



# CSR Report

# 2025





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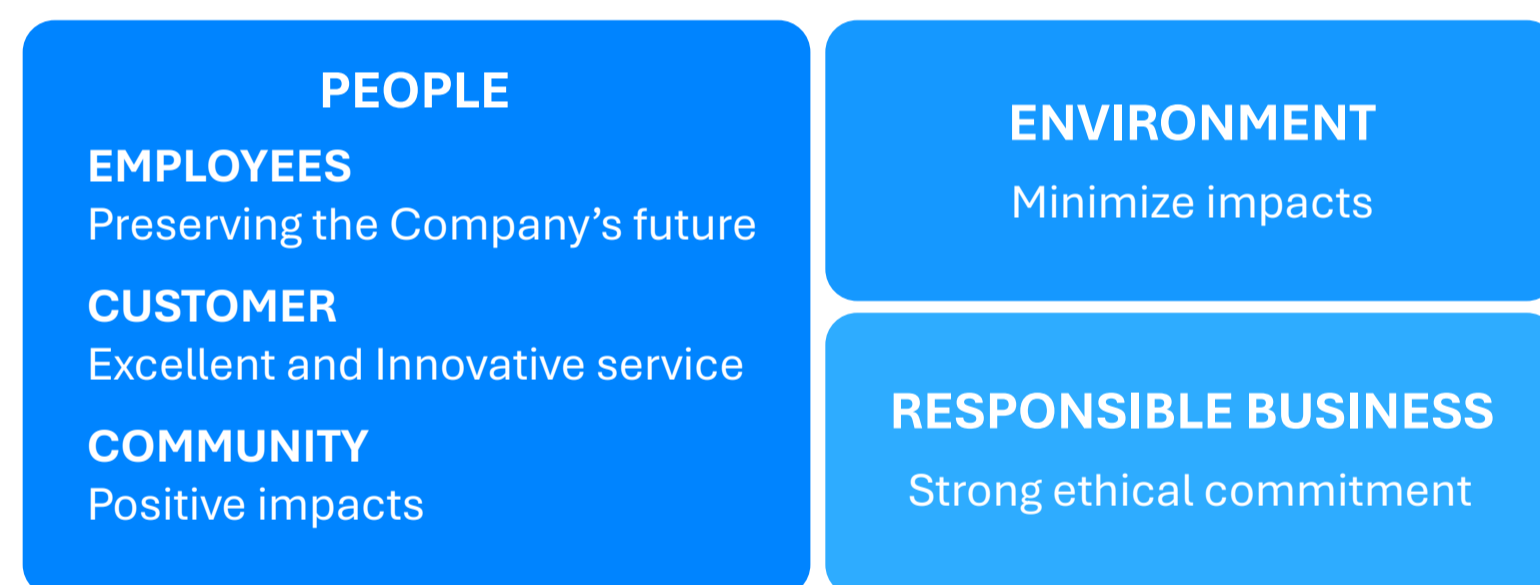
Responsible Business

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Awards and recognitions

# CSR at TMA

For 28 years, Corporate Social Responsibility (CSR) has been woven into the very fabric of TMA's operations and organizational culture. Since formalizing our "Corporate Social Responsibility Plan" in 2017, we have consistently aligned our strategic goals across three core pillars: People, Environment, and Responsible Business. To remain responsive to an ever-evolving global landscape, we conduct an annual CSR Maturity Analysis. This ensures our initiatives stay relevant, effectively addressing modern societal demands while driving long-term value for all stakeholders.



## CSR GOVERNANCE & STRUCTURE

To ensure our social commitments are translated into measurable action, TMA has established a dedicated CSR Committee. This body is responsible for defining strategic objectives, architecting action plans, and orchestrating their implementation across all departments. Furthermore, the Committee serves as our primary link to the public, ensuring transparent communication of our CSR progress and impact.

## CSR MATURITY & STRATEGIC ALIGNMENT

At TMA, sustainability is a process of continuous evolution. Each year, the CSR Committee conducts a rigorous Maturity Analysis to evaluate our performance. By auditing the alignment between internal operations, strategic objectives, and global standards, the Committee provides high-level recommendations to the Executive Board. This data-driven approach ensures our CSR strategy remains both ambitious and adaptable to the changing business landscape.

## CULTIVATING A CSR CULTURE

We believe that true impact starts from within. To embed CSR into our DNA, TMA leverages a multi-channel awareness strategy:

- **Education:** Blended learning through interactive in-person workshops and comprehensive e-learning modules.
- **Operational Integration:** Weaving CSR principles into daily workflows and organizational habits.
- **Internal Communication:** Real-time updates delivered via email, Intranet, and office digital displays (TVs).
- **Digital Engagement:** Active storytelling across our official platforms:

Websites: [tmasolutions.com](https://tmasolutions.com) | [tma.vn](https://tma.vn) | [tma-binhdinhh.com](https://tma-binhdinhh.com) | [tmainnovation.com](https://tmainnovation.com)

Social Media: [@tmasolutions](https://twitter.com/tmasolutions) | [@TMABinhDinh](https://twitter.com/TMABinhDinh)

## SCOPE & REPORTING STANDARDS

This document marks the 9th Edition of the TMA Annual Corporate Social Responsibility Report. It highlights our enhanced initiative efforts and summarizes the key outcomes achieved under the CSR strategic framework for the year 2025. This report, along with all previous editions, is accessible in digital format to ensure transparency for all stakeholders at: [tmasolutions.com/CSR](https://tmasolutions.com/CSR)

# Message from Chairman

Over 28 years of steady growth, the success and sustainable development of TMA have been built upon two unwavering pillars: fostering a highly motivated workforce through People Development and ensuring excellence in Customer Service.

Our Corporate Social Responsibility (CSR) strategy is designed to drive long-term sustainability by investing in four crucial areas:

## PEOPLE

Fostering a professional, welcoming, and inclusive workplace through continuous training and development.

## CUSTOMER SERVICE

Driving innovation with new capabilities, advanced services, and cutting-edge technologies.

## COMMUNITY

Empowering the next generation through educational support and making meaningful contributions to local communities.

## ENVIRONMENT

Leveraging our technological expertise to advance eco-friendly initiatives and reduce our carbon footprint.

Despite the persistent challenges in the global economic landscape throughout 2025, TMA remains steadfast in prioritizing a secure and healthy work environment. We are committed to supporting the career advancement of our employees while promoting productivity-enhancing activities and research into new technologies to deliver unparalleled value to our customers.



Chairman,  
**Nguyen Huu Le**

# TMA ESG 2025

*In 2025, TMA continued to make substantial progress on its Environmental, Social, and Governance (ESG) journey, reinforcing our commitment to sustainable and responsible growth.*



## ENVIRONMENTAL

- Go Green and Non-Plastic campaign
- Energy-saving management campaign
- Joining QTSC Green Day
- Replaced 700+ fluorescent lamps with LED lamps
- “TMA Green Vibes” contest attracted 350,000+ interactions on TMA fanpage



## SOCIAL

- **~60** Quarterly Star Performers awards
- **200+** volunteers in blood donation activity
- **290+** gifts honoring long-term loyalty and commitment
- **600+** International Children's Day gifts
- **1,300+** participants in TMA Futsal League and Sport Festival
- **3,000+** employees joined periodic health checks
- **4,000+** TMA raincoats and t-shirts
- **3,000+** university students in more than 60 activities organized by TMA
- **35,000+** participants in 450 Training classes
- **1** billion VND supported for people after typhoon Bualoi and Kalmaegi



## GOVERNANCE

- Built the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Renewed the ISO27001 Surveillance External Audit every year
- Following the CSR Audit Guideline to conduct the internal CSR audit program in related departments/units
- Apply AI standards and guidelines (ISO 42001)



# A responsible and sustainable company

Corporate Social Responsibility Plan

People

Environment

Responsible Business



# Corporate Social Responsibility Plan

Founded in 1997, TMA has been growing steadily in the last 28 years. Our success is built on a steadfast commitment to sustainable business practices that benefit our customers, employees, community, and the environment.

Governed by our comprehensive CSR Plan and approved by the Executive Board, this initiative guides all company divisions in achieving key sustainability objectives with full organizational commitment.



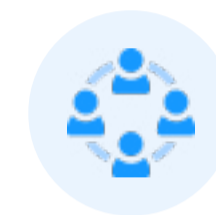
# People



Employees



Customers



Community



# Employees

*TMA believes that our success derives from our talented workforce. We foster a rewarding, diverse, and equal-opportunity work environment that empowers employees to pursue professional growth while actively integrating CSR initiatives into their daily roles. This commitment is supported by comprehensive training, effective communication, and recognition of their dedicated contributions.*



## 1 THE HUMAN RESOURCES STRATEGY

Our HR strategy, aligned with the CSR Plan, rests on two major pillars:

### TRAINING & TALENT DEVELOPMENT:

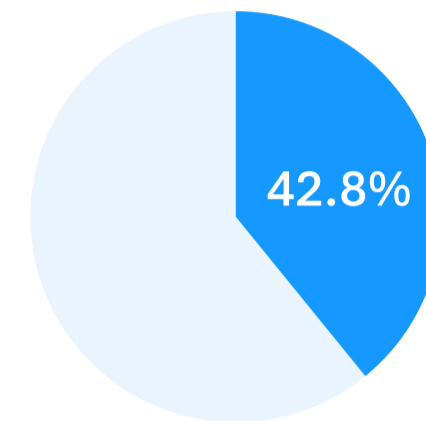
Future-proofing our workforce by providing essential skills training to meet customer requirements and keep pace with evolving technology trends, alongside developing our middle-management team.

### REWARDING WORKING ENVIRONMENT:

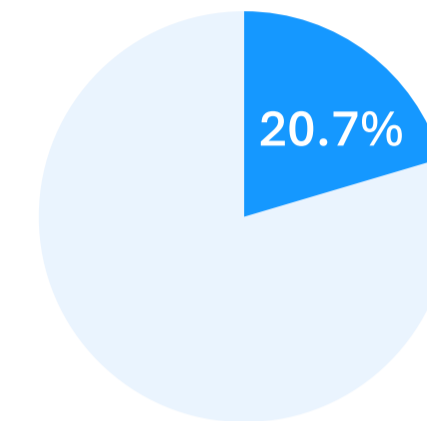
Actively fostering engagement by collecting employee feedback, implementing improvements, and maximizing operational efficiency.

## 2 CULTURE OF EQUALITY

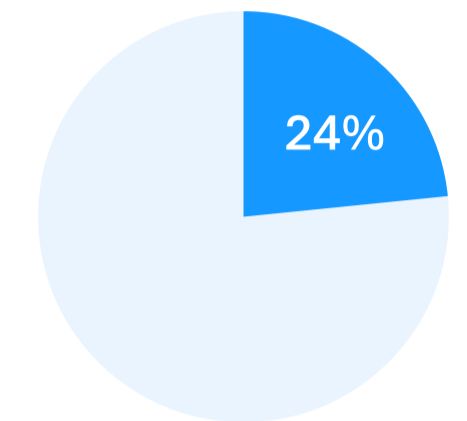
TMA is dedicated to fostering an equitable workplace, ensuring equal employment and development opportunities for all, regardless of gender or physical capability.



Women in Executive Roles



Women in Management Roles



Women in Total Workforce

### EMPOWERING WOMEN IN TECH

We actively support the career advancement of our female employees, who currently represent 24% of our total workforce, 20.7% of management roles, and 42.8% of executive positions. Our policies, including flexible maternity and childcare leave, create a supportive environment for female employees balancing work and family life.

### INCLUSION OF INDIVIDUALS WITH DISABILITIES

TMA maintains a commitment to an inclusive hiring process, strictly prohibiting discrimination based on physical capability. We actively promote employment opportunities for individuals with disabilities, ensuring a supportive workplace environment.

### 3 TRAINING AND TALENT DEVELOPMENT

Practical application and expert guidance drive personnel development at TMA.

- **On-the-Job Training:** Employees grow by tackling real-world tasks and challenges under the mentorship of technical experts.
- **Structured Learning:** The TMA Training Center offers diverse online and offline courses to rapidly update knowledge and improve skills.
- **Innovation & AI Focus:** We regularly deploy technical training to boost productivity, reduce costs, and drive digital transformation. Furthermore, competitions and courses on emerging technologies - specifically Artificial Intelligence (AI) - have fostered a vibrant research culture among our members.

#### TRAINING FRAMEWORK



## a. Training results in 2025



**450+**

training courses and seminars

**120+**

technical

**330+**

soft skills and new-hire



**700+**

training hours



**~35,000**

participants



## b. Key training programs in 2025

### New hire & mandatory soft skills:

Equip necessary knowledge & skills to meet working requirements.

- HR Policies
- Security Awareness & IT Support Process
- TMA Overview & Core Values
- Software Development Processes
- Work Etiquette & Professional Communication
- Basic Email Writing
- Successful IT Career
- Logical & System Thinking - Principles & Case Studies
- Customer Communication
- Presentation Skill

**Technical:** Equip trainees with the critical technical skills to meet project requirements as well as to catch up with the hot trends.

- Hot trend courses
- Monthly technical training

### AI Developer Training Program:

- [Foundation] AI Developer Training Program / Online AI Foundation Training Self-learning
- AI Advance Training Program/AI Intermediate Training Program Self-learning
- Online ISTQB AI Training Program Self-learning (Self-learning)
- AI Testing - Advance Training Program (Live training)

**Data Engineering Training Program:** Offer developers and testers the opportunity to become data engineers, enabling them to keep their skills aligned with industry trends and enhancing their project capabilities

**SME Training Program:** Provide the technical expertise and on-trend domain knowledge as well as crucial soft skills for SME candidates

**Solution Architect Training Program:** Provide senior developers, technical leads, technical architects with essential architectural principles and business knowledge to advance into Solution Architect roles.

### Leadership & Management:

- **Leadership Development program:** Provide practical knowledge and experience from experts and CEOs both inside and outside the company, across different industries to build up a future leaders for TMA Tech Group
- **Management Training Program:** Provide management skills for manager candidates and enhance management skills for our managers such as People/Team management, General management, Project management, Soft skills, Customer communication
- **Young Leader Training Program:** To identify and develop potential leaders for the board and executives in the future.

## Spotlight

### Investment in Human Resource Development - More than 70 employees promoted

2025 marked another year of resilience and momentum at TMA. Despite global economic shifts, the team’s dedication ensured steady growth and innovation across the board.

A major highlight of this success is the promotion of over 70 exceptional members to new roles. Nurtured through our management and SME training programs, these rising stars are now stepping up to shape the future of TMA.



# Spotlight

## Intensive Business English class for Management

 **12**  
sessions

 **200+**  
trainees

Designed to enhance advanced communication capabilities, the **Intensive Business English** program empowers TMA’s key personnel to conduct presentations, negotiations, and daily interactions with international partners with heightened confidence.

Beyond core curriculum training, the program fosters practical application through self-study initiatives - such as summarizing industry news and drafting reports - ensuring proficiency across diverse contexts. This initiative is a strategic investment in strengthening TMA’s global presence and unlocking new collaborative opportunities.



## Spotlight

### Investing in Leadership & Building the Future



In 2025, TMA accelerated commitment to human resource development, launching a series of comprehensive training initiatives designed to cultivate a robust pipeline of future leaders.

These programs focused on equipping both current managers and high-potential candidates with the strategic vision and practical skills necessary to navigate a dynamic global landscape.



#### Key Leadership & Management Programs:

- **Leadership Development Program:** This flagship initiative offered an unparalleled learning experience, featuring insights from CEOs and industry experts - both internal and external. The program focused on building a ready leader generation capable of driving innovation across different sectors.
- **Management Training Program:** Aimed at strengthening foundational and advanced management capabilities, this program covered essential competencies including People/Team Management, General Management, Project Management, Soft Skills, and Customer Communication.
- **Young Leader Training Program:** Designed to identify and nurture top-tier talent, this specialized program focuses on developing the potential leaders who will eventually fill board and executive positions.

These strategic investments underscore TMA's dedication to sustainable growth by empowering our people to lead with confidence and expertise.

# Spotlight

## Subject Matter Expert training program: Empowering Experts, Driving Excellence

**30**  
sessions

**~1,900**  
participants

The Subject Matter Expert (SME) team remains a cornerstone of TMA Tech Group’s growth. To maintain this competitive edge, TMA continues to prioritize the strategic training and development of our specialist workforce.

2025 marked a significant milestone for the **SME Development Program**, which successfully delivered over **30 sessions** with nearly **1,900 participants**. These programs provided SMEs and high-potential candidates with deep dives into cutting-edge technologies across diverse industries, while also integrating essential soft skills training.

This initiative has been instrumental in boosting the overall capacity and performance of our SME team. By consistently elevating the quality of our human resources, the program serves as a vital engine for the sustainable and robust development of TMA.



## Spotlight

### AI Training 2025: Breaking Boundaries and Mastering the Future

 **60+**  
sessions

 **25,000+**  
participants

In 2025, TMA Tech Group solidified its “AI-first” commitment through its most ambitious educational campaign to date: the AI Training Program. This strategic initiative was designed to deepen the specialized expertise of the entire workforce, transforming AI into a powerful catalyst across all operational workflows.

The program reached an impressive scale, delivering nearly 40 diverse courses that offered a flexible blend of live training and self-learning modules. Throughout the year, 64 intensive sessions were held, drawing massive engagement from over 25,000 participants. These significant figures reflect the proactive spirit of TMA members in embracing technological shifts and their collective determination to evolve.

#### Curriculum: From Foundations to Advanced Execution

The program was meticulously structured to cover every facet of the modern AI ecosystem. TMA members explored a rich catalog of topics, including the following:

- **Core Technology & Development:** Mathematics for Machine Learning, AI Agent Development, and advanced tracks in AI Development and Data Engineering (Levels 1 & 2).
- **AI Integration in SDLC:** Optimizing the Software Development Lifecycle, AI-powered Testing (LLM Testing with Promptfoo, Testing Copilot), and AI-Powered Frontend design.
- **Cutting-Edge Innovations:** Deep dives into RAG (Retrieval-Augmented Generation), DeepSeek, Amazon Bedrock, and the Model Context Protocol (MCP).
- **Security & Infrastructure:** Seminars on Voice-based Security, Zero Trust, Post-Quantum Cryptography, and Edge AI.
- **Practical Solutions:** AI applications in agriculture (T-Pest), warehousing (T-WMS), and healthcare (chest radiograph abnormality detection).

#### A Sustainable Vision

Beyond knowledge transfer, the AI Training Program 2025 successfully fostered a culture of Responsible AI. Mastering internal tools like TMA Dragon LLM and the Virtual Assistant Builder has boosted productivity and strengthened TMA’s leadership on the global technology map.

These achievements serve as a solid foundation for TMA to continue delivering innovative, efficient, and secure solutions to our clients worldwide.

## 4 A REWARDING WORKING ENVIRONMENT

Practical application Driven by the vision of making TMA a “second home” for every individual, we are dedicated to fostering a work environment that seamlessly blends professional excellence with a warm, supportive culture. At TMA, we empower you to unleash your full potential, pursue your technical passions, and excel in every corporate activity.

To ensure our team can truly “work hard and play hard,” we offer a comprehensive and competitive benefits package designed to support both your professional success and personal well-being:

- 13<sup>th</sup>-month salary
- Interest-free loan policy
- Special health care program
- Annual health examination
- Employee loyalty awards
- Wedding gifts for TMA couples
- Team building fund
- Quarterly Star Performer Award



## a. Employee Support Policy

### INTEREST-FREE LOANS AND WEDDING GIFTS

TMA remains dedicated to being a “second home” by prioritizing employee well-being and personal milestones. **Our Interest-Free Loan Policy** continues to offer vital financial empowerment, providing members with peace of mind during urgent times.

We also take great pride in celebrating the personal happiness of our staff. In 2025, **11 TMA couples** officially tied the knot, each receiving a special **Wedding Gift** as a blessing from the company. These initiatives reinforce our commitment to a culture where professional growth and personal joy thrive together.



### HONORING LONG-TERM COMMITMENT

TMA deeply values the dedication of those who choose to build their careers with us over the long term. As a sincere gesture of gratitude, employees reaching milestones of **5, 10, 15, and 20 years** receive special gifts of appreciation, celebrating their lasting contributions to the company’s growth.

In 2025, we continued this tradition by honoring over 290 employees for their long-term loyalty and commitment.



## a. Employee Support Policy



### TMA QUARTERLY STAR PERFORMER AWARDS

Established in 2015, the TMA Quarterly Star Performer remains our most prestigious award, recognizing the exceptional dedication and excellence of our members. This program, which offers an annual prize pool of 1 billion VND, recognizes individuals who exceed expectations and contribute significantly to the group’s success.

In 2025, we officially recognized nearly 60 outstanding individuals and teams for their contributions. During our quarterly ceremonies, recipients were honored by the Board of Directors and colleagues, receiving certificates, bonuses, and featured recognition across all company platforms. This award continues to be a trusted symbol of merit and a top aspirational goal for every member of the TMA family.



### GIFTS FOR CHILDREN ON INTERNATIONAL CHILDREN’S DAY

Celebrating the spirit of International Children’s Day and the start of a vibrant summer, TMA Technology Group once again prepared special gifts for the “little angels” of the TMA family. In 2025, the Board of Directors personally delivered over 600 gifts to members with young children. This annual gesture reflects our commitment to caring for our employees’ families, wishing all TMA children a healthy, joyful, and memorable summer.

## b. Employee health care

### ANNUAL HEALTH CHECKUP 2025: PRIORITIZING EMPLOYEE WELLNESS

Employee health and well-being are central to TMA's priorities. In 2025, nearly 3,000+ employees participated in the Annual Health Checkup Program. The comprehensive screenings included blood work, chest X-rays, liver and kidney function tests, along with ultrasound, dental, and ENT examinations.

Continuing our commitment to inclusive care, the 2025 program maintained specialized gynecological examinations for our female employees. This dedicated focus underscores TMA's ongoing effort to provide tailored healthcare services and ensure the long-term wellness of every member of our team.

### SPECIAL HEALTHCARE PROGRAM

For 17 years, the VBI Healthcare Program has been a cornerstone of TMA's commitment to employee well-being. This specialized policy provides official staff with free or discounted medical services at over 200 hospitals and clinics nationwide.

In 2025, the program supported over 3,100 employees and their family members, ensuring comprehensive health protection and peace of mind for our entire community.



## c. Ensuring a Safe Working Environment

### SAFETY OF WATER SOURCES

The water source at TMA is checked every 6 months at the Pasteur Institute in Ho Chi Minh City and prestigious centers to ensure safety for all employees.

### FIRE PROTECTION INSPECTION

In 2025, TMA coordinated with District 12's Fire protection inspection police to conduct a fire and occupational safety drill at TMA Lab 6. The program aimed to enhance the skills of TMA's staff and the on-site Fire Prevention and Fighting (PCCC) force in handling emergency situations.



### SAFETY TECHNOLOGY SOLUTIONS DEPLOYED AT TMA

#### Lab Monitoring

At TMA, we offer a stand-alone monitoring application that provides dynamic real-time temperature and humidity. It has the following features:

- Real-time monitoring of temperature and humidity
- Alarm notification via Speaker, SMS, Voice Call, Skype, Slack when specified temperature and humidity thresholds are met
- Daily statistics reports sent to Skype or Slack AI integration to predict failure
- Simple integration to a Factory Management System by API

#### Early fire warning system

TMA is currently installing an early fire warning system with the following features:

- Automatically detects heat in the area Detects abnormal heat sources
- Alerts via alarms, alarm messages on Zalo, alarms on management systems, good observation distance from 9-11m

With this system, TMA can get early warning of fire hazards to promptly inspect and evacuate, avoiding damage to people and property.

## d. Friendly, vibrant working environment with many sports and cultural activities

### COMMUNICATION DEPARTMENT

The Corporate Communication & Services Department was established in 2015, including Internal Communication (IC) and Public Relations (PR), which:

#### Internal communication

- In charge of internal communication, organizing events in the company and in charge of communication activities
- Reporting, taking photos, making videos, preparing visual materials before and after company events
- Ensuring that all employees understand the company's policies and events, helping employees have a dynamic and professional working environment

#### Team trip

Every year, TMA transfers team funds to all official employees to encourage employees to organize team-building activities. In 2025, hundreds of large and small trips have been organized to fulfill our employee needs. This helps increase cohesion, helping employees relax and be happy after working hours.

#### Public Relations

- In charge of communication between TMA and outside, bringing TMA's image closer to the public, graduates, and undergraduates.
- Closely associated with 65+ universities across the country, continuously welcoming students to visit TMA
- Organizing and coordinating to organize recruitment events, attract candidates to work and stay at TMA

During the past few years, through media channels such as TV, email, Facebook, LinkedIn, Tiktok and newsletters, the communication department has done a good job of connecting and organizing many useful activities for all employees as well as working well with students and universities.



# Spotlight

## TMA Futsal League 2025 - The 10-year anniversary of an emotional journey

6 months

19 teams

3 leagues

150+ matches

500+ players

600+ goals

Kicking off in March, after six months of exhilarating competition, **TMA Futsal League 2025** has witnessed nearly 150 dramatic matches with over 600 goals scored across both HCM Leagues and TMA Binh Dinh League, delivering explosive and truly memorable moments. All of this stands as a testament to the effort, dedication, and teamwork of every individual and team throughout this season.

First organized in 2015, the TMA Futsal League has grown into a familiar playground, a gathering place for the youthful energy and passion of many generations of TMA players. The year 2025 marks a special milestone - the **10-year anniversary** of an emotional journey. Over these 10 years, every player and fan has continued to ignite their passion.



Spotlight

TMA Sport & Music Festival 2025

 **4**  
months

 **16**  
sports

 **30+**  
competition  
events

 **180+**  
medals

 **800+**  
participants

After more than four months of fierce competition filled with a whirlwind of emotions, the TMA Sports & Music Festival 2025 has successfully fulfilled its mission of providing a vibrant and meaningful playground for all TMAers across Ho Chi Minh City and TIP. More than just a competition, the festival served as a bridge, allowing members to fuel their passions, unleash their energy, and strengthen their bonds.

In Ho Chi Minh City, over 600 athletes competed across 11 thrilling categories: badminton, billiards, tennis, table tennis, pickleball, running, chess, Chinese chess, darts, and music. Notably, pickleball made a spectacular debut, shaking up the TMA sports scene and delivering moments of pure exhilaration. Meanwhile, at TIP, the festival attracted over 200 participants across 5 categories - badminton, running, Chinese chess, billiards, and darts - leaving behind countless unforgettable memories.



# Spotlight

## The ICT Friendship 2025



Silver medal



Best Fan support award

After more than a month of competing with great courage and discipline, the TMA team has excellently secured the Runner-up award at The ICT Friendship Cup 2025 - a prestigious and large-scale football tournament featuring 30 IT companies across Ho Chi Minh City. In addition, we were honored as the team with the largest and most enthusiastic fan base of the tournament.

As one of the top two strongest teams, the TMA squad left a lasting impression on fans. Our image as a professional, well-organized, and united team, backed by a massive cheering crowd, stands as a proud testament to our sporting spirit.



# Spotlight

## Quang Trung Software Park Music Festival 2025



2<sup>nd</sup> Prize in the Female Solo



3<sup>rd</sup> Prize in the Group category

Following a competitive preliminary round, TMA reached the grand finale of the Quang Trung Software Park Music Festival in November, 2025. This major event was a highlight of the celebrations marking the 25th anniversary of Quang Trung Software Park.

The TMA Music team left a lasting impression by securing second prize in the Female Solo category and third prize in the Group category. Among nearly 60 diverse acts from 19 organizations, TMA's performances truly shone, showcasing the unique creativity and vibrant spirit of our team.



# Customers & Partners

*Since our principle is to grow with our Customers & Partners, TMA continuously improves our service quality, keeps up with technology trends, and offers innovative solutions to our Customers & Partners.*



## 1 A RELIABLE & INNOVATIVE SOFTWARE PARTNER

In 2025, TMA continues to accelerate its **AI Transformation** journey, steadily evolving into a **Solutions Provider and AI Company**. We are actively transitioning from traditional software services to architecting intelligent, end-to-end solutions that address complex business challenges through specialized AI integration.

By embedding AI across our development lifecycle, we are committed to delivering high-performance, future-ready ecosystems with enhanced speed and precision. This ongoing strategic shift ensures that TMA remains a trusted and innovative partner, empowering global businesses to thrive in the era of intelligence.

## Spotlight

### TMA AI Guidelines

To reinforce our position as a trusted Solutions Provider and AI Company, TMA has published a comprehensive set of AI Guidelines. This strategic framework ensures that AI integration across the software development lifecycle - from design to deployment - is handled with maximum efficiency and technical rigor.

#### Key highlights that strengthen our partnership reliability include:

##### Security-First Approach:

A dedicated focus on on-premise AI deployment to protect client data and intellectual property, avoiding the risks of public cloud dependency.

##### Standardized Excellence:

Clear protocols for using AI in coding, testing, and UI/UX to ensure consistent quality and accelerated delivery times.

##### Responsible Innovation:

By establishing ethical rules for AI usage in software projects, we provide our partners with the peace of mind that their solutions are built on a foundation of safety and accountability.

The TMA AI Guidelines ensure quality and security of our services when applying AI in software projects.

# Spotlight

## TMA's Engagement in AI for Community

To share and advance AI-driven technology solutions for the wider community - particularly in educational activities and support of the deaf and hard-of-hearing, TMA has developed an AI-driven communication solution to translate sign language into text or speech - TeleDeaf. This initiative is powered by a sophisticated sign language model featuring over **1,000+ words** and **254,400+ training videos**, built with the enthusiastic data contribution of TMAers. Key community milestones include the following:

Visits and interactive sessions with teachers and deaf students at the Binh Chanh Center for Inclusive Education Support.

A seminar titled "Applying AI in Programming: New Skills for Future Developers" at Industrial University of Ho Chi Minh City (IUH).



## a. Quality management system security and compliance

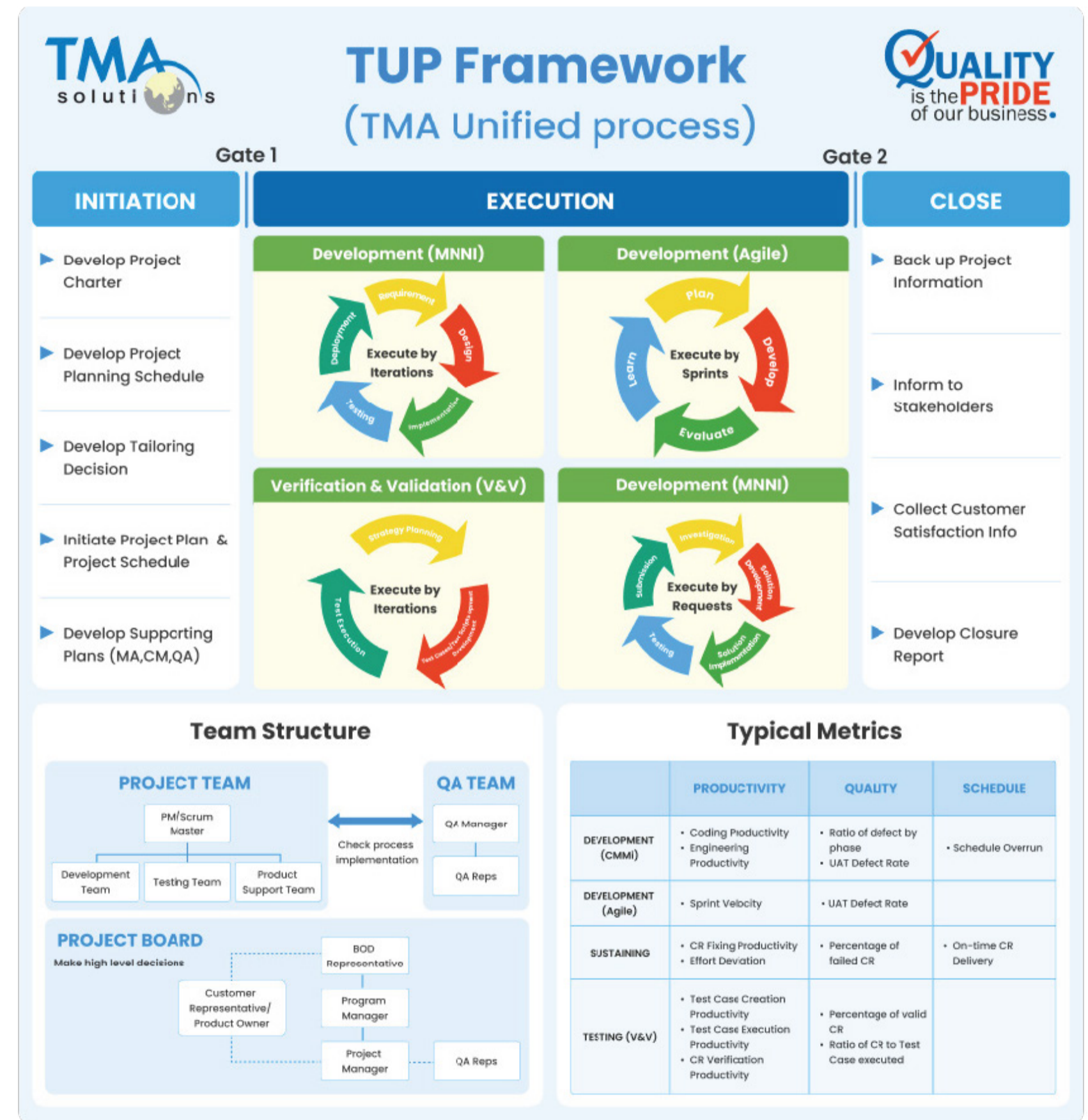
### TMA UNIFIED PROCESS FRAMEWORK

To provide clients with high-quality software products, we established the TMA unified process (TUP) framework based on the best practices of CMMi (Capability Maturity Model Integration) standard, Agile methodology, and the ISO9001:2015 standard, and we are deploying these quality processes to our current software development projects at TMA.

### SOFTWARE QUALITY ASSURANCE (SQA)

By maintaining SQA activities in software development projects, the project has ensured that the project members strictly adhere to the processes and quality standards that customers and companies have set out, as well as early detecting potential problems can have a significant impact on the quality of the product and the software delivery plan for the customer. In addition, the process and quality management capabilities of the project have responded quickly to changing customer requirements throughout the software development process for customers.

For objectively evaluating the processes, work products and services against the process descriptions, standards, and procedures, the SQA team devotes themselves into all software development projects and rapidly reports noncompliance issues to the management level to solve them.



## b. Security and compliance

### A SECURE NETWORK ENVIRONMENT

Perform security vulnerability scanning for over 500 testing systems and production systems weekly. They found security issues to be fixed immediately.

### ENHANCING LARGE-SCALE RANSOMWARE RESILIENCE

In 2025, TMA conducted a comprehensive **Disaster Recovery Plan (DRP)** test to evaluate our emergency response and system restoration capabilities against increasingly sophisticated ransomware threats. This proactive initiative validated our IT infrastructure readiness and coordination efficiency during critical incidents.

#### KEY OBJECTIVES & SCENARIO:

- **Goals:** Assess readiness for large-scale attacks, test detection and isolation capabilities, and measure **RTO** (Recovery Time Objective) and **RPO** (Recovery Point Objective).
- **Scenario:** A simulated infection originating from a user workstation, encrypting 100% of Domain Controllers and Email systems across multiple Labs.

#### EXECUTION & RESULTS:

Upon detection, the response team activated the DRP, isolated infected systems, and launched the Ransomware Resilience System to restore data from backups. The results demonstrated exceptional resilience:

- **Instant Recovery:** Core Switches, Gateways, Internet LL, and DNS were restored almost immediately.
- **Email Systems:** Successfully recovered within 10 minutes, meeting both RTO and RPO targets.
- **Security Infrastructure:** Trellix antivirus was fully operational within 0.5 hours, meeting all requirements.

This DRP test reinforces TMA's business continuity strategy, ensuring data protection and operational stability while building stakeholder trust in our ability to navigate high-risk digital landscapes.

### SOFTWARE PRODUCTS SECURITY

To provide customers with the high quality and secured software products. Before delivering to customers, the Security Team performs security scanning on software applications to find potential vulnerabilities in the design and encoding in applications and web pages that could allow potential attackers to get information which is not publicly available, and access to restricted functionalities and in general.

### GDPR COMPLIANCE

The mandatory application of the General Data Protection Regulation (GDPR) in the European Union began on May 25th, 2018. Hence, TMA has been reviewing all software development projects for clients to early detect signs of possible violations of GDPR. As a result, more than 10 cases were found and we promptly notified and proposed solutions to the customer. Beginning Jun 28th, 2018 we officially added the GDPR check activity into our Software Quality Assurance program.

## c. Information security

In the software outsourcing field, information assets are important parts of our business activities and things related to our customers, however, they can present risks. Therefore, TMA has carried out the measures below to prevent violations and to broaden awareness of information security, including:

- Building the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Maintenance of ISMS after ISO27001 Certification
- Releasing e-learning programs regarding information security practices
- Perform security technical compliance checks on over 700 working PCs monthly. The found security issues (Windows update, Antivirus update, Illegal software installation) to be fixed immediately
- Increasing employees' awareness of information security through annual security awareness tests

To ensure that our ISMS safety and the activities described in policies and procedures conform with the ISO/IEC 27001 standard, we have planned to undergo the ISO/IEC 27001:2022 surveillance external audit in 2025.



## 2 CUSTOMER SATISFACTION

In 2025, TMA continues to prioritize customer satisfaction as the cornerstone of our mission, evolving alongside our global partners to meet the demands of the digital era. Beyond internal engagement, our primary focus remains delivering exceptional value and fostering long-term trust through transparency and technical excellence.



### AGILE COLLABORATION & TECHNICAL RIGOR

At the project level, we maintain a culture of constant alignment and proactive communication:

- **Daily Synergy:** Project managers and team members engage with client representatives daily to synchronize plans and ensure seamless execution.
- **Proactive Problem Solving:** Technical or operational hurdles are identified and resolved promptly, supported by detailed weekly progress reports to keep stakeholders informed.
- **Continuous Evolution:** Following every Sprint, Iteration, or Release, our teams hold Retrospective Meetings to distill lessons learned and implement innovative process improvements for future cycles.
- **Commitment to Quality:** By integrating advanced automation and standardized guidelines into our development lifecycle, we provide our clients with higher code quality and accelerated delivery cycles.

## APPLY AI FOR PRODUCTIVITY IMPROVEMENTS AND INNOVATIVE SOLUTIONS

At TMA, integrating AI into our workflow is more than a technical upgrade; it is our commitment to delivering superior value to our clients. Through practical implementation across numerous projects, our AI applications have directly delivered tangible strategic advantages to our partners:

- **A Future-Ready Workforce:** TMA is committed to a top-tier AI training program, with 100% of our engineers having participated in specialized AI courses, which has successfully delivered over 60 sessions, attracting an impressive 25,000 participants. In 2025, we also organized dozens of AI seminars and distributed regular AI newsletters, ensuring our team is always equipped with the latest advancements to solve client challenges more effectively.
- **Accelerated Delivery & Cost Optimization:** By saving an average of 35% to 45% in execution time, TMA enables clients to significantly shorten their time-to-market.
- **Breakthroughs in Creative Solutions:** AI empowers our teams to move beyond repetitive tasks and focus on refining high-level solutions. Notably, in the design phase, we have achieved up to 70% productivity gains. This allows us to provide clients with more innovative, high-quality design iterations in a fraction of the time.
- **Consistent performance across all stages:** Even for ongoing projects, adopting AI midstream delivers a 30% to 40% efficiency boost, ensuring that our commitments to quality and deadlines remain steadfast throughout the project lifecycle.

TMA's proactive AI adoption is a testament to our dedication to providing clients with the most advanced, creative, and cost-effective technology services available.



# Community

Established on May 13, 2015, with an initial fund of 1 billion VND, the TMA Aspiration Fund is divided into three categories: Living, Thriving, and Home, each serving distinct purposes.

Over 10 years, the fund has brought joy and hope to many in need across the country. In 2025, powered by the TMA Aspiration Fund and the unwavering spirit of our volunteers, we mobilized **cash and school supplies** as rapid-response funding to support storm victims and affected families. We also organized numerous charitable programs and trips to support underprivileged individuals across the country, with a special focus on children. Furthermore, TMA partnered with 65 universities in VN and overseas, organizing seminars, career guidance tours, competitions, and scholarships to inspire students and prepare them for their future.



Spotlight

### Tet of Kindness for children in Quy Nhon

In the exciting and bustling atmosphere of the 2025 Lunar New Year, members of TMA Binh Dinh organized the “**Tet of Kindness**” program at Hall A, TMA Innovation Park.

During the event, 50 gift sets containing essential supplies were presented to underprivileged children living in Area 2, Gheng Rang Ward, Quy Nhon City. Additionally, the team arranged a variety of entertaining activities featuring attractive prizes, eliciting enthusiastic participation from the children.



### TMA brings IT closer to children in Dak Lak

In April 2025, TMA partnered with the Tu Tam Fund (Dak Lak) to donate 10 desktop computers to highland children at Pham Hong Thai Primary School in Cu Sue Commune, Cu M’gar District, Dak Lak.

Though small, these meaningful gifts provide the students with better learning conditions, helping them move forward confidently on their journey to access general knowledge and information technology in particular.



## Spotlight

### TMA Binh Dinh spreads love to children at Dong Tam Social Protection Center

On April 19, 2025, the TMA Binh Dinh volunteer team visited and presented gifts at the Dong Tam Social Protection Center, a home for children with disabilities and special circumstances.

In a warm and emotional atmosphere, team members engaged with the children through lively group games and meaningful interactions. Beyond the modest gifts provided by the team, the most rewarding part of the journey was receiving the children’s innocent smiles and radiant eyes in return.



### Happy Children’s Day at TMA Binh Dinh

In the spirit of sharing and spreading love, the members of TMA Binh Dinh organized a charity trip to Cat Tai Commune, Phu Cat District, Binh Dinh Province, to celebrate International Children’s Day on June 2025.

Here, the TIP team presented small yet meaningful gifts to primary and secondary students in special circumstances. These gifts included new backpacks, notebooks, pens, and other essential school supplies.



## Spotlight

### TMA supports agent orange/dioxin victims in Hoc Mon District

On June 7, 2025, in commemoration of the 64<sup>th</sup> anniversary of the Day for Victims of Agent Orange in Vietnam, TMA donated 10 million VND to join hands with various organizations in providing practical gifts and spreading love to victims of Agent Orange and people with disabilities living in Hoc Mon District, Ho Chi Minh City.

Through this program, TMA hopes to share the hardships and losses endured by Agent Orange victims and their families. This initiative also demonstrates TMA’s commitment to social responsibility and its dedication to accompanying the community on journeys of humanity.



Spotlight

## TMA Binh Dinh brings a loving Mid-Autumn Festival to the Highlands of Gia Lai

On the occasion of the Mid-Autumn Festival, members of TMA Binh Dinh embarked on a meaningful journey to deliver gifts to two school sites in Po To and Ia Rbol communes, Gia Lai Province.

With the joint support of the **TMA Aspirations Fund** and contributions from TMA Binh Dinh members, 200 gift sets - including lovely lanterns and essential school supplies - were personally handed over to the children.



## A loving Christmas with TMA Binh Dinh

In the chilly atmosphere of the year-end days, and with a desire to bring a meaningful Christmas to underprivileged children, the members of TIP organized a charity trip to Binh Duong Commune, Gia Lai Province.

During the visit, over 70 meaningful gift sets, including essential supplies and school equipment, were personally delivered to the children. Each gift carried more than just material value; it represented care and spiritual encouragement, empowering the children to move forward confidently on their educational journeys.



## Spotlight

### TMA team completed over 3,500km in UpRace 2025

After 24 days (from November 28 to December 21, 2025), UpRace 2025 - a community fundraising virtual running event - officially concluded. This year, the program attracted over 914,000 participants, accumulating nearly 3.5 million kilometers and raising over 3.7 billion VND to support the dreams of underprivileged people across Vietnam.

As active contributors to the cause, 66 members of the **TMA Runners+** team joined forces to complete 3,550 km, ranking 18th out of 424 teams in the corporate leaderboard.

### Blood donation activities

Voluntary blood donation is an annual activity that receives enthusiastic participation from a large number of TMA employees.

In 2025, more than 200 volunteers from TMA HCM and TIP participated in four voluntary blood donation programs across Phu Nhuan District, QTSC, and Binh Dinh. These efforts made positive contributions to the community and helped spread a beautiful message of compassion.



## Spotlight

### Disaster relief and Community support: Standing together through storms

In the spirit of mutual affection, TMA Tech Group launched comprehensive relief efforts to support provinces across Northern, North-Central, and South-Central Vietnam devastated by successive storms in 2025.

- **Response to Typhoon Bualoi (October 2025):** A total of **168,500,000 VND** was mobilized and transferred to reputable organizations on October 10, 2025. This fund was utilized to provide immediate assistance for re-roofing homes and supporting local recovery efforts for floodaffected families.
- **Response to Typhoon Kalmaegi & South-Central Floods (November 2025):**
  - **Community Aid:** Responding to appeals from local authorities, TMA delivered essential educational supplies to students in Dak Lak and Gia Lai. Donations included 1,000 school uniforms, 600 backpacks, and over 12,000 pens and pencils.
  - **Direct Emergency Assistance:** A total of **260,000,000 VND** was provided to support employees at TMA Innovation Park (TIP) whose families suffered severe property damage and loss of essential items due to the historic flooding.



Spotlight

TMA collaboration activities in 2025: Strengthening partnerships & empowering IT talents



Collaborate with  
**65+** universities



**60+**  
activities



**3,000+**  
students

In 2025, TMA Tech Group continued to strengthen collaboration with 65+ university partners, fostering close connections through a diverse range of activities that attracted over 3,000 IT students nationwide. These initiatives provided students with valuable opportunities to enhance their skills, explore industry trends, and connect with potential career paths in the IT sector.

Throughout the year, TMA organized and participated in 7 seminars, where TMA’s experts shared insights on emerging technologies, AI applications, and career development in IT. We organized more than 25 lab tours that allowed 1000+ students to experience real-world working environments, and help orient their future careers.



# Spotlight

To further support IT talent, we offered scholarships with a total value of over 100 million VND to outstanding students, encouraging academic excellence and innovation. Additionally, TMA actively sponsored 6 IT competitions, providing students with a playground to apply their knowledge, compete, and gain hands-on experience in solving real-world challenges.

Additionally, with a strong commitment to developing the young IT workforce, we expanded our engagement with universities in the central and central highlands regions. Through career orientation programs, university tours, and recruitment activities, TMA aimed to attract high-quality talent to TMA Innovation Park (TIP) and bridge the gap between academia and industry.

By continuously investing in university partnerships and student engagement, TMA remains dedicated to shaping the future of Vietnam’s IT industry, empowering young talents, and fostering innovation for a sustainable digital economy.



# Environment



Energy saving



Green environment



Say no to plastic



# Environment

*TMA is committed to continually striving to work to minimize its impact on climate change, increase the efficiency of energy use and develop more environmental initiatives and solutions.*

*The CSR Plan 2025 has defined two main projects to achieve continual improvement in environmental performance: Energy Saving Management 2025 and Go green and Non-plastic campaign.*



## 1 ENERGY-SAVING MANAGEMENT CAMPAIGN

Under the “Energy Saving Management 2025” strategy, in the year 2025, TMA has replaced 700+ fluorescent light lamps with LED lamps to reduce energy consumption per person per year at the Company. This effort, among others, resulted in a 7% decrease in electricity usage in 2025 relative to the previous year.

Additionally, humidity and wastewater environment measurements are also taken twice a year to ensure a green, clean, and beautiful working environment for employees.

## 2 TMA GO GREEN AND NON-PLASTIC CAMPAIGN

In 2025, TMA continues to prioritize a clean, green, and safe working environment as a fundamental part of our corporate responsibility. Beyond ensuring employee health, we are actively evolving our workplace culture to minimize our environmental footprint through the “**TMA non-plastic campaign.**”

### “TMA NON-PLASTIC CAMPAIGN.”

To foster a “green mindset,” TMA has implemented specific regulations to reduce single-use plastics across all campuses:

- **Restricting Single-Use Items:** We have restricted the use of plastic straws, plastic cups, and single-use plastic bottles in meeting rooms and cafeterias.
- **Promoting Eco-Friendly Alternatives:** We encourage the transition to sustainable materials, including:
  - Glass bottles, glass cups, or ceramic mugs.
  - Plastic containers labeled with the recycle symbol.
  - Aluminum cans, paper/stainless steel straws, and other environmentally friendly utensils.
- **Infrastructure Support:** To facilitate this transition, the company has installed water filtration systems and large water dispensers in common areas. Every employee is encouraged to bring their personal reusable bottles or cups for daily use.

### TMA GO GREEN CAMPAIGN

These sustainability efforts complement our long-standing commitment to workplace excellence:

- **Office & Lab Maintenance:** Professional cleaning services and the Admin department ensure all working spaces and labs remain pristine and tidy.
- **Biophilic Workspaces:** The integration of plants and flowers within offices enhances air quality and creates a comfortable, inspiring atmosphere for employees and clients alike.
- **Safety & Disease Prevention:** We conduct regular electrical safety inspections in device labs and maintain proactive health protocols to prevent disease and ensure a secure environment.



## Spotlight

### “TMA Green vibes” contest: Cultivating a Sustainable Workspace

In 2025, the “TMA Green Vibes” contest successfully concluded after a month of creative transformation across our offices. The initiative challenged TMAers to “green up” their workspaces using eco-friendly and recycled materials, turning everyday desks into inspiring, nature-filled miniature gardens.

#### KEY HIGHLIGHTS:

##### Creative Innovation:

Participants demonstrated a strong “Go Green” spirit by repurposing materials and incorporating sustainable decor, reflecting a deep commitment to environmental innovation.

##### Massive Social Engagement:

The contest triggered a “green storm” on social media, recording a record-breaking 350,000+ interactions on the TMA Fanpage, effectively spreading the message of sustainable living to the wider community.

##### Meaningful Recognition:

In addition to cash prizes, winners received exclusive “TMA Green Vibes” gift sets, featuring practical items designed to support an eco-friendly lifestyle.

This contest played a crucial role in promoting a sustainable culture and a more vibrant, eco-conscious environment across the company.



## Spotlight

### Joining hands for a greener QTSC

On April 25, 2025, TMA volunteers joined the “Joining hands for a greener QTSC” program, part of the national “One Million Trees” campaign.

**Action:** The TMA team conducted a massive cleanup, removing plastic waste, cigarette butts, and litter to restore the campus’s green landscape.

**Impact:** Beyond the cleanup, the initiative raised community awareness about tree planting, water conservation, and climate change.

**Result:** Participants received potted plants to “green up” their workspaces, fostering a long-term environmental mindset.

This activity reinforces TMA’s commitment to environmental stewardship and a sustainable workplace.



# Responsible Business

*TMA manages its operations and its software outsourcing services based on doing business ethically, dialogue with customers, employees and suppliers, promoting responsible alliances with other organizations and a strong ethical commitment.*

- WE CONTINUE TO PURSUE OUR CORE VALUES BY DOING:**
- Creating a rewarding working environment for our employees
  - Building trust with customers
  - Transparency communication
  - Following company policies and principles
  - Promoting sustainability within our supplier base

## 1 RESPONSIBLE ALLIANCES



**VINASA:** VINASA (Vietnam Software & IT Services Association – [vinasa.org.vn](http://vinasa.org.vn)) is a national association in Vietnam, operating on a nongovernmental, non-profitable organization with the purpose to promote co-operation and mutual support among the members, in order to promote the development of Vietnam software industry & services and to protect the members’ rights according to the Vietnam laws.



**HCA:** HCA (The Ho Chi Minh City Computer Association - [hca.org.vn](http://hca.org.vn)) has the same functions as VINASA above for Ho Chi Minh City area.



**VNITO:** VNITO Alliance (Vietnam Information Technology Outsourcing Alliance - [vnito.org](http://vnito.org)). Main activities of VNITO Alliance include the following: Advertising & promoting ITO/BPO sector in Vietnam and abroad; Sharing knowledge through seminars/workshops, tech talks and training courses; Developing, connecting, and collaborating with the ITO/BPO community; Building and maintaining good rapport with the Vietnamese government and international organizations.



**QTSC:** QTSC has become an attractive investment place for those who want to seek opportunities for cooperation and development in the IT industry. Its responsibility is not only managing and developing QTSC but also supporting the IT companies and investors who want to do business in the IT field in HCMC particularly and Vietnam generally.



**DXCenter:** DXCenter promotes digital transformation activities, supporting small and medium enterprises in planning and implementing digital transformation strategies to improve business performance.

## 2 INTERNAL CONTROL

### INTERNAL CSR AUDIT PROGRAM

Every March, the CSR Committee follows the CSR Audit Guideline to conduct the internal CSR audit program. CSR policies and procedures are reviewed across relevant departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS), with no major violations reported in 2025. Key areas of focus include:

- Labor practices
- Purchasing Gifts
- Ethics and Compliance
- Preventing Money Laundering
- Checking Conflict of interest
- Anti-Bribery and Corruption, Anti-Fraud, Anti-Competitive
- Implementing Responsible Marketing

### CHECKING CONFLICT OF INTEREST

TMA top management, Security, HR and Procurement departments have many activities to check any potential conflict of interest such as:

- Be involved in activities impacting company's benefits
- Work for a competitor
- Disclose company confidential information
- Gift from a supplier

Some changes have been done to avoid or minimize such cases.

### ANTITRUST/COMPETITION LAW COMPLIANCE

We recognize that our clients are at the heart of our success and we have been continually striving to secure the sustainability of our software development activities into the future. Therefore, the board members are committed to avoiding agreements with competitors that harm customers. Our Executive Committee has also adopted the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee, and periodically TMA's Executive Committee will review the list of signed contracts, review the Antitrust and Competition Risk Assessment results, and take appropriate action.

### IMPLEMENTING RESPONSIBLE MARKETING

At the beginning of each quarter, the marketing team proposes all marketing messages and content to the VP of Business Development for review and approval before publishing and launching any marketing campaigns. Main marketing messages were published on [www.tmasolutions.com](http://www.tmasolutions.com).

### CSR RISK MANAGEMENT

At TMA, the CSR Committee is responsible for managing risks related to CSR aspects. Quarterly, the CSR Committee performs the risk assessment, and makes recommendations about initiatives and action plans to be undertaken by the Executive Committee.

### SUPPLIER SELECTION

For selecting suppliers, we have defined the supplier evaluation criteria and procedure. Annually, we strictly evaluate our current and new suppliers that include any third party that provides TMA with components, hardware, software, support, equipment, and services, of all types.



# Awards and Recognitions

## A LEGACY OF EXCELLENCE AND SOCIAL RESPONSIBILITY

Throughout nearly three decades of development, TMA Tech Group has solidified its position as a leading technology corporation in Vietnam, balancing business excellence with a strong commitment to community development. Our journey is defined by prestigious accolades that reflect our continuous innovation and sustainable governance.

### KEY ACHIEVEMENTS & RECOGNITION:

Gold Medal for Software Outsourcing Company for 15 consecutive years.

Member of the Trillion-VND IT Enterprise Club.

Top 10 Software Outsourcing Companies.

Top 10 Industry 4.0 Solution Providers.

Top 10 AI & IoT Companies.

Top 10 Fintech – Healthtech – Smart City Companies.

These milestones are more than just awards; they serve as the foundation for our ESG efforts. By maintaining high standards of governance and achieving market success, we are able to reinvest in the community, inspire the next generation of tech talent, and drive environmental initiatives that ensure a sustainable future for all.





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