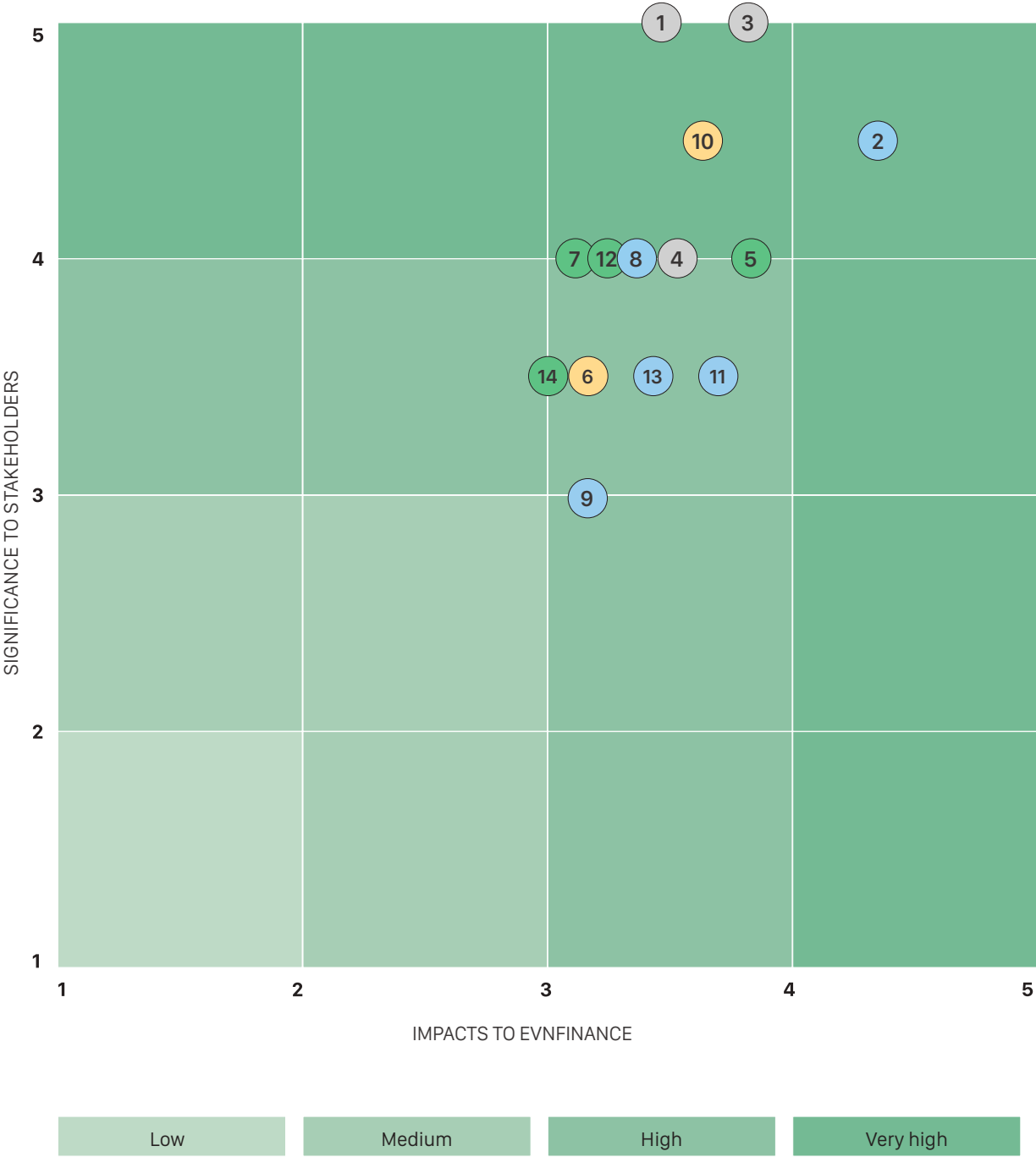


Goal	EVNFinance objectives	Contributing to the goals of the United Nations
Economic	<b>Green Finance:</b> Support capital mobilisation and investment in activities that reduce greenhouse gas emissions, promoting a transition to a low-carbon economy.	1: No Poverty 5: Gender Equality 7: Affordable and Clean Energy 8: Decent Work and Economic Growth 9: Industry, Innovation, and Infrastructure 10: Reduced inequalities 17: Partnerships for the Goals
	<b>Financial Inclusion:</b> Enable all individuals and businesses, especially vulnerable groups, to access financial services.	
Environment	<b>Management of E&amp;S impacts</b> Improve and enhance the management of ESMS in business activities	7: Affordable and Clean Energy 12: Responsible Consumption and Production 13: Climate action 15: Life on Land
	<b>Mitigating the impact of climate change</b> Reduce the use of fossil fuel sources and plastic waste in internal operation	
Society	<b>Safety – Health and Wellbeing:</b> Foster a safe, efficient, diverse, and equitable working environment.	3: Good Health and Well-being 4: Quality education 5: Gender equality 8: Decent work and economic growth 10: Reduced inequalities 11: Sustainable cities and communities 17: Partnerships for the Goals
	<b>Capacity Building</b> Provide training to enhance employee capability in line with industry trends.	
Governance	<b>Community engagement</b> Promote activities that generate positive value for communities.	
	<b>Sustainable governance</b> Integrate sustainability into business operations. Build corporate culture, strengthen stakeholder engagement, and enhance corporate governance to support sustainable development and legal compliance.	12: Responsible Consumption and Production 17: Partnerships for the Goals



MATERIALITY MATRIX 2024

In 2024, EVNFinance continued reviewing and reassessing the material impacts of sustainability issues within the Company:



- 1

Data and transaction security
- 2

Employee healthy, safety and wellbeing
- 3

Legal compliance, business ethics and transparency
- 4

Risk management
- 5

Contribution to renewable energy
- 6

Digital transformation and economic efficiency
- 7

Environmental and social impact management
- 8

Engagement with customers and strategic partners
- 9

Staff capacity training and succession planning
- 10

Responsible investment, financial health and inclusion
- 11

A culture of diversity, equality and inclusion
- 12

Mitigating climate change impacts
- 13

Community engagement
- 14

Natural resource management

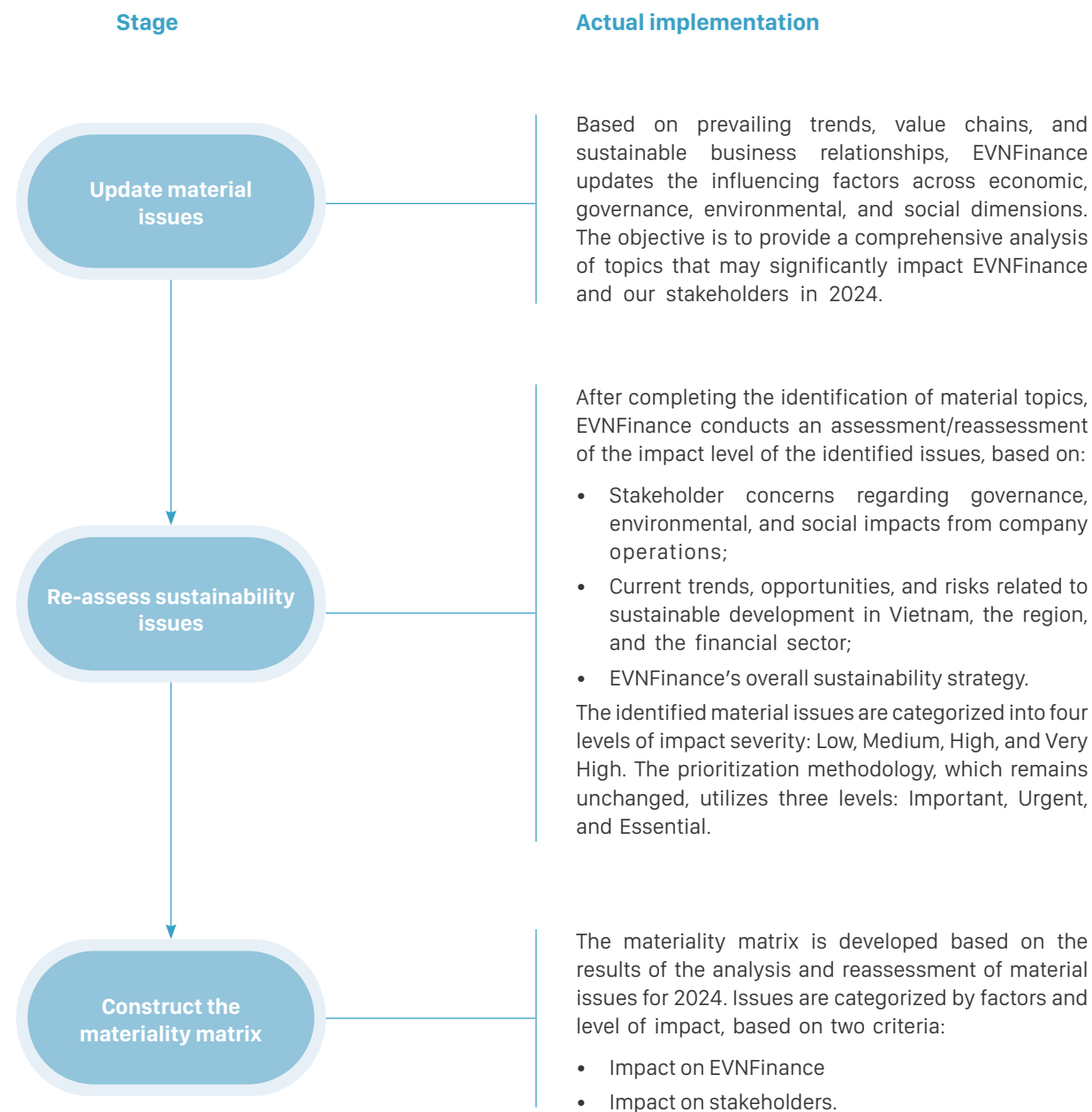


No	Pillar	Key Issues	17 UN Sustainable Development Goals	Report Reference
1	Governance	Data and transaction security	<ul style="list-style-type: none"><li>12: Responsible Consumption and Production</li><li>17: Partnerships for Goals</li></ul>	Refer to Section 4.4 Information and data security
2	Social	Employee health, safety and wellbeing	<ul style="list-style-type: none"><li>3: Good Health and Well Being</li><li>8: Decent Work and Economic Growth</li></ul>	Refer to Section 5.4
3	Governance	Legal compliance, business ethics and transparency	<ul style="list-style-type: none"><li>12: Responsible Consumption and Production</li></ul>	Refer to Section 4 Sustainability governance
4	Governance	Risk Management	<ul style="list-style-type: none"><li>12: Responsible Consumption and Production-</li><li>17: Partnerships for goals</li></ul>	Refer to Section 4.4 Risk Management
5	Environment	Contribution to renewable energy	<ul style="list-style-type: none"><li>7: Affordable and Clean Energy</li><li>8: Decent Work and Economic Growth</li><li>12: Responsible Consumption and Production</li></ul>	Refer to Section 5.1 Responsible Business
6	Economic	Digital Transformation and Economic Efficiency	<ul style="list-style-type: none"><li>8: Decent Work and Economic Growth</li><li>12: Responsible Consumption and Production</li><li>17: Partnerships for the Goals</li></ul>	Refer to Section 5.1 Responsible Business
7	Environment	Environmental and social impact management	<ul style="list-style-type: none"><li>12: Responsible Consumption and Production</li><li>13: Climate Action</li></ul>	Refer to Section 5.1 Environmental impact management
8	Social	Engagement with customers and strategic partners	<ul style="list-style-type: none"><li>11: Sustainable Cities and Communities</li><li>17: Partnerships for the Goals</li></ul>	Refer to Section 5.1 Responsible Business and 2.5 Stakeholder engagement
9	Social	Staff capacity training and succession planning	<ul style="list-style-type: none"><li>8: Decent Work and Economic Growth</li></ul>	Refer to Section 5.3 Human Resource Development

10	Economic	Responsible Investment, Financial Health and Inclusion	<ul style="list-style-type: none"><li>1: No Poverty</li><li>5: Gender Equality</li><li>8: Decent Work and Economic Growth</li><li>10: Reduced Inequalities</li><li>17: Partnerships for the Goals</li></ul>	Refer to Section 5.1 Responsible Business
11	Social	A culture of diversity, equality and inclusion	<ul style="list-style-type: none"><li>3: Good Health and Wellbeing</li><li>5: Gender Equality</li><li>8: Decent Work and Economic Growth</li><li>10: Reduced Inequalities</li><li>11: Sustainable Cities and Communities</li></ul>	Refer to Section 4.3 Cultivating and nurturing corporate culture
12	Environment	Mitigating climate change impacts	<ul style="list-style-type: none"><li>12: Responsible Consumption and Production</li><li>13: Climate Action</li></ul>	Refer to Section 5.1 Responsible Business and 5.2 Environmental Impact Management
13	Social	Community engagement	<ul style="list-style-type: none"><li>3: Good Health and Wellbeing</li><li>11: Sustainable Cities and Communities</li></ul>	Refer to Section 5.1 Social Activities in 2024
14	Environment	Natural resource management	<ul style="list-style-type: none"><li>12: Responsible Consumption and Production</li><li>13: Climate Action</li><li>15: Life on Land</li></ul>	Refer to Section 5.2 Environmental impact management



In 2024, EVNFinance continued to update the list of key issues at EVNFinance according to the following process:



## 5. STAKEHOLDERS ENGAGEMENT

### Update on the key stakeholder engagement activities throughout the year

In 2024, EVNFinance remained committed to regular and meaningful engagement with our stakeholders, emphasizing transparency and responsiveness to their perspectives and concerns across various aspects of the company's operations. At the same time, we actively facilitated dialogue through multiple channels, enabling

open and constructive discussions. These interactions provided a strong foundation for identifying and prioritizing key issues, shaping our long-term strategies, and advancing our sustainable development agenda.

Guided by the strategic direction approved by the General Meeting

of Shareholders, EVNFinance continues to pursue our mission of generating economic value to support socio-economic development, advancing environmental sustainability through green energy financing, and maintaining stable employment with competitive compensation for all employees.



## 5.1. SUPPLIERS/PARTNERS

### a. Communication channels and frequency

- Communication channels (email/ phone/ website/ online meeting): EVNFinance maintains regular and ongoing communication with suppliers of services and products.
- In-person meetings and collaboration: During the procurement and service usage process, EVNFinance conducts direct meetings and exchanges with suppliers when necessary.
- Through bidding documents; supplier information gathered via media (websites, service portals, etc.); service referrals from third parties: When occurs.
- Workshops and forums: EVNFinance maintains engagement with partners through participation in seminars and discussions when applicable.

### b. Key concerns

- Maintaining long-term cooperative relationships;
- Ensuring transparency and fairness among suppliers;
- Guaranteeing the quality of supplied products and services;
- Assessing financial capability, legal compliance in business operations, after-sales warranty and service policies, and price competitiveness in line with investor requirements and market norms.



### c. Actual implementation and engagement

- In 2024, EVNFinance engaged and collaborated with over 100 major partners/suppliers, including leading corporations and reputable service providers from both domestic and international markets.
- The procurement process for goods and services ensures fairness, transparency, compliance with internal regulations, and effective cost governance.
- Supplier assessments are conducted objectively based on criteria such as: product/service quality; cost-effectiveness; reputation in the service market; consistent financial profitability in recent years; and customer service capability.
- Service contract performance is closely monitored through regular progress updates (key milestones, deliverables, and issues encountered), service delivery status, and signed acceptance documentation. This ensures that procurement activities and contract execution align with the company's strategic goals and objectives.





## 5.2 COMMUNITY

### a. Communication channels and frequency

- **Website:** Regularly updates EVNFinance's internal information; discloses full and timely information for investors; and updates information on interest rates and exchange rates upon changes, ensuring easy access for EVNFinance's customers.
- **Fanpage:** Information for investors and the community is regularly and continuously updated via the EVNFinance Fanpage.
- Community events organized or participated in by EVNFinance: In 2024, community activities organized by EVNFinance, such as charity fun runs to support pediatric patients, appeals for donations to flood-affected communities, the launch of the EVNFinance Trade Union Charity Fund, and other philanthropic activities under the programs of the State Bank of Vietnam and Vietnam Electricity Trade Union, will be fully and timely communicated before, during, and after their occurrence.

### b. Key concerns

- Researching effective methods for implementing CSR (Corporate Social Responsibility), demonstrating the company's commitment to business ethics and our contribution to sustainable economic development.
- Timely updating of investment policies as well as management and operational policies related to key economic sectors, particularly in sustainable development (SD) areas, and the development orientations of state management agencies, as well as the development trends of the listed business community.

### c. Actual implementation and Engagement

- Regular participation in associations and forums to capture public feedback. For instance, EVNFinance joined the Electricity Association to stay informed on trends and demand for solar energy systems among the public, thereby tailoring loan support policies accordingly. It also participated in the Credit Institutions Emulation Group No. 5 to exchange best practices and align with the State Bank's social and charitable directions for credit institutions.
- The EVNFinance Trade Union engages with the Vietnam Electricity Trade Union to align community-sharing activities with the union's strategic objectives.
- EVNFinance assigns staff members to handle public inquiries via telephone and fanpage, while actively monitoring media to stay informed on public concerns—especially those related to ESG development strategies, social welfare, and environmental matters.
- EVNFinance has regularly and periodically organized charity and social activities (refer to Section 5.1 Social activities in 2024).



### 5.3 SHAREHOLDERS/ INVESTORS

#### a. Communication channels and frequency

- Annual General Meeting of Shareholders: Held annually and on an ad-hoc basis as required.
- Company website/Fanpage: Regularly updated; shareholders/investors may reach out via inbox messaging.
- Shareholder Services and Information Management Department: Available daily at the company headquarters and branches or via phone and mail.
- Email: [lienhe@evnfc.vn](mailto:lienhe@evnfc.vn): Received and processed daily.
- Participation in domestic and international events: On an ad-hoc basis, especially those organized by the State Securities Commission, the State Bank of Vietnam, and HOSE. For international events, EVNFinance's Treasury & International Markets Division participates in study and working visits with international partners.

#### b. Key concerns

- Transparent, timely, accurate, and comprehensive information.
- Equal treatment of all shareholders, whether individual, institutional, domestic, or foreign.
- Efficient business activities, sustainable growth, stable dividend payout ratio.



#### c. Actual implementation and engagement

- In 2024, EVNFinance conducted a shareholder vote by written resolution on matters within the General Meeting of Shareholders' authority.
- EVNFinance ensured full compliance with legal requirements for information disclosure. The BOD Secretariat was assigned to manage investor relations and disclosures via the State Securities Commission, HOSE's ECM system, and the EVNFinance website.
- The Investor Relationship Department under the BOD Secretariat routinely interacted with shareholders through direct meetings, email, hotline, and fanpage.
- Hundreds of investor meetings were conducted throughout the year via online calls, in-person visits, and due diligence at EVNFinance head office.





## 5.4 EMPLOYEES

### a. Communication channels and frequency

- Internal communications: Maintained on a daily basis.
- Company events: Held quarterly and annually, calling for collaboration and contributions from all employees.
- Internal meetings: Conducted as necessary, aligned with task and work progress.
- Other channels (website, EVNFinance Cultural House, fanpage, internal chat groups, HR email, elevator screen communications): Continuous and daily updates, reflecting a unique aspect of EVNFinance's corporate culture.

### b. Key concerns

- Working and rest conditions.
- Remuneration Policy
- Training and Development Policy
- Working Environment
- Relationships at work (internal/external).

### c. Actual implementation and exchange of information

- The Human Resources Division maintains HR Business Partners who work alongside managers to communicate EVNFinance's culture, policies, and procedures, and also gather feedback from employees to propose appropriate solutions (if necessary)
- Trade Union collaborates with relevant departments to prepare and submit a report to the General Director for the organization of the annual

Employee Conference. This conference aims to review, evaluate, and transparently communicate the outcomes of the company's production and business activities, as well as grassroots trade union initiatives. It also serves as a platform for sharing information, fostering dialogue, and upholding employees' democratic rights within the company. At the 2024 Employee Conference, the Presidium, comprising the General Director and the Chairman of the Company's Trade Union, addressed recommendations from the grassroots conference. Key issues discussed included enhancements to employee welfare policies, such as improvements to workplace medical facilities, provisions for flexible late-work arrangements, and the standardization of working hours on Saturdays for the Digital Finance Division to align with those of other employees across the organization. Numerous other resolutions were also adopted during the conference.

- EVNFinance maintains clear regulations on labor-related complaints, along with an anonymous feedback and complaint mailbox. This mailbox is placed in a private meeting room to ensure confidentiality and security. In 2024, the Company did not receive any complaints from employees.
- Regularly organize internal events and internal seminars to communicate and share new HR policies, and at the same time create opportunities for employees to discuss and contribute to the Company's policies and regulations. In 2024, EVNFinance implemented a wide range of training programs categorized into four main groups: Professional Training, Leadership and Management Development, Skills Enhancement, and Mandatory Training.



## 5.5. GOVERNMENT/ REGULATORY AGENCIES

**a. Communication channels and frequency**

- Meetings, conferences, seminars, and industry forums: In 2024, especially before the 2024 Law on Credit Institutions takes effect, EVNFinance frequently participated in discussions, conferences, and Q&A sessions organized by the State Bank of Vietnam (SBV) to guide and clarify the new law for credit institutions. Additionally, EVNFinance regularly attends financial and banking industry forums on a semi-annual basis, as scheduled by the SBV.
- General Meeting of Shareholders: EVNFinance holds our Annual General Meeting of Shareholders once per year. In 2024, the Annual General Meeting was held in March, and a written consultation with shareholders was conducted in November.
- Monthly/Quarterly reports as regulated: Reports to the SBV are submitted on a monthly, quarterly, and annual basis. For certain types of reports, EVNFinance is required to transmit data files daily before the specific deadline set by the SBV.
- Other communication channels (email/phone/website): EVNFinance maintains frequent communication with the SBV and other regulatory authorities.



### b. Key concerns

- EVNFinance implements and complies with the regulations, policies and guidelines of the Government and the SBV.

### c. Actual implementation and engagement

- EVNFinance is a member of the Vietnam Banks Association (VNBA) and our affiliated clubs (Legal Banking Club, Vietnam Consumer Finance Club).
- Participated in 23 regular meetings, conferences, and seminars organized by the Government and related Ministries/Departments.
- Contributed 42 comments and opinions in response to official correspondence from the SBV and the VNBA.
- Organized internal meetings to enhance awareness of legal and regulatory compliance.
- Over the past two years, EVNFinance has also been involved with the Vietnam Electricity Association and conducted regular information exchange meetings with fellow members.





## 5.6 CUSTOMER

### a. Communication channels and frequency

- Branches/Sales Units at the Head Office: Interact with customers frequently and continuously on a daily basis.
- Email/Website/Social Network: EVNFinance maintains daily interaction with customers and partners through our website, email, and social media channels.
- Information on the mass media: EVNFinance frequently and consistently publishes information about our operations throughout 2024 to promote and strengthen the EVNFinance brand among partners and customers.
- Customer satisfaction surveys: Satisfaction surveys are conducted by the Treasury Division. All business units that engage in transactions or maintain relationships with customers are required to carry out this survey either online or in hard copy format, with a frequency of once per year.
- Hotline: Available 24/7.

### b. Key concerns

- EVNFinance is committed to ensuring that the quality and services provided meet customer satisfaction, which in turn helps promote our financial services to more customers.
- In compliance with the listing standards of the Ho Chi Minh City Stock Exchange, EVNFinance emphasizes timely, full, and transparent disclosure of information to all relevant stakeholders, including customers and investors.



- Ensuring customer information security and confidentiality is a fundamental principle of EVNFinance, as stated in our commitment published on the EVNFinance website.
- Processing time and policy mechanisms are optimized to ensure swift responses to customer needs.

### c. Actual implementation and engagement

- EVNFinance's business units and branches frequently engage with customers, gather feedback from the investor and customer community, and promptly adjust internal policies to suit each development stage.
- EVNFinance has assigned specialized units to work with experienced customers involved in rooftop solar power system investment and operations, as well as customers interested in self-installation of solar systems (under the DPPA model). These engagements help provide appropriate financial products and service packages, or discuss credit policy options such as refinancing and compensation loans tailored to customer needs.
- In 2024, EVNFinance continued to record no customer complaints through any of our feedback channels.





# 3

## RESPONSIBLE BUSINESS

Financial Inclusion

Green Finance – Transitioning  
Towards a Low-Carbon Economy

Environmental and social risk  
management

Digitalization

Sustainable procurement and  
supply chain





In the context of the global economy facing urgent challenges such as climate change, social inequality, and economic instability, EVNFinance has positioned itself not only as a financial intermediary but also as a driver of the transition toward a sustainable economy. The integration of green finance (directing capital flows into low-emission initiatives) and inclusive finance (expanding access to financial services for all groups) is not merely a prevailing trend, but a key to sustainable development. Addressing these two issues in isolation risks leading to inequitable transitions, potentially leaving vulnerable groups behind. Therefore, an integrated approach—balancing economic growth, environmental protection, and social equity—is essential for a sustainable and inclusive future.

## 1. FINANCIAL INCLUSION

EVNFinance is constantly innovating and introducing new credit products to the market, especially digital financial and digital lending products. These efforts have enabled EVNFinance to provide comprehensive financial services to a wide range of customers, from large enterprises and small- and medium-sized enterprises (SMEs) to micro and individual clients, aiming to promote social equity and economic inclusion. To achieve this, EVNFinance focuses on the following targeted product groups:

- Narrowing the financial gap: Facilitating access to funding for vulnerable groups and MSMEs, enabling them to develop sustainably within the economy.
- Supporting gender equality and equitable rights: Investing in women-led enterprises and promoting fair labor rights, contributing to a more just society. This initiative has been implemented in 2024 and will be further strengthened in 2025.
- Expanding access to financial services: Developing digital finance to reduce costs and enhance accessibility, particularly in rural and remote areas.



## REGARDING CREDIT ACTIVITIES

Through the digital platforms, EVNFinance enables customers—especially in rural and remote areas—to access financial services more easily, particularly those who face difficulties interacting with traditional banks.

In 2024, EVNFinance continues to cooperate with Misa Joint Stock Company to successfully develop a digital lending product for SME customers: "MISA SME Credit Line for MISA Clients," offering notable advantages:

- Customers can easily access and apply for loans online 24/7, including holidays or outside office hours.
- Applying the automatic credit extension model: Simple dossier, quick procedures. The system fully automates the appraisal, approval and disbursement stages.
- Build a credit package with competitive interest rates and appropriate debt repayment.

**EASY Credit**  
ĐIỂM TỰA KHI CẦN

03 lựa chọn

# Thanh toán trực tuyến

Khoản vay tiêu dùng tại **EASY CREDIT**

\*EASY CREDIT là thương hiệu của EVNFinance

## REGARDING CAPITAL MOBILIZATION

The year 2024 marked EVNFinance's proactive mobilization of foreign capital for inclusive finance and gender equality initiatives:

- **In March 2024, EVNFinance secured a USD 10 million loan from the Women's Livelihood Bond** through an Orange bond issuance. The loan targets women and micro-enterprises led by women.
- **In December 2024, EVNFinance received a USD 20 million loan from the JAPAN ASEAN Women Empowerment Fund** for women borrowers and women-led enterprises.
- **Lastly in 2024, EVNFinance secured a USD 15 million loan** to support MSMEs and promote inclusive finance through digital platforms.

In addition, EVNFinance also improves our position in the international market through loan agreements with European development finance institutions, including a USD 30 million loan from FMO (Netherlands), earmarked for green projects and SME financing.

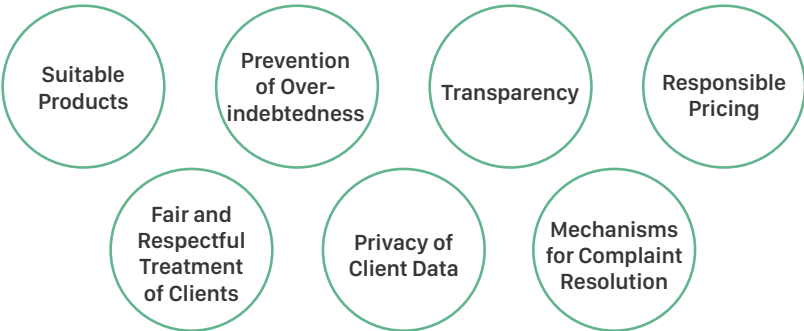




GOLD CLIENT PROTECTION CERTIFICATION

In October 2024, Inclusion Social Ratings (ISR) announced that EVNFinance has achieved the Gold level of Client Protection Certification – the highest level of achievement and adheres to the most stringent criteria for safeguarding clients. The certificate is valid for 3 years from the date of issuance, during the certification period, EVNFinance must fully comply with all criteria and successfully undergo a mid-term review.

The ISR assessment criteria encompass seven key areas:



The Gold Certification from ISR for Client Protection affirms that EVNFinance not only effectively fulfills our role as a credit institution providing digital financial products but also meets and adheres to the strictest criteria for client protection in accordance with the Universal Standards for Social Performance Management. This enhances the Company's reputation in the consumer lending sector.

ISR (Impression Social Rating) is the world's first global social rating and assessment organization, established in 2015, headquartered in South Africa, and with offices in multiple countries. ISR provides independent ESG ratings as well as social impact and performance ratings for public and private sector organizations and enterprises to assist them in enhancing their social and environmental impact and improving their financial performance. To date, ISR has conducted assessments in various countries, including the Philippines, Peru, India, and Tanzania. EVNFinance is the pioneering organization in Vietnam to be assessed and certified by ISR.



ORANGE SEAL CERTIFICATION

In 2024, EVNFinance was honored to receive the Orange Seal certification from Impact Investment Exchange (IIX), reaffirming the company's commitment to gender equality and climate action.

The Orange Seal recognizes companies that demonstrate commitment and action toward gender equality and climate action. We are proud to be identified by this symbol, which signifies empowerment for women, girls, persons with disabilities, ethnic minorities, and other underserved groups, contributing to lasting, tangible, and sustainable impacts.

Over the years, EVNFinance has prioritized policies, benefits, and social initiatives to promote women's advancement within the organization and extend our human-centered message to the broader community. Through our inclusive finance strategy, EVNFinance continues to offer effective financial solutions for women-led MSMEs and SMEs.

Previously, in February 2024, EVNFinance and IIX (Impact Investment Exchange) successfully signed a loan agreement worth USD 10 million. This loan is financed by proceeds from the issuance of the Women's Livelihood Bond 6. The loan, which has a 4-year term, will be used for the purposes of: providing consumer finance and loans to small and medium-sized enterprises (SMEs) targeting women; and financing solar power projects developed by women-led SMEs.



Achieving the Orange Seal has reinforced EVNFinance's credibility and responsibility in our sustainable development journey. EVNFinance aims to become an extended arm of IIX in the Vietnamese market, advancing women's economic empowerment.

2.

GREEN FINANCE – TRANSITIONING TOWARDS  
A LOW-CARBON ECONOMY

REGARDING CREDIT ACTIVITIES

In alignment with the national Net Zero target and efforts to reduce carbon emissions, in 2024 EVNFinance launched an ESG credit package valued at over VND 2,000 billion. This package offers preferential interest rates to clients implementing green energy transition projects, sustainable development initiatives, and greenhouse gas emission reduction programs. Through EVNFinance's

financing, more than 1,000 electric vehicles of Green and Smart Mobility Joint Stock Company (GSM) have been put into operation, contributing to the decarbonization of the national transportation sector.

As of the end of 2024, EVNFinance has financed 46 solar power projects operated by energy enterprises, bringing the total number of renewable energy projects funded

by EVNFinance to nearly 200. These efforts have helped reduce an estimated 2,057,154 tCO<sub>2</sub> by year-end 2024. This outcome represents EVNFinance's contribution to the State Bank of Vietnam's green credit roadmap and to the nation's implementation of the United Nations Framework Convention on Climate Change (UNFCCC) commitments.

EVNFinance launched an ESG credit package

≈2,000  
VND billion

Contributing to the decarbonization of the national transportation sector

≈1,000  
electric vehicles

Total number of renewable energy projects funded by EVNFinance

200  
projects

46  
solar power projects

≈2,057,154  
tCO<sub>2</sub>

<sup>1</sup>Chỉ số này được tính theo CV số 1278/BĐKH-TTBVTOD về việc công bố kết quả tính toán hệ số phát thải của lưới điện Việt Nam năm 2021 của Cục Biến đổi Khí hậu – Bộ Tài Nguyên và Môi trường gửi ngày 31/12/2022

FLAGSHIP PRODUCT IN 2024

Beyond partnering with businesses on renewable energy projects, in 2024, EVNFinance also launched a loan product for individual customers to install rooftop solar power systems. This product was diligently researched and developed by EVNFinance starting in late 2023 and was officially launched in March 2024. Under this initiative, EVNFinance collaborates with Manfusi, a provider and installer of rooftop solar systems, to carry out installations for interested households.

The advantage of this product is that individuals and households with suitable roof space can use the electricity generated by their system for household activities or small-scale production. When system-generated power is insufficient or unavailable, they will use grid electricity from the Power Company. Thus, by prioritizing their installed solar power, especially during hot weather and peak demand periods, individuals and households save money on their electricity bills.

Therefore, recognizing the growing public awareness, EVNFinance supports individuals by financing up to 80% of the total investment

value for solar systems, with loan tenors of up to 7 years and suitable preferential interest rates. After the loan repayment period to EVNFinance concludes, the monthly electricity cost savings effectively become an income source for individuals and households. This new loan product from EVNFinance not only provides capital support to individual customers but also helps them select reputable suppliers for quick and convenient system installation, offering various loan amounts suitable for different installation sizes.

Cumulative results as of December 31, 2024: 70 individual customers have taken loans from the Manfusi credit package to install solar power systems, with a total outstanding loan balance of VND 12,816,304,932. Actual economic and environmental impacts include:

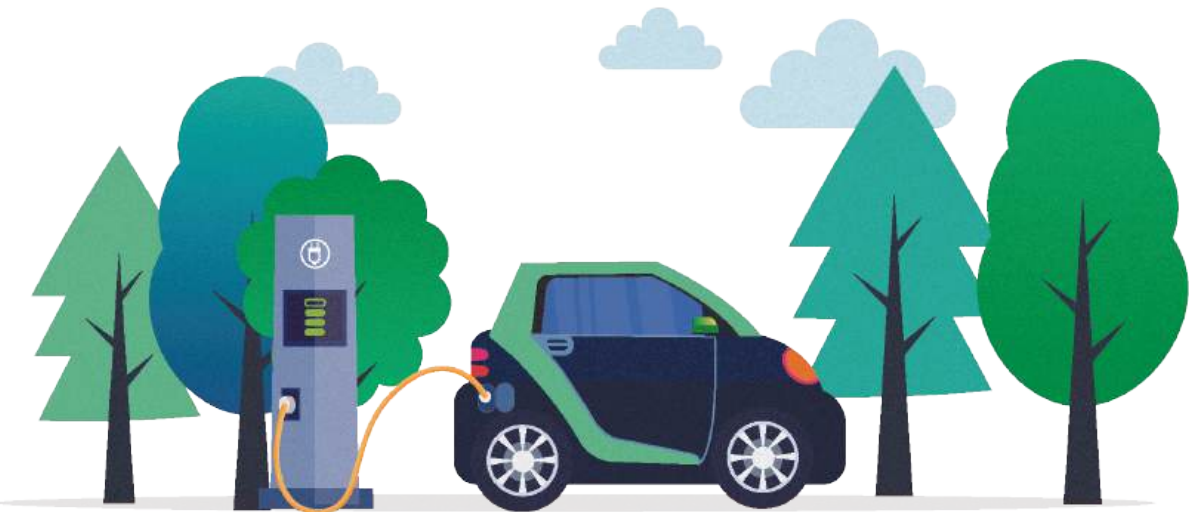
- **Electricity Cost Savings:**
  - Households and manufacturing businesses report a 50-80% reduction in monthly electricity bills.
  - Manufacturing businesses reduce operating costs, thereby enhancing competitiveness.
- **Promoting clean energy transition:**
  - Supports exporting businesses in meeting renewable energy usage requirements from EU, US, and Japanese markets.
  - Contributes to reducing CO<sub>2</sub> emissions, supporting Vietnam's Net Zero commitment.

POSITIVE RECEPTION FROM CUSTOMERS

- **Satisfaction with the cost-saving effect:**
  - In southern Vietnam, customers expressed high satisfaction with electricity savings, achieving 50-80% reductions in bills.
  - Large electricity consumers valued the cost optimization enabled by solar power.
- **High regard for product quality:**
  - Solar panels and inverters supplied by Manfusi offer high efficiency, durability, and long-term warranties, instilling confidence in customers' long-term investments.
- **Professional customer service:**
  - Swift installation process and attentive after-sales service deliver positive customer experience.
- **Flexible financial solutions:**
  - Installment plans and loan support enhance accessibility and broaden outreach across different user segments.
- **Strong referral effect:**
  - An increasing number of existing customers recommend the product to family members and business partners, helping expand the reach of green credit package.

Total outstanding loan

12,816,304,932 VND





REGARDING CAPITAL MOBILIZATION ACTIVITIES

In line with the orientation of promoting green finance and financial inclusion, EVNFinance has continuously improved our policy framework and compliance commitments to become eligible for funding from international institutions and funds. Specifically:

- (i) the company has revised our Environmental and Social Management System (ESMS) policies to comply with regulations of the State Bank of Vietnam and meet standards set by the International Finance Corporation (IFC) and European Development Finance Institutions;
- (ii) EVNFinance has committed to and obtained the Gold-level Client Protection Certification issued by CERISE + SPTF.

The implementation of these commitments positions EVNFinance as a leading financial institution in Environmental – Social – Governance (ESG) practices in Vietnam and strengthens our reputation and credibility in the international market.

As of 31 December 2024, EVNFinance had successfully mobilized a total of USD 255,359,000 in foreign capital. The company is currently working with 27 international partners—including impact investment funds, development finance institutions, and foreign banks—to channel funds toward small and medium enterprises (SMEs), microenterprises, and household businesses. The majority of this capital has been effectively allocated to eligible green clients and projects, ensuring compliance with the requirements of bond investors, issuing organizations, and lending institutions.

As of 31 December 2024, EVNFinance had successfully mobilized a total of

\$255,359,000



3. ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

174 projects/clients were assessed and classified into risk categories as follows:

0 Group A

12/174 Group B+

14/174 Group B

148/174 Group C

ENVIRONMENTAL AND SOCIAL (E&S) RISK MANAGEMENT IN CREDIT ACTIVITIES

EVNFinance recognizes the importance of rigorous environmental and social risk governance in our lending operations. The company applies E&S risk management policies throughout the entire credit process—from client screening and data collection to risk assessment, appraisal, and credit approval. It also monitors and supervises action plans to promptly mitigate potential negative environmental and social impacts. With the completion of our E&S risk management framework, 100% of the projects and clients financed by EVNFinance in 2024 underwent E&S risk assessments.

Risk Classification	Category Definition
Type A (High risk)	Business activities with potentially very significant or sensitive adverse environmental or social risks and/or impacts that are diverse, irreversible, or unprecedented. Impacts are considered sensitive if they pose high risks to workers, severely affect communities or minorities, involve resettlement or mass layoffs, or lead to the loss of natural habitats, biodiversity, and cultural heritage.
Type B+ (Significant risk)	Business activities with adverse/potentially adverse environmental or social impacts in a specific area/region, which are largely reversible and can be addressed through risk mitigation measures.
Type B (Moderate risk)	Business activities with potentially limited adverse environmental or social risks and/or impacts, generally occurring at a specific site, largely reversible, and can be readily solved through mitigation measures.
Type C (Low risk)	Business activities with minimal or no risk and/or has limited adverse E&S impact.

The projects/customers that EVNFinance sponsors are fully compliant with social and environmental regulations. Our E&S Management System requires clients to record and report any incidents that arise during project implementation. In 2024, EVNFinance expanded the scope of our exclusion list for non-financeable activities, adopting the European Development Finance Institutions (EDFI) exclusion list, which prohibits all activities related to fossil fuels. The company also conducted communication and training initiatives, integrating environmental and social risk management into our broader risk management programs.

## 4. DIGITALIZATION

In 2024, EVNFinance continued to accelerate our digital transformation by adopting advanced technologies to enhance internal operations, improve productivity, and deliver greater convenience to customers. Simultaneously, the company made significant investments in advanced cybersecurity solutions, including data protection, attack detection and prevention, and adherence to stringent information security standards, ensuring maximum protection for customer data, personal information, and operational systems.



### INTERNAL PROCESS AUTOMATION

Implemented Robotic Process Automation (RPA) to automate repetitive tasks such as report generation and monitoring.

Deployed a business process management system to streamline workflows, reduce processing times, and minimize errors.

Enhanced the mobile application with a user-friendly interface, introducing new features such as integration with additional banks, QR code payments, and eKYC account verification.

### APPLICATION OF ARTIFICIAL INTELLIGENCE (AI) AND DATA ANALYSIS (BIG DATA)

Introduced a chatbot and virtual assistant to provide 24/7 customer support, offering product consultations and transaction inquiries.

Implemented automated credit approval tools to analyze credit scores, significantly shortening loan approval times.

Utilized Big Data and Machine Learning to analyze customer behavior, personalize services, and detect financial fraud.

### ENHANCED SECURITY & COMPLIANCE

Applied biometric authentication (fingerprint, facial recognition) to enhance transaction security.

Employed data encryption and anti-fraud tools to identify irregular transactions and mitigate cyber risks.

Ensured compliance with personal data protection regulations (Decree 13/2023/ND-CP) and information security standards under ISO 27001.

### COOPERATE WITH FINTECH PARTNERS TO PROVIDE PLATFORMS & EXPAND THE FINANCIAL ECOSYSTEM

Utilized Open API to integrate with Fintech partners, enabling customers to access more flexible financial services, streamline loan approvals, and expedite document verification. In particular, EVNFinance partnered with MISA Joint Stock Company to develop and integrate a system for offering loan products tailored to corporate customers using MISA's accounting and management services through a digitized model. This collaboration enables EVNFinance to efficiently and swiftly engage with customers seeking financial support for various borrowing purposes, offering a flexible and convenient process. Additionally, the company leveraged technology to directly connect with customers on online platforms, delivering fast, cost-efficient, and automated lending solutions.

### DIGITIZATION OF BUSINESS PROCESSES

The application of eKYC, electronic identification, digital contracts, and digital signatures helps customers register and receive loan approvals quickly and seamlessly.



## 5. SUSTAINABLE PROCUREMENT AND SUPPLY CHAIN

In the current context, the promotion of green energy and renewable energy is considered the optimal solution to address environmental and energy challenges. However, the global solar panel manufacturing industry has faced issues related to the use of forced labor.

Recognizing the risks of forced labor in the production of solar panel components and photovoltaic modules within the supply chain, EVNFinance firmly opposes the use of forced labor. The company is committed to avoiding the use of components and solar panels produced through forced labor practices. To uphold this stance, EVNFinance has actively communicated our position to customers, partners, and employees through widespread and robust campaigns. Additionally, EVNFinance has issued notifications to customers regarding suppliers linked to forced labor, advising caution and encouraging partners and customers to minimize the procurement of solar panels manufactured using forced labor practices.

EVNFinance is committed to integrating environmental responsibility into our procurement activities, with several practical initiatives including:

- **Transportation:** Gradually transitioning from gasoline-powered vehicles to VinFast electric vehicles to reduce CO2 emissions, promote environmental sustainability, and mitigate the impacts of climate change.
- **Office Supplies for Staff:** Providing reusable items such as drinking cups and glass water bottles, sourced from reputable partners with certified products that ensure safety, hygiene, and compliance with health standards for plastic and ceramic packaging and utensils.
- **Equipment and Appliances:** Selectively procuring high-performance products that support user health, such as cup-drying cabinets equipped with infrared and ozone sterilization to eliminate E. coli and prevent mold growth.
- **Consumer Products:** Prioritizing products with commitments to safety, quality, and health benefits, such as Lavie water, with verified safety standards.

EVNFinance maintains a strong preference for reputable and well-established partners in the market, ensuring cost optimization, quality assurance, transparency, and operational efficiency in all procurement activities.







# 4

## SUSTAINABILITY GOVERNANCE

Sustainability governance

Composition of the Board of Directors, Board of Management and Supervisory Board

Cultivating and nurturing sustainability culture

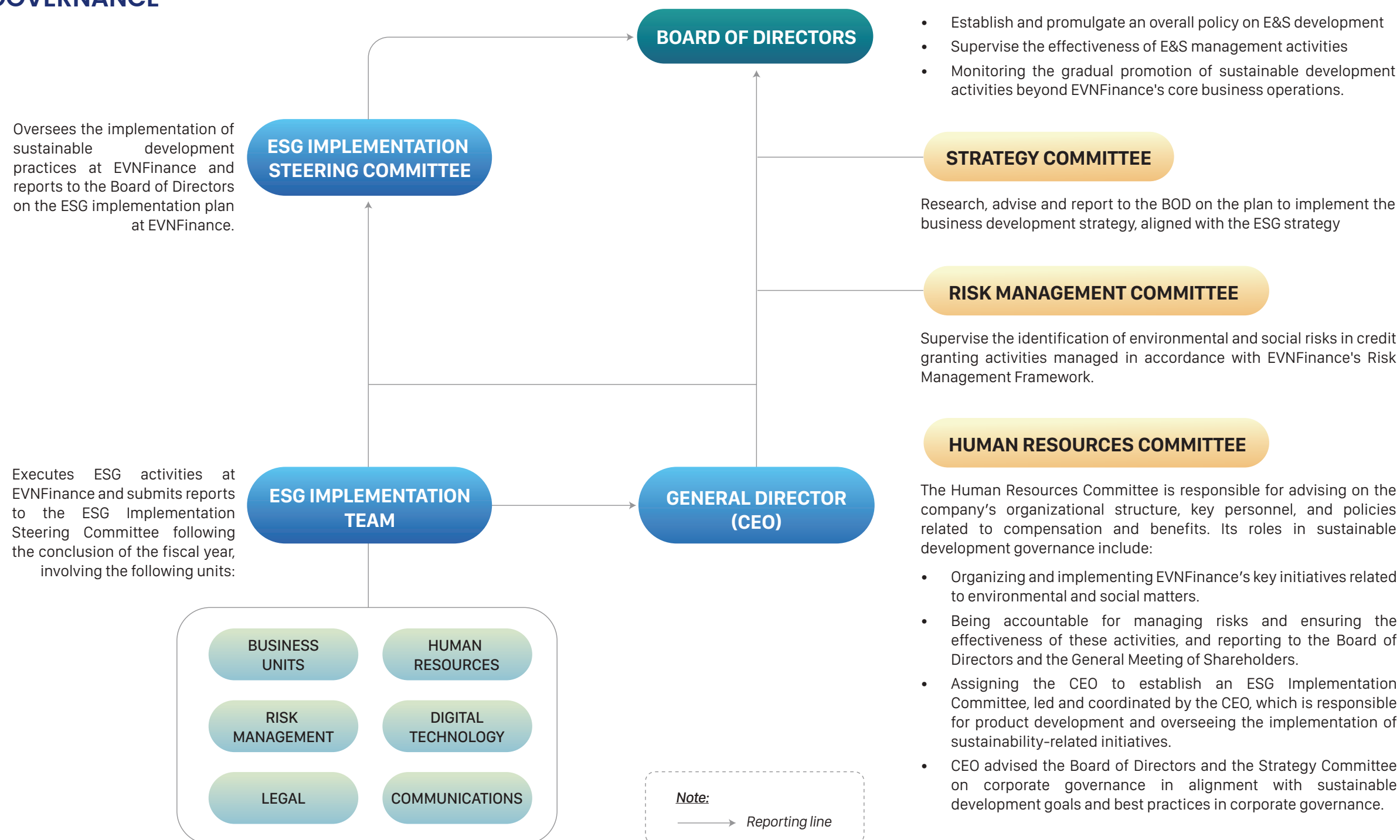
Risk management and business continuity management

Anti-Corruption and Anti-Money Laundering



# 1. SUSTAINABILITY GOVERNANCE

In order to implement ESG principles consistently and comprehensively across our operations, EVNFinance established an ESG Implementation Steering Committee, led by Mr. Le Manh Linh, Vice Chairman of the Board of Directors and Chairman of the Strategy Committee. At the management level, the General Director has been tasked with leading the ESG Implementation Team to execute initiatives in line with the company's strategic direction. The structure of roles and responsibilities is outlined as follows:



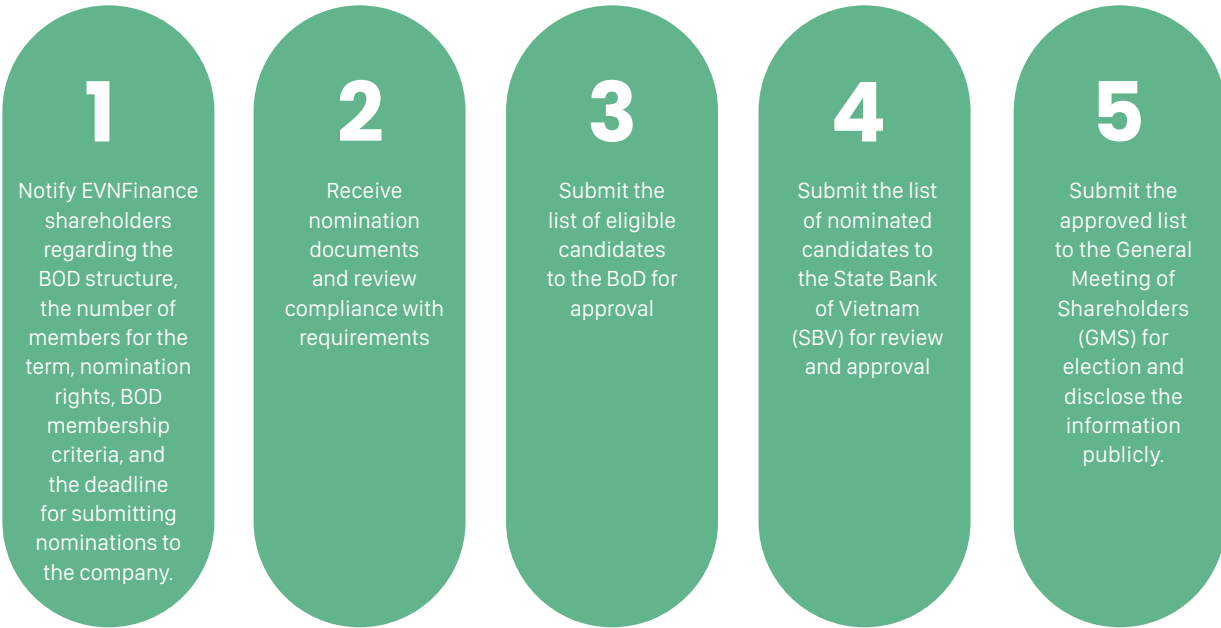
POLICY FRAMEWORK

In 2024, EVNFinance continued to enhance our existing policy framework to further strengthen the Company's governance capacity.



NOMINATION AND SELECTION OF SENIOR MANAGEMENT

At EVNFinance, the nomination of the Company's Board of Directors follows these key steps:



The selection and recommendation of senior management at EVNFinance are based on nominations submitted by shareholders. EVNFinance evaluates the professional qualifications and work experience of each candidate to ensure transparency, fairness, and objectivity in the selection process. Selected candidates must demonstrate a high level of expertise and leadership capacity relevant to EVNFinance's business operations, as well as the ability to advise and support the company's development strategy. Candidates are expected to contribute effectively to the company's sustainable growth and shareholder value.





## 2. COMPOSITION OF THE BOARD OF DIRECTORS, BOARD OF MANAGEMENT AND SUPERVISORY BOARD

In 2024, the structure and number of members of the Board of Directors (BOD) and Supervisory Board of EVNFinance remained stable, consistent with 2023, for the term 2023-2028.

### BOARD OF DIRECTORS (BOD)

The BOD of EVNFinance comprises members with diverse expertise and professional backgrounds, including extensive leadership experience in credit institutions and economic organizations. The age range of BOD members spans from 40 to 55 years old, encompassing all factors of experience and youth. Details of information on members of the Board of Directors are presented in EVNFinance's 2024 Annual Report. Below is a summary of information about members of the Board of Directors:

**Mr. Pham Trung Kien**  
Chairman of the Board of Directors

- Master of Business Administration - French - Vietnamese School of Management CFVG, National Economics University;
- Bachelor of Economics - National Economics University;
- Mr. Pham Trung Kien has held many leadership positions at credit institutions and other economic organizations

**Mr. Le Manh Linh**  
Vice Chairman of the Board of Directors/  
Chairman of the Strategy Committee/  
Head of ESG Implementation Steering Committee

- Master of International Commercial Law - Francois Rabelais de Tours University, France;
- Bachelor of Economics and Management - Pierre Mendes University France, France;
- Mr. Le Manh Linh has held many leadership/management positions in charge of business units in financial institutions.

**Mr. Mai Danh Hien**  
Member of the Board of Directors/  
General Director

- Master of Economics - Accounting - Academy of Finance;
- Bachelor of Economics - Auditing - Academy of Finance;
- Mr. Mai Danh Hien has more than 16 years of experience in finance, accounting, banking auditing, including 13 years of working at EVNFinance.

**Mr. Nguyen Trung Thanh**  
Member of the Board of Directors

- Bachelor of Law - Hanoi Law University;
- Mr. Nguyen Trung Thanh has held many leadership/management positions in various economic organizations.

**Mr. Le Hoai Nam**  
Independent Member of the Board of Directors

- Master of Economics - University of Greenwich, London - United Kingdom;
- Engineer in Business Administration - Hanoi University of Science and Technology;
- Informatics Engineer - Hanoi University of Science and Technology;
- Mr. Le Hoai Nam has held many leadership/management positions in various economic organizations.

**Mr. Nguyen Van Hai**  
Independent Member of the Board of Directors

- Bachelor of Law - Hanoi Law University;
- Mr. Nguyen Van Hai has held many leadership positions at credit institutions and other economic organizations

### SUPERVISORY BOARD

**Mr. Le Long Giang**  
Head of the Supervisory Board

- Master of Economics - Banking and Financial Economics - National Economics University;
- Bachelor of Economics - Major in Finance - National Economics University;
- Mr. Le Long Giang has more than 21 years of experience and has held many leadership positions in financial institutions.

**Ms. Le Khanh Ngoc**  
Member of the Supervisory Board

- Master of Science in Finance - University of Stirling, Scotland, United Kingdom;
- Bachelor of Economics - Economics - National Economics University;
- Ms. Le Khanh Ngoc has more than 15 years of experience working at EVNFinance.

**Mr. Nghiem Khac Dat**  
Part-time member of the Supervisory Board

- Master of Economics - Academy of Finance;
- Bachelor of Economics - Accounting - Academy of Finance
- Mr. Nghiem Khac Dat has held many leadership/management positions in various economic organizations.

BOARD OF MANAGEMENT



**Mr. Mai Danh Hien**  
General Director

- Master of Economics - Accounting - Academy of Finance;
- Bachelor of Economics - Auditing - Academy of Finance;
- Mr. Mai Danh Hien has more than 16 years of experience in finance, accounting, banking auditing, including 13 years of working at EVNFinance.



**Mr. Le Anh Tuan**  
Deputy General Director

- Master of Economics - National Economics University;
- Bachelor of General Business Administration - National Economics University;
- Mr. Le Anh Tuan has more than 21 years of experience in electricity and finance and banking, including 16 years of working at EVNFinance



**Mr. Dao Le Huy**  
Deputy General Director

- Master of Economic Administration - Delhi University - India;
- Bachelor of Foreign Trade Economics - Hanoi Foreign Trade University;
- Mr. Dao Le Huy has 20 years of experience in the finance and banking industry, including 14 years of working at EVNFinance



**Ms. Ton Thi Hai Yen**  
Deputy General Director

- Master of Business Administration - La Trobe University, Australia;
- Master of Economic Law - Vietnam Academy of Social Sciences;
- Bachelor of Economic Law - Phuong Dong University;
- Bachelor of Banking and Finance - National Economics University;
- Ms. Ton Thi Hai Yen has more than 24 years of experience in the field of laws, including more than 16 years working at EVNFinance



**Mr. Mai Xuan Dong**  
Director of Da Nang City Branch

- Master of Business Administration - Duy Tan University
- Bachelor of Statistics - Da Nang University of Science and Technology
- Mr. Mai Xuan Dong has 32 years of experience in the electricity, finance and banking industries, including 16 years of working at EVNFinance



**Mr. Hoang Nhat Nam**  
Director of Ho Chi Minh City Branch

- Bachelor of Business Administration - University of Finance - Marketing
- Mr. Hoang Nhat Nam has 16 years of experience in finance and banking



**Mr. Tong Nhat Linh**  
Chief Accountant

- Master of Business Administration - University of Economics, Hanoi National University;
- Bachelor of Accounting - Academy of Finance;
- Certificate of Chief Accountant - Academy of Finance;
- CMA - CMA Australia;
- Mr. Tong Nhat Linh has 13 years of experience in the field of accounting,



**Mr. Nguyen Tien Sy**  
Director of Hanoi Branch

- Mr. Nguyen Tien Sy was appointed and held the position of Director of Hanoi Branch from December 10th, 2024.
- Master of Economics - Banking Academy
- Bachelor of Banking and Finance - Phuong Dong University
- Mr. Nguyen Tien Sy has 15 years of experience in finance and banking



**Mr. Hoang The Hung**

Mr. Hoang The Hung resigned from the position of Deputy General Director from April 1st, 2024.



**Mr. Lam Nguyen Thien Nhon**

Mr. Lam Nguyen Thien Nhon resigned from the position of Deputy General Director from March 8th, 2024.



### 3. CULTIVATING AND NURTURING SUSTAINABILITY CULTURE

EVNFinance considers the creation and nurturing of a corporate culture oriented toward sustainable development as a fundamental element, playing a pivotal role in guiding all activities in accordance with sustainable principles. This effort contributes to maintaining stability and building a long-term future for the company.

In 2024, EVNFinance introduced several practical new initiatives to enhance the learning culture and foster team spirit among our employees. These programs not only reinforce the company's core values but also cultivate a professional, cohesive work environment that encourages innovation and responsible action.



#### CULTURE OF LEARNING AND INNOVATION

In 2024, EVNFinance is placing a strong emphasis on developing a proactive learning culture, aiming to foster a "Learning Organization – Happy Employees." The Company has rolled out numerous practical activities to cultivate and promote habits of reading and document research, encourage the acquisition of new knowledge, and enhance adaptability and innovation capabilities across the entire system – crucial elements for sustainable development in a dynamic environment. The "New Year Book Gifting" program provided a meaningful start-of-year gift to 54 managers and leaders, consisting of books designed to enhance management skills and leadership capabilities.

Additionally, nearly 300 new titles covering technical knowledge, soft skills, and personal development were added to the EVNFinance library. The company also produced a feature story titled "What EVNFinance Staff Say About Books and the Reading Culture?"; launched a book review contest – "The Book Storyteller" to create an engaging platform for sharing, encouraging a reading culture within the company. The contest received enthusiastic participation from staff across departments, with many high-quality entries winning notable awards.







### THE "5S" TOOL – THE FOUNDATION FOR EFFICIENCY AND A SUSTAINABLE WORKING ENVIRONMENT

Building on the established 5S culture (Sort – Set in Order – Shine – Standardize – Sustain), which EVN Finance initiated and implemented many years prior, in 2024, the Company is further embedding the spirit of a "Standardized Office – Peak Performance" and making 5S practices an integral part of its corporate culture. This approach has garnered enthusiastic support from all employees over the years. Consequently, it contributes to enhancing awareness of resource conservation, minimizing waste, maintaining cleanliness, scientifically and tidily organizing workspaces and documents, ensuring a green, clean, and pleasant working environment, and laying a solid foundation for improving each employee's work performance, while also promoting EVN Finance's brand image.





## TEAM-BUILDING ACTIVITIES

In addition to internal training and process improvements, EVNFinance has continuously emphasized employee engagement and team-building activities, helping to shape an ideal work environment and promote collaboration. These long-standing cultural elements include:

- New Year Excursions and Temple Visit are held annually at the beginning of spring for employees at the Headquarters and the Northern Digital Finance Sector. Branches and the Southern Digital Finance Division are organized separately in accordance with the geographical location of each unit.
- International Women's Day celebration program 8/3 and Vietnam Women's Day 20/10: These annual events express appreciation for female employees across the Company through thoughtful gifts, festive office decorations, lunch gatherings, and special workshops.
- The art performance and team building activities held during the Company's anniversary in August are eagerly anticipated and enthusiastically participated in by all employees. These events provide opportunities for every employee to contribute wholeheartedly to bonding activities, receiving

strong support from the Company's Leadership and the Trade Union Executive Committee.

- Upholding the noble traditional values of the nation, EVNFinance continues to maintain gratitude activities for employees' parents during the Lunar New Year, for internal trainers on Vietnamese Teachers' Day (November 20), and visits to the parents of employees who are war invalids or martyrs.

- Other activities: Other activities: Participation in the Earth Hour campaign, the Football Tournament of Credit Institutions Emulation Group No. 5, the "EVNFinance Run for a Green Community" – Season

2, the "EVN Run – Building Homes for Colleagues", the "Let it Glow" Christmas Office Decoration Contest, the Recycling Day, and the Voluntary Blood Donation Program, among others.

These activities not only strengthen the Company's cultural foundation but also create an ideal environment for employees to bond and work with peace of mind, while encouraging innovation, creativity, and sustainable development in the future.





## 4. RISK MANAGEMENT AND BUSINESS CONTINUITY MANAGEMENT



### 4.1. RISK MANAGEMENT

In recent years, EVNFinance has consistently prioritized risk management to improve operational quality and move towards comprehensive management of key risks, including credit risk, operational risk, liquidity risk, market risk, environmental and social risks, and other risks in accordance with the Company's strategies and risk appetite over time. This approach has enabled EVNFinance to maintain effective risk control, ensuring business stability and sustainable development:



### INTERNAL RISK MANAGEMENT FRAMEWORK

EVNFinance has issued and amended internal regulations to build a sustainable risk management foundation aligned with Basel II principles and Circular No. 14/2023/TT-NHNN. The Company adopts a centralized, specialized model based on the three lines of defense, clearly separating business units, risk management, and internal audit functions. This structure enhances competitiveness and enables effective risk control.

In addition, EVNFinance proactively reviews and continues to strengthen our policy system and develop internal assessment tools in line with the requirements of the State Bank of Vietnam. These efforts have contributed to the Company's operational stability and reinforced the role of risk management and control in our business activities.

### CREDIT RATING

In the 2024 credit rating assessment, Moody's assigned EVNFinance a B2 rating for the fourth consecutive year. This rating reflects the Company's solid capital and liquidity positions and reaffirms our stable growth outlook, with fundamental credit indicators expected to remain consistent over the next 12-18 months.

**\* For details, please refer to Section 2.1 of the 2024 Annual Report.**

With impressive and positive business results, EVNFinance has maintained a stable rating outlook over the years. Moody's also notes that the Company's credit rating could be upgraded if it sustains good asset quality and prudent credit growth while maintaining a strong Tangible Common Equity (TCE)/Total Managed Assets (TMA) ratio on a sustainable basis.





## 4.2. BUSINESS CONTINUITY OPERATIONS

EVNFinance continues to implement the Business Continuity Management (BCM) Regulation issued in 2023. The objective is to proactively address risks, maintain uninterrupted business operations, respond to incidents, and restore critical business functions as quickly as possible, thereby minimizing potential losses for EVNFinance and customers.

This Regulation specifies the responsibilities and authority of each individual and department in ensuring the continuity of operations at the Company. It also includes periodic review and updating of specific response scenarios for the following situations:

- (i) Loss of important documents and databases.
- (ii) IT system failures.
- (iii) Workforce shortages.

(iv) Other objective incidents, including force majeure events such as fire, flooding, natural disasters, and epidemics.

- In compliance with regulations on business continuity management, in 2024, EVNFinance conducted assessments to evaluate the business impact on critical operations and services. It also surveyed contingency requirements for key units to establish contingency needs for technology, personnel, databases, and essential equipment to ensure the continuity of business operations at the Company in 2025.
- The Digital Technology Division proactively develops scenarios and performs simulations of the continuous operation of level 3 information systems:

- July 2024: T24 system and AutoReport
- September 2024: ELS and VCB Money
- On July 26, 2024, the Digital Technology Division, in coordination with several key operational units, performed simulations to maintain business continuity under a simulated scenario of disconnection from the AutoReport information system. Based on the simulation outcomes, the Company's General Director approved several measures to ensure the continuous operation of the system.

## 5. ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING



5.1. ANTI-MONEY LAUNDERING (AML)

Commitment and Guiding Principles in Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF)

EVNFinance identifies anti-money laundering and counter-terrorism financing (AML/CTF) as critical responsibilities, implemented based on the following core principles:

- **Strict Compliance:** Ensure full compliance with applicable AML/CTF laws and the Company's internal regulations, aligned with the goals of protecting national sovereignty and security, and in accordance with actual business operations.
- **Consistency and Timeliness:** Implementing AML/CTF measures in a unified, synchronized, and timely manner across the entire organization, as assigned and directed by the competent authorities.

- **Strict Enforcement:** All acts of money laundering, terrorism financing, or any facilitation thereof shall be detected and dealt with strictly in accordance with the law and EVNFinance's internal regulations.

Development of the Legal Framework and Internal Procedures

To ensure internal regulations are up-to-date and strictly aligned with the latest legal requirements, in 2024 EVNFinance proactively reviewed and refined our legal framework for AML/CTF:

The AML Division submitted to the General Director (CEO) for issuance the Appendix amending and supplementing certain provisions of the AML Regulation, as well

as a revised Regulation on Anti-Money Laundering and Counter-Terrorism Financing. These updates included more detailed content in line with the requirements of the Anti-Money Laundering Law No. 14/2022/QH15, Decree No. 19/2023/NĐ-CP, and Circular No. 09/2023/TT-NHNN. These timely updates provide a robust legal foundation for EVNFinance to effectively implement our AML/CTF activities.

On June 20, 2024, the CEO also issued the Watchlist Management Process (Decision No. 97/QĐ-TCDL), officially formalizing and standardizing the management, updating, and effective use of the Company's "Watchlist".

Implementation of AML/CTF Activities

Based on the updated legal framework, EVNFinance has comprehensively implemented the following AML/CTF activities:

1.1. Compliance with Reporting Obligations:

- The AML Department worked closely with the Digital Technology Division to establish technical infrastructure (SFTP protocol connection), ensuring readiness to fulfill the obligation to report large-value transactions via electronic data as stipulated in Circular No. 09/2023/TT-NHNN.
- In 2024, EVNFinance did not conduct any transactions that are subject to reporting according to this criterion.

2. Internal Risk Monitoring and Management:

- **List Updates:** Regularly update blacklists and watchlists from trusted sources such as the EU, OFAC, and the United Nations.
- **Customer Risk Classification:** Business units are required to classify customers by money laundering risk level on an annual basis (by July 30), in accordance with the Company's AML/CTF Regulations.
- **Information dissemination:** Information Dissemination: Widely communicated to all employees regarding Watchlist, blacklists, and lookup guidance; promptly announce the National Risk Assessment results on money laundering and terrorism financing (once received from the State Bank of Vietnam), as well as EVNFinance's annual internal risk assessment results.

3. Training and Awareness Enhancement:

- **Participation in External Training:** The Company proactively nominates employees to attend training programs and specialized workshops on AML/CTF held by regulatory bodies and reputable organizations upon notice. Key examples include:
  - "Application of artificial intelligence (AI) in preventing and combating financial crimes" (06/2024 - organized by Vietnam Banking Association).
  - Seminar on "Financial Risks and Fraud Tactics in the Banking and Finance Sector" (11/07/2024 - organized by Vietnam Banking Association in collaboration with LexisNexis Risk Solutions).
  - Conferences on Vietnam's National Risk Assessment on Money Laundering and terrorism financing (21/11/2024 - Organized by the State Bank of Vietnam in collaboration with the Ministry of Public Security).
- **Internal Training:** The AML Department successfully organized a training and knowledge assessment program on AML/CTF for all employees via an online exam in August 2024. The program achieved a 100% participation and completion rate, demonstrating that all employees have firmly grasped the fundamental knowledge on AML and CTF.





## 5.2. ANTI-CORRUPTION EFFORTS

The Company is committed to the principles of transparency, integrity, and legal compliance as the foundation of our anti-corruption (AC) efforts in all activities. Although EVNFinance has not yet issued a standalone regulation on anti-corruption, the Company has integrated preventive and control measures into our overall governance system. Specifically, EVNFinance has established an organizational structure, mechanisms, and policies, and has implemented inspection and monitoring activities to prevent and detect risks, weaknesses in control, and potential corrupt practices throughout the organization. The anti-corruption framework at EVNFinance is implemented through the following pillars:

The Company places strong emphasis on disseminating and thoroughly communicating anti-corruption directives and legal documents issued by the Party and the State to all employees. EVNFinance regularly reviews and revises internal documents such as the Charter of Operations, regulations, and guidelines, especially those governing high-risk activities including investment, credit, funding, and internal expenditures - to ensure that all transactions are conducted safely, efficiently, and in accordance with legal provisions. Additionally, the internal regulatory system is designed to be stringent, compliant with legal requirements, and clearly defines functions, responsibilities,

and authorities, while establishing independent control mechanisms at various stages of operations.

Regarding the inspection and supervision mechanism, EVNFinance maintains a multi-layered inspection and supervision system, including: The highest governance bodies such as the General Meeting of Shareholders, the Board of Directors, the Supervisory Board operate in accordance with the law and are responsible for overseeing the Company's overall operations, including compliance with anti-corruption regulations. Specialized departments such as the Internal Audit, Risk Management and Reappraisal Department, and Compliance Monitoring Board play

a crucial role in risk detection and control:

- The Internal Audit Department performs the internal audit function in compliance with Circular 44/2011/TT-NHNN and Circular 14/2023/TT-NHNN. On a quarterly and annual basis, the Supervisory Board, Internal Audit Department (IA) conducts internal inspections and audits of all aspects of the Company's activities. In addition, the Department carries out ad-hoc audits as requested by the State Bank of Vietnam, State Administrative Agencies, the Board of Directors, the Supervisory Board and the CEO.



- The Risk Management and Reappraisal Department is responsible for reappraising investment and credit portfolios under the approval authority of the Credit Council, Investment Council, and the BOD. It also conducts periodic assessments of the Company's internal control system in accordance with internal regulations.
- The Party Committee of the Company, comprising branches such as the Business Division, Support Division, Office Division, and Branch Division, helps reinforce the unified direction of the Company in alignment with the Party's guidelines and the State's policies and laws. Other internal organizations such as the Trade Union, Youth Union, Women's Committee, Corporate Culture Committee, and the Committee for the Advancement of Women further support governance and compliance efforts.

Role of the Party Organization and Political-Ethical Education: Through coordination between the Party and State agencies, the Party Committee and the BoD have rigorously conducted Party meetings, reinforced political and ethical education for the staff, and communicated anti-corruption policies. They remain consistent in the Company's strategic direction, demonstrating strong determination in combating corruption. The Party Committee plays a vital role in aligning the Company's operations with the Party's orientation, national laws, and policies. The Company's BoD, with a strong sense of responsibility, leads by example and places great importance on building a team of highly qualified employees with strong political integrity and professional ethics.



### Achievements in 2024:

1. Maintaining transparency in organization and operations: The Company continued to operate our established control and oversight systems to proactively prevent and detect shortcomings and potential signs of corruption. Concurrently, attention was given to managing and mitigating potential conflicts of interest.
2. Implementing regulations on norms, standards and regimes in a transparent manner: The Company applied standardized regulations regarding performance evaluation and employee benefits (such as the Individual Performance Evaluation and Ranking Regulations, Planning and Unit Evaluation Regulations), ensuring fairness and equality based on competence and publicly disclosed criteria. This helped reduce arbitrariness and favoritism that could lead to corruption.
3. Strengthening internal control and discipline: The internal control system, with clearly defined responsibilities, authorities, and independent control mechanisms, remains an integral part of daily operations, serving as an effective tool for the prevention of corruption. Political-ideological education and consistent leadership from the Party Committee and management reflect a resolute commitment to anti-corruption within the enterprise, while promoting a culture of frugality and waste reduction.
4. Applying technology in management and control: The Company's IT systems were strictly monitored and controlled to ensure continuous, secure, and confidential operations. These systems supported transaction monitoring and data tracing, contributing to enhanced transparency and prevention of fraud and corruption.

The Company's BoD affirms our pioneering and exemplary role, committing to continue building a workforce with strong expertise and high ethical standards, fostering a united, integrity-driven team that stands firmly against any corruption activities.





# 5

## CONTRIBUTING TO A SUSTAINABLE SOCIETY

Community and Employee Contribution Activities

Environmental and Social Impact Management

Human resource development

Employee Health, Safety and Wellbeing



# 1. COMMUNITY AND EMPLOYEE CONTRIBUTION ACTIVITIES

Over the past year, our country has suffered from significant losses due to devastating natural disasters, leaving many communities in difficult circumstances in urgent need of social support. Embracing the long-standing national tradition of mutual compassion and solidarity, EVNFinance has actively engaged in various social welfare initiatives, aiming to provide meaningful support and help alleviate the hardships faced by those affected. Aligned with the Company's commitment to fostering a sustainable society, EVNFinance remains dedicated to implementing impactful programs that contribute to a more humane and prosperous community.

## A. CONTRIBUTIONS AND INVESTMENTS TO THE COMMUNITY:

For the first time since our establishment, the EVNFinance Trade Union launched the EVNFinance Charity Fund, mobilizing contributions from employees as well as external individuals and organizations, with the sole purpose of supporting those in need.

- In September 2024, following the severe impact of Typhoon No. 3 on Northern provinces, the Board of Directors and Board of Management of EVNFinance Trade Union sent a Letter calling for support and organizing the "Launching of donations and support for people to overcome the consequences of Typhoon No. 3". Demonstrating our spirit of empathy and shared responsibility, EVNFinance contributed a total of VND 325 million to relief efforts;
  - Supporting through the Vietnam Fatherland Front: Total amount of 230 million VND (of which, 200 million VND is from the Company's fund and 30 million VND is contributed by employees in the company);
  - Donation through the Vietnam National Union of Electric Power Workers (To support hardship cases outside EVNFinance): 62 million VND;
- "Follow your steps to School": Promoting the tradition that has been built in 2023, in 2024, EVNFinance continued our collaboration with peer institutions in Credit Institutions Emulation Group No. 5 to expand this social welfare program, supporting schools in disadvantaged areas.
  - Accordingly, in 2024, EVNFinance, together with other members of the Emulation group, constructed safe access roads to schools and built new kitchens for Hoa Phuong Kindergarten in Pa Hu Commune (main school site) and Hoa Mi Kindergarten in Ban Mu Commune (Ta Ghenh village school site), both located in Tram Tau District, Yen Bai Province.
  - At the beginning of 2025, these facilities were officially handed over to the respective schools. EVNFinance contributed a joint donation of 38.5 million VND with the Emulation group and provided two separate donations of 30 million VND each, presented to Hoa Phuong Kindergarten in Pa Hu Commune and Tra My Kindergarten in Ban Mu Commune, to enhance teaching and learning conditions for teachers and students at both schools.







- Run for a Green Community - Season 2 with the theme "Steps of Compassion": At the end of the race, EVNFinance successfully raised a total of 22 million VND, including 17 million VND from employees. For each kilometer completed by a participant, VND 1,000 was donated from the EVNFinance Trade Union Fund. The full amount was used to present 40 gift packages (VND 300,000 each) to children with serious illnesses at the National Institute of Hematology and Blood Transfusion. The

remaining funds were donated to the "Binh An Porridge Fund," supporting patients and their families at the Institute. This meaningful activity received widespread support from EVNFinance employees and also served as a bonding experience for employees across the organization.

- Mid-Autumn Festival 2024: In partnership with the Binh An Charity Fund, EVNFinance's Youth Union visited and delivered gifts to children and elderly people living alone at

Hanoi Social Protection Center 3 (Tay Mo - Nam Tu Liem District - Hanoi). Nearly 200 gifts were given, including nutritious tea, essential items and daily food such as school notebooks, essential oils, mooncakes, cakes, fresh milk, raincoats, and rice noodles. Additionally, over 500 other gift packages were distributed to children in hospitals and social welfare centers across Hanoi.

- "EVNFinance Red Campaign": In December 2024, EVNFinance's Youth Union partnered with

EVN and the National Institute of Hematology and Blood Transfusion to organize a voluntary blood donation drive. The event attracted over 100 registered donors and resulted in over 80 units of blood collected – 30 units more than in 2023. Employees at the Da Nang branch also joined local medical centers to donate blood, demonstrating EVNFinance's collective spirit of contribution nationwide.



Total financial investment value  
for the community

382.5  
million VND











## B. OTHER ACTIVITIES WITHIN EVNFINANCE

- **Employee Welfare and Support:** In 2024, the EVNFinance Trade Union allocated VND 607 million in financial support for members across the organization. This included gifts and allowances for birthdays, weddings, funerals, childbirth, illnesses, and special occasions such as Workers' Month, the Anniversary of the Vietnam Trade Union's Establishment Day, the Employee Conference, team-building events, New Year celebrations, Lunar New Year, and year-end recognition. In addition, EVNFinance provided VND 33 million to support employees' families in recovering from natural disaster impacts, helping them stabilize their lives and return to work with peace of mind.
- **"Build a House for Colleagues"** Award from the Vietnam Electricity Trade Union: This award originated from the EVN Run online running race themed "Together We Step – United in Heart – Lighting Up Faith," organized by the Vietnam Electricity Trade Union in May 2024, in which EVNFinance was proudly ranked among the top 8 performing teams. The prize awarded under this campaign was thoughtfully deliberated by the Trade Union's Executive Committee and granted to two members in need, each receiving VND 35 million to renovate their homes, thereby enhancing their living conditions.

- **Seminar on "Protecting Women's Property Rights Before, During, and After Marriage":** In pursuit of gender equality, EVNFinance held a women's empowerment seminar in October 2024, equipping female employees with essential legal knowledge. The event aimed to build confidence, promote autonomy in personal and professional life, and encourage the spread of positive values throughout the community.

### Environmental Education and Green Initiatives:

- **Recycle Day" Campaign:** In March 2024, EVNFinance's Youth Union held our second annual "Recycle Day," inviting employees to exchange used batteries, plastics, and newspapers for potted plants. With strong participation from across the company, the event successfully collected: 63 kg of paper, 10.2 kg of cardboard, 8 kg of plastic, 5.4 kg of metal, and 7 kg of batteries. All collected items were donated to the "Exchanging garbage for bricks - Building a school for

children" initiative by Tagom, a nonprofit organization dedicated to environmental sustainability.

- **Minigame "ESG Experts":** In celebration of EVNFinance's 16th anniversary in August 2024, a creative and engaging online minigame series was launched, attracting thousands of participants. The initiative served as a fun and accessible way to raise employee awareness on sustainability and ESG (Environmental, Social, and Governance) principles, making these topics more relatable and easier to understand.

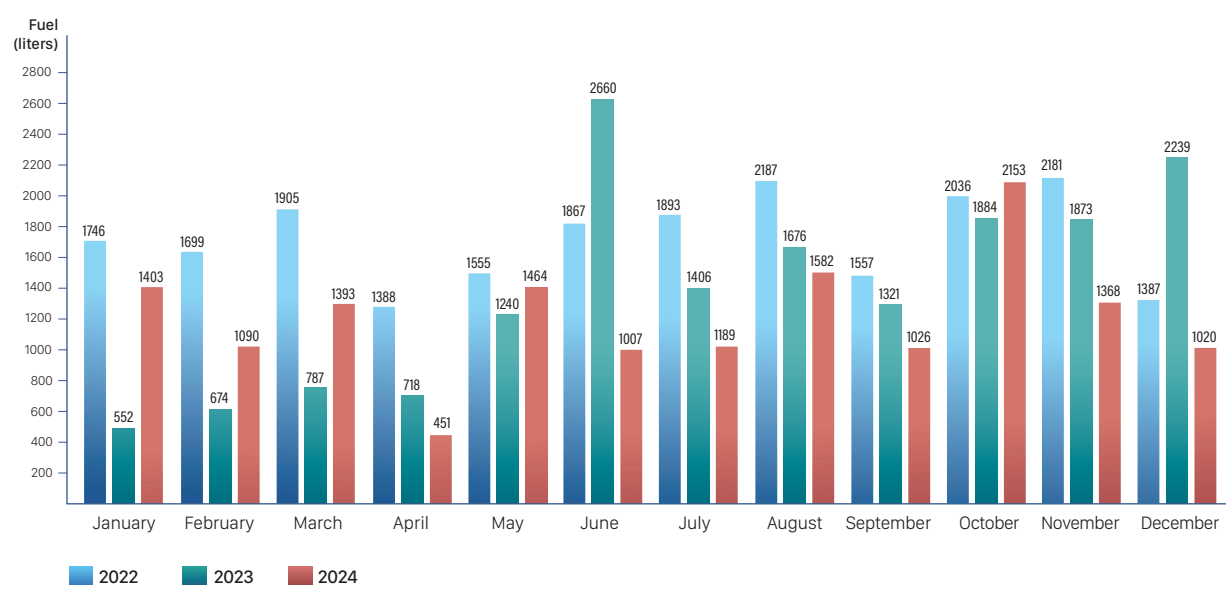


# 2. ENVIRONMENTAL AND SOCIAL IMPACT MANAGEMENT

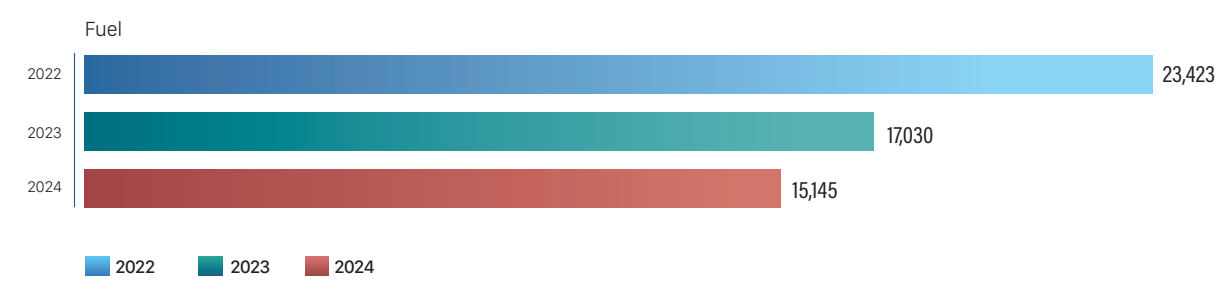


EVNFinance acknowledges that climate change is among the most critical challenges facing the world today. The consequences of storms, droughts, floods, and biodiversity loss are threatening global economies, particularly those of developing countries such as Vietnam. Therefore, managing environmental impact is a key consideration in the company's operations.

Energy consumption at EVNFinance

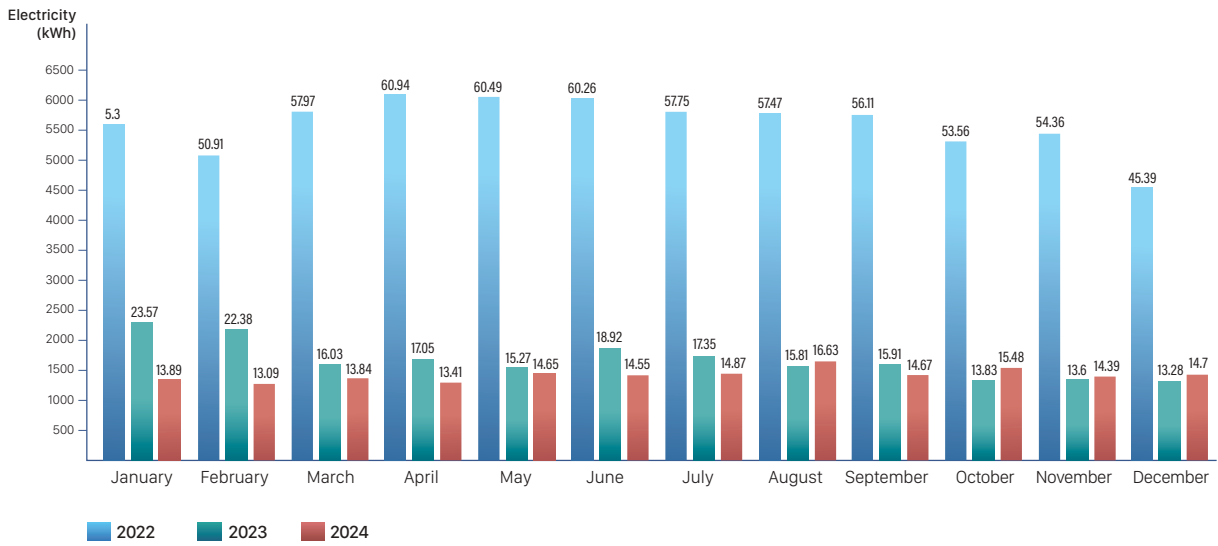


Total fuel consumption at EVNFinance

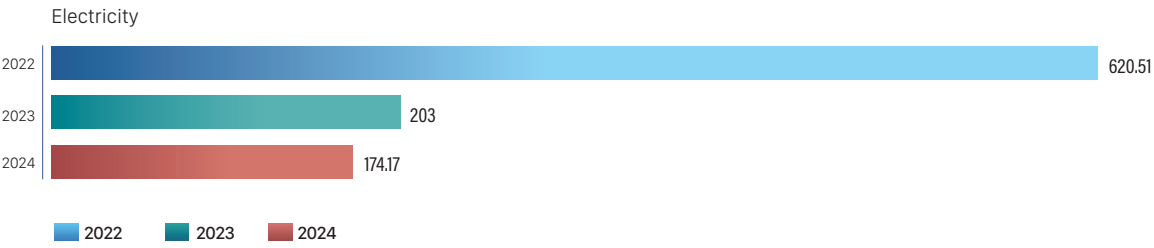


(Data is measured for equipment and vehicles at EVNFinance's headquarters)

Electricity consumption at EVNFinance



Total electricity consumption at EVNFinance



EVNFinance always measures and controls the fuel consumption of equipment and vehicles at the company's headquarters - accounting for about 95% of the energy and fuel's total usage. This enables the company to implement targeted initiatives and manage energy use efficiently in alignment with Vietnam's net-zero goal. Additionally, consumption data from branch offices is being consolidated to support this effort.



**1. Electricity consumption in 2024:** Total electricity usage was 174,170 kWh, representing an 8.5% reduction from 2023. This result was achieved through proactive efforts to optimize internal usage, balancing and adjusting the needs of employees, reviewing and assessing the necessity of electricity-consuming equipment throughout the system. EVNFinance has turned off the TV screens in the elevator lobby area, activating them only when necessary and setting automatic shutdown timers. Limiting the use of LED lights in reception and corridor areas, turning off logo sign lighting, and maximizing natural light in meeting rooms, relaxation areas, and restrooms. Adhering to the EVN Building Management's regulations on air conditioning usage, including operating hours and temperature settings.

Total electricity usage

174.170 KWH

REDUCING  
8.5%  
FROM 2023



**2. Green Vehicle Transition Rate:** 50% of EVNFinance's company cars have transitioned to electric vehicles, reducing operational costs by 20–25% compared to previous years. To reduce greenhouse gas emissions and fine dust concentrations in the air, EVNFinance has gradually shifted to vehicles powered by green energy. Since late 2023, the company has phased out gasoline-powered cars, replacing them with electric vehicles. Currently, EVNFinance only maintains two fossil-fuel vehicles and two electric vehicles. The adoption of electric vehicles has also significantly reduced operational and maintenance costs.

Green Vehicle Transition Rate

50%  
REDUCING OPERATIONAL COSTS BY  
20–25%  
COMPARED TO PREVIOUS YEARS



WASTE MANAGEMENT

The “Replace Single-Use Plastic Bottles with Glass Water Bottles” initiative has brought about a significant transformation at EVNFinance. After more than a year of implementation, the company has reduced the use of thousands of plastic bottles monthly. By 2024, EVNFinance has completely eliminated single-use plastic bottles in office settings, with only a minimal quantity used for specific events. Across the organization, 100% of employees have been provided with and are using ceramic or personal cups in the office.

Average number of EVNFinance plastic water bottles consumed over the years:



WASTEWATER MANAGEMENT

The primary source at the EVN Building is domestic wastewater generated by employees living and working in the building. Wastewater from restrooms is channeled through PVC pipes into three-compartment septic tanks with filtration (each tank with a capacity of 200–260 m³), located outside the building, for preliminary treatment before being discharged into the environment.

EVNFinance manages environmental impact by submitting annual environmental monitoring reports for the EVN Building, in compliance with the 2020 Environmental Protection Law and related Circulars issued by the Ministry of Natural Resources and Environment. These reports provide a comprehensive assessment of waste generation sources, focusing on wastewater, through state-regulated sampling and measurement. This enables the company to evaluate the environmental impact of pollution sources, prevent pollution issues, implement mitigation measures, and develop more suitable environmental solutions.

As for emissions, The EVN Building does not generate air emissions during our operations and has no installed emission systems.

No.	Parameter	Unit	Test Method	Results		QCVN 14:2008/ MONRE
				NT1	NT2	Column B
1	pH <sup>(b)</sup>	-	TCVN 6492:2011	6,82	7,11	5-9
2	Total Dissolved Solids (TDS) <sup>(b)</sup>	mg/L	SOP.QT.TDS	439	432	1.000
3	Oil & Grease (animal, vegetable) <sup>(b)</sup>	mg/L	SMEWW 5520B&F:2023	4,5	4,2	20
4	TSS <sup>(b)</sup>	mg/L	TCVN 6625:2000	18,2	19,1	100
5	BOD <sub>5</sub> (20°C) <sup>(b)</sup>	mg/L	TCVN 6001-1:2021	43,5	40,2	50
6	Nitrate (NO <sub>3</sub> as N) <sup>(b)</sup>	mg/L	SMEWW 4500-NO <sub>3</sub> .E:2023	0,76	0,84	50
7	Phosphate (PO <sub>4</sub> <sup>3-</sup> as N) <sup>(b)</sup>	mg/L	TCVN 6202:2008	1,09	0,35	10
8	Sulfide (H <sub>2</sub> S) <sup>(b)</sup>	mg/L	TCVN 6637:2000	0,42	0,4	4
9	Ammonia (as N) <sup>(b)</sup>	mg/L	TCVN 5988:1995	9,8	9,2	10
10	Surfactants <sup>(b)</sup>	mg/L	TCVN 6622-1:2009	0,9	0,68	10
11	Total Coliforms <sup>(b)</sup>	MPN/100ml	SMEWW 9221B:2023	3.800	3.300	5.000

The 2024 environmental monitoring results for the EVN building show that all tested parameters of the domestic wastewater samples were within the permissible limits in accordance with QCVN 14:2008/BTNMT – National Technical Regulation on Domestic Wastewater Quality.

## 3. HUMAN RESOURCE DEVELOPMENT



### 3.1. DECLARATIONS ON HUMAN AND LABOR RIGHTS

#### DECLARATION ON THE PROHIBITION OF CHILD LABOR

EVNFinance is committed to not employing child labor in any of the company's activities. The company implements strict policies to ensure that all employees meet the legal working age, guaranteeing that individuals below the legal age have the opportunity to fully and comprehensively develop their physical, mental, and moral capacities before entering the labor market. The company does not recruit individuals under the age of 18.

In 2024, in accordance with the established principle, EVNFinance recruited 70 employees aged from 21 to 50.

#### DECLARATION ON THE PROHIBITION OF FORCED LABOR

The company is committed to and strictly enforces the prohibition of forced labor, slavery, or any form of labor without the employee's voluntary consent. No forced labor in any form is tolerated, including the use of violence, threats of violence, or other means to compel individuals to work against their will.

EVNFinance consistently maintains and promotes a fair working environment that respects freedom of labor, where all employees work on a voluntary basis and are not subjected to any form of coercion. Every employee has the right to freely apply for and work in positions suited to their capabilities, under appropriate working conditions, and without pressure, coercion, or constraints against their will.

#### NON-DISCRIMINATION POLICY

With the motto that employees are the foundation of the company's growth, EVNFinance values and respects the unique attributes of each individual within the organization. This approach maximizes the potential, qualities, and distinct identities of employees in their respective fields, ensuring optimal results and benefits for the company.

EVNFinance is committed to building and maintaining a fair and respectful working environment without discrimination. All employees are treated fairly, with zero tolerance for any discriminatory behavior in the workplace, including any act of discrimination, exclusion or preference based on race, color, national origin or social origin, etc. ethnicity, gender, age, maternity

status, marital status, religion, belief, political opinion, political opinion, disability, family responsibility or on the basis of HIV and AIDS infection or for reasons of establishment, membership and operation of trade unions and organizations of employees at enterprises that affect equality of employment opportunities work or occupation.

#### WE ARE COMMITTED TO:

- Recruit, train, and develop employees based on their competence, experience, and personal qualities, regardless of any factor other than their ability to perform their jobs.
- Create an inclusive work environment where everyone feels respected, appreciated, and has opportunities to grow.
- Opposing all forms of discrimination, harassment, or harm to any individual within the organization.

We believe that a non-discriminatory working environment is a critical factor for sustainable development, talent attraction and retention, as well as fostering creativity and productivity.





EMPLOYEE COMPOSITION

Ensuring diversity and inclusion within the organization is a priority. To mitigate workplace risks and comply with international labor standards and social responsibility obligations, EVNFinance adopts policies aligned with the Fundamental Conventions of the International Labour Organization (ILO) and the standards of the International Finance Corporation (IFC Standards). Additionally, the company adheres to Vietnamese laws, including the Labor Code, the Law on Credit Institutions, relevant Circulars, and Decrees.

DIVERSITY IN THE COMPOSITION OF THE MANAGEMENT AND THE COMPANY APPARATUS

Statistics on the number of personnel by management level as of December 31, 2024.

Management level	Male	Female	Total
Senior Management	13	2	15
Middle management	19	22	41
Non-management	105	128	233
Total	137	152	289

Statistics on the number of personnel by age as of December 31, 2024.

Management level	Between 21 and 30 years old	Between 30 and 50 years old	Over 50 years old	Total
Senior manager		11	4	15
Middle-level manager	1	37	3	41
Below manager level	76	145	12	233
Total	77	193	19	289

To achieve diversity and inclusion within the organization, EVNFinance consistently strives to:



Developing a diverse work environment is not only an ethical responsibility but also delivers business benefits, helping the company to thrive and more sustainably in an ever-changing market.



New Hires in 2024:  
**70 employees**

At the beginning of 2024, EVNFinance defined our recruitment strategy to be flexible and aligned with our goals of digital transformation and sustainable development. The company has focused on building a strong employer brand, optimizing recruitment processes, and offering attractive incentive policies to attract quality candidates. Key activities include:

ENHANCING CANDIDATE SOURCING

Partnering with universities such as Foreign Trade University, National Economics University, Banking Academy, Dai Nam University, etc., to foster cooperation and build a long-term talent source for EVNFinance. Targeted majors include Finance - Banking, Corporate Finance, Information Technology, Accounting - Auditing, Law, etc.

Organizing the “EVNFinance Talent Internship Program” with the objectives of: (i) developing a pool of high-quality, young, and talented human resources; (ii) providing internship and career access opportunities for outstanding students with relevant academic backgrounds; and (iii) building EVNFinance’s employer brand positioning in the labor market. In 2024, 17 interns participated in the program, and 3 were offered employment contracts upon completion.

OPTIMIZING THE RECRUITMENT PROCESS

Ensure a fast, transparent, and efficient recruitment process by applying digital tools for application management and process tracking.

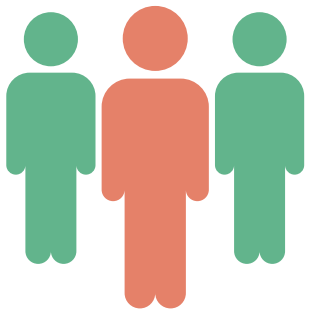
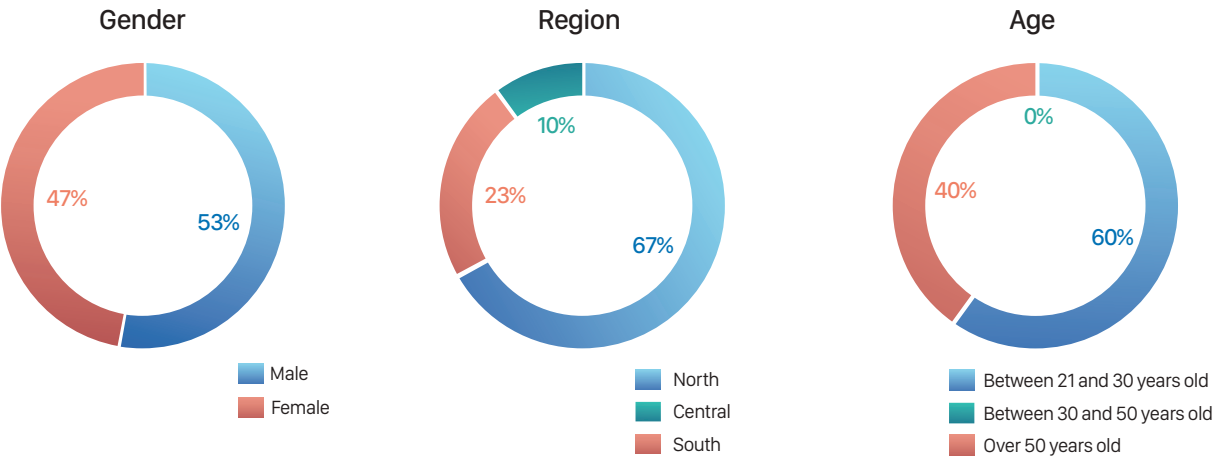
Adopt modern interviewing and assessment methods, including video interviews, skill-based testing, and personality assessments.

THE RECRUITMENT TARGET

The recruitment target focuses on high-potential individuals and professionals with experience in digital transformation. Recruitment activities at EVNFinance continued to expand primarily at the Head Office in the Northern region. Hires were diverse in age and professional background, while maintaining gender balance across the organization.



Region	Gender (Participant: Person)			Age (Participant: Person)			
	Male	Female	Sum	Between 21 and 30 years old	Between 30 and 50 years old	Over 50 years old	Sum
North	23	24	47	30	17	0	47
Central	9	7	16	10	6	0	16
South	5	2	7	2	5	0	7
Sum	37	33	70	42	28	0	70



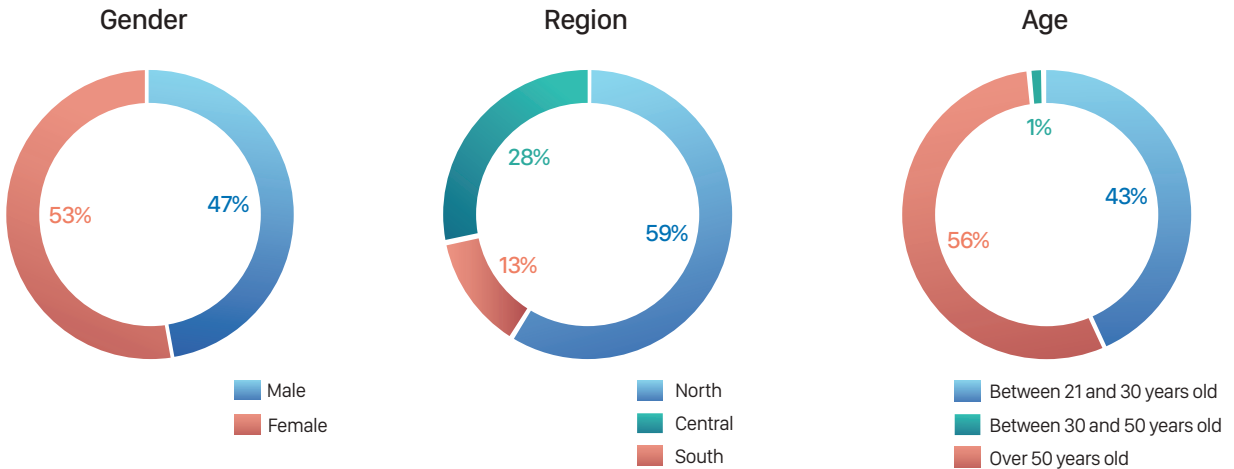
Employee Resignations in 2024:

# 95 employees

EVNFinance recognizes that the labor market is highly competitive, particularly in the financial and banking sectors in Vietnam. In the coming 1–2 years, competition for talent among financial institutions is expected to intensify due to rapid technological advancement and increasing demands for digital skills.

In addition to implementing a flexible recruitment strategy to attract talent, EVNFinance has focused on investing in employee training and development, offering continuous learning programs to enhance existing staff competencies and nurture internal talents. At the same time, the company prioritizes building attractive human resource management policies to retain employees. As a result, the turnover rate at EVNFinance in 2024 has decreased significantly compared to 2023.

Region	Gender (Participant: Person)			Age (Participant: Person)			
	Male	Female	Sum	Between 21 and 30 years old	Between 30 and 50 years old	Over 50 years old	Sum
North	25	31	56	26	29	1	56
Central	5	7	12	8	4	0	12
South	15	12	27	7	20	0	27
Sum	45	50	95	41	53	1	95





3.2. TRAINING PROGRAMS AND CAREER DEVELOPMENT  
SUPPORT MECHANISMS FOR EVNFINANCE EMPLOYEES

POLICIES AND MECHANISMS

EVNFinance considers training and human resource development as key factors to enhance staff capabilities and meet the operational and sustainable development demands. The company continues to maintain and consistently implement our training and development policy, as stipulated in the Human Resources Training Regulation issued in 2023, serving as a foundation for deploying capacity-building programs for both management and staff across the organization.

This policy ensures that employees at all levels are given opportunities to learn, improve their qualifications, and realize their full potential, while also fostering a professional working environment that encourages long-term career development.

OBJECTIVES

In 2024, EVNFinance focused on professional development and equipping staff with essential skills to meet business needs in a constantly evolving market. The company continuously creates conditions for staff to enhance their capabilities through in-depth training programs designed in line with career orientatio and practical requirements.

Additionally, EVNFinance promotes internal training led by experienced in-house trainers, combining various formats such as in-person classes, online learning, workshops, seminars, and forums to improve learning outcomes and enable staff to develop comprehensively in both professional expertise and soft skills.

TRAINING ACHIEVEMENTS  
IN 2024

**Classification of training topics:**

Professional and Technical Training: In 2024, EVNFinance implemented numerous training programs aimed at enhancing professional expertise, developing skills, and supporting career advancement for employees. These courses focused on key areas such as finance, accounting, risk management, and data analysis, helping staff deepen their knowledge and improve practical application.

Leadership and Management training: For management-level personnel, the company emphasized leadership and governance training programs to strengthen executive capabilities, strategic thinking, and team development. Notable programs include the "Certified Board Member" course and "Leadership to Unlock Team Potential".

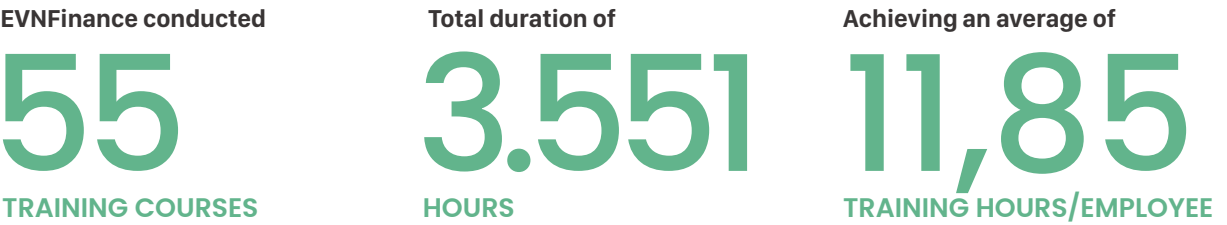
Soft Skills training: EVNFinance also prioritized soft skills training, including communication, time management, teamwork, presentation, and creative thinking, contributing to improved work performance and adaptability.

Mandatory Training: EVNFinance maintained mandatory programs such as onboarding workshops for new employees, Anti-Money Laundering & Counter-Terrorist Financing, and Information Security Awareness across the system.

In 2024, EVNFinance conducted 55 training courses with a total duration of 3,551.8 hours, achieving an average of 11.85 training hours per employee.



Training statistics:



Classify	Number of Employees (2024)			Training Hours (2024)		
	Male	Female	Sum	Male	Female	Sum
Senior Management	13	2	15	224.2	31.8	256
Middle management	19	22	41	420.4	342.7	763.1
Non-Management	105	128	233	1099.4	1433.3	2532.7
Total Hours	137	152	289	1744	1807.8	3551.8

4

EMPLOYEE HEALTH,  
SAFETY AND WELLBEING

In 2024, the Company continued to maintain and implement policies and wellbeing programs for employees, such as: support for employees during illness, maternity, bereavement, weddings, or in times of personal hardship; giving gifts on holidays, Lunar New Year, and special occasions; and organizing annual employee engagement activities (e.g., teambuilding) to strengthen team spirit and build a united and resilient corporate culture. In addition, EVNFinance paid particular attention to improving employee wellbeing policies, including:

- Periodic health check-ups:** In 2024, alongside continued check-ups at reputable hospitals/clinics, the Company increased the health check-up budget for employees compared to 2023 at Hanoi Medical University Hospital. Additional in-depth examinations were included, such as carotid artery Doppler ultrasound, echocardiograms, DEXA bone density tests (two sites), and thyroid function tests - addressing common health concerns for office workers. For members of the Board of Directors, Board of Supervisors, and Board of management, EVNFinance provided an upgraded package at Vinmec International General Hospital;
- Enhanced health insurance:** The company increased the budget for employee health insurance packages, expanding the scope of benefits for medical consultation, treatment, maternity, and hospitalization — ensuring comprehensive protection and reducing the financial burden on employees;
- Adjusting a number of policies for the general employee group such as:** Improved support measures were introduced for general staff, including increased meal allowances and revised work schedules with Saturdays off;
- Special Recognition and Incentives:** The Company granted timely and special rewards to departments and individuals with outstanding achievements.

EMPLOYEE REMUNERATION

At EVNFinance, people are regarded as the most valuable asset and the core factor in the Company’s sustainable success. Employees are compensated in accordance with the Salary Regulations published on the Company’s internal document system. All benefits, incentives, and employee wellbeing policies are applied transparently and equitably, without discrimination based on gender, age, religion, or nationality. Salaries and bonuses are determined by employees’ competencies, experience, performance, and contributions.

Ratio of Base Salary and Total Compensation (Female to Male)

Basic salary ratio

Category	Average base salary ratio of female/male employees (2023)	Average base salary ratio of female/male employees (2024)
Senior Management	97.56%	99.31%
Middle management	74.38%	85.95%
Non-management	91.83%	83.34%

Remuneration Rate

Category	Average Female/Male Employee Compensation Ratio (2023)	Average Female/Male Employee Compensation Ratio (2024)
Senior Management	98.01%	100.87%
Middle management	80.46%	80.33%
Non-management	84.76%	86.89%



# 6

## ADDENDUM

List of information disclosure  
under Circular 96/2020/TT-BTC

Disclosed items in accordance with  
GRI Standards

Directive announcement on  
Sustainability at EVNFinance





1

LIST OF INFORMATION DISCLOSURE UNDER  
CIRCULAR 96/2020/TT-BTC

Disclosure criteria according to TT96/2020/TT-BTC	Disclosure information
Environmental Protection activities	a. Environmental impact management policy
Risk assessment of the environment	b. Evaluation of Environmental Risks/Impacts Associated with Core Activities
Impact on the environment resulting from business activities	c. Water Consumption: <ul style="list-style-type: none"><li>Water supply and water usage</li><li>Percentage and total amount of recycled and reused water</li></ul>
	d. Compliance with the law on environmental protection: <ul style="list-style-type: none"><li>Number of times being fined due to non-compliance with environmental protection laws and regulations</li><li>Total amount of fines for violations due to non-compliance with laws and regulations on environment</li></ul>
Policies related to employees	<ul style="list-style-type: none"><li>Number of employees, average salary for employees</li><li>Labor policy to ensure the health, safety, and welfare of employees</li><li>Employee training activities</li><li>Average training hours per year, by employee, and by working level</li><li>Skills development and continuous learning programs to foster job security and career development of employees</li></ul>
Report on social responsibilities to local communities	<ul style="list-style-type: none"><li>Community investments and other community development activities, including financial support to develop the community</li></ul>
Report on green capital market activities under the guidance of the State Securities Commission	<ul style="list-style-type: none"><li>How does the company identify the green capital market?</li><li>Adhering to investment fundamentals (e.g., UN principle of not investing in projects that negatively affect the environment, not using child labor, etc.)</li><li>Orientation/Plans for next year and goals for the next 3-5 years</li></ul>

2

DISCLOSED ITEMS IN ACCORDANCE  
WITH GRI STANDARDS

Statement of Use	EVNFinance has reported the information cited in this GRI content index for the period 01/01/2024 – 31/12/2024 with reference to GRI Standards.	
GRI 1	GRI 1: Foundation 2021	
GRI Standard	Disclosure Information	Section in the Report
GRI 1: Foundation 2021		
Requirement 1	Application of the GRI reporting principles	See reference for GRI 1 - 4
Requirement 2	Reporting the disclosures from GRI 2: General Disclosures 2021	See reference for GRI 2 section below
Requirement 3	Determination of material topics	Page 28-33
Requirement 4	Reporting the disclosures from GRI 3: Material Topics 2021	See reference for GRI 3 section below
Requirement 5	Reporting on material topics using GRI Topic Standards GRI 200, 300, and 400	As indicated for each material topic
Requirement 7	Reasons for omission (if any disclosures cannot be made)	As stated in this GRI Index table
Requirement 8	Statement of use (declaring the report has been prepared in accordance with the GRI Standards)	Stated above
GRI 2: General Disclosures 2021		
GRI 2-1	The organization and its reporting practices	Page 14 – 19
GRI 2-2	Entities included in the organization’s sustainability reporting	EVNFinance does not have subsidiaries
GRI 2-3	Reporting period, frequency and contact point	Page 9 – 11
GRI 2-4	Restatements of information	EVNFinance does not restate or change the data published in the 2023 Report.
GRI 2-5	External assurance	EVNFinance has not yet obtained independent external assurance.
GRI 2-6	Activities, value chain and other business relationships	Page 14 – 19
GRI 2-7	Employees	Page 106 – 113



GRI 2-9	Governance structure and composition	Page 68-75
GRI 2-10	Nomination and selection of the highest governance body	Page 70
GRI 2-11	Chair of the highest governance body	Page 68-69, 72-75
GRI 2-13	Delegation of responsibility for managing impacts	Page 68-69
GRI 2-15	Conflicts of interest	Page 88-89
GRI 2-22	Statement on sustainable development strategy	Page 28-29
GRI 2-23	Policy commitments	Page 28-29, 107
GRI 2-24	Embedding policy commitments	Page 52-61
GRI 2-25	Processes to remediate negative impacts	Page 61
GRI 2-26	Mechanisms for seeking advice and raising concerns	Page 61
GRI 2-27	Compliance with laws and regulations	Page 82-89
GRI 2-29	Approach to stakeholder engagement	Page 37-49
GRI 3: Material Topics 2021		
GRI 3-1	Process to determine material topics	Page 30 – 36
GRI 3-2	List of material topics	Page 30 – 36
GRI 3-3	Management of material topics	Page 30 – 36
GRI 201: Economic Performance 2016		
GRI 201-1	Direct economic value generated and distributed (EVG&D)	Page 30 – 36
GRI 201-2	Financial implications and other risks and opportunities due to climate change	Page 30 – 36
GRI 201-4	Financial assistance received from government	EVNFinance did not receive any Government subsidy during the year.
GRI 203: Indirect Economic Impacts 2016		
GRI 203-2	Significant indirect economic impacts	Page 20 – 23
GRI 205: Anti-Corruption 2016		
GRI 205-3	Confirmed incidents of corruption and actions taken	EVNFinance recorded no corruption incidents during the year.
GRI 303: Water and Effluents 2018		
GRI 303-2	Management of water discharge-related impacts	Page 105
GRI 307: Environmental Compliance 2016		
GRI 307-1	Non-compliance with environmental laws and regulations	EVNFinance recorded no incidents during the year.

GRI 401: Employment 2016		
GRI 401-1	New employee hires and employee turnover	Page 106 - 111
GRI 401-2	Benefits provided to full-time employees	Page 114 - 115
GRI 403: Occupational Health and Safety 2018		
GRI 403-6	Promotion of worker health	Page 114
GRI 404: Training and Education 2016		
GRI 404-1	Average hours of training per year per employee	Page 112 - 113
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Page 112 - 113
GRI 405: Diversity and Equal Opportunity 2016		
GRI 405-1	Diversity of governance bodies and employees	Page 108
GRI 405-2	Ratio of basic salary and remuneration of women to men	Page 115
GRI 406: Non-discrimination 2016		
GRI 406-1	Incidents of discrimination and corrective actions taken	EVNFinance recorded no incidents during the year.
GRI 408: Child Labor 2016		
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	Page 107
GRI 409: Forced or Compulsory Labor 2016		
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Page 107
GRI 418: Customer Privacy 2016		
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	EVNFinance recorded no cases during the year.
GRI 419: Socioeconomic Compliance 2016		
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	EVNFinance recorded no incidents during the year.

### 3. DIRECTIVE ANNOUNCEMENT ON SUSTAINABILITY AT EVNFINANCE



CÔNG TY TÀI CHÍNH  
CỔ PHẦN ĐIỆN LỰC

TB-TCĐL-BCĐTTESG

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM  
Độc lập – Tự do – Hạnh phúc

Hà Nội, ngày 05 tháng 6 năm 2024

#### THÔNG BÁO

**V/v: Phát triển bền vững tại EVNFinance, từ xu hướng toàn cầu đến chiến lược hành động**

- Căn cứ Quyết định số 14A/QĐ-TCĐL ngày 23/02/2024 về việc Ban hành Mục tiêu chất lượng năm 2024;
- Căn cứ Quyết định số 12/QĐ-HĐQT-TCĐL ngày 09/05/2024 về việc Thành lập Ban chỉ đạo thực thi ESG trong Công ty Tài chính Cổ phần Điện lực.

**Kính gửi:** - Ban Điều hành Công ty Tài chính Cổ phần Điện lực;

- Người Phụ trách quản trị Công ty.

Ngày 09/05/2024, Hội đồng Quản trị đã ban hành Quyết định về việc Thành lập Ban chỉ đạo thực thi ESG trong Công ty Tài chính Cổ phần Điện lực. Trong bối cảnh hiện nay, khi thực hành ESG đang trở thành một yêu cầu thiết yếu và được coi là tiêu chuẩn kinh doanh toàn cầu, Ban chỉ đạo thực thi ESG yêu cầu Ban Điều hành thực hiện các công việc sau đây để đảm bảo sự triển khai nhanh chóng và hiệu quả các hoạt động phát triển bền vững.

#### I. Xu hướng ESG trên thế giới và ảnh hưởng đến Việt Nam:

Trên phạm vi toàn cầu, Môi trường (E) – Xã hội (S) – Quản trị (G) đang trở thành tiêu chuẩn bắt buộc thay vì chỉ là một lựa chọn hay khuyến khích thực hiện. Tại Việt Nam, Chính phủ đã ban hành Kế hoạch hành động quốc gia về tăng trưởng xanh giai đoạn 2021 – 2030, theo đó, yêu cầu hoàn thiện khuôn khổ pháp lý cho tín dụng xanh và ngân hàng xanh. Đồng thời, các doanh nghiệp niêm yết cổ phiếu trên thị trường chứng khoán trong một vài năm trở lại đây, đã coi việc thực hành ESG như là một tiêu chuẩn bắt buộc của thị trường. Do đó, là một tổ chức tín dụng phi ngân hàng, EVNFinance cần đi trước xu hướng này để duy trì lợi thế cạnh tranh trong việc mở rộng thị phần hướng đến tệp khách hàng phù hợp và lợi thế trong huy động vốn.

#### II. Thực hành ESG và kế hoạch hành động ESG tại EVNFinance:

Để triển khai các hoạt động phát triển bền vững của EVNFinance đồng bộ, hiệu quả và thống nhất từ Nghị quyết đại hội đồng cổ đông đến chỉ đạo của Hội đồng Quản trị, Trưởng Ban chỉ đạo thực thi ESG yêu cầu Ban Điều hành thực hiện các công việc sau:

1. Giao Tổng Giám đốc thành lập Ban Triển khai ESG do Tổng Giám đốc vận hành, điều phối, xây dựng sản phẩm và giám sát triển khai công việc liên quan đến phát triển bền vững. Trong đó, thành viên của Ban Triển khai ESG cần có sự tham gia của đơn vị kinh doanh, quản lý rủi ro, pháp chế, nhân sự, công nghệ số và truyền thông. Ban Triển khai ESG chịu trách nhiệm triển khai hoạt động ESG tại EVNFinance và báo cáo Ban Chỉ đạo thực thi ESG sau ngày kết thúc năm tài chính.
2. Tổng Giám đốc xây dựng sản phẩm kinh doanh (cho vay, đầu tư, tài chính số) theo định hướng:
  - Sản phẩm cho vay/đầu tư hướng đến: (1) Cho vay lĩnh vực năng lượng tái tạo, công nghệ xanh và vận tải xanh; (2) Cho vay doanh nghiệp do phụ nữ làm chủ; (3) Cho vay doanh nghiệp nhỏ và siêu nhỏ và những đối tượng khó tiếp cận nguồn vốn ngân hàng; (4) Đầu tư vào các dự án/doanh nghiệp trong lĩnh vực xanh.
  - Sản phẩm kinh doanh phù hợp với khẩu vị rủi ro của EVNFinance.
  - Sản phẩm kinh doanh có thời gian triển khai không chỉ trong năm 2024 mà được triển khai lâu dài các năm tiếp theo.
  - TGD chỉ đạo Hội đồng Quản lý tài sản nợ có xây dựng chính sách lãi suất phù hợp với các sản phẩm này.
3. Tổng Giám đốc xây dựng kế hoạch huy động nguồn vốn ổn định, bền vững, trong đó, ưu tiên huy động nguồn để tài trợ cho các sản phẩm kinh doanh tại mục (2) nêu trên.
4. Người Phụ trách quản trị Công ty tham mưu cho HĐQT và UBCL về quản trị công ty theo mục tiêu phát triển bền vững và thông lệ quản trị công ty tiên tiến.
5. Ban Điều hành EVNFinance và đội ngũ lãnh đạo cấp trung trong EVNFinance tăng cường tham gia các chương trình tọa đàm, hội thảo và hợp tác về phát triển bền vững.
6. Tổng Giám đốc xây dựng kế hoạch đào tạo văn hóa quản trị rủi ro, văn hóa doanh nghiệp theo tinh thần “EVNFinance là doanh nghiệp kinh doanh có trách nhiệm”.
7. Nhận diện, đo lường các rủi ro liên quan đến ESG trong quá trình hoạt động kinh doanh và tích hợp và hệ thống quản lý rủi ro hiện tại của EVNFinance.
8. Huy động sức mạnh tập thể toàn Công ty trong các hoạt động gắn kết nội bộ, xây dựng hệ thống và hoạt động xã hội.
9. Quan tâm và chăm lo đến đời sống vật chất và tinh thần của CBNV và người lao động trong hệ thống EVNFinance.





10. Xây dựng kế hoạch và triển khai kế hoạch truyền thông mạnh mẽ về ESG để lan tỏa dấu ấn thương hiệu EVNFinance trên thị trường.

Trên đây là thông báo từ Ban chỉ đạo thực thi ESG để Ban Điều hành nhận chỉ đạo, tổ chức triển khai thực hiện và báo cáo kết quả thực hiện.

*Trân trọng thông báo.*



**Nơi nhận:**

- Như kính gửi;
- Hội đồng Quản trị (để b/c);
- Lưu: K.QTĐH, BCĐTTESG.

**BAN CHỈ ĐẠO THỰC THI ESG  
TRƯỞNG BAN**



**LÊ MẠNH LINH**



# EVNFINANCE

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