2025

ESG REPORT

FPT Software Europe SARL



Issued date: 30th October 2026

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SUSTAINABLE DEVELOPMENT GOALS

In alignment and support of the United Nations' Sustainable Development Goals

FPT Software's ESG ambitions continue to power our efforts to create values for our stakeholders. Throughout the report, you will find our ESG progress mapped to the United Nations (UN) Sustainable Development Goals (SDGs).

ESG REPORT 2025

Commitment to supporting the UN SDGs





01 Introduction

About the report

About the report

This Environmental, Social and Governance report, together with our other related publications, shares FPT Software's track record and ongoing efforts to make the world better for individuals, enterprises, and communities through our stories, experiences, operations, and philanthropy.

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 Software Europe SARL.
The report is made annually. This report's duration is from 01/01/2025 to 31/12/2025. 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.



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:

- Mr. Nguyen Viet Duc - COO of FPT Software Europe SARL, FPT Corporation
- Address: 76 Route de la Demi Lune, 92800 Puteaux
- Email: ducnv@fpt.com



01 Introduction

Corporate overview

FPT Corporation

Founded
1988

Public Listed
Dec 2006 (HOSE: FPT)

Revenue
USD 2.66 billion (FY2025)
(core business)

No. of Employees
54,000+ (core business)

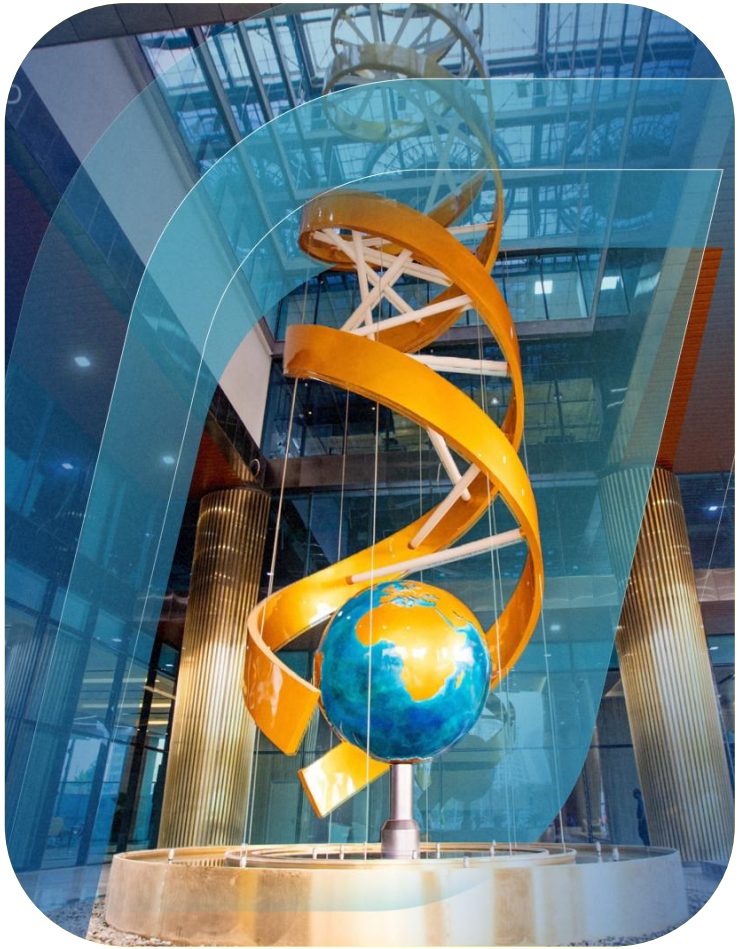
85,000+
(including affiliated companies)





FPT Software

Founded	1999
Revenue	USD 1.34 Billion (FY2025)
No. of employees	33,000+
Global presence	30+ countries and territories
Clients	1,100+ clients with 130+ Fortune 500 (average customer satisfaction score of 94.94/100)



Scan QR for details

Global leading IT services company

Global presence

Americas

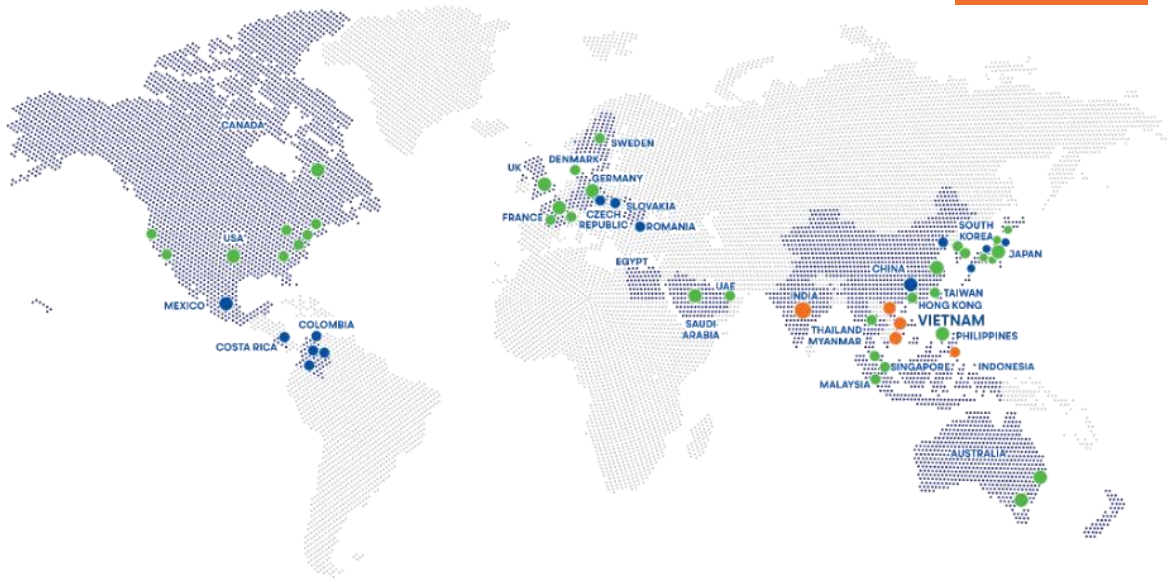
USA | Canada | Colombia | Costa Rica | Mexico

Europe & Middle East

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

Asia

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



30+ Countries & Territories

90+ Offices

Onshore Nearshore Offshore

FPT Software Europe SARL

A subsidiary of FPT Software
Top 100 ICT companies in France*

Founded	No. of employees	Location**
June 2008	25	Paris (Head Office) Toulouse

The company's jobs are governed by the National Collective Agreement for the Metallurgy Industry in France.



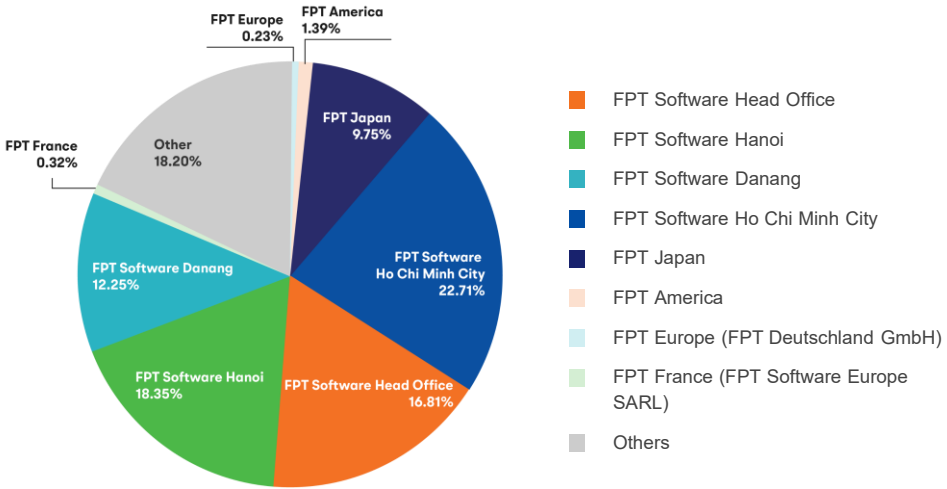
Statistics as of FY12/2025
*Ranking “Grand Angle ESN & ICT 2024” by Numeum & KPMG France

** Address:
Paris:
76 route de la Demi-lune, 92800 Puteaux (from 01/01/2024)
8 Terrasse Bellini, 92800 Puteaux (in 2023)
Toulouse: 271 Avenue de Grande Bretagne, 31300 Toulouse (from 09/12/2025)
5 Rue Albert Durand, 31700 Blagnac (before 09/12/2025)

EcoVadis coverage by FPT Software sites (based on HR ratio)

In 2025, FPT Software's operational sites in Vietnam (Ho Chi Minh City, Danang, Hanoi), Japan, France, and Germany proudly attained prestigious EcoVadis Medals, covering 80.4% of FPT Software's global operations. This achievement underscores the company's unwavering commitment to sustainable and responsible business practices.

These accolades represent FPT Software's dedication to delivering world-class sustainability performance while continuously driving innovation and responsibility across its global footprint.



Highlights of the 2025 EcoVadis achievements:

FPT Software Europe SARL:
Platinum Medal (Top 1%), recognizing industry-leading sustainability excellence.

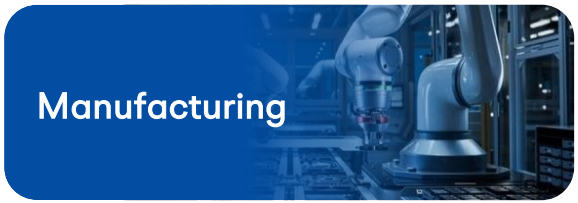
FPT Deutschland GmbH:
Platinum Medal (Top 1%), recognizing industry-leading sustainability excellence.

FPT Japan:
Silver Medal (Top 15%), reflecting notable progress in environmental and social responsibility.

FPT Software Vietnam:
Bronze Medal (Top 35%), a testament to the company's dedication to advancing sustainable practices across its key operations.

FPT Software offerings

Serving global industries



















FPT Software offerings

Services & solutions

DIGITAL TECHNOLOGIES

- Artificial Intelligence
  - FleziPT
- Cloud
- Data & Analytics
- RPA
- Low-code
- Blockchain
- Metaverse
- Cyber Security
- IoT
- Digital Commerce & Experience

IT SERVICES

- Business Platforms:
  - ERP Solutions: SAP, D365
  - CRM for Business: Salesforce
  - Operations: MES/MOM, WMS, SCM
  - Processes: ServiceNow
- Enterprise Platforms:
  - M365
- Applications development & modernization
- Testing
- Experience Design (UX/UI/3D)

MANAGED SERVICES

- Infrastructure Managed Services
- Application Managed Services
- Cloud Managed Services
- Cybersecurity Managed Services
- Business Process Outsourcing (BPO)

PRODUCT ENGINEERING

- Automotive Digital Solutions
- IVI (In-Vehicle Infotainment)
- ECU/MBD Services
- AUTOSAR Services
- Automated Driving / EV
- MaaS / Connected Car
- Car Security / FuSa / A-SPICE
- Hardware Design (PCB/FPGA)
- Mechanical Design/Analyzing (CAD/CAE)
- PLM / ALM
- Other Embedded Systems

CONSULTANCY

- Business Transformation
- People Transformation
- Technology Transformation
- Consulting & System Integration (CSI)
  - Advisory Services
  - System Integration Services
  - Application Portfolio Optimization
- Reporting & Analytics
  - Reporting & Dashboards
  - BI / Analytics
  - Data Quality

END-TO-END COMPLETE SOLUTION



01

Introduction

Company overview

A compassionate, human-centric approach

2025 has been a year of accelerated change, where technological advancement and human connection have become more closely intertwined than ever. From advancing AI responsibly to expanding social initiatives such as the new HOPE School campus, and strengthening our global partnerships and sustainability commitments, we continue to build a **people-first, innovation-led future** grounded in purpose, empathy, and shared responsibility.

As we scale an **AI-augmented workforce**, FPT remains focused on fostering an inclusive environment where diverse talents are empowered to grow, contribute, and drive innovation globally. Our continued recognition as a Great Place to Work across multiple markets, alongside multiple EcoVadis ratings, reflects our commitment to creating long-term value through both people and sustainability.



CHU THI THANH HA
FPT Software Chairwoman,
FPT Corporation

Accompany the future of innovation & expansion

At FPT, we are advancing toward an **AI-first organization** where AI is embedded in everything that we do, reshaping how we design, build, and deliver solutions at scale. We are progressively shifting our portfolio toward AI-first offerings, with the ambition that these services account for approximately one-third of our total revenue. The launch of **FleziPT, our AI-first platform**, will bring greater speed, precision, and consistency to the entire software development lifecycle, while enabling clients to realize tangible outcomes faster.

As we expand globally, we remain committed to delivering responsible, high-quality innovation, helping enterprises strengthen resilience, optimize operations, and create sustainable long-term value in an increasingly dynamic and AI-driven world.



PHAM MINH TUAN
Executive Vice President, FPT Corporation
FPT Software Chief Executive Officer

People are the core of our strategy, culture, and growth

We believe that a future-ready organization starts with **empowered, continuously learning people**. In response to rapid technological change, we have made upskilling a core priority, embedding continuous learning into daily work and enabling our employees to access world-class resources.

Beyond capability building, we are committed to fostering a truly **'Happy Employee' culture** where people feel valued, supported, and connected to a meaningful journey. We extend this commitment beyond the workplace, ensuring our people and their families have the environment and well-being to grow together. By combining continuous learning with a culture of belonging and well-being, we are building a resilient workforce that can adapt, innovate, and create sustainable impact.



VU TIEN DAT
FPT Software Executive Vice President and Chief Human Resources Officer, FPT Corporation

Together, we are building a resilient, innovative, and sustainable company

At FPT Software Europe SARL, sustainability is central to our mission. We are committed to reducing our environmental impact while fostering a workplace where all employees feel valued and empowered to grow. Through continuous training and development, we enable our diverse teams to drive responsible innovation.

Happiness and well-being are key to our sustainable workplace vision. We cultivate a supportive environment where work-life balance is a priority, ensuring everyone thrives at FPT Software Europe SARL. Through these efforts, we aim to contribute to a sustainable future where technological progress supports both people and the planet.

Our **EcoVadis compliance** highlights our dedication to sustainability, emphasizing environmental responsibility, ethical practices, and transparent governance, driving positive change for a better future.



SCHWANENGEL CHRISTOPHE
FPT Software Europe SARL Chief Executive Officer, FPT Corporation



Introduction

ESG priorities

01

Participation in international initiatives

True to its commitment to sustainable development, FPT Software has committed to creating social values of safety, security, equity, and efficiency in order to promote a more sustainable world where everyone is equal and has the opportunity to realize their full potential. From 2023, we became a signatory to the United Nations Global Compact (UNGC), and thus promoted our business activities based on the Ten Principles of the United Nations Global Compact, linking related to the four areas of human rights, labor, environment, and anti-corruption. We are also engaged in various initiatives in pursuit of our goals to help achieve the SDGs and create a sustainable society.

ISO 27001

- FPT Software received certificate from 2000 to 2025
- FPT India received certificate from 2000 to 2025
- FPT Japan Holdings received certificate from 2022 to 2025

Carbon Disclosure Project (CDP)

- FPT Software declared CDP from 2023 (C+)
- FPT Software declared CDP in 2024 (C)

Global Reporting Initiative (GRI)

- FPT Software applied GRI to report from 2022 - 2024

EcoVadis

- FPT Software received EcoVadis Silver from 2023 and EcoVadis Bronze in 2024
- FPT Japan Holdings received EcoVadis Silver in 2024
- FPT Deutschland GmbH received EcoVadis Gold in 2024
- FPT Software Europe SARL received EcoVadis Platinumin 2024 - 2025, and SME Regional sustainability leadership award 2026 winner in EU (Awarded by EcoVadis in Sustain 2026)

United Nations Global Compact

- FPT Software became a signatory from 2023
- FPT Japan Holdings became a signatory from 2023
- FPT Deutschland GmbH received from 2024
- FPT Software Europe SARL received from 2024

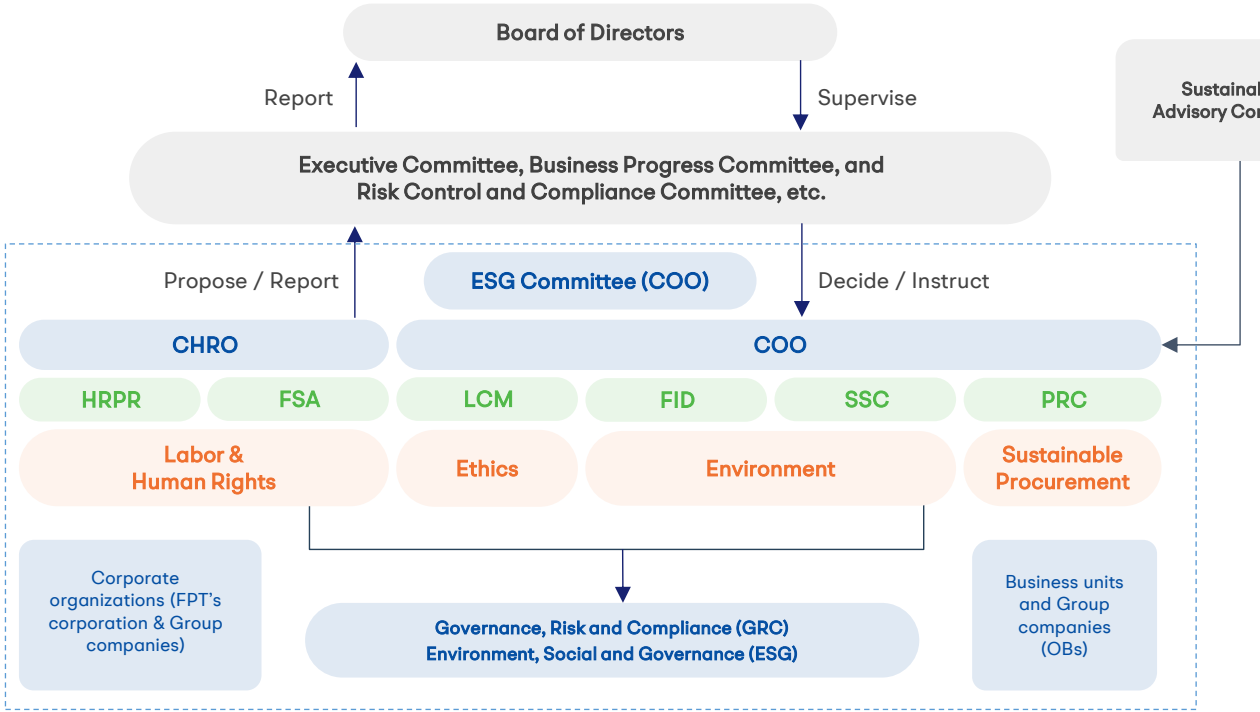
ISO 14001:2015

- FPT Software received certificate from 2022 - 2024, and will renew certificate from 2025 - 2027
- FPT Japan Holding received certificate from 2023 - 2024, and will renew certificate from 2025 - 2027
- FPT Deutschland GmbH will get certificate from 2025 - 2027
- FPT Software Europe SARL will get certificate from 2025 - 2027

ISO 45001

- FPT Software received certificate from 2024 - 2026
- FPT Deutschland GmbH received from 2024 - 2026
- FPT Software Europe SARL received from 2024 - 2026
- FPT Japan Holdings will get certificate from 2025 - 2026

Management implementation framework for sustainability



Advise

- COO – Chief Operating Officer
- CHRO – Chief Human Resource Officer
- HRPR – Human Resources Policy and Remuneration Board
- FSA – FPT Software Academy
- LCM – Legal and Contract Management
- FID – FPT Software Infrastructure Development Department
- SSC – Shared Service Center
- PRC – Procurement Center
- GRC – Governance, Risk and Compliance 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 Software Europe SARL's ESG efforts mirror FPT Software's global priorities and actions, aligning with host country's priorities.

	Key theme (Materiality)	Main initiatives	FY 2024-2030 KPI
E	• **Climate change (De-carbonization)**	1. Acceleration of environmental management to reduce and address the company's residual greenhouse gas emissions 2. Contribution to CO2 reduction through Agencies/ Suppliers	1. Target to 2025 is to reduce 100% of emission for scope 1 and 2 (Compared to FY2024)
S	• **Labor & human rights** • **Diverse human resources**	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	1. Keep the ratio of international labor over **50%** 2. Raise the ratio of female employees to **52%** (Compared to FY2025)
G	• **Corporate governance** • **Supply chain sustainability** • **Compliance**	1. Eradication of serious compliance incidents	1. No. of serious incidents: **0**

Determination of key arena

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 includes: 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 steadily
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 Software Europe SARL looks 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, but we would like to hear stakeholders' opinions on the importance/less importance of topics to guide our actions and priorities. The survey results will be input for setting future sustainability goals and strategies and sustainability reporting.

Continuing the continuous efforts on the journey of Sustainable Development, FPT Software Europe SARL conducts a survey to engage stakeholders on the key aspects of Sustainable development together with the project.

ESG priorities

List of important aspects

ENVIRONMENT



- Climate change
- Water
- Waste

SOCIAL



- Health & safety
- Working conditions
- Career management
- Social & employee dialogue
- Child & forced labor
- Diversity, equity & inclusion
- Local communities
- Development & training

GOVERNANCE



- Corporate governance
- Compliance & risk management
- Business continuity
- Information management
- Data privacy



Environment

02

Performance on environmental goals

Environment vision

Material topics	Ambitions	Progress in fiscal 2025
Climate change	Reduce 100% of emission for scope 1 and 2 (by 2025)	FPT Software invested in the VertZéro platform to strengthen greenhouse gas (GHG) emissions calculation and carbon management capabilities across all FPT Software entities worldwide for the 2023–2030 period. In 2025, the Company's total GHG emissions across Scopes 1, 2, and 3 amounted to **739.79 tCO_2e**, of which Scope 1 and Scope 2 emissions accounted for only **0.55 tCO_2e** (Location based). Residual emissions is offset through the purchase and retirement of carbon credits, with one carbon credit representing one metric tonne (**1 tCO_2e**) of emissions. Scope 3 emissions increased significantly in 2025 due to an update in the emissions calculation methodology implemented through the parent company's carbon management system. To reduce Scope 3 emissions, we continue to implement measures such as optimizing business travel through internal travel policies, encouraging employees to use public transportation for commuting, and promoting the practice of bringing homemade meals to work to help minimize packaging waste and food-related emissions.
Water	Maintaining 100% wastewater recycling every year	100% of wastewater generated is recycled by local water treatment system.
Waste	Ensuring zero waste to landfill	We continue our initiatives towards ensuring zero waste to landfill. In 2025, all the waste are sorted. The recyclable waste (Paper, Plastic, Glass, Organic waste), counted about 90% of total waste, is sent to the specialized waste management company for recycling and composting. 90% of the mixed waste generated during the year has been diverted from landfill. 100% of staff are trained on waste sorting.

Environment policies



Implementation principles:

Our environmental policy and operations adhere to the following principles:

1. Everyone has the right to live and work in a **safe and healthy environment**.
2. Everyone needs to be **aware of our impacts** on the environment through our daily lives.
3. Everyone needs to take responsibility for **minimizing negative impacts** and doing what's best for the environment.
4. It is necessary to emphasize the environmental impact 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 ISO 14001 quality standard.

Environment policies

To effectively manage greenhouse gas emissions, the fundamental foundation is understanding and accurately inventorying data. Measuring and inventorying greenhouse gas emissions helps us find opportunities to reduce emissions, but it also affirms our responsibility and orientation toward continuous improvement and the most transparent, accurate, and objective information.

Results:

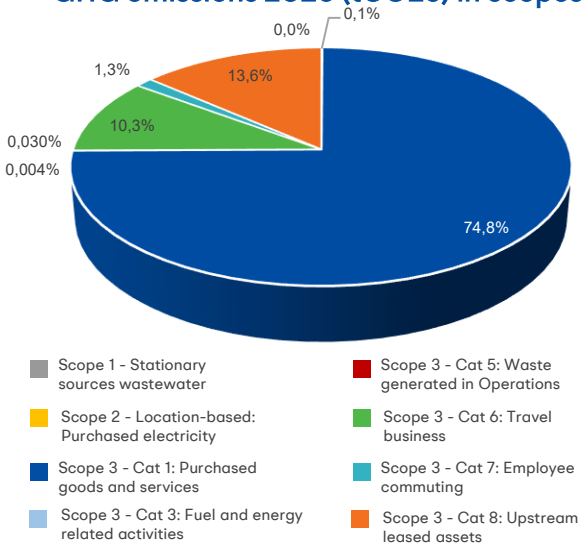
Site PUTEAUX (tCO2e)	2023	2024	2025
Total gross Scope 1 GHG emissions	0.05	0.03	0
Total gross Scope 2 GHG (market based)			0.14
Total gross Scope 2 GHG (location based)	0.17	0.19	0.55
Total gross Scope 3 GHG emissions	0	162.08	739.24
Total gross Scope 3 Upstream GHG emissions	0	162.08	739.24
Total gross Scope 3 Downstream GHG emissions*	0	0	0
Total CO2 emission (market based)			739.38
Total CO2 emission (location based)	0.22	162.29	739.79



* No Scope 3 - Category 11 (and downstream) emissions, as the company provides services rather than products with a use phase.

Climate change

GHG emissions 2025 (tCO2e) in scopes



GHG emissions in Scopes (tCO2e)	2023	2024	2025
Scope 1 - Stationary sources wastewater	0.05	0.03	-**
Scope 2 - Market-based: Purchased electricity			0.14
Scope 2 - Location-based: Purchased electricity	0.17	0.19	0.55
Scope 3 - Cat 1: Purchased goods and services	-*	159.67	533.05
Scope 3 - Cat 3: Fuel and energy related activities	-*	-*	0.03
Scope 3 - Cat 5: Waste generated in Operations	-*	-*	0.22
Scope 3 - Cat 6: Travel business	-*	2.41	76.04
Scope 3 - Cat 7: Employee commuting	-*	-*	9.51
Scope 3 - Cat 8: Upstream leased assets	-*	-*	100.38
Total (market-based)			739.38
Total (location-based)	0.22	162.29	739.79

*In 2023, we did not conduct a Scope 3 emission inventory
**Wastewater charges are included in the building's general bill

French commitments for climate change

France is committed to reducing its greenhouse gas emissions by 40% between 1990 and 2030 and, with the Energy and Climate Law adopted in 2019, to achieve carbon neutrality in 2050 by dividing emissions by a factor of more than six compared with 1990. The 2030 target will be revised shortly to bring it into line with the new European 2030 objective of -55% net.

Source: www.statistiques.developpement-durable.gouv.fr

Approach to carbon neutrality

Energy efficiency
To reduce emissions

Renewable energy
To avoid emissions

Carbon offsets
To offset emissions

Carbon neutrality

in **2050** - mirroring France's climate commitment.

FPT Software Europe SARL's climate commitment

(1) The medium-term target to 2025 is reduce 100% of emission for scope 1 and 2 , using the enterprise's own resources.

(2) The long-term goal to 2050 is to achieve neutral carbon as committed by France, as well as FPT Software's global effort.

Emission reduction strategies



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

Scope	Actions
Scope 1	• Better operational efficiency of our DG sets
Scope 2	• Promote using energy-saving communication devices • Apply automatic air-conditioning and lighting shutdown mode in the office • Prioritize using renewable energy when leasing new offices • Encourage converting to renewable energy at existing buildings
Scope 3	• Introduce a hybrid working model • Promote EVs 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 Software Europe SARL's sustainability indicators and activities. We also implement appropriate risk management measures, including adaptation measures.

Reporting

Indicator	2023	2024	2025
Percentage of employees trained to raise awareness of waste classification and waste reduction, environmental policy and climate change, and energy conservation	100%	96%	100%
Percentage of using energy-saving lighting systems	100%	100%	100%
Number of environmental risk assessments conducted	1	1	1
Total energy consumption	4,776 kWh	8,006 kWh	8,102 kWh
Total renewable energy consumption	581 kWh	974.33 kWh	986.01 kWh
Electricity consumption per employee	238.8 kWh/per	333.6 kWh/per	324.08 kWh/per
Office paper use per employee *	0.38 kg/per	0.26 kg/per	0.25 kg/per

**estimation*



Emission reduction - Scope 1+2

An eco-friendly work environment

FPT Software Europe SARL is committed to creating a suitable working environment, while respecting energy saving and environmental protection. The company is dedicated to advancing the use of renewable and green energy sources, while also prioritizing initiatives to conserve electricity and water.



Monitoring and regulating the indoor air quality in the workplace

FPT Deutschland GmbH prioritizes employee health by managing indoor air quality to mitigate risks from hazardous airborne compounds such as CO, SO2, NO2, PM2.5, PM10, and Ozone. This enhances productivity, fosters talent, and complies with health and safety regulations. **Air purifiers are installed in the office to improve air quality.**

Choosing high renewable electricity source

The origin of your electricity

Nuclear	**78.93%**
Renewable energies	**12.17%**
Wind	6.27%
Solar	2.64%
Hydraulic	1.81%
Geothermal	1.15%
Biomass	0.49%
Fossil energy	**8.90%**

Understanding the significance of clean energy, we **prioritize choosing the reputable electricity suppliers and packages with high renewable electricity source**. This not only affirms FPT's commitment to environmental protection but also reduces electricity costs, ensuring suitable temperature for working in different weather conditions all year round.

Sustainable equipment - Scope 1+2

FPT Software Europe SARL is deeply committed to environmental sustainability, prioritizing the selection of eco-friendly products and materials. By choosing recycled, biodegradable, or energy-efficient options, it actively reduces waste and minimizes its ecological footprint, aligning its operations with global efforts toward a greener future.

The company prioritizes using devices made with recycled and sustainable materials, including laptops. The current Dell (Dell Latitude 5450 Laptop) models in use feature:

Use up to **38% less power** when using AI-powered collaboration tools on Zoom calls.

Experience **132% faster performance** when editing photos with AI on Adobe devices.

Exceptional battery life: Deliver up to **18% longer average battery life** than previous generation.

Have a battery that contains **50% recycled cobalt**.

Made from a variety of sustainable materials, including post-consumer **recycled plastic, ocean plastic, bioplastics, and recycled carbon fiber**.

100% recycled, renewable, and recyclable packaging with multi-layer packaging options to reduce waste.



EPEAT Gold certified with Climate+: A certification for electronic products with a special emphasis on reducing their impact on climate change. EPEAT (Electronic Product Environmental Assessment Tool) is a comprehensive assessment system for the environmental impact of electronic products, from manufacturing through their lifecycle. Climate+ is a part of EPEAT that focuses on evaluating products based on climate criteria, such as energy consumption and carbon emissions.

Sustainable equipment - Scope 1+2

The company uses EcoTank printers, which are designed to **reduce waste, energy consumption, and printing costs**. The **printer Canon ET-2856 Eco tank** in use feature:



Energy saving, environmental protection, high reliability:

Switching from laser printing to EcoTank printing technology with **Zero Heat reduces electricity consumption** because it does not use heat for preheating. Zero Heat printing technology (also known as heatless printing technology) is an inkjet printing method that does not use heat to push ink out of the print head. Instead, it uses an electric current to heat the ink and create pressure to push the ink through the print head. The main advantages of this technology are:

- Zero Heat printers consume **less electricity** than traditional thermal printers.
- Reduced electricity consumption means **reduced environmental impact and lower electricity costs.**
- No heat **reduces the risk of paper jams and heat-related problems.**

No cartridge waste:

- **Save up to 95% on ink costs** with Epson EcoTank cartridge-free multifunction printers. Eco-tank is a type that does not use ink cartridges but will inject ink directly into the printer.
- The printer has enough ink to **print up to 14,000 pages**, no more worrying about changing ink cartridges regularly and saving time and money.
- Epson print heads last the lifetime of the printer, eliminating replacement or installation costs while reducing environmental waste.

Double-sided printing:

Save money and paper by automatically printing on both sides of the page

Emission reduction - Scope 1+2

Energy efficiency

From 2023, FPT Software Europe SARL has implemented power-saving and energy-saving programs, aiming to use green and renewable energy.



Using 100% LED bulbs.

Lifetime of 50,000h (50 times longer life than incandescent lamps - 1,000h).

85.6 Lumens/Watt (5 times energy saving than incandescent lamps - 14.3 Lumens/Watt).



Using on-off sensors in restroom and automatic timer switch for logo light.



Using central air conditioning in summer and heater in winter, keeping temperature at 22°C.



Electricity saving training for staff. 100% of employees have been trained.

Paperless office - Scope 1+2



Embracing **digital transformation to enhance operational efficiency**, the tech-focused FPT Corporation and its subsidiary FPT Software streamline operations and boost efficiency through internal digitalization.

Our proprietary document management system expedited document processing, improving accuracy and reducing time. Notably, all non-confidential internal documents were digitally disseminated via our own software.



99%

of internal documents were digitally disseminated; only essential documents (e.g. company regulations) are printed and displayed on the notice boards)

The majority of administrative and operational tasks at FPT Software have been digitized toward a paperless business model such as online job assignments, electronic invoicing, online purchasing management, and online payment processing. Additionally, work outcomes and other internal requests are evaluated online.

In the daily life, FPT Software Europe SARL encourages the use of single-sided printing paper for internal use.

Carbon offsetting - Scope 1+2

Méthaverse MET-1



Illustrative biogas facility, AI-generated

Label bas-carbone certified

French government certification

Developer: Carbone Farmers

Project no. 19616597

Period: 1 Jan 2024 to 31 Dec 2029

Our carbon offset contribution

We financed a carbon reduction project corresponding to an estimated potential volume of 1 tCO_2e from the Méthavertse MET-1 project. The carbon credit is subject to verification, transfer and retirement in accordance with the applicable requirements.

Achievement period	1st Jan 2025 to 31st Dec 2025
Scope 1 – Direct GHG emissions	0 tCO_2e
Scope 2 – Indirect GHG emissions (location based)	0.55 tCO_2e
Total reported Scope 1 & 2 emissions	0.55 tCO_2e
Carbon reduction project financed*	Estimated potential volume: 1 tCO_2e

*The financed volume represents an estimated potential carbon credit and has not been deducted from reported GHG emissions.

Why we chose this project

Electricity use accounts for most of our combined Scope 1 and 2 emissions. Supporting renewable energy therefore aligns with our emissions profile and our commitment to the energy transition.

How the project works

Farmers use anaerobic digestion to turn manure and cover crops into local renewable biogas. Returning digestate to farmland improves soil fertility and carbon storage while reducing chemical nitrogen fertilizers. This circular model turns waste into resources and supports more autonomous, resilient and sustainable farms.

Emission reduction - Scope 3

01 Public transport & EVs



1.1. Apply a policy to support employees commuting by public transport. 60% of employees use the public transport to work.

1.2. Promote low-emission vehicles among employees.

1.3. All employees using public transport are subsidized 50% of the cost of travel card.

02 Business trips



2.1 Reduce travel rate. If travel is necessary, book direct flights and limit layovers.

2.2 Prioritize the use of train instead of airplane.

2.3 Increase the use of public transport or electric taxis instead of ICE taxis.

2.4 Increase online meetings.

03 Work from home



3.1. In 2020 - 2021, due to COVID-19 outbreak, FPT Software Europe SARL has applied Work-from-home model to ensure business continuity.

3.2. From 2023, after COVID-19, FPT Software Europe SARL still maintains the 80:20 hybrid working model to reduce Scope 3.

Open-space workplace

Open space working space with many Collab and Pause areas to increase connection between colleagues. Special quiet rooms are also available for the necessity of focus and privacy.

Six principles of workplace design

1. Productivity
2. Health and wellness
3. Social connect
4. Sustainability
5. Tech-enabled
6. Inclusivity

Collab zones



- Vibrancy and comfort for ideation.
- Spaces for hybrid collaboration.
- Linear desks for teamwork.

Personal work area



- Each individual has a fixed desk and monitor to support efficient work.
- Natural light and windows with views to enhance productivity.
- Special quiet rooms offer focus and privacy.

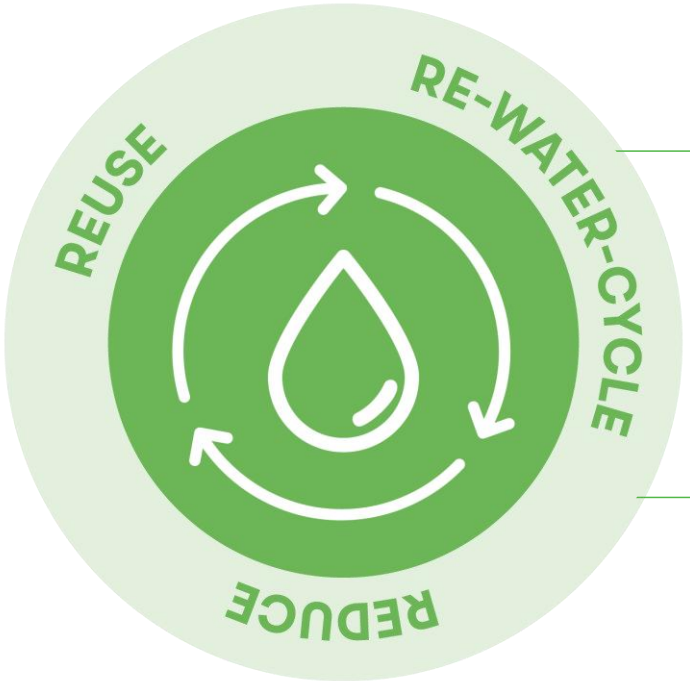
Pause area



- Space for relaxation and exchange between colleagues.
- Always have water, coffee, tea for employees.

Water

Towards a positive water footprint



FPT Software Europe SARL is committed to conserving water through our 3R (**Reduce, Reuse, Recycle**) approach. We comply with the requirements of the French government to Enterprises for wastewater treatment and recycling and expanding our efforts to the community.

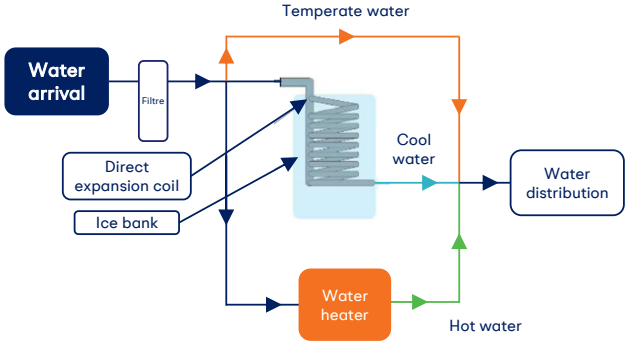
Water

Best water quality for employees and zero water plastic bottle



Employees are provided with clean water that meets French standards for daily use at the company. Wastewater is also sent to the city's wastewater treatment plant, and goes through several filtering and testing steps before being discharged into the river.





The company also provides additional activated carbon water filters to eliminate bacteria and limestone from the water supply. Filters are inspected every 6 months to ensure continuous quality.

Water is filtered directly from the main water source, avoiding the use of water dispensers to reduce plastic consumption.

Waste

At FPT Software Europe SARL, 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.

Our waste management approach

FPT Software Europe SARL, together with FPT Software globally, strives to address environmental issues, find out measures and bring them into daily work. We are committed to not only complying with environmental regulations, but also making efforts to reduce waste, increase the use of environmentally friendly materials, optimize operations, and reduce the use of non-renewable resources, as well as garbage segregation and awareness training activities.



80%

of the materials used are environmentally friendly (transitioning gradually)



100%

of waste is sorted at source



100%

qualified waste treatment vendors



100%

of hazardous waste is classified and managed according to regulations



90%

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

Waste

Waste management in company







Within the company, waste is carefully sorted at the source into five distinct categories to support effective recycling and sustainability efforts:

Paper	Plastic	Glass	Organic waste	Mixed waste
disposed of in the blue bin	placed in the yellow bin	collected in the green bin	deposited in the brown bin, located in cafeteria	discarded in the black bin

To ensure proper sorting, each bin is clearly labeled with a visual guide indicating the type of waste it is intended for.
Employees are encouraged to follow these guidelines to help maintain a clean and environmentally responsible workplace.

Waste

Waste management in building

Once the waste has been properly sorted at the source, it is collected and temporarily stored in a designated waste management area within the building. This centralized collection point ensures that all types of waste are organized and ready for efficient pickup. From there, a specialized waste management company is responsible for transporting the collected materials to the city's official waste treatment and recycling centers. Depending on the type of waste, it is either processed for recycling, converted into energy, or treated in accordance with environmental regulations.







Waste

The company will implement a responsible system for collecting hazardous office waste, including ink tanks, batteries, and light bulbs. These items will be gathered at designated collection points within the office and transported to a nearby facility, where they will be disposed of in specialized waste bins.







Waste

Transfer office supplies



FPT Software Europe SARL has programs to recover and transfer office supplies between employees following the asset management process, ensuring minimal waste and quality maintenance. Laptops and phones are typically reassigned during personnel changes, and chargers are retained when devices are no longer functional.

Reuse office supplies



When the computer quality is reduced and cannot be used regularly for work, the computer is still kept to serve short-term activities such as presentations at events or business salons.

Power-saving machines



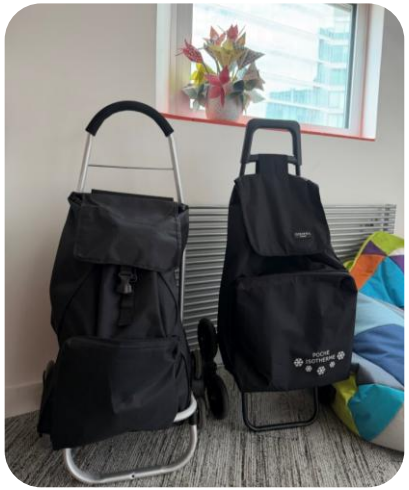
FPT Software Europe SARL always prioritizes searching for electronics machines with long lifespans, with environmentally friendly certifications, helping to reduce technology waste and annual greenhouse gas emissions.

Waste

Using environmentally friendly materials and reusable items

FPT Software Europe SARL actively promotes the transition to environmentally friendly materials, coupled with waste reuse and recycling. Our initiatives, embraced by our employees, contribute significantly to the creation of a greener environment and the reduction of waste and environmental impact.

Use reusable grocery bags and trolleys for shopping
Grocery bags are made from 100% recycled materials





Use reusable utensils
(ceramic cups, inox utensils) instead of plastic and paper









Waste

Achievements

Indicator	2023	2024	2025
Environmental pollution incidents	0 case	0 case	0 case
Legal incidents	0 case	0 case	0 case
Complaints from the community about the environment	0 case	0 case	0 case
Total weight of hazardous waste*	0.5 kg	1 kg	1 kg
Total weight of non-hazardous waste	76 kg	117 kg	590 kg
Total weight of waste recovered*	58 kg	93 kg	413 kg
Total wastewater volume*	176 m^3	207 m^3	158 m^3

**estimation*



Using environmentally friendly materials

FPT Software Europe SARL is a strong advocate for the use of environmentally friendly materials, along with the practice of reusing and recycling waste (for example: clean take-away paper bags). We have launched campaigns that have been met with positive responses from our employees. These initiatives play a significant role in fostering a green environment and minimizing waste impact.



03

Social

Performance on social goals

Social vision

Material topics	Ambitions by FY2030	Progress in fiscal 2025
Diverse Human Resource	1. Diverse human resources with an increased international labor force in FPT Software. 2. KPI: Keep the ratio of international labor to **50%.**	For the year 2025, the following metrics have been achieved: • **Percentage of foreigners in FPT Software Europe SARL: 64%** We have exceeded the target ratio of foreigner employees, surpassing the 50% commitment. We commit to keep the international labor ratio over 50% by 2026.
Gender Parity	1. Achieve gender parity among senior executives, those in managerial positions, and all employee levels by FY2030. 2. Increase the ratio of female employees at **52%.**	For the year 2025, the following metrics have been achieved: • **Percentage of female employees in FPT Software Europe SARL: 44%** We were very close to the set target, only 1% away from the set KPI of 45% for 2025. With the increasing of employees for the next year, our target in 2026 is 50%.

Why employees choose FPT Software?

Respect

There is a strong emphasis on status, achieved through seniority and education. Leaders make decisions while employees execute action plans, maintaining the utmost respect for seniors.

Innovation

Our employees show interest and pay attention to details in their work. Talents are intelligent and adaptable. They're keen to learn new programming languages and venture into new sectors.

Competitive package

As part of taking their work seriously, FPT Software people are responsible and dependable. Punctuality is expected and adhered to. They are also resourceful and stick to the task until it is complete.



Learn & Grow



Global Success



Challenging & Purposeful Missions



Fun & Friendly Working Environment

Health & safety

Occupational health and safety is a prerequisite for a good work environment. FPT Software Europe SARL 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.

Highlighted 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	2023	2024	2025
Percentage of employees trained in occupational safety and health	100%	100%	100%
Number of employee health and safety risk assessments conducted	1	1	1
Number of employee health and safety risk assessments conducted	0	0	0
Occupational accidents in the year	0 case	0 case	0 case
Number of sites under risk assessment	2	2	2
% of personnel of the sites in the occupational safety & health committee	4.3%	16.7%	12%
Employment insurance participation rate (Only those who are required by law to take out the insurance)	100%	100%	100%
Occupational medical checkup participation rate (information & prevention visit)	100%	100%	100%
Number of new occupational medical checkups	4	6	5

Physical and mental well-being care

Initiatives to enhance the mental and physical well-being of employees

FPT Corporation, FPT Software's parent company, is distinguished among Vietnamese firms for its **unique corporate culture** which attracts talent and enhances staff cohesion, creating a competitive advantage. FPT Corporation and FPT Software specifically, regularly organize activities to promote employee engagement and improve mental health.

Throughout the year, FPT Software Europe SARL organized numerous cultural and team-building activities to foster camaraderie, deepen employees' understanding while contributing to the society. In 2025, we organized an **RSE initiative** in which employees created banners from recycled cardboard to raise awareness about waste management and recycling, demonstrating how discarded materials can be transformed into meaningful and practical creations. Beyond promoting environmental responsibility, these banners also conveyed inspiring messages celebrating women's strength, freedom, and empowerment, while incorporating creative technology-inspired elements that reflected FPT Software's spirit of innovation.



FPT Software Europe SARL prioritize **employee and family well-being**. We mandate occupational medical checkups for all employees and provide the comprehensive health insurance policy. This policy covers a range of health and accident provisions. Additionally, FPT provides support for employees in covering health insurance for their relatives. We place a strong emphasis on providing facilities to cater to the needs of caring for and enhancing the physical health of its employees. FPT Software Europe SARL equipped offices with **convenient amenities complemented by ecological systems**. These amenities serve various needs, spanning work, entertainment, study, and accommodation.

Moreover, sports activities, including running, football and billiards, etc. have been organized regularly to promote employee health and well-being. Additionally, seminars and discussions are held to raise awareness and understanding of how to recognize and address physical and mental health issues, as well as how to prevent dangerous situations etc.

Our CSR highlight in France

As part of our commitment to environmental sustainability and employee engagement, On October, FPT Software Europe SARL organized a **collaborative upcycling workshop** where employees transformed recycled cardboard into creative logo banners. Giving discarded packaging a second life, participants explored the principles of recycling and circularity through hands-on teamwork and creative expression.

Adding a meaningful social dimension, male employees created appreciation banners for their female colleagues, while female employees crafted banners for their male colleagues, each featuring messages of gratitude, recognition, and encouragement. The completed banners are now displayed throughout our office as lasting symbols of environmental awareness, creativity, mutual respect, and collaboration, reflecting our commitment to fostering both a sustainable workplace and an inclusive company culture.









Our CSR highlight in France

Forest restoration contribution – Vietnam (2025)

As part of FPT Software's global commitment to sustainability and Net-Zero, FPT Software Europe SARL actively supported the "Joining Hands to Plant Forests" initiative in partnership with the GAIA Nature Conservation Center. In 2025, FPT Deutschland GmbH contributed to the restoration of natural ecosystems in Vietnam through the donation of **1,000 trees** within FPT Software's broader commitment of 3,500 trees.

This initiative supports biodiversity conservation, enhances climate resilience, and contributes to carbon sequestration, with each tree expected to absorb approximately 1–3 tons of CO over its lifecycle. The program also reflects FPT Software Europe SARL's engagement in global environmental efforts and alignment with ESG principles, particularly in climate action and community contribution.





ENVIRONMENTAL ACTIVITIES

Our CSR highlight in France

In celebration of **Vietnamese Women's Day** (October 20th), FPT Software Europe SARL hosted a heartwarming and creative workshop that brought colleagues together in a spirit of appreciation and unity. The event centered around crafting personalized picture frames using dried flowers and heartfelt messages, turning simple materials into meaningful keepsakes.

What made this workshop truly special was the thoughtful exchange: male colleagues designed and decorated frames for their female coworkers, and female colleagues did the same in return. This gesture not only celebrated the contributions and presence of women in the workplace but also fostered a deeper sense of camaraderie and mutual respect among team members.





Leveraging technology to foster a joyful workplace



As one of the leading technology corporations in Vietnam, FPT Corporation and FPT Software consider integrating technology into the workplace a vital strategy to **enhance employee experience and create a joyful work environment.**

We implement employee evaluations using our own systems. Monthly performance is assessed via the Integrated Performance Management System (iPMS), while quarterly objectives and key results (OKRs) are evaluated using FPT's OKRs system.

FPT is also one of the **pioneering enterprises in Vietnam to deploy an employee engagement platform** called myFPTnext. This proprietary app enables employees to easily access personal information, mark attendance, receive instant rewards from managers or colleagues, and even engage in games and puzzles.

In 2024, we introduced "Celebration of Merit" and "Commendation" to foster interaction and timely recognition. Through the myFPTnext app's gold reward system, leaders can quickly reward employees' achievements. This initiative ensures all efforts are acknowledged and rewarded. The feature, particularly the "Celebration of Merit", has been praised for its immediacy, with bonuses credited within 30 seconds of recognition.

In addition, we also attached great importance to business automation solutions to optimize labor productivity. As a result, applications to help reduce paperwork and increase productivity were enhanced, contributing to the completion of the Made-by-FPT ecosystem. They included Uservice - the digital signing system; FPT HR campaign – the online tool for HR expenses declaration. In the coming time, we will launch more apps to enhance work performance and employee experience throughout the Corporation, and FPT Software specifically.

Working conditions

- The company provides a wide range of financial support, including defined contribution pensions, retirement benefits and assistance with health checkups and vaccinations for dependents.
- When hiring, the company respects the fundamental human rights of applicants and selects 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.
- 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.

Target

100%

of employees' salaries are reviewed and evaluated annually.

Salary structure

Employee earnings will include:

- Monthly income.
- Performance bonus.
- Benefits according to the Company's annual policy, which may or may not be in cash.



Working conditions

Employees are the most valuable asset for FPT Software Europe SARL and the foundation for the company's sustainable development. 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 French labor law, FPT Software Europe SARL also aims to meet the needs of employees' and families' lives.

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

Reporting indicators

Criteria	2023	2024	2025
Number of employees	20	24	25
Average monthly overtime hours per employee	0 hour	0 hour	0 hour
Number of hours worked	~1,526	~1,526	~1,526
Employees satisfaction rate	-	-	4.28/5



Career management

Evaluation of work efficiency

With the goal of evaluating employees in a comprehensive, effective, fair and transparent manner, in 2025 FPT Software Europe SARL continued to maintain the employee evaluation system including many aspects: Quarterly evaluation of employees' work performance on the platform, and annual evaluation of Job Objectives and Competencies of the Management with the managers. The annual evaluation with manager is organised in January of the following year.

Employees who do not meet OKRs will receive further training to improve their performance.

Indicators of OKR evaluation

Indicators	2023	2024	2025
Percentage of employees with OKR assessment	100%	100%	100%
Number of employees reaching OKR	15	24	25
Number of employees who did not meet OKRs	7	0	0



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.

A Social and Economic Committee (Comité Social et Economique - CSE) is an organization representing employees at FPT Software, which operates periodically and always protects the interests of employees.

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

Every year the company organizes an online dialogue meeting called “Online dialogue - CxO talk” for employees to express their opinions. The dialogue is held in the form of an online livestream on the Company's internal page, with the participation of the Company's Chairperson, General Director, Deputy General Director, Division Directors, Department Heads/Heads of Departments, the Union, and all Employees.

In addition, the suggestion box and the complaint and denunciation process are operated effectively so that employees can have their complaints and denunciations resolved.

A survey of employees' opinions on working conditions was also organized to measure FPT' Software’s response to employees in terms of working conditions, benefits, etc.

Reporting indicators

Criteria	2023	2024	2025
Percentage of total workforce in all locations covered by formal collective agreements regarding working conditions	100%	100%	100%
Percentage of total workforce in all CSE-protected locations	100%	100%	100%
Number of committee meetings in a year	12	12	48
Number of periodic dialogues between management and employees	1	3	4
The number of general complaints and denunciations of the company	0	0	0

Employee dialogue

- At FPT Software Europe SARL, we believe in open and transparent communication between leadership and employees. To support this, we organize at least **1–2 Employee Dialogues** each year, providing a valuable platform for direct exchange between the Board of Directors and staff.
- These sessions often take place in the form of town halls or leader talks, especially during key moments such as the visit of a Director from Vietnam or at the end of the year. They offer employees the opportunity to share feedback, ask questions, and gain insights into company goals, challenges, and future directions.
- By fostering open dialogue, we aim to build trust, encourage collaboration, and ensure that every voice is heard.



Child & forced labor

Everyone has the right to freedom and equality, and FPT Software Europe SARL strongly opposes forced labor, as we believe that a good working environment creates good results. All employees at FPT Software Europe SARL 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 Software Europe SARL are not forced to work, and are able to enjoy an engaging, happy and comfortable work environment.

Children and adolescents must have a happy, comfortable life, and access to education. To support this, FPT Software Europe SARL refrains from using child and juvenile labor though age screening during recruitment.

Reporting indicators

Indicator	2023	2024	2025
Number of cases related to child labor and forced labor at the company	0	0	0
Number 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
Age of youngest employee	-	25	26



Respect for human rights

FPT Software Europe SARL rights policy

For the FPT Software Europe SARL 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 Software Europe SARL Business Conduct Code for all group employees, and clearly states the actions that employees should take.

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.

Prohibition of discrimination

We uphold a zero-tolerance policy towards discrimination. We prohibit acts that harm the dignity of individuals, such as discrimination, attack, and harassment based on race, skin color, ethnicity, nationality, religion, gender, age, sexual orientation, disability, or political opinion. Indeed, FPT strictly prohibits any form of discriminatory behavior forbidden by the French laws.

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

FPT Software Europe SARL **deeply values diversity and individual perspectives.** We trust and empower young talents by providing opportunities for creativity, challenging experiences, and pursuing what they are passionate about. We encourage them to push their limits to create products that serve tens or even hundreds of millions of users worldwide.

Diversity, equity & inclusion

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

As a Vietnamese company based in France, FPT Software Europe SARL boasts **a diverse labor force encompassing individuals from varied cultural, religious, ethnic, linguistic, age, and qualification backgrounds**, etc. Diversity has been a critical factor in cultivating our sustainable competitive advantage.

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

In terms of qualifications, individuals holding graduate and postgraduate degrees consistently make up over 100% of the total workforce.

With a fair and transparent income policy, employee earnings were wholly based on their position, performance, and contributions, regardless of gender.

Reporting indicators

Indicator	2023	2024	2025
Percentage of employees trained on prevention of discrimination and harassment	100%	100%	100%
Number of complaints related to harassment and discrimination at the company	0	0	0
Percentage of international employees	59%	75%	64%
Percentage of women employed in the whole organization	36%	46%	44%
Percentage of employees from a minority or vulnerable group in the whole organization	0%	0%	0%

Diversity, equity & inclusion

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

At FPT Software Europe SARL, we are deeply committed to cultivating a **safe, happy, sociable, equal, and fair working environment** where every employee feels valued and respected. We believe that a thriving workplace is built on mutual support, inclusivity, and the celebration of individual contributions, regardless of gender.

To reinforce these values, we organize dedicated programs and benefits for both women and men throughout the year. These initiatives are designed not only to recognize and appreciate our team members but also to promote a culture of balance and equity. Among our annual highlights are the celebrations of **International Women's Day** (March 8) and **FPT Men's Day** (November 11). These events provide meaningful opportunities to honor the unique strengths and achievements of our colleagues while also encouraging open dialogue around gender equality, well-being, and professional growth.

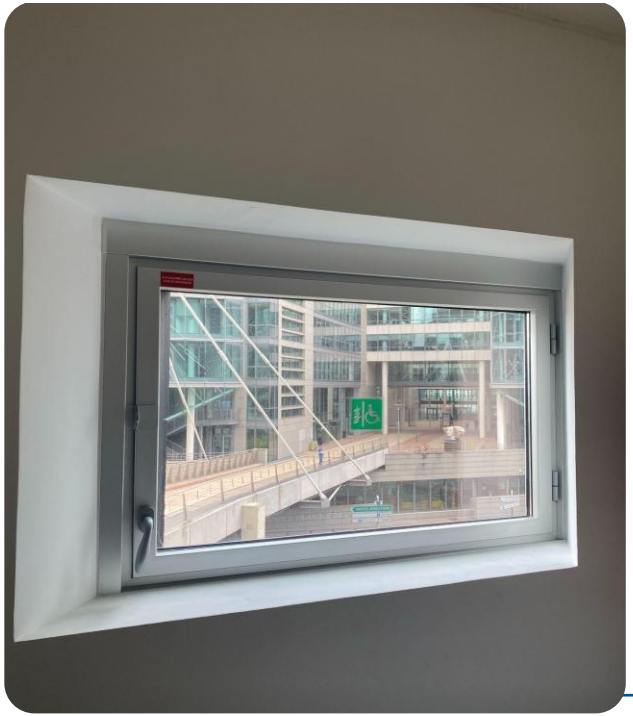
Through these efforts, we aim to create a workplace where everyone feels empowered, supported, and inspired to reach their full potential.





Diversity, equity & inclusion

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







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, elevators and toilets in our office accessible to people in wheelchairs, actively accept people with disabilities.

Diversity, equity & inclusion

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

- Regular cultural exchange activities are organized to foster stronger bonds among employees and their families. These events provide opportunities for team members to engage in diverse cultural experiences, celebrate traditions, and share personal backgrounds in an inclusive environment.
- On special cultural holidays such as Lunar New Year or Christmas, the FPT Software Europe SARL is adorned with festive decorations reflecting the occasion, and employees enjoy traditional dishes associated with the celebrations. These events provide valuable opportunities for cultural exchange—allowing European colleagues to gain deeper insights into Asian traditions, and vice versa.
- Also, in 2025, FPT Software Europe SARL hosted a training session on how to appreciate and distinguish French wines, further enriching this cross-cross-cultural experience.





Development & training

Objectives	Activities to achieve the objectives	Result
Day One training	• 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% new employees trained
ISMS refresh training	All employees are required to take the course online every year and undergo a comprehension test.	100% employees trained
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.	100% employees trained
Ensuring occupational safety	• Employee training on occupational safety. • Provide, maintain and periodically operate fire protection and occupational safety systems. • Evacuation training for all employees.	• 100% staff trained on occupational health • 75% of employees trained on evacuation
Career or skill improvement training	We offer career or skill improvement training programs specialized for all job types working (account managers, project managers, delivery, consultants, back office) on the educational platforms (Udemy, Mon Compte Formation, etc.).	• 2,799 total training hours (for all employees) • 115 trained employees • Average hours: 24.34 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 January

Development & training

Objectives	Target	Activities to achieve the objectives	Result
There are no incidents related to discrimination, harassment and no complaints about harassment, discrimination related to the Company	0%	• Training on equality, discrimination and raising awareness of Employees. • Setting up the denunciation process and implementing the system of receiving comments and complaints (email, hotline, suggestion box).	0%
All recruited employees have the youngest age of 18 years old, with no cases of using child labor	100%	• Setting up recruitment process, reviewing current and newly recruited personnel records. • Reviewing personnel records during the recruitment process.	100%
Fairness	Min. 30% of staff in management/specialized positions are females	• Training to raise awareness on gender equality. • Non-discrimination when recruiting and promoting managers.	43%
Ensuring occupational safety: No occupational accidents occurred at the Company	0	• Assessment of risks of occupational accidents and occupational health. • Employee training on occupational safety. • Report on the situation of occupational accidents. • Occupational health check for employees. • Provide, maintain and periodically operate fire protection and occupational safety systems. • Evacuation training for all employees.	0 accident 100% of work areas assessed 100% of staff trained on occupational health 75% of employees are trained in evacuation
Compliance with the law on overtime hours	0h	• Training for new employees to understand the overtime process.	100% of new staff trained

Development & training

Objectives	Target	Activities to achieve the objectives	Result
Satisfaction with market-level salary: The company's minimum wage is higher than the regional minimum wage	100% Employees with salary higher than the regional minimum wage	Employees are fully informed about the salary in the Labor Contract, and are paid in accordance with the law.	100% employees are paid salary according to regulations & labor contract
Professional training	100% of staff are professionally trained. Average number of training hours of 1 employee is at least 8 hours	Setting up and implementing the training plan in 2025.	100%
Employee dialogue: Organize at least 01 dialogue session/year between the company's Board of Directors and employees	At least 1 dialogue session/year	Organize an annual dialogue between the company's Board of Directors and all employees.	2 dialogue sessions (Leader Talk and Town Hall)
Social insurance is paid in full according to the provisions of the law	100% Employees with labor contracts are entitled to participate in insurance coverage	Employees are paid full insurance according to the provisions of the law on social Insurance.	100% employees fully insured

Development & training

FPT Software Europe SARL always strives to create opportunities for each individual in the company to develop their career, develop themselves, and constantly improve their societal values. FPT Software Europe SARL values training as the core of building a creative environment where employees can learn constantly.

In addition to the required training courses, FPT Software Europe SARL organizes career and skill training courses for officials and employees. Every employee at FPT Software Europe SARL is granted an account to participate in training on the Udemy platform, which is accessible to all staff. Also, each employee will be supported with annual expenses to self-study the desired courses on the French platform called “Mon compte formation”.

Criteria on learning platforms (Coursera, Harvard, LinkedIn, etc.)	Results in 2023	Results in 2024	Results in 2025
Total hours of professional training (hours)	235.8	1,015	2,151
Number of training topics (topics)	39	106	205
Number of employees participating in professional training courses (employees)	6	24	25
Average hours of training per employee (hours)	39.3	42.3	86.0







04 Governance

Performance on governance goals

Governance vision

Material topics	Ambitions	Progress in fiscal 2025
Information management	1. Eradication of serious compliance incidents 2. No. of serious incidents: 0 case	For the year 2025, the following metrics have been achieved: • **Number of information security incidents in 2025: 0 case** • **Number of serious incidents: 0 case** In 2025, there is 0 information security incident reported. This highlights the effectiveness of our security measures and continued focus on strengthening compliance across the organization.
Data privacy	Adopting leading data privacy standards across all global operations	FPT Software is among the first few organizations globally to have our framework certified with accreditation for the ISO 27701 privacy information management standard. We are well on our way to covering identified locations with the certification in a phased manner.

Code of business conduct



FPT Software 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.

100% of relevant employees, including management, admin, and other employees who perform procurement-related tasks, receive annual training on conflicts of interest per year

FPT Corporation in general and FPT Software in particular 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 Software takes information security seriously. 100% of the company's locations are ISO 27001-2024 certified.

Code of business conduct

We believe that adhering to the highest standards of business ethics helps us operate our business responsibly. Our Code of Business Conduct helps us maintain the highest ethical standards for our employees. It complies with the legal requirements of current laws and regulations, including anti-bribery and anti-corruption, and addresses ethical handling of conflicts of interest. It also highlights the expectations of our employees. The Code of Business Conduct is approved by the Chairwoman of the Company and is overseen by the Compliance Council. Our business partners acknowledge and adhere to the Code of Conduct for Suppliers and Third Parties based on the principles of the UNGC.



Statement of Purpose

Our values are the principles we use to run the Company daily and are the foundation of our Code of Business Conduct. Our values underpin everything we do and are encapsulated in the acronym F-S-O-F-T (Foresee issue; Search solution; Observe regulation; Follow consultancy; Take action).

Reinforcing a culture of compliance

Code of business conduct (Digital version)

We also have a digital version of the Code of Business Conduct. It provides user-friendly access and can be accessed on mobile devices. The digital version of the Code aims to help every employee understand the behavior we expect and the principles and values we uphold. We strive to continue building a culture of compliance where everyone feels they can do the right thing and prioritize legal and ethical choices. The digital version of the Code is available here.

Code of business conduct training

Our new employees are trained on the Code of Business Conduct when they first join the Company. We also maintain annual refresher training through our online ESG training program, which includes mandatory training modules for employees to complete each year to renew their commitment to the Code of Business Conduct. Our supplier partners are also trained and required to commit to the Code of Conduct for Suppliers and Third Parties through online channels. We also have a detailed communication plan that uses multiple communication channels such as email, video, blogs, gamified assessments, and storytelling to spread awareness of various policies.



Anti-corruption and anti-bribery

(Achieved consistently for 4 consecutive years 2022 - 2025)

We are committed to maintaining the highest ethical standards in our business activities. The Company does not accept any form of 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.

We carry out corruption risk assessments at all company locations and departments. High-risk departments include purchasing, sales and human resources.

To implement the established rules and objectives well, we have implemented annually to prevent corruption risks:

- 100% of relevant employees, including management, accounting and finance, admin and sales teams, annually receive training on anti-money laundering policy.
- Transparent purchasing, sales and recruitment processes.
- Issue a complaint and denunciation process and assign the legal department to handle complaints and denunciations related to corruption.
- Inspect and evaluate departments with a high risk of corruption every year.
- Sensitive transactions must be approved according to a regulatory delegation of authority.

100% Of employees are trained in business ethics (anti-bribery & corruption, anti-fraud, anti-money laundering policies, on compliance with competition law and on conflicts of interest)

None No substantiated violation of the company's code of conduct, policies, or relevant laws regarding these policies

None No corruption or bribery cases and zero report related to whistleblower procedure related to FPT Software

100% Of company locations are evaluated annually for ethical issues

Prevention of unfair competition

Respect, Fairness, and Transparency are the business principles of FPT Software Europe SARL, and they are conveyed to all employees.

Over the period of 2022-2025:

100%

of relevant employees, including management, sales, delivery, and marketing teams, receive annual training on compliance with competition law.

100%

locations and departments are assessed for unfair competition risks.

100%

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



Prevention of unfair competition

FPT Software Europe SARL always provides available channels to receive opinions and complaints of stakeholders on unfair competition issues. In 2025, there were:

NO

Complaints

about unfair competition involving the company over the period of 2022-2025

100%

Company Locations

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



Information management

Results of implementing information security system

Number of confirmed information security incidents over the period of 2022 - 2025

0 case

(No. of serious incidents: 0)

Percentage of employees trained in information security over the period of 2022 - 2025

100%

Percentage of locations subject to risk assessment and periodic information security assessment

100%

We are proud to be the leading technology company in Vietnam. We have taken measures to ensure information security within the company, individual employees, customers, partners, third and other interested parties.

All of our locations and departments are assessed for information security risks.

We also design instructions for employees to secure information on personal computers, company computers, company data systems such as measures for updating passwords, firewalls, controlling access, using copyrighted software and assessing vulnerabilities in the system.

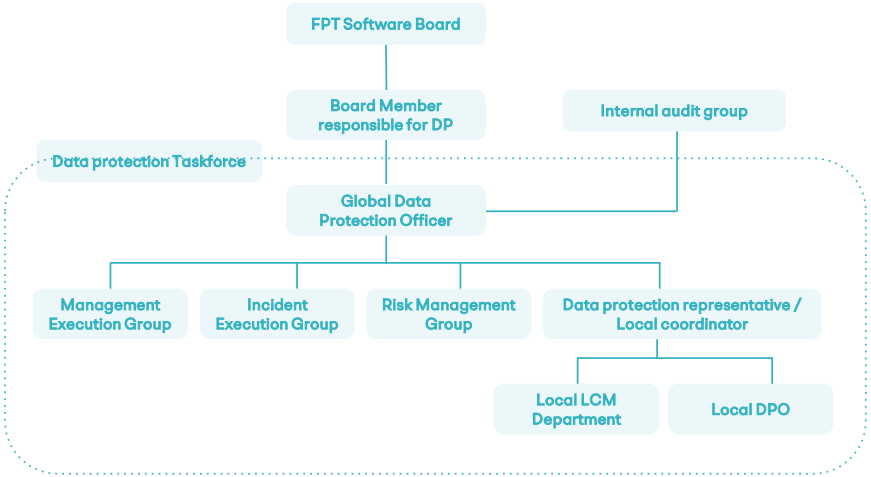
We have instructions to ensure that we are always ready to respond to information leakage and information theft incidents at FPT Software Europe SARL.

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

Personal data protection organization and governance

At FPT Software Europe SARL, we have constituted the personal data protection function since 2018 as an independent department, which enables function reporting to CFO/COO.

As a global company, FPT Software Europe SARL ensures the adequate level of data protection prescribed by the European Union General Data Protection Regulation, PDPD13, APPI, PDPA or other national Personal Data Protection Regulations and the national laws for cross-border data transmission, including in countries that do not yet have adequate data protection laws in building applications, while executing client projects and processing employee personal data.



To demonstrate our top management's commitment to privacy, we have formulated the data protection handbook, which includes policy, guidelines, procedures, and templates. The document is published on our intranet and our website and reviewed and updated twice a year. In order to ensure complete transparency, we provide privacy notices at the time of data collection to both internal and external data subjects, and a privacy statement is also made available for external data subjects in the public domain. These are regularly enhanced to reflect FPT's endeavours in legally personal data processing and compliance with data protection regulations.

At FPT Software, Data Privacy Office is responsible for overseeing data protection strategy and implementation to ensure compliance with national and international laws.

FPT Software Europe SARL has implemented a strong governance for Personal Data Protection and PIMS management. Clear roles and responsibilities are defined for PIMS operations, coordination, support of personal data protection, breach/incident management, risk management and DPIA's.

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