

ESG REPORT

2023



FPT Japan Holdings

Commitment to support
the UN Sustainable
Development Goals



1 | Introduction

About the Report



About the report

This Environmental, Social and Governance report highlights FPT Japan’s track record and ongoing efforts to make the world better for individuals, enterprises, and communities, as part of the global efforts by FPT Software and FPT Corporation.

ABOUT THIS REPORT

This ESG report is created to present the results of sustainable development initiatives as well as short-term and long-term commitments of FPT Japan.

The report is made annually. This report’s duration is from 1/1/2023 to 31/12/2023. The disclosures in this report are in accordance with the GRI Standard 2021 and SASB standards.

APPROACH TO MATERIALITY

The universe of our material topics on ESG is complex and multi-layered, one that is deeply intertwined with the value we seek to create through our business for our stakeholders.

ASSURANCE STATEMENT

Our ESG disclosures are reviewed and verified internally by an independent group, namely, ISC Vietnam Joint Stock Company (ISC).

The figures cover all areas and facilities, including Data on:

- Environment
- Labor and Human rights
- Business ethics
- Sustainable procurement

The ESG report was built on the principles of inclusiveness, clarity, relevance in current affairs, and reliability. The ESG report was carried out by the Sustainable Development Management Department of FPT Software. For any inquiries or feedback related to FPT Software’s sustainable development activities and the ESG report, please contact:

- Ms. Pham Thi Thanh Hoa – COO of FPT Japan Holdings
- Email: HoaPTT@fpt.com

1 | Introduction

Corporate Overview



FPT Software

Founded	1999
Revenue	USD 1.001 billion (2023)
No. of employees	30,000+
Global Presence	30 countries and territories worldwide
Clients	1,000+ clients with 96 Fortune 500 (average customer satisfaction score of 94.94/100)



Global Leading IT Services Company

Global Presence

Americas

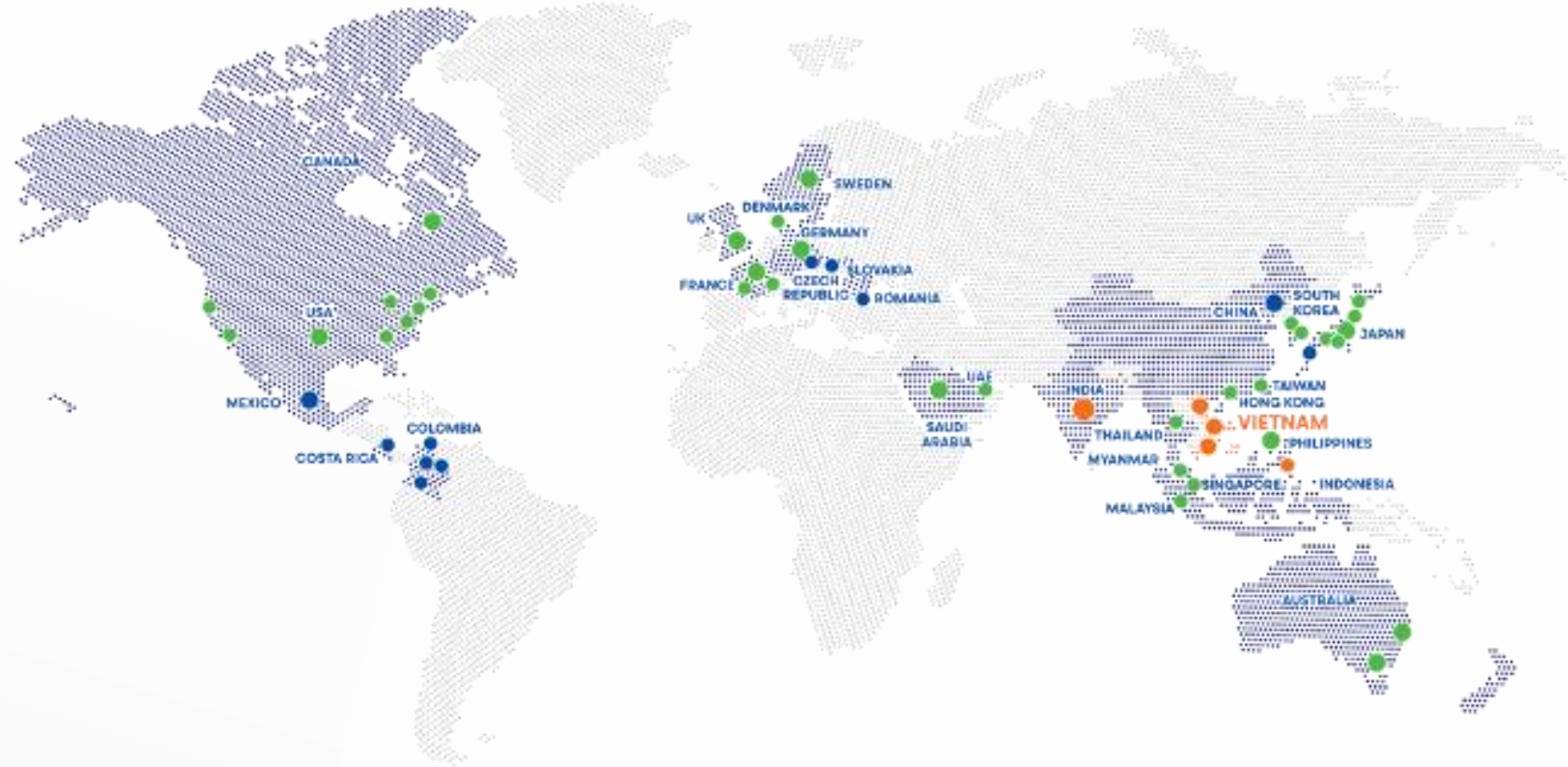
USA | Canada | Colombia | Costa Rica | Mexico

Europe & Middle East

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

Asia

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



30

Countries & Territories

85

Offices

● Onshore

● Nearshore

● Offshore

FPT Japan Holdings Co., Ltd

A subsidiary of FPT Software

Founded	November 2005
No. of employees	2,495+ (FY12/2023)
Locations	Tokyo (Head Office), Sapporo, Nagoya, Osaka, Hiroshima, Fukuoka, Okinawa, Tochigi
Organization	Keidanren, Japan Institute of Logistics Systems (JILS), United Nation Global Compact



1 | Introduction

Executive Commitment





FPT Software Chairwoman

CHU THI THANH HA

“A compassionate, human-centric approach”

The year 2023 stands as a significant milestone for FPT Software, as we celebrated our first billion dollar in revenue. As a global entity, we made substantial strides in our ESG initiatives, earning recognition as the **Best Place to Work in multiple markets** and securing an **EcoVadis Silver Rating** for our commitment to sustainability.

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

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



FPT Software Chief Executive Officer
FPT Executive Vice President

PHAM MINH TUAN

“Accompany the future of innovation & expansion”

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

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

To our 1,000+ global clients, we take pride in empowering them to attain sustainable success by driving innovation, enhancing agility and resilience, optimizing operational efficiency, and implementing responsible business practices.



FPT Japan Chairman

TORU TANIHARA

“Fostering the Vietnam - Japan bilateral ties”

Over our almost two-decade longevity, FPT Japan has consistently demonstrated our commitment to be part of the good for the society and has been celebrated multiple times as a Great Place to Work. In March 2023, we are also proud to be certified as a Best Workplace for Women in Japan, which recognizes our dedication as well as reflecting FPT Software's belief in empowering women.

As one of FPT Software's first and largest markets globally, FPT Japan also takes pride in being at the forefront of the Vietnam-Japan bilateral relationship and accompanying enterprises from both countries in their digital transformation and business advancement.

1 | Introduction

ESG Priorities



Participation in International Initiatives

FPT Software is globally committed to sustainable development by promoting safety, security, equity, and efficiency, fostering a more sustainable world where everyone has the opportunity to reach their full potential. From 2023, we joined the United Nations Global Compact (UNGC), aligning our business activities with its Ten Principles across human rights, labor, environment, and anti-corruption. We actively participate in initiatives to support SDGs and advance a sustainable society.

*FPT Japan's Participation is highlighted in orange

United Nations Global Compact (UNGC)

Became a signatory from 2023



Carbon Disclosure Project (CDP)

FPT Software Joined from 2023



Global Reporting Initiative (GRI)

FPT Japan apply GRI to report from 2023



Privacy Mark

Received certificate from 2019
Recertification year: 2023



ISO 27001

Received certificate from 2000
FSOFT India- 2000
FSOFT – 2022
FPT Japan - 2019



ISO 14001:2015

Received certificate from 2022
FSOFT – 2022
FPT Japan – 2023

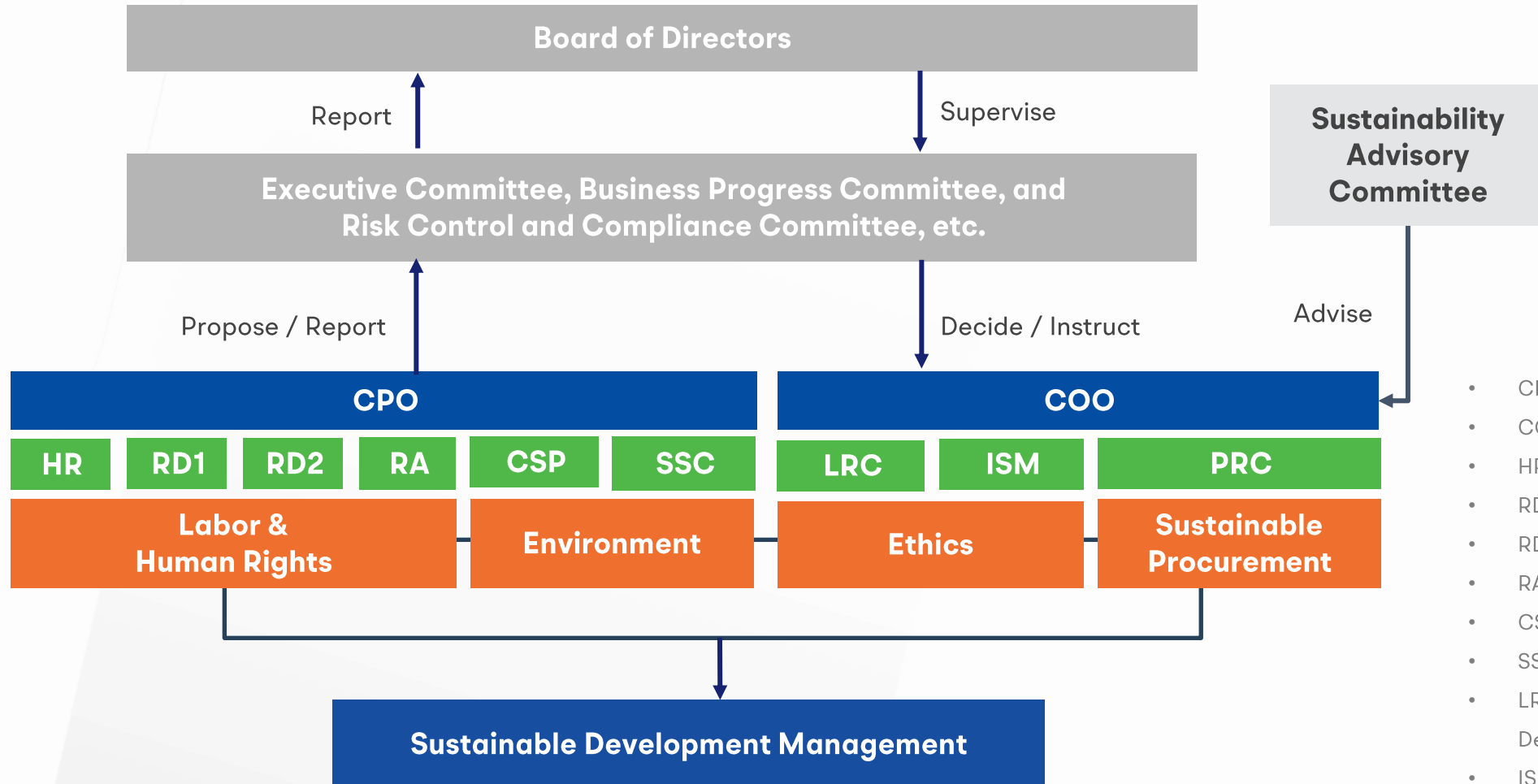


EcoVadis

Joined from 2019
FSOFT – Silver Medal 2023
FPT Japan - Silver Medal 2023



FPT Japan Management Implementation Framework for Sustainability



- CPO: Chief People Officer
- COO: Chief Operating Officer
- HR: Human Resource Department
- RD1: Resource Development 1 Department
- RD2: Resource Development 2 Department
- RA: Resource Assurance Department
- CSP: Corporate Sustainability Promotion
- SSC: Shared-Service Center
- LRC: Legal Risk Compliance Management Department
- ISM: Information Security Management Department
- PRC: Purchasing Department

ESG Priorities

- Reinforce non-financial measurement methodologies to underpin sustainable growth of company and society
- Continuously incorporate ESG indexes as indicators of risk minimization and value maximization initiatives
- FPT Japan’s ESG efforts mirror FPT Software’s global priorities and actions

Key Theme (Materiality)	Main initiatives	FY 2025 KPI
<p>E</p> <ul style="list-style-type: none"> • Climate change (De-carbonization) 	<ol style="list-style-type: none"> 1. Acceleration of environmental management towards achievement of Carbon Neutrality by 2050 2. Contribution to CO2 reduction through Agencies/ Suppliers 	<ol style="list-style-type: none"> 1. Decrease Scope 1 and Scope 2 emissions by 20% 2. Decrease Scope 3 emission by 5% (Compared to FY2021)
<p>S</p> <ul style="list-style-type: none"> • Labor & human rights • Diverse human resources 	<ol style="list-style-type: none"> 1. Diverse human resources with an increased international labor force in FPT Software 2. Achieve gender parity among senior executives, those in managerial positions, and all employee levels by FY2030 	<ol style="list-style-type: none"> 1. Increase the ratio of international labor to 30% 2. Maintain the ratio of female employees at 40% (Compared to FY2021)
<p>G</p> <ul style="list-style-type: none"> • Corporate governance • Supply chain sustainability • Compliance 	<ol style="list-style-type: none"> 1. Strengthening of collaboration with suppliers from a human rights/ environmental perspective 2. Eradication of serious compliance incidents 	<ol style="list-style-type: none"> 1. Increase rate of Agencies/ Suppliers agreeing to procurement policy to 50% (Compared to FY2021) 2. No. of serious incidents: 0

Determination Of Key Area

Steps of implementation

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

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

We understand that all topics covered in this survey are important, and also we would like to refer our stakeholders' opinions for setting future sustainability goals and strategies and sustainability reporting.

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

ESG Priorities

List Of Important Aspects

Environment

- Environmental Policy
- Climate change
- Waste

Social

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

Governance

- Corporate Governance
- Compliance & Risk management
- Business continuity
- Supply chain management
- Sustainable Procurement
- Information Management
- Data Privacy

2 | Environment



Environment Policies

Implementation principles:

Our environmental policy and operations adhere to the following principles:

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

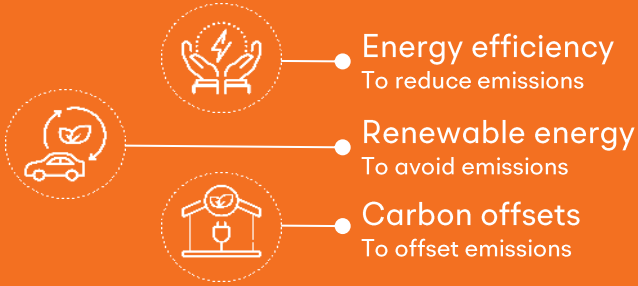
Specific actions:

- Reduction of energy consumption
- Reduced use of harmful chemicals
- Waste limitation - Waste treatment
- Enhancing recycling
- Raising awareness of environmental issues
- Actions that support the safety and health of customers and partners
- Orientation on controlling and reducing greenhouse gas emissions
- Maintenance and improvement ISO14001 quality standards



Climate change

Approach to carbon neutrality



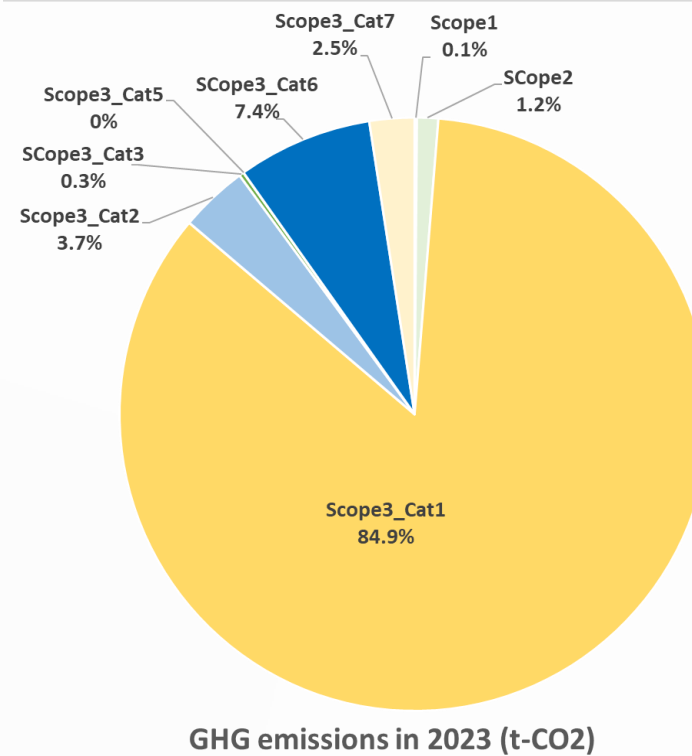
Carbon Neutrality
in 2050 - mirroring Japan's climate commitment



FPT Japan's climate commitment

(1) Medium-term target to 2025 is to reduce carbon emissions in Scope 1 and 2 by 20%, Scope 3 by 5% compared to 2021.

(2) The long-term goal to 2050 is Net zero as committed by Japan, as well as FPT Software's global effort.



GHG emissions in 2023 (t-CO ₂)	
Scope 1 Gasoline	27.31
Scope 2 Electricity	249.87
Scope 3_Cat1 Capital Goods	18,262.37
Scope 3_Cat2 Construction cost (big purchase)	801.76
Scope 3_Cat3 Distribution and transmission of electricity	55.00
Scope 3_Cat5 Waste emissions	1.04
Scope 3_Cat6 Business travel expenses	1,589.18
Scope 3_Cat7 Employee commute	530.00
Total	21,516.55

Japan's Carbon Neutrality commitment

Japan has set its 2030 GHG emission reduction target at 46 percent from its 2013 levels, an ambitious target which is aligned with the long-term goal of achieving net-zero by 2050. By defining bold objectives befitting a future growth strategy for the nation, Japan is resolved to take the lead in achieving global decarbonization and creating a green and sustainable society.



Emission reduction strategies

Our strategy for carbon neutrality is to reduce our Scope 1, 2, and 3 emissions and offset the remaining emissions.

Scope 1

Actions

- Better operational efficiency of our DG sets
- Transition to EVs/HVs for company-owned vehicles

Scope 2

Actions

- Promote using energy-saving communication devices
- Apply automatic air conditioning shutdown mode in the office
- Prioritize using renewable energy when leasing new offices
- Encourage converting to renewable energy at existing buildings

Scope 3

Actions

- Introduce a hybrid working model
- Promote EVs/HVs among employees
- Promote public transport and low-emission vehicles among employees
- Optimize business travel
- Prioritize using environmental-friendly materials



We will periodically assess climate risks and opportunities every year to revise FPT Japan's sustainability indicators and activities. We also implement appropriate risk management measures including adaptation measures.



Emission reduction – Scope 1&2

Energy efficiency

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



Promoting HVs for company cars



Promoting CoolBiz, WarmBiz: setting office temperature at 27°C from May to September, at 20°C from November to March



Promoting the use of renewable energy (5 offices (out of 15 offices) are using renewable energy electricity)



Electricity saving training for staff.
>95% of employees have been trained

Energy efficiency and retrofit

The efficient design of new buildings, deep green retrofits in existing buildings, green data centers, our super-saver heat pumps, and efficient operation through smart automation are crucial to achieving energy-saving goals.



Emission reduction – Scope 3



1. Reduce travelling

- Reduce business travel. If travel is necessary, book direct flights and limit layovers.
- Promote online meetings.



2. Paperless

- Totally switch over to paperless accounting system, promote Green Office and saving cost & efforts in printing and document arrangement.
- Build up company digital pamphlet delivery system on websites.
- Promote digitalization of questionnaire collection for visitors to exhibitions, etc.



3. Carbon offset

In 2023, FPT Japan sponsored for 1,002 trees planted at Phong Dien Forest to offset about 100 tCO₂.

Click [HERE](#) for more information.



Waste

Towards a positive water footprint

Water is a scarce and valuable natural resource, and FPT Japan is committed to conserving water through our **3R (Reduce, Reuse, Recycle)** approach. We comply with the requirements of the Japan government to Enterprises for wastewater treatment and recycling and expanding our efforts to the community.



Waste

Our waste management approach

At FPT Japan, we focus on reducing, reusing and recycling to reduce waste, including e-waste. Our waste management approach is based on the Reduce, Reuse and Recycle philosophy.

FPT Japan, together with FPT Software globally, strive to address environmental issues, find out measures and bring them into daily work. We are committed to not only comply with environmental regulations, but also make efforts to reduce waste, switch over to the use of environmental-friendly materials, optimize operations, and reduce the use of non-renewable resources, as well as garbage segregation and awareness training activities.



20%

FPT Japan Holdings Ltd.. Co. (one site) have been certified with ISO 14001:2015



100%

of waste is sorted at source



100%

of hazardous waste is classified and managed according to regulations



50%

of the materials used are environmentally friendly. (transitioning gradually)



100%

qualified waste treatment vendors



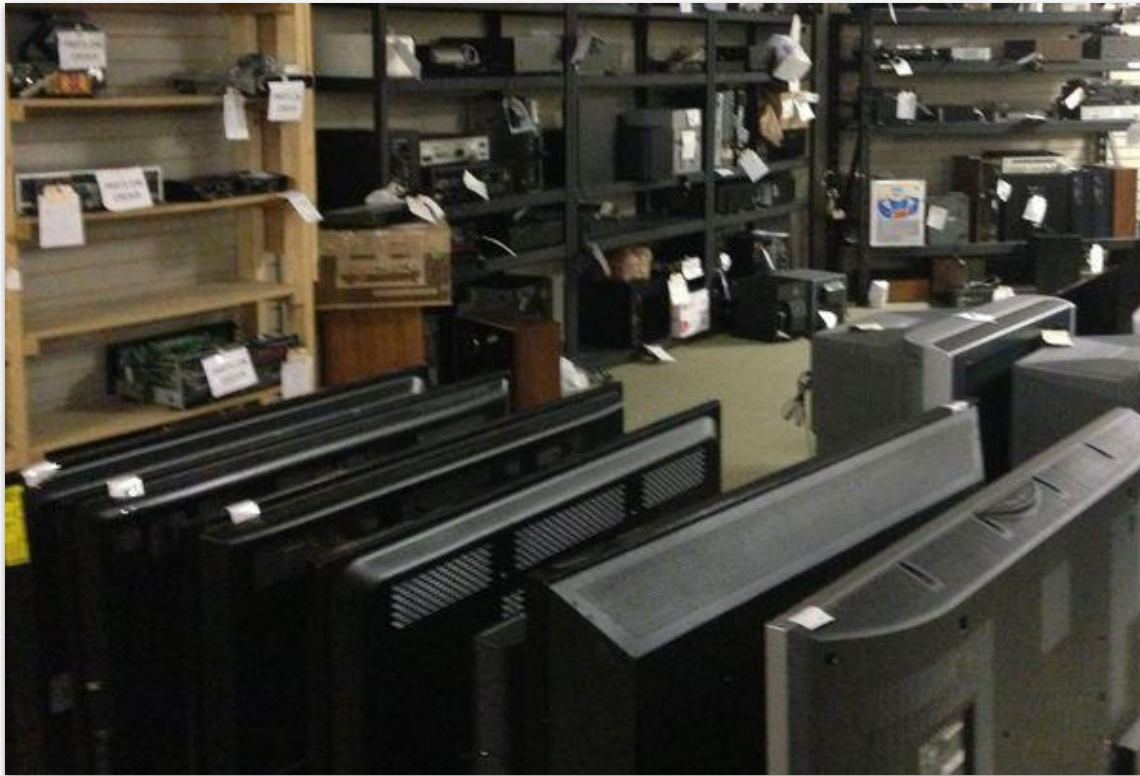
90%

IT infrastructure, office supplies are repaired and considered for conversion of use purposes



Waste

FPT Japan has programs to resell old office supplies such as laptops, monitors, etc. to employees. Therefore, e-waste reduced 90% in 2023.



Every year, FPT Japan implement garbage picking-up activities not only to help clean up the environment and but also raise awareness of employees in environmental protection activities.



3 | Social



Our Values

We are a team of innovation, agility, commitment and respect.
We are committed to providing the best solutions.



One team

We believe that by working closely together we can deliver digital excellence



Innovation

We explore creative solutions to address any business challenge



Agility

We remain agile to stay ahead of the competition



Commitment

We make a positive impact on our clients and communities



Respect

We respect the ideas and beliefs of each stakeholder



Diversity

Diversity will be the power to create Japan's next era



Challenge

We grow by learning greedily, challenging and overcoming difficulties

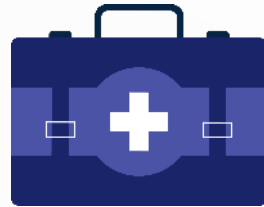
Health & Safety

Occupational health and safety is a prerequisite for a good work environment. FPT Software strives to build and constantly improve the working environment, including facilities and cultural environment to create good conditions for employees to maximize their capacity at work.

Highlight activities



Occupational safety training



Employee health check



Medical clinics and health insurance for employees



Safe and productive working environment

Indicators of occupational safety and health

Indicator	2021	2022	2023
Percentage of employees trained in occupational safety and health (All employees take this course upon joining the company)	100%	100%	100%
Number of safety and health committee meetings in a year (Hold every month)	12	12	12
Percentage of employees covered by a formal joint labor-management safety and health committee	100%	100%	100%
Percentage of workplaces where employee health and safety and health risk assessments have been conducted	25%	25%	25%
Occupational accidents in the year (※All occurrences were commuting accidents)	1	1	7
Employment insurance participation rate (Only those who are required by law to take out the insurance)	100%	100%	100%
Annual Health checkup participation rate	76%	81%	84%
Annual Stress check submission rate	71%	70%	69%

Working conditions



- Employees are provided with appropriate work schedules, working hours, and rest periods based on the law and employment contract.
- Employees are entitled to various leave policies, also have a full-fledged leave system for employees to take care of themselves and their families, including maternity leave, childcare leave, and family care leave.
- The company provides salary increases and bonuses based on a fair personnel evaluation system using a system.
- We pay our employees a salary that is above the minimum wage stipulated by law.
- The company provides a wide range of financial support, including defined contribution pensions, retirement benefits, company housing, and assistance with health checkups and vaccinations for dependents.
- When hiring, the company respects the fundamental human rights of applicants and select based on criteria based on aptitude and ability.
- The company strives to create an environment and policies in which employees can thrive regardless of gender differences, disabilities, gender identity, etc.

Working conditions

Employees are the most valuable asset for FPT Japan and the foundation for the sustainable development of the company. To continue to retain talent and continuously improve on the journey of creating value for employees towards building a working environment that meets employees' expectations.

Not only complying with the provisions of Japanese labor law, FPT Japan also aims to meet the needs of employees' and families' lives.

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



Reporting Indicators

Criteria	2021	2022	2023
Number of employees	1,504	1,879	2,495
Number of new hires	291	689	929
Number of retirees	234	262	275
Average monthly overtime hours per employee	11 hours	13 hours	13 hours
Paid leave acquisition rate	72.6%	66.3%	71.1%
Number of people taking childcare leave	Male : 32 Female : 59	Male : 50 Female : 71	Male : 0 Female : 58
Childcare leave acquisition rate	-	Male : 68% Female : 100%	Male : 78% Female : 100%
Childcare leave return rate	-	Male : 100% Female : 98%	Male : 100% Female : 100%
Number of people taking nursing care leave	Male : 0 Female : 0	Male : 0 Female : 0	Male : 0 Female : 1

Fair evaluation, Training, and Optimization of staffing

With the goal of evaluating employees in a comprehensive, effective, fair and transparent manner, in 2022 FPT Japan continued to maintain the employee evaluation system including many aspects; bi-annual evaluation of employees' work performance, evaluation of Job Objectives and Competencies of the Management every year.

For employees who have not achieved the KPIs, the training department provides various training programs to improve their performance. The content includes programs that are common to all employees, such as CSR, health and safety, and information security, as well as programs that are optimized for each specialized field, such as delivery, sales, consulting, and support.

We also have a specialized department that reassigns the right people to the right jobs in line with employee wishes and department requests, and we use carefully designed processes to make the most of our valuable human resources.



Development & Training

Objectives	Activities to achieve the objectives	Result
Day One Training	<ul style="list-style-type: none"> 100% mandatory attendance for new employees Company Introduction, Lectures to help them adapt to the company smoothly Explanation of company regulations such as work rules, ISMS Training	100% Trained New employees (847/847)
ISMS Refresh Training	All employees are required to take the course online every year and undergo a comprehension test.	100% Trained all employees (2411/2411)
CSR Refresh Training	Training to raise employee awareness of environment, diversity and inclusion, equality, fairness, and sustainability, as well as surveys related to these issues	97.4% employees trained (1643/1682) in 2022 95% additional trained (944/996) in 2023
Fair recruitment	<ul style="list-style-type: none"> Conducted training for hiring managers on preventing discrimination at the hiring stage Selection of “Fair Recruitment Selection Human Rights Awareness Promotion Officer” as stipulated by law 	100% Trained Recruitment staff (21/21) Selected by all 5 domestic group companies
Ensuring Occupational Safety	<ul style="list-style-type: none"> Employee training on occupational safety Provide, maintain and periodically operate fire protection and occupational safety systems, Fire protection training for all employees 	100% Trained Staff 100% of employees are trained in fire prevention and fighting
Career or skill improvement training	We offer career or skill improvement training programs specialized for all job types working at FPT Japan (account managers, project managers, delivery, consultants, back office) based on annual plans.	219,774 total training hours (For all employees) 2,579 trained employees Average hours 34 hours
Employee dialogue: Open talk event between our board of directors and employees	Organized dialogue between the Company's Board of Directors and all employees	Conducted in Mar, Aug and Oct

Personal development & Training

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

FPT Japan values training as the core to create a creative environment for employees to constantly learn.

In addition to the required training courses according to the laws of Japan, FPT Japan organizes career and skill training courses for officials and employees. Every employee when working at FPT Japan is granted an account to participate in training on the “ENRICH SKILLS platform, which is accessible to all staff.



Criteria	Results in 2023
Average hours of career or skill improvement training	34H
Total number of job-specific training courses	78
Number of students participating in professional training courses	1,741 (82%)

Respect for human rights

FPT Japan Human rights policy

For the FPT Japan to achieve sustainable success, it is essential that we have an environment where the human rights of others are respected. Employees will adhere to the following principles and build relationships of mutual respect with other employees, business partners, and other parties outside the company.

Our company has established principles in the FPT Japan Business Conduct Code for all group employees, and clearly states the actions that employees should take.



Prohibition of discrimination

We prohibit acts that harm the dignity of individuals, such as discrimination, attack, and harassment based on nationality, age, gender, religion, creed, disability, or any other reason completely unrelated to the performance of work.

Respect for diversity

We respect the culture, customs, history, values, individuality, and diversity of countries and regions, and act with consideration for related parties.

Prevention of harassment

We strive to build a system to prevent human rights violations, including harassment, and in the event that they occur, we will promptly take corrective action and provide relief through appropriate internal and external procedures.

Social dialogue

We respect the freedom and equality of employees. All employees have the right to freedom of association and to express their opinions and voices.

Representatives of FPT Japan's employees are elected every 2 years through candidacy and fair elections, employees' voices are heard by the Safety and Health Committee, etc., and the company respects them to the utmost.

The collective labor agreement of FPT Japan is approved by the authorities and the regulations related to the rights of employees are agreed.

Every year, our company holds an online dialogue event called "Open Talk" where employees express their opinions.

The dialogue holds in the form of an online live stream on our internal website, with the participation of our chairman, directors, deputy general managers, general managers, general managers/department heads, and all employees.

We also effectively operate a guideline and complaint/accusation process to resolve employee complaints and accusations.

In order to measure FPT Japan's response to employees from the perspective of working conditions and welfare benefits, we conduct an employee engagement survey every year, analyze the results, and take measures in each department, give them feedback.

Reporting Indicators

Criteria	2021	2022	2023
Percentage of total workforce in all locations covered by formal collective agreements regarding working conditions	100%	100%	100%
Percentage of total employees across all locations covered by worker representatives	100%	100%	100%
Percentage of employees participating in the employee engagement survey	78%	80%	80%
Percentage of employees who receive regular performance and career development reviews	100%	100%	100%
Number of social dialogue meetings in a year (Open talk with BOD and employees)	1	2	3
Number of allegations of harassment and violations of fairness in the workplace	None	None	None

Child & Forced Labor

Children and adolescents must have a comfortable life, be able to go to school and be happy, and for that goal FPT Japan does not use child labor and juvenile labor by screening age when recruiting.

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

Reporting Indicators

Criteria	2021	2022	2023
Age of youngest employee	22	21	18
No. of complaints or denunciations about child or forced labor	0	0	0
Number of detected cases of violation of regulations on child labor and forced labor	0	0	0



Diversity, Equity & Inclusion

FPT Japan carries out diversity and inclusion activities with the aim of creating a workplace environment where all employees can work comfortably and actively participate, regardless of gender, age, race, nationality, disability, sexual orientation, religion/beliefs, values, etc. We are promoting it.

We offer diversity, equity and inclusion awareness training as an annual training program for all managers and employees.

We prevent discrimination in career development and promotion processes. All stages of performance evaluation, advancement, and advancement opportunities are fair for everyone.

We always strive to create a safe, happy, sociable, equal and fair working environment for all of our employees.

Every year, we organize programs and benefits specifically for women, such as celebrating International Women's Day and Vietnam Women's Day. We also have a breastfeeding room exclusively for female employees.

In addition, we are working to create environments that are comfortable for people with disabilities to work at each of our business locations. We make the hallways and elevators in our office accessible to people in wheelchairs, actively accept interns from special needs schools, and improve the environment by incorporating opinions from people with disabilities and faculty and staff.



Diversity, Equity & Inclusion

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

Criteria	2021	2022	2023
Number of nationalities of employees working at FPT Japan	14	19	22
Percentage of women in employees	31%	32%	32%
Percentage of women in executive positions	17%	17%	23%
Percentage of women in managerial positions	24%	29%	28%
Average wage gap by gender, unadjusted	90%	84%	75%
Percentage of employed seniors aged 60 and over	0.5%	0.6%	1.1%
Percentage of people with disabilities employed	0.5%	0.6%	1.1%



Our CSR Highlights - In Japan

Ahead to Sustainable Development Goals, as annually, we FPT Japan implement various activities not only in Japan but also in Vietnam.



Clean up the environment

Picking up trash along Arakawa river in Tokyo.



Blood Donation

Donating blood to help saving lives and make a meaningful impact on the community.



Monetary donation

Donating 3,000,000 Yen to Ishikawa prefecture to help reconstruction the city after the earthquake.

Our CSR Highlights - In Vietnam

Ahead to Sustainable Development Goals, as annually, we FPT Japan implement various activities not only in Japan but also in Vietnam.



Tree planting

In 2023, FPT Japan sponsored for 1,002 trees at Phong Dien Forest in Vietnam to help planning tree and regreening bald mountain.



Japanese class

From 3/2024 we opened Japanese voluntary teaching class for children in Hope school (who lost homes and parents due to Covid-19 pandemic).



Building bridge

Every year, FPT Japan coordinate with FPT Vietnam sponsor to build bridges in rural areas with the aim to improve access to essential service, enhance economic opportunities.

4 | GOVERNANCE



Code of Business Conduct

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

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

As an information technology and software development company, FPT Japan takes information security seriously, and always strengthen the information security system as our utmost business priority.



Anti-corruption and Anti-bribery

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

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

In order to well implement the established rules and objectives, we have put in place measures to prevent corruption risks:

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

None

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

100%

Employees are trained in business ethics

None

No corruption or bribery cases related to FPT Japan

Prevention of unfair competition

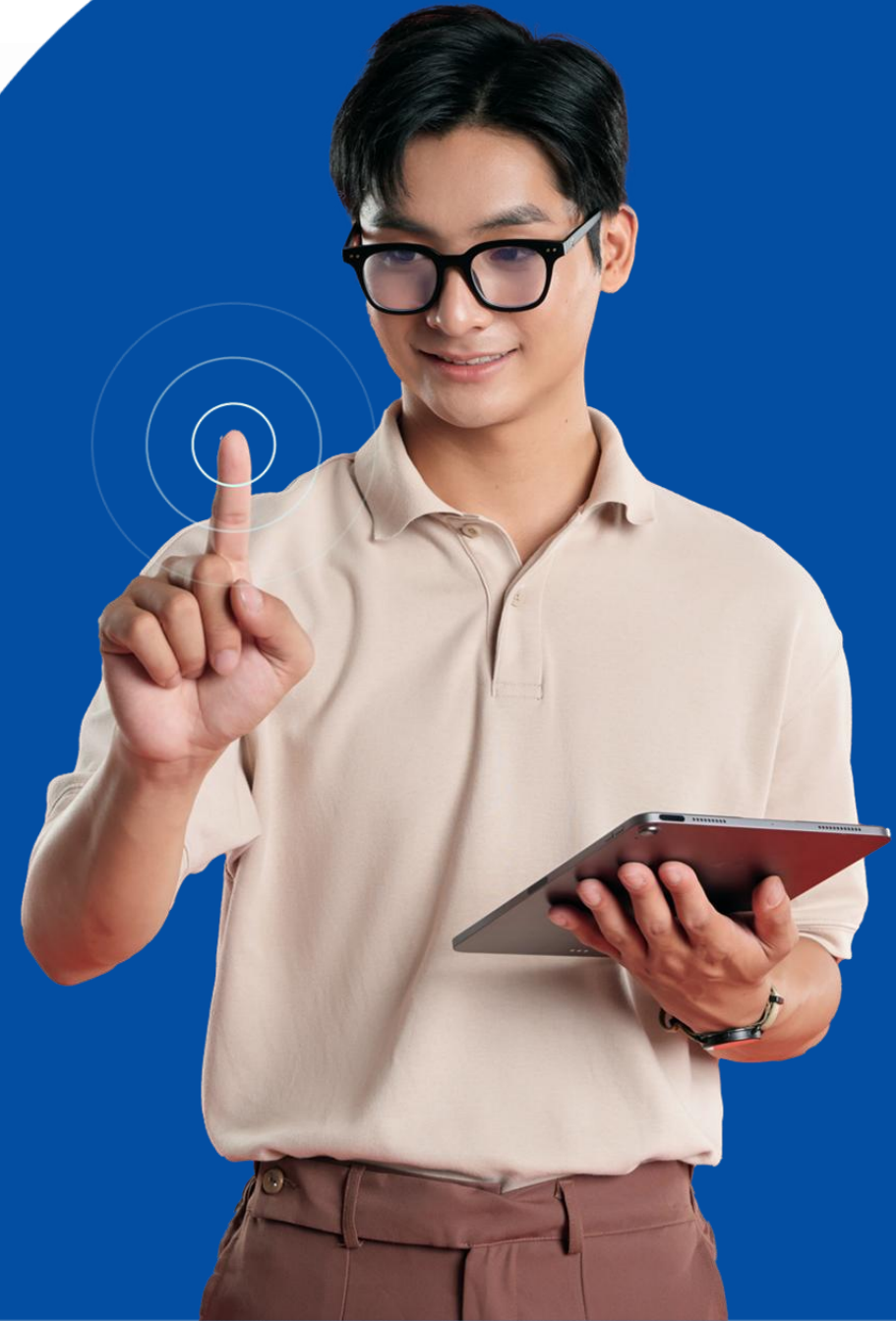
Respect, Fairness and Transparency are the business principles of FPT Japan, and they are conveyed to all employees

100%

FPT Japan employees are trained in unfair competition.

100%

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



Prevention of unfair competition

FPT Japan always provides available channels to receive opinions and complaints of stakeholders on unfair competition issues.

NO

Complaints

about unfair competition involving the company.

100%

Company Locations

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



Information Management

We, FPT Japan, believe that our mission is to contribute to our society, and to meet expectations of the stakeholders, including our customers, employees, and their families, through management of the information security system for the provision of software development, integration, operation and maintenance services, application support services, information system consulting services and staffing services.

In our business activities, we utilize many information assets, including information from our customers, partners, and employees. Therefore, we understand that to protect these information assets from threats, as well as to meet the expectation of customers and all stakeholders, our utmost business priority is to strengthen the information security system.

We also have instructions to ensure that we are always ready to respond to information leakage and information theft incidents at FPT Japan.

We sign information security commitments with related parties and customers during transactions and information sharing.

Results of implementing information security system

Number of information security incidents in 2023:

10 cases

(No. of serious incidents: 0)

Percentage of employees trained on information security

100%

Supply Chain Management

Number of suppliers assessed for CSR system risk: 31/43
Equivalent to 72%

Number of vendors who have signed supplier and 3rd party codes of conduct: 31/43
Equivalent to 72%

Highlight figures for our efforts throughout the year

2023

Number of suppliers that have been assessed for the CSR system: 31/43
Equivalent to 72%

Number of suppliers that have participated in capacity building activities on sustainable development: 29/43
Equivalent to 67%

Number of purchasing staff who complete training in sustainability: 4/4
100%

Sustainable Procurement



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

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

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

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