RONG VIET SECURITIES

SUSTAINABLE DEVELOPMENT STRATEGY AT VIET DRAGON SECURITIES CORPORATION

STRATEGY MAP

Finance — LONG-TERM AND SUSTAINABLE VALUE FOR STAKEHOLDERS

Productivity Strategy — Optimized Operations
- Improve profit margin
- Enhance Asset Utilization
- Streamlined Operations

Growth Strategy — Operational Efficiency
- Expanding opportunities to increase market share and revenue
- Developing the network system
- Enhancing customer investment experience and efficiency
- Top 5 Securities Firms with the highest operational efficiency as measured by ROE

Sustainable Development Strategy — Shaping a Prosperous Future
- Creating value and safeguarding the interests of all stakeholders, fostering shared growth and striving toward a prosperous future

Customer — CUSTOMER-CENTRIC VALUE POSITIONING

Product and Service Attributes
- Price
- Quality
- Readiness
- Diverse Options
- Multi-function

Customer Relationship
- Comprehensive Solution
- A Reliable Partner on the Journey
- Core Client Engagement Program
- Investment Effectiveness
- Customer Demand Forecasting
- Customer Referral
- Enhancing Community Awareness

Brand & Reputation

Efforts to fulfill the mission towards:
- Customers
- Shareholders/ Investors
- Employees
- Social Community
- Vietnam's Financial Market and Economy
- Environment

Internal operation — PROCESSES ARE AT THE CORE OF INTERNAL OPERATIONS

Operational Management Process — Efficient Operations
- Enhancing Service Efficiency and Quality
- Applying Best Practices
- Developing Scalable Processes for Business Growth
- Strengthening Internal Control and Risk Management Activities

Innovation Process — Digital Transformation – Driving Growth
- Leading edge
- Rapid results
- Go Green
- Effective Project Management

Customer Management Process — Enhancing Customer Value
- Customer Interaction Channels
- Loyalty Membership Program
- Attracting and Developing New Customers
- Enhancing the Investment and Financial Knowledge and Community Awareness

Social and Community-Oriented Process — Environmental Improvement and Social Contribution
- Workplace Environment
- Health and Safety
- Employee Policy
- Contribution to the Community
- Compliance with Government Policies

Executing Strategic Workstreams — **BUILDING CONNECTION** — Digital Transformation Roadmap and Initiative Portfolio — **BUILDING READINESS** — Organizational Mindset Transformation Roadmap

People, Learning, and Growth

Team Capabilities
- Enhance professional knowledge and improve skills to foster proactivity at work
- Strengthen both online and offline training programs
- Increase the number of certified professional staff
- Improve reward and recognition programs to promptly motivate employees

Information Resources
- Establish robust IT infrastructure and security systems
- Build a comprehensive data platform
- A well-functioning information network: broad coverage, rapid flow, delivered to the right people at the right time

Organizational Resources
- Foster a strong and resilient corporate culture
- Ensure seamless and synchronized coordination across departments and units
- Share the leadership mindset of top executives and elevate management teams at all levels in terms of strategic development, executive capability, and organizational growth
- Strengthen team spirit, enhance internal cohesion, and foster environmental awareness and social responsibility

Sustainable Development — THE CREATION OF RONG VIET SECURITIES' FINANCIAL INVESTMENT ECOSYSTEM MUST BE BUILT ON THE FOUNDATION OF DELIVERING GENUINE VALUE TO CUSTOMERS, SHAREHOLDERS, EMPLOYEES, AND THE FINANCIAL MARKET WHILE SHARING AND CONTRIBUTING ACHIEVEMENTS TO THE COMMUNITY

G — Effective governance model

Governance is the key priority for VDSC, as corporate governance impacts every aspect of its business operations. Establishing a suitable model and implementing effective governance practices will enable VDSC to operate efficiently, sustain long-term growth, strengthen risk management, and build a strong corporate culture

S — Foundation for sustainable growth

From there, VDSC will have a solid foundation to continuously enhance value for shareholders, deliver efficiency for customers, foster a humane working environment, attract talent, and contribute to building a prosperous future for the community and society

E — Steadfast on the path of green development

VDSC will also have the resources and capacity, by allocating a portion of its business profits, to implement and support programs aimed at protecting and improving environmental quality while minimizing the impacts of climate change

Key contents

G	S	E
Sustainable development-oriented governance model	Increasing value for shareholders	Efficient use of resources
Enhancing the governance capacity of the Management Team	Increasing value for shareholders	Building a green-clean-beautiful environment
Comprehensive, proactive, and transparent information disclosure	Ensuring the rights, diversity, equality, and development opportunities for employees	Control and minimize waste
Comprehensive, proactive, and transparent information disclosure	Contributing to market and economic development	Participating in national programs for economic greening
Ensuring shareholder rights, especially minority shareholders	Sharing responsibility with the community and society	Responsible investment, prioritizing businesses with sustainable development factors