

# SUSTAINABILITY REPORT 2024



# CONTENTS

01

Overview

- Message of ESG Steering Group Chairperson
- 2024 Highlights
- Executive Committee
- Awards & Recognition

04



02

Sustainability at Home Credit Vietnam

- Sustainability Approach
- Aligning with the Sustainable Development Goals
- Stakeholder Engagement
- Sustainability Reporting Scope & Principles

12

03

Financial Inclusion

- Financial Empowerment
- Customer Experience

20



04

Responsible Finance

- Risk Management
- Financial Literacy

24

05

Economic Growth

- Business Governance
- Business Partnerships
- Thought Leadership for Mutual Growth

30



06

Digital Empowerment

- Data and Privacy
- Digital Transformation and Literacy
- Green Operations

36

07

Diverse Workforce

- Diversity, Equity & Inclusion
- Talent Development
- Employee Engagement & Wellbeing
- Workplace Democracy

42



08

Sustainable Communities

- Economic Inclusion
- Sustainable Investment
- Direct Aid & Volunteering
- Environmental Protection

52

09

ESG Disclosures

61





# 01.

## MESSAGE OF ESG Steering Group Chairperson

The year 2024 marked a period of significant transformation, shaped by economic challenges, rapid digitalization, and increasing environmental pressures. Amid this dynamic landscape, Home Credit Vietnam remained steadfast in our mission to deliver inclusive, responsible, and sustainable financial solutions. As Vietnam's consumer finance sector continues to evolve, our role has expanded — to become a driver of economic empowerment, a trusted partner in national development, and a pioneer in ESG integration.



At the heart of our strategy is a customer-centric approach — a commitment to understanding and responding to the evolving needs of our customers with empathy, innovation, and integrity. This principle guided every aspect of our sustainability agenda in 2024, as we embedded Environmental, Social, and Governance (ESG) principles across our operations. From inclusive financial products and green partnerships to employee engagement and community investment, our initiatives reflect a deep dedication to creating long-term value for both individuals and society.

Effective governance and robust risk management remain foundational to our business. In 2024, Home Credit Vietnam recorded a non-performing loan (NPL) ratio

of just 1.76%, significantly lower than the industry average of 8.4%, and a notable improvement from 2.49% in 2023. This performance reflects our disciplined credit control, strong risk management systems, and unwavering commitment to responsible lending — ensuring financial stability for our customers and long-term resilience for our business.

We provided inclusive financial solutions to over 200,000 new customers each month, expanded our retail network to more than 16,000 partners, and delivered financial education to millions of Vietnamese consumers. Our digital financial literacy content reached 12 million views, a sixfold increase from 2023, while our Home Smart University Tour 2024 engaged over 11,000 students, doubling the previous year's reach. These efforts are designed not only to empower individuals but also to ensure that every customer can make informed financial decisions — because we believe that financial inclusion begins with education and trust.

Our flagship social programs — Home Love, Home for Life, and Home Green — continued to deliver wide-reaching impact. In 2024, with the collective contributions of our customers and employees, we supported over 2,700 children in 2024 by constructing and renovating schools in underprivileged areas. In response to the typhoon Yagi, we mobilized more than VND 3.3 billion in joint donations from our employees and the company to deliver timely and impactful relief.

We also provided capital to women-led businesses, helping them build sustainable livelihoods. These initiatives reflect our belief that education, inclusion, and economic opportunity are essential to resilient communities.

We also made meaningful strides in advancing diversity, equity, and inclusion, with a strong focus on empowering women and nurturing young talent. These efforts earned Home Credit Vietnam recognition for the third consecutive year as one of Vietnam's Top 100 Best Places to Work — a testament to our people-first culture and our commitment to serving customers through a motivated and inclusive workforce.

This report highlights the collaborative endeavor of our employees, partners, and customers who continue to drive meaningful change across Vietnam. Together, we are demonstrating that finance can be a powerful force for good — advancing sustainable development, strengthening communities, and building a more inclusive and resilient future for all.

**JAKUB KUDRNA**

**Chief Strategy Officer | Chairperson of ESG Steering Group  
Home Credit Vietnam**



# 2024 Highlights

\*As of 31 December 2024

## Top 100

Sustainable Companies  
in Vietnam



17

years in Vietnam

16M+

customers

200K

new Customers/ month



## Top 1

for loans at Point of Sale (POS)



US\$ 310K+

dedicated to CSR activities  
+297% compared to 2023  
(2023: \$80,000)

95%

employees proud of working for  
Home Credit Vietnam  
(eNPS Survey 2024)

12M+

engagements on financial literacy content

11K+

students  
gained financial  
management  
knowledge through  
our workshops

Top 1

app rating for CFC  
app, both Android  
& iOS

2,700+

disadvantaged  
children  
supported

850+

women equipped  
with essential  
financial skills

Top 1

brand awareness in the  
consumer finance industry

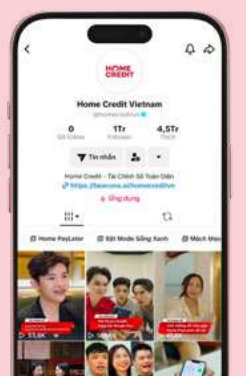


2

business models  
owned by  
disadvantaged  
women financially  
supported

1M

followers on TikTok



## Group updates

In February 2024, Home Credit Group announced that it has signed a conditional framework agreement to transfer 100% of its capital contribution in Home Credit Vietnam Finance Company Limited to The Siam Commercial Bank Public Company Limited ("SCB"), a member of the SCBX Public Company Limited ("SCBX").





# Executive Committee

\*As of 31 December 2024

## Pham Ngoc Khang

### General Director

25+ years of experience in finance & management for MNCs such as VALEO, ALSTOM, and General Electric.



## Jakub Kudrna

### Chief Strategy Officer & Chairperson of ESG Steering Group

20+ years of experience in finance, banking & risk management, 10 years working for Home Credit Group.

## Tran Manh Duc

### Chief Legal & Compliance Officer

18+ years experience in banking and finance sector at both professional advisory firm and corporate environment; experience expands from financing/capital market transactions, M&A activities to daily operations of consumer finance company.



## Fabien Sanchez

### Chief Sales Officer

Experience in managing different scales of business. Former CEO of Caixa Bank Payment & Consumer, Portugal.



## Van Thi Hong Hanh

### Chief People Officer

20+ years of experience in the HR industry at reputable MNCs. Held Chief People Officer at Lazada Vietnam for 3+ years. HR Director and Senior HR positions in different functions at Unilever for 15 years.

## Kevin McQuillan

### Chief Marketing Officer

25+ years of experience in different roles across markets and industries, with 11 years of leadership in Asia. Strong experience in Customer, Marketing, CSR and Digital positions.



## Leos Gregor

### Chief Risk Officer

A strong risk management expert with 15+ years of experience at Home Credit in multiple countries including Kazakhstan, Philippines, China.

## Michal Skalicky

### Chief Customer Officer

Experience in Finance & insurance industry, working for Internationale Nederlanden Groep (ING) and Nationale – Nederlanden (NN). Extensive background in CRM, Marketing and Sales.



## Peter Zajic

### Chief Information Officer

Held various roles at Global companies in Fintech industry. Over 8 years working at Home Credit International.





# Awards & Recognition



## VIETNAM CORPORATE SUSTAINABILITY INDEX 2024

3rd consecutive year

Top 100 Sustainable  
Companies in Vietnam  
2024



## CORPORATE SUSTAINABILITY AWARDS 2024

2nd consecutive year

Top 50 Corporate  
Sustainability  
Awards 2024  
Governance – ESG  
Leadership

## THE GLOBAL ECONOMICS AWARDS 2024

Most Innovative BNPL Platform - Home PayLater  
Best Consumer Finance Mobile App - Home App



## HR ASIA AWARDS 2024

Best Companies to Work for in Asia Awards  
Diversity, Equity and Inclusion Awards  
Most Caring Company Awards



## THE GLOBAL CSR & ESG SUMMIT AND AWARDS 2024

4th consecutive year

CSR & ESG Leadership  
Award – Silver



## ANPHABE AWARDS 2024

3rd consecutive year

Top 100 Best Places  
to Work in Vietnam



## VIETNAM BEST IT COMPANIES 2024



## GREAT PLACE TO WORK CERTIFICATE (2023-2024)



## DECISION LAB BEST BRAND RANKINGS 2024

Top 5 Improving Brands  
2024



## ASIAN BANKING & FINANCE RETAIL BANKING AWARDS 2024

Consumer Finance  
Product of the Year  
2024 - Home Credit's  
Credit Card







# 02.

## SUSTAINABILITY AT HOME CREDIT VIETNAM

- /1 Sustainability Approach
- /2 Aligning with the Sustainable Development Goals
- /3 Stakeholder Engagement
- /4 Sustainability Reporting Scope & Principles





# Sustainability Approach

At Home Credit Vietnam, sustainability is at the core of our corporate strategy, deeply integrated into our operations. Our approach is people-centric — focused on our customers, employees, partners, and the communities we serve — and guided by a steadfast commitment to ethical conduct, inclusive growth, and long-term value creation.

We deliver on this commitment through six strategic sustainability pillars:



## Financial Inclusion

We develop accessible financial products and services that empower underserved and unbanked populations, enabling broader economic participation.



## Responsible Finance

We uphold the highest standards of transparency, ethical lending, and customer protection, ensuring financial well-being and long-term trust.



## Economic Growth

We contribute to Vietnam's economic development by supporting entrepreneurship, job creation, and innovation in financial services and partnerships.



## Digital Empowerment

We harness technology to enhance customer experience, promote digital financial literacy, and broaden access to innovative financial solutions.



## Diverse Workforce

We foster a culture of diversity, equity, and inclusion, ensuring equal opportunity and representation across all levels of the organization.

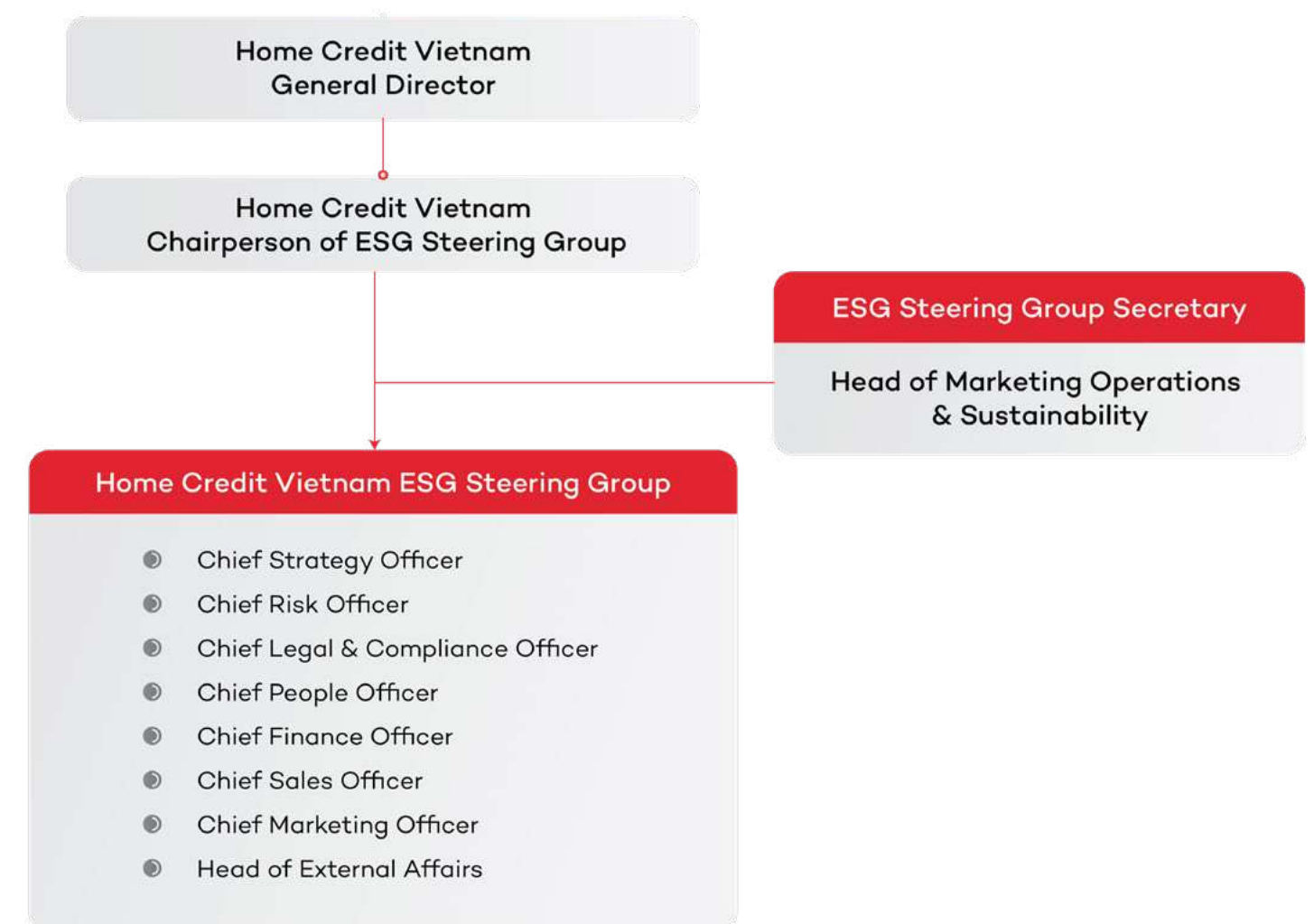


## Sustainable Communities

We support initiatives that build resilient, inclusive, and environmentally responsible communities, driving meaningful and lasting social impact.

Our Environmental, Social, and Governance (ESG) governance framework underpins these efforts. Established in 2020 and most recently updated in Q2 2024, our Sustainability Policy defines clear roles, responsibilities, and accountability mechanisms. The ESG Steering Group, composed of senior executives, sets strategic priorities annually, while the Sustainability Department ensures cross-functional coordination and alignment with international ESG standards.

This robust governance structure ensures that sustainability is consistently embedded in our business practices and remains responsive to evolving regulatory landscapes and stakeholder expectations.



\*Updated as of 01 July 2025





# Aligning with the Sustainable Development Goals

Home Credit fully supports the United Nations Sustainable Development Goals (SDGs) to create a better future. We firmly believe that sustainable development begins with people and communities. Our comprehensive sustainability strategy, aligned with eight of the 17 SDGs, serves as a guiding framework to drive positive impact, create long-term value for all stakeholders, and enhance societal well-being.

	<b>NO POVERTY (SDG 1)</b>  Financial inclusion plays a key role in reducing poverty and improving quality of life. With mobile access and responsible financing, individuals can unlock opportunities for education, entrepreneurship, and better livelihoods. In 2024, we leveraged digital platforms and alternative data to expand access to inclusive financial services to more people.  #FinancialInclusion #ResponsibleFinance
	<b>GOOD HEALTH AND WELLBEING (SDG 3)</b>  Our varied product portfolio ensures accessibility to health insurance, vaccinations, and healthcare services in low-penetration areas, facilitating easier access to essential protection for individuals and families. Additionally, we prioritize employee wellbeing by providing access to mental health seminars and physical fitness activities like football tournaments and running events. Moreover, through initiatives such as blood donation, we contribute to fostering a healthier and more resilient community.  #SustainableCommunities #DiverseWorkforce
	<b>QUALITY EDUCATION (SDG 4)</b>  Our financial services, including new segment products, facilitate access to education and skill acquisition, fostering entrepreneurship and opening doors to opportunities. Through annual community support programs, we prioritize creating safe learning environments for disadvantaged children across the country. Furthermore, our extensive financial literacy projects empower individuals to make informed decisions, thereby improving their financial well-being.  #SustainableCommunities #DiverseWorkforce #FinancialLiteracy
	<b>GENDER EQUALITY (SDG 5)</b>  We prioritize diversity, equity, and inclusion (DEI), actively promoting gender diversity in our workforce and empowering women in society. Our strategy supports women throughout their careers, from recruitment to ongoing professional development, enabling them to attain leadership roles within our company. We also provide benefits and flexible work arrangements to promote work-life balance and uphold equal pay principles. Beyond the workplace, we also support disadvantaged women by expanding access to financial services, resources, and knowledge — helping them build resilience, pursue opportunities, and improve their livelihoods.  #SustainableCommunities #DiverseWorkforce

	<b>DECENT WORK AND ECONOMIC GROWTH (SDG 8)</b>  As a consumer financier, we drive economic growth by facilitating consumer demand and supply, crucial for GDP. Providing credit enhances consumer financial resilience and boosts sales for our partners in retail, manufacturing, payments, and e-commerce, indirectly aiding job creation and promoting entrepreneurship. We aspire to be a top employer by prioritizing employee rights, well-being, and offering competitive pay and development opportunities.  #EconomicGrowth
	<b>REDUCE INEQUALITIES (SDG 10)</b>  Our business model focuses on serving the unbanked and underbanked, providing them access to formal financial services. By extending credit to those traditionally excluded, we promote social and financial inclusion, empowering individuals from diverse backgrounds to participate fully in the economy, fostering greater equality and reducing disparities in access to financial resources.  #SocialInclusion
	<b>RESPONSIBLE CONSUMPTION AND PRODUCTION (SDG 12)</b>  As a responsible corporate citizen, we strive to minimize our carbon footprint through various measures. This includes digitizing loan processes, adopting paperless practices, reducing travel, promoting office recycling, and using energy-efficient IT equipment and sensor-based energy systems. Moreover, we are committed to promoting sustainable consumption and the circular economy. We expand our partnerships with environmentally conscious companies to offer customers easier access to green products.  #DigitalEmpowerment #SustainableConsumption
	<b>CLIMATE ACTION (SDG 13)</b>  We engage internal and external stakeholders in projects promoting a green lifestyle and sustainable development. By educating them about climate action and encouraging environmentally friendly practices, we aim to mitigate climate change's impact and collectively reduce our carbon footprint for a more sustainable future.  #DigitalEmpowerment #SustainableConsumption












# Stakeholder Engagement

Stakeholder engagement is a cornerstone of our sustainable growth strategy. We are committed to openness, inclusivity, and transparency — principles that guide how we listen, respond, and collaborate with our stakeholders.

We engage a broad spectrum of stakeholders — including customers, employees, business partners, communities, investors, and regulators — through structured feedback, open dialogue, and joint initiatives. These interactions help us improve service quality, promote financial inclusion, and advance our ESG objectives.

By sharing knowledge, aligning priorities, and maintaining accountability, we aim to build long-term trust and create shared value across all stakeholder relationships.

STAKEHOLDER	VALUE CREATED FOR STAKEHOLDERS
<b>Government</b> 	<ul style="list-style-type: none"><li>Promoting economic growth and a healthy financial environment through compliant practices and policies.</li><li>Contributing to sustainable development via responsible finance.</li><li>Sharing best practices through public-private dialogues.</li></ul>
<b>Investors</b> 	<ul style="list-style-type: none"><li>Generating financial capital through steady growth.</li><li>Emphasizing good corporate governance.</li><li>Providing timely and accurate reporting on business performance.</li><li>Strengthening transparency and investor confidence through regular reports and Investor Day.</li></ul>
<b>Customers</b> 	<ul style="list-style-type: none"><li>Increasing access to regulated financial services, especially for the unbanked.</li><li>Continuously enhancing product quality and service standards.</li><li>Promoting financial literacy to support informed decisions.</li><li>Provide ethical repayments reminders and timely support.</li><li>Ensure full transparency in financial product terms, eliminate hidden conditions.</li><li>Maintain 24/7 customer support to foster trust and service accessibility.</li></ul>
<b>Employees</b> 	<ul style="list-style-type: none"><li>Offering competitive remuneration and benefits.</li><li>Creating opportunities for professional development.</li><li>Building a diverse, equal, and inclusive workplace.</li></ul>

<b>Business partners</b> 	<ul style="list-style-type: none"><li>Forming mutually beneficial strategic partnerships.</li><li>Boosting sales and fostering collaboration.</li><li>Ensuring fairness, trust, and ethical practices in business dealings.</li></ul>
<b>Media</b> 	<ul style="list-style-type: none"><li>Maintaining ongoing engagement to ensure transparency and accountability.</li></ul>
<b>Local community</b> 	<ul style="list-style-type: none"><li>Supporting disadvantaged children and vulnerable individuals with a focus on education, and long-term investment.</li><li>Providing financial support and literacy training for underserved women, students.</li><li>Encouraging employee participation in hands-on volunteering.</li></ul>

# Sustainability Reporting Scope & Principles

This report covers Home Credit Vietnam’s operations nationwide for the period from January 1 to December 31, 2024. Data collection and disclosure follow Home Credit Group’s guidelines aligned with the European Sustainability Reporting Standards (ESRS), ensuring consistency with international ESG frameworks.

We apply the principle of double materiality, examining both our environmental/social impacts and how sustainability issues affect our business. This approach delivers decision-useful insights while enhancing organizational resilience.

Our reporting further aligns with EU Taxonomy requirements and incorporates Task Force on Climate-related Financial Disclosures (TCFD) recommendations, demonstrating our commitment to comprehensive, forward-looking sustainability disclosure. Through organization-wide ESG integration, we maintain full readiness for current and future Corporate Sustainability Reporting Directive (CSRD) obligations.





# 03

## FINANCIAL INCLUSION

- /1 Financial Empowerment
- /2 Customer Experience

Since our early days, we have been committed to driving financial inclusion by providing products for the underbanked. Aligned with the National Financial Inclusion Strategy to 2025, with a vision to 2030, we continue to expand access to inclusive financial services, leveraging innovation and strategic partnerships to enhance financial literacy and economic opportunities. By aligning with our long - term vision, we aim to help individuals manage their finances effectively, build resilience, and improve their overall financial well - being.





# Financial Empowerment

In recent years, we have diversified our product portfolio to serve a broader spectrum of customers across various life contexts. Our financial solutions include cash loans, credit cards, flexible payment options through Home PayLater, consumer durable financing, two-wheeler loans for essential appliances and livelihoods, and non-life insurance for enhanced customer protection. By broadening our reach and consistently adapting our product suite, we empower individuals to improve their financial well-being and participate fully in the formal economy.

In 2024, we partnered with Decision Lab to conduct the research “Supporting Vietnamese People to Improve Their Financial Well-being”. The findings provided valuable insights into customer behaviors and challenges, helping us enhance product design, support government financial health objectives, and strengthen collaboration with partners in delivering effective and inclusive financial services. This research reinforces our role in the financial ecosystem and improving outcomes for customers and society at large.

“



Winning the ‘Consumer Finance Product of the Year’ award at the Asian Banking and Finance Awards 2024 marks a proud milestone for our credit card team. It reflects not only our commitment to innovation and customer satisfaction, but also our deeper purpose. Our credit card journey is driven by a simple but powerful goal: to make formal financial services accessible to more people. We’re proud to help customers take their first steps into the world of credit with confidence — through a seamless, secure, and fully digital experience. This is how we turn innovation into inclusion — by designing solutions that meet real needs and empower individuals to manage their finances more effectively.

**Robin Chan Ker**  
Head of Revolving

# Customer Experience

We believe that understanding customer needs is key to building trust and delivering meaningful financial solutions. By engaging with customers and understanding their challenges, we create personalized experiences that empower them to take confident steps toward financial security, making financial services easier to access, more transparent, and user-friendly.

## Customer Talk

Now in its second year, the CustomerTalk program has become a key mechanism for strengthening customer understanding across the organization. In 2024, more than 100 employees participated in 38 field visits across 11 cities and provinces. By enabling employees from multiple departments to engage directly with customers, the program not only drives improvements in products and services but also identifies inefficiencies and gaps in internal processes, allowing for targeted operational enhancements. These engagements further reinforce a company-wide commitment to customer-centricity as a guiding principle in decision-making.

## Try Client’s Shoes

Over the past three years, Try Client’s Shoes has enabled employees to experience our products firsthand, helping us uncover further sources of insight. In 2024, 64% of eligible employees participated, offering valuable feedback for process optimization. By understanding customer needs, our teams can develop accessible, tailored financial solutions that foster trust and empower individuals to engage confidently with financial services.

“

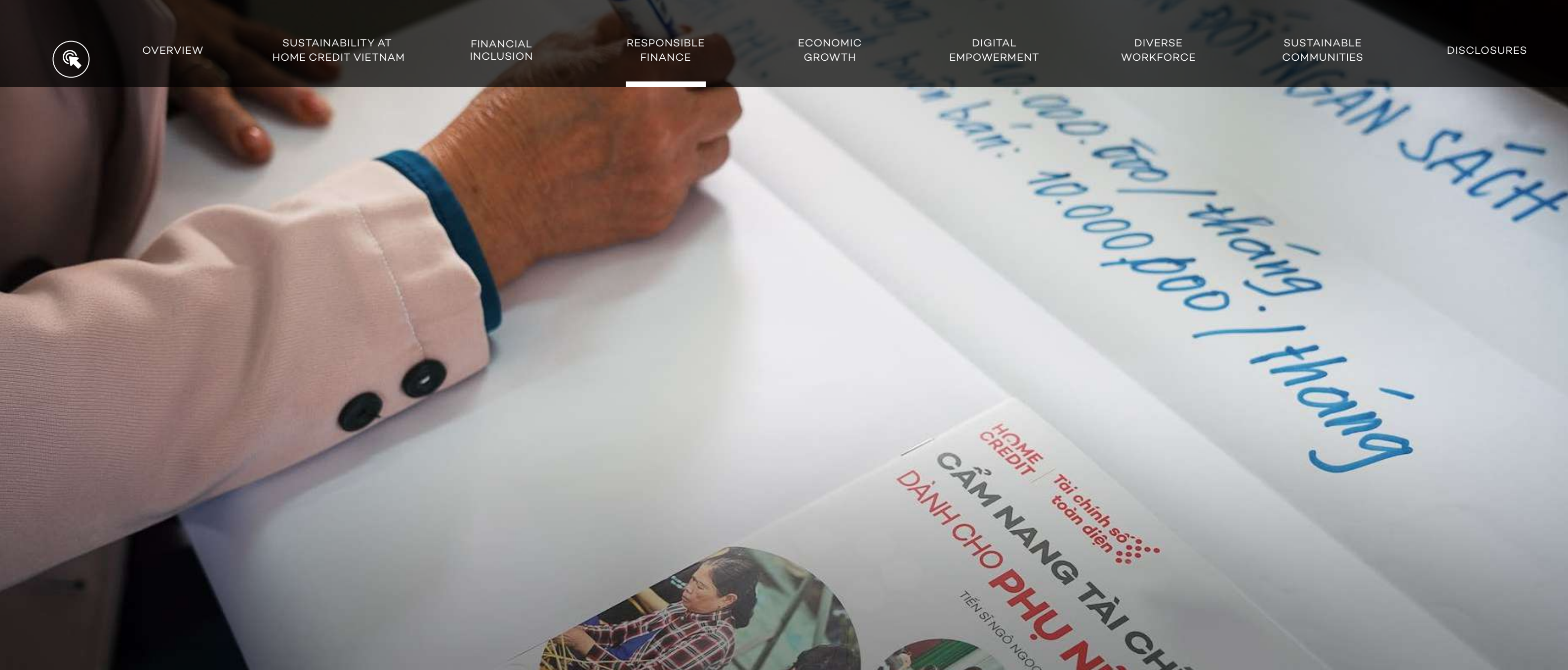


At Home Credit, we believe that truly understanding our customers is the foundation of trust. Through initiatives like Customer Talk and Try Client’s Shoes, we step into our customers’ world — listening, learning, and improving. These experiences help us design financial solutions that are not only accessible and transparent, but also genuinely responsive to people’s needs. It’s how we turn empathy into action, and customer insight into meaningful impact.

**Kevin McQuillan**  
Chief Marketing Officer







# 04

## RESPONSIBLE FINANCE

- /1 Risk Management
- /2 Financial Literacy

We believe that responsible finance entails fostering a mutually supportive relationship between us as a lender and our customers. This includes promoting financial literacy to help individuals make informed decisions and maintaining strong risk management practices to uphold responsible lending. Together, these efforts contribute to a resilient financial ecosystem and reinforce our commitment to long-term value creation for all stakeholders.





# Risk Management

Risk management is fundamental to responsible finance, safeguarding both customers and our company, ensuring sustainable growth while preventing customers from financial overextension. Through advanced technology and a strong risk-aware culture, we deliver accessible and responsible financial solutions tailored to individual financial well-being. Demonstrating our disciplined risk management and operational efficiency, Home Credit Vietnam maintained a non-performing loan (NPL) ratio of 1.76% in 2024, significantly below the industry average of 8.4%. From 2020 to 2024, our average NPL remained low at 3.1% (fallen steadily since 2022 to 2.5% in 2023 and 1.76% in 2024) while the at-risk loan ratio (Group 2–5) declined to 6.5%, among the lowest in the sector. These results reflect our commitment to responsible lending and a sustainable business.

## Technology-Driven Underwriting

Our underwriting process harnesses cutting-edge automation and uses tools such as AI and Machine Learning with Big Data to ensure fast, accurate, and responsible credit decisions. Operating in real-time with no human involvement, our advanced decision engine delivers approvals in under one minute, enhancing accessibility for millions of customers. Automated monitoring systems continuously track portfolio performance, swiftly detecting anomalies to maintain credit quality.

strengthening protections for customers. It marks a critical step toward a more responsive, data-driven, and resilient risk management framework.

“



Responsible lending is about more than managing risk — it's about building trust and long-term resilience for both our customers and our business. By combining advanced technology with comprehensive underwriting strategies, we ensure that every credit decision is fast, fair, and tailored to individual financial capacity. This approach allows us to expand access to credit while protecting customers from overextension, reinforcing our commitment to inclusive lending.

**Hoang Tuan Anh**  
Head of Underwriting

## Embedding Risk Accountability

Beyond technology, we cultivate a strong risk culture through structured initiatives that drive tangible impact. Each division designates a Risk Champion to embed risk awareness into daily operations, ensuring proactive identification and mitigation of potential operational risks. In addition, our annual Road to Operational Risk Management (ORM) competition further strengthens this culture by engaging employees in real-world risk scenarios. Together, these initiatives reinforce our organizational resilience.



Guided by responsible lending principles, our approach carefully evaluates each loan application, tailoring financing solutions to individual financial capacities. By leveraging deep data analysis, we optimize approval rates while maintaining a measured risk appetite. In 2024, we enhanced our agility in risk governance by introducing rapid-response capabilities for top priority cases within as little as three hours, from an analysis to deployment into production. This advancement allows us to respond swiftly to market dynamics and customer behavior changes, helping mitigate emerging risks while

# Financial Literacy

Financial literacy is a foundational pillar in our commitment to responsible finance. Improving customers' understanding of money, credit, and budgeting is essential to fostering long-term financial resilience — particularly among underserved groups. Our efforts go beyond product transparency, where we make product information accessible across all channels to enable customers to fully understand loan terms and conditions. We actively invest in educational initiatives that equip people with the skills to make informed financial decisions and manage financial risks more confidently.

## Equipping the next generation

Investing in financial education for the young generation is key to building a financially resilient future. Home Smart — our financial literacy initiative, partnered with the Department of Communications of the State Bank of Vietnam for a financial literacy roadshow, reaching secondary and university students in Hanoi. Additionally, we collaborated with the Ho Chi Minh City National University Youth Union to organize the Home Smart University Tour 2024 — a financial workshop series for Gen Z, featuring experienced finance and business experts. This initiative engaged over 11,000 students, equipping them with essential financial management skills to foster independence and long-term financial well-being.

“



As a final-year student, managing money always felt overwhelming. The workshop gave me useful tips like how to budget, understand loan terms, and plan for future expenses. Now I feel more confident about handling my finances after graduation.

**Bui Xuan Khoi**  
Home Smart University Tour 2024 participant







## Empowering women through financial education

We collaborated with the Vietnam Women's Union and industry experts to support disadvantaged women, through providing financial capital and training in financial management skills and sustainable livelihoods. To further strengthen this effort, Home Credit also introduced the "Finance for women" handbook — a compact, easy-to-digest version of our original book "Now you know – A guide for smart money management", reaching over 850 women across the country. Tailored specifically for women, the handbook includes relatable examples and practical advice on managing personal and household finances. This integrated approach reflects our broader mission: empowering individuals, especially women, to take ownership of their financial future and sustainably improve their quality of life.



“



Partnering with Home Credit Vietnam on the journey to promote financial literacy has been an inspiring experience. From supporting disadvantaged women to engaging with students across universities, we've worked together to bring practical financial knowledge to diverse communities. I'm proud to contribute to initiatives like the 'Finance for Women' handbook and educational outreach programs that make financial concepts accessible and relevant. This is more than education — it's about empowerment, helping individuals take control of their financial futures with confidence and clarity.

### Ngo Ngoc Quang

Economics & Investment Senior Lecturer –  
Author of “Now you know – A guide for smart money management” book



## Expanding financial literacy through digital platforms

To broaden the reach of our financial literacy content, Home Credit leverages both on-the-ground and digital platforms. We also collaborated with the popular media outlet VnExpress to publish accessible content on financial education, alongside our owned channels and social media platforms. These activities help simplify financial concepts and encourage informed financial behavior across diverse audience groups.

By the end of 2024, our financial literacy content generated over 12 million interactions across digital platforms, representing a sixfold increase compared to 2 million in 2023. This high level of engagement demonstrates strong public interest and underscores the growing importance of financial knowledge in supporting responsible decision-making and long-term well-being. The surge also reflects our enhanced commitment to financial literacy through diversified, accessible channels designed to reach broader, more inclusive audiences.







## ECONOMIC GROWTH

- /1 Business Governance
- /2 Business Partnerships
- /3 Thought Leadership for Mutual Growth

Home Credit Vietnam contributes to Vietnam's economy by enabling consumers access to financial products and services, eventually contributing to job creation and overall economic growth. With a strong foundation in business governance, we aim to strengthen long-term business partnerships, especially by supporting local retail partners. Furthermore, through thought leadership and engaging in industry dialogues, we share practical insights and best practices, enabling all stakeholders to grow together and make meaningful contributions to the economy.





## Business Governance

Home Credit implements a strict governance framework to ensure effective management. It consists of a robust suite of policies, including:

- ▶ Sustainability Policy
- ▶ Code of Business Conduct and Ethics
- ▶ Anti - bribery and Corruption Policy
- ▶ Anti - money Laundering and Counter-Terrorism Financing Policy
- ▶ Compliance Charter

Moreover, all internal policies, procedures, and regulations are regularly updated and centralized on MyHub – our official internal information platform. This helps convenient employee access to apply effectively in daily work.

Besides, all employees are required to complete mandatory training on an annual basis in areas

include Compliance, Personal Data Protection, Information Security and Workplace Health & Safety to ensure full awareness and adherence to ethical standards, codes of conduct, and legal obligations relevant to our operations in the financial sector. These training courses help ensure consistent and high - quality performance across the organization, and professional interaction with stakeholders.



## Business Partnerships

Fostering collaborative relationships across both upstream and downstream networks not only creates economic benefits but also contributes to building a sustainable value chain. In 2024, we continued to expand our partner ecosystem. From collaborating with leading local corporations to embedding sustainability-related criteria within our procurement processes, Home Credit Vietnam continues to serve as an impactful connector, bridging finance and technology to promote inclusive and responsible

### Downstream Empowerment

Through tailored products, digital platforms, and capacity-building, we and our partners continued to reach underserved communities, improve customer experience, and support responsible growth in Vietnam's consumer finance sector. To enhance access, we introduced preferential loan products in General Trade (GT) channels and rolled out the SOB digital solution — allowing customers to apply and get approved from home, improving customer experience, promoting digital inclusion, and reducing paper use.

“



We are thrilled to collaborate with Home Credit to bring BE users a more flexible and convenient payment solution. With Home PayLater, users can freely enjoy services on BE without financial worries. This is a new step to strengthen our position as a comprehensive super app that caters to all the needs of the Vietnamese people.

**Hoang Cong Huan**

Head of Business Development - BE GROUP JSC

“



With the implementation of Home PayLater across all our stores, our customers will have access to a smart and convenient small-amount payment solution. All loan procedures, approvals, and disbursements will be convenient, fast, and easy. We hope that through this 'Buy now, pay later' policy, both parties will have more opportunities to expand our user base, support customers in flexibilizing their cash flow, and boost the booming digital consumer market in Vietnam.

**Doan Van Hieu Em**

Chief Executive Officer - Mobile World JSC

Strategic collaborations with manufacturers such as Honda and Yamaha enabled us to offer 0% interest financing, making essential mobility solutions more accessible. In parallel, we advanced Vietnam's green consumption goals by partnering with Dat Bike and VinFast to provide preferential loans for electric motorcycles, supporting the transition to zero-emission transportation.

To enable more scalable and integrated growth, we launched the Home Credit Partner Center in November 2024, a centralized platform that streamlines partner onboarding, accelerates disbursement, and enhances visibility through our sales and media ecosystem. We also expanded our Home PayLater offering through partnerships with retailers and e-commerce platforms to meet the growing demand for flexible, interest-free payment solutions.





## Upstream Transparency

We strengthened ESG integration into our procurement practices as business sustainability begins from every decision we make. That is why in November 2023, we finished revising our Company Sourcing and Procurement Policy to formally integrate ESG considerations into the supplier selection and evaluation process, marking a key milestone in building a more responsible and sustainable value chain.

Transparency remains a foundational principle. We enhanced our processes to clearly communicate supplier requirements,

apply fair and consistent evaluations, and ensure accountability throughout all stages. These efforts not only build trust with partners but also promote an ethical, compliant, and inclusive procurement environment.

We also prioritize working with suppliers who align with our sustainability values, those committed to legal integrity, environmental protection, and social responsibility. Through this, we aim to build a value chain that not only supports business performance but also contributes to long-term positive impact.

# Thought Leadership for Mutual Growth

We see thought leadership as an opportunity to connect, contribute, and grow — together. Our goal is to share practical experiences and exchange ideas that benefit the business community. This includes participating in forums, conferences, and business events across diverse areas, from financial innovation and product development to human resources management and digital transformation.

## Financial Empowerment Summit 2024

In May 2024, we organized the high-level conference 'Financial Empowerment Summit 2024', in collaboration with the Nordic Chamber of Commerce in Vietnam (NordCham) and Decision Lab. This event brought together over 100 industry leaders, policymakers, and educators to discuss solutions for improving financial well-being and supporting the financial inclusion of Vietnamese consumers. From a business perspective, we shared our successful experiences in enhancing financial inclusion and financial literacy, emphasizing the importance of responsible lending and transparent credit practices



“

Financial health and well-being are key to individual productivity, business profitability, and national prosperity. When people know how to manage their money and feel secure in their personal finances, they are happier and more successful in their jobs. This has a ripple effect throughout the economy.

However, our research shows that there is a financial literacy gap, particularly for people on lower incomes. That's why we are bringing together this cross-sector coalition for financial education. We want to start a conversation about how companies, universities, non-profits, and the government can embed financial literacy throughout society.

**Thue Quist Thomasen**  
Chief Executive Officer - Decision Lab



Forbes Vietnam Sustainability Leaders' Summit



Asian Banking & Finance Insurance Asia Summit



Central and Eastern European Chamber of Commerce (CEEC) Seminar



How to integrate ESG into Corporate Strategy? - Greenovate Podcast - Vietsuccess



Conference "Promoting Green Finance – Towards Sustainable Development in Vietnam"



World Financial Innovation Series (WFIS)





## DIGITAL EMPOWERMENT

- /1 Data and Privacy
- /2 Digital Transformation and Literacy
- /3 Green Operations

Recognizing that the key to green transformation is digital transformation, Home Credit Vietnam continues to prioritize digital empowerment as part of our sustainability endeavors. Our emphasis on digitalization not only improves the customer experience but also significantly reduces our environmental footprint.





## Data and Privacy

Safeguarding customer data is our top priority. Over the years, we have consistently adhered to stringent data protection standards, ensuring that customer information remains secure and confidential. In 2024, we updated our data protection framework to align with the Vietnamese Government's Personal Data Protection regulations, upholding the highest standards in data security and privacy.

Beyond regulatory compliance, we continuously enhance our internal processes and technological infrastructure to protect customer data. Our robust data governance framework includes encrypted data storage, multi-factor authentication, and AI-powered fraud detection systems that proactively identify and mitigate security risks. Additionally, we have implemented strict access controls and regular security audits to ensure that customer information remains protected against potential cyber threats.

“



Sustainable digital transformation begins with strong security foundations. At Home Credit, data protection is not just a compliance requirement — it's a core part of how we build and maintain trust. Through advanced security systems, strict governance, and proactive monitoring, we ensure every digital interaction is safe, transparent, and reliable. This is how we responsibly support our customers in a rapidly evolving digital world.

**Lukas Toman**  
Head of IT Security



## Digital Transformation and Literacy

We actively support customers in transitioning from traditional channels — such as point-of-sale (POS) locations and paper-based contracts — to digital services, including the Home Credit app, eKYC, and electronic contracts.

In 2024, we launched a series of initiatives aimed at improving digital literacy and building confidence in using electronic services, especially among older users and those less familiar with technology:

- Developed visual, step-by-step guides within the app to help customers navigate payment processes, contract signing, and loan history tracking
- Conducted awareness campaigns on social media to educate customers about online fraud prevention
- Deployed trained staff at POS to assist customers on-site with app installation, account registration, and identity verification
- Provided multi-channel customer support through hotlines and chatbots to ensure real-time assistance anytime, anywhere

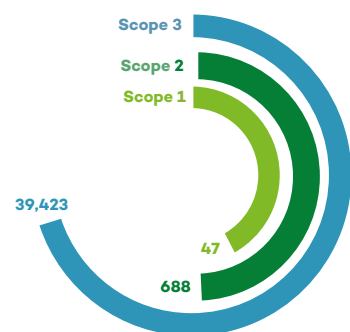
Through these efforts, we not only help reduce the risk of online scams but also foster a more empowered and digitally literate customer community — one that is confident, independent, and more connected with Home Credit's digital ecosystem.





# Green Operations

In 2024, we continued to uphold our commitment to environmental responsibility by strengthening our carbon footprint monitoring system across all three scopes: direct emissions (Scope 1), indirect emissions (Scope 2 and 3). This year, we significantly enhanced the accuracy and comprehensiveness of our GHG emissions calculations. Data was compiled and verified by our environmental consultant, EnviTrail, a third-party partner specializing in GHG measurement. These efforts lay the foundation for future external audits and ensure alignment with the Greenhouse Gas (GHG) Protocol and European Sustainability Reporting Standards, with full disclosures planned for 2026



	2023	2024
Scope 1 (tCO <sub>2</sub> e)	17.3	47
Scope 2 (tCO <sub>2</sub> e)	1213	688
Scope 3 (tCO <sub>2</sub> e)	5835.0	39,423



## Scope 1:

### Improved Tracking of Direct Emissions

Scope 1 reported emissions increased compared to the previous year due to a more precise and systematic data collection approach. We utilized a newly-improved facility management system to gather accurate emissions data from our buildings and company vehicles. In prior years, an incomplete system limited our ability to report comprehensively. Looking ahead, we plan to reduce our vehicle fleet in 2025 to mitigate direct emissions.

## Scope 2:

### Energy Efficiency Measures

Scope 2 emissions saw a remarkable 43% reduction, reflecting the success of our energy efficiency initiatives and operational upgrades. Our offices have undergone key equipment transitions, replacing traditional appliances with energy-efficient alternatives — such as automatic lighting in low-traffic areas and upgraded air-conditioning systems. These technical improvements were complemented by a year-round internal communication campaign encouraging behavioral change. Initiatives for employees such as Earth Hour participation, sustainability workshops, and regular sustainability bulletins played a crucial role in promoting energy-saving habits across our workforce.

data on employee commuting and business travel were estimated without a systematic process. In 2024, we launched a mandatory commuting survey to accurately calculate employee travel emissions, collecting detailed information on travel modes and daily distances. This effort expanded our data coverage from a 2023 sample of 2,000 office-based employees to a 2024 sample of over 6,000 employees, including both head office and field sales teams. In addition, business travel-related emissions data was precisely mapped across more than 500,000 trips made during the year.

Moreover, the Scope 3 boundary was expanded to include a broader set of upstream and downstream supply chain activities compared to previous years, ensuring more comprehensive emissions accounting. This enhancement aligns with the latest expectations of the Corporate Sustainability Reporting Directive (CSRD) and the GHG Protocol, strengthening the integrity of our full value chain impact assessment.

To counterbalance these effects, we have prioritized waste reduction activities such as monitoring emissions from printed advertising materials (POSM) and incorporating sustainability-driven employee initiatives, such as the donation of old clothing and electronic waste through our ongoing Home Green program. These actions reflect our proactive approach to managing environmental impact across our value chain.

## Scope 3:

### Managing Indirect Emissions

The most notable shift occurred in Scope 3 emissions due to the adoption of a new and more rigorous data collection methodology. Previously,





# 07

## DIVERSE WORKFORCE

- /1 Diversity, Equity & Inclusion
- /2 Talent Development
- /3 Employee Engagement & Wellbeing
- /4 Workplace Democracy

We nurture an environment where all individuals are valued, respected, and empowered to thrive. We invest in continuous learning and talent development, while promoting employee well-being through meaningful benefits and a supportive culture that puts people first.





# Diversity, Equity & Inclusion

Based on the foundation of our DEI competency framework and impact measurement previously developed, in 2024, we focused on strengthening consistency and embedding inclusion into everyday practices, from recruitment and benefits to internal engagement initiatives. We deepened DEI integration across all organizational levels.

Our workforce is a vibrant blend of generations, where over 45% of employees under 30 fuel our culture with energy, fresh thinking, and a forward-looking mindset — helping us shape the leaders of tomorrow. At the same time, more than 53% of our team falls within the 30–49 age group, contributing a rich depth of experience, perspective, and steady guidance. This generational diversity is not just a statistic — it's a source of strength. By embracing the unique contributions of every age group, we foster an inclusive environment where innovation, learning, and growth thrive together, driving our collective success.

Women continued to make up approximately 60% of Home Credit Vietnam's total workforce, a steady figure that has remained consistent with previous years. Maintaining this gender balance reflects our long-standing commitment to inclusion at scale not just in recruitment but across daily operations. We also maintained a stable gender pay gap, in line with internal equality targets and external benchmarking standards. Pay equality is a key focus for the organization. We believe that fair compensation is fundamental to long-term employee engagement and organizational trust.



# Talent Development

We see talent development as a long-term investment, one that strengthens our business resilience and equips our people for the future of work. We aspire to create a learning culture where employees are empowered to grow both personally and professionally, regardless of their role or seniority.

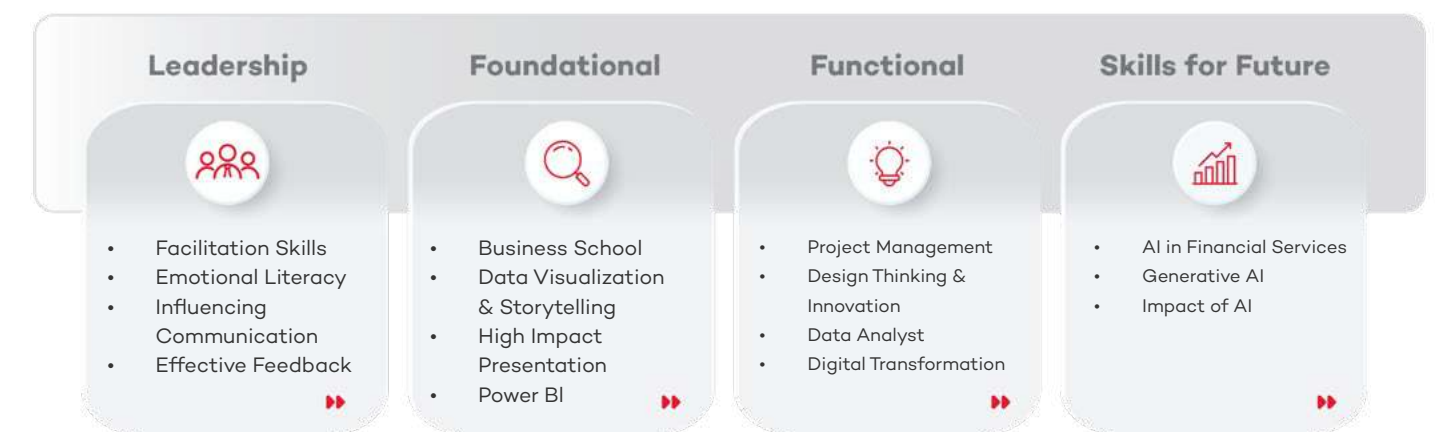
## Learning & Career Development

We continued to strengthen our lifelong learning culture as a core part of building a successful and sustainable workforce. Our ongoing training and development efforts cover foundational knowledge, functional expertise, and future-ready capabilities, enabling employees at all levels to grow continuously in their roles. These programs remain anchored in four strategic learning pillars and are made accessible across the organization.

We organized a Sustainability Workshop for leaders across all divisions. The program was designed to raise awareness and build practical understanding of ESG principles, equipping participants with the tools to integrate sustainability into day-to-day business decisions. We are currently exploring opportunities to expand this training to a broader employee base in 2025, reinforcing our belief that a sustainable business begins with informed and empowered people.

In an effort to facilitate suitable learning programs for employees, we conducted a company-wide learning needs survey. Based on the results, we collaborated with external partners to design tailored courses. Departments with specialized skill requirements also received targeted support to access relevant training content.

Beyond learning, we also place strong emphasis on career development. Employees are encouraged to build individualized development plans, supported through coaching and mentoring. Frequent 1:1 conversation between managers and team members, combined with structured mid-year and end-of-year performance reviews, guided by our competency framework, an internal tool that continues to align employee growth with long-term strategic goals, help align personal aspirations with organizational goals fostering a culture of continuous growth.







Furthermore, to recognize and encourage employee development, we implement various reward programs that highlight outstanding individuals who serve as role models within the organization. A key example is the DNA Stars Awards, designed to identify and celebrate employees who exemplify Home Credit's 8 Leadership Qualities. These qualities help us to better understand, anticipate, and exceed customer expectations, fostering deeper relationships and trust. Ultimately, the award inspires employees to grow in their career paths while reinforcing our people-first culture and driving the sustainable growth of Home Credit Vietnam.



“

We care about the development of each employee and strive to ensure they have a positive experience while working at the company. That's why we continuously improve the content and the quality of our training programs to be practical, accessible, and aligned with our culture of lifelong learning. These programs emphasize real-world application, allowing employees to plan their own learning journeys and choose the methods that best suit their individual needs and goals.

**Van Thi Hong Hanh**  
Chief People Officer

## Speaking Opportunities

We continued to develop our internal Business School — a peer-to-peer learning platform where employees across functions and levels shared business knowledge. Topics ranged from Home PayLater strategy and Risk in Mind to Power BI proficiency, creating an open learning environment that fostered curiosity, collaboration, and mutual growth. Employees leading these sessions also strengthened their public speaking and leadership capabilities, reinforcing our belief that teaching is one of the most effective ways to learn.



Additionally, we encouraged managers to step into external speaking roles, participating in Home Smart University Tour 2024 and career development seminars at partner universities. These engagements allowed them to share industry insights and financial knowledge with students while also building their own confidence and soft skills.



## Talent Incubation & Succession Planning

Our Home Racer program continued its season 3, offering specialized development for young Vietnamese talent in Tech, Data, Digital, and Product roles. Through this program, we help early-career professionals build critical skills and lay the groundwork for future. By empowering them in areas crucial for their career aspirations, we not only invest in their individual growth but also lay the groundwork for the next generation of leaders. In 2024, 48% of hires for Home Racers were women, a notable increase from 39% in 2023. This positive shift highlights how broader market trends, along with activities like our 'Women in Tech' campaign, have helped challenge gender stereotypes and promote greater inclusion in tech roles — without relying on gender-specific recruitment.

Our company places a strong emphasis on succession planning as a foundation of our business continuity management strategy. Through our talent management framework, we assess our workforce's capabilities, identifying potential successors within our internal pipelines. This proactive approach informs our talent retention and development strategies,

ensuring alignment with the evolving needs of our digitally adept workforce and customer base. Additionally, we prioritize capacity building and tailored training for specialized positions, extending beyond traditional leadership roles. This not only fosters career growth opportunities for employees but also ensures a seamless transition of leadership, contributing to the long-term success and resilience of our organization.



“

As a fresh graduate, it can be difficult to find a workplace that truly nurtures creativity, values fresh perspectives, and provides meaningful mentorship. Home Racer proved to be that rare opportunity for me. The program gave me the freedom to contribute innovative ideas that drive business growth, while also offering continuous support and guidance from experienced professionals. It's been a truly transformative experience that has fast-tracked both my professional development and personal growth.

**Nguyen Hong Tram**  
Marketing Analytics Specialist  
Home Racer 2024







# Employee Engagement & Wellbeing

## Employee Engagement



The “Pride in Every Home” event spreads the spirit of pride in a DEI environment



Giving Back Day: Red Warriors



Christmas Celebration



Company Birthday Party

## Well-being Programs

We organized a series of workshops on Emotional Intelligence at Work, Emotional Intelligence in Leadership, and Stress Management at Work. These sessions aimed at helping employees navigate challenges more effectively, strengthen relationships, and reduce workplace stress, contributing to a more connected and motivated workforce.

In 2024, our signature Home Sport initiative continued to thrive, offering a dynamic mix of fitness and wellness activities that kept employees active and engaged. Each year, we strive to bring new and exciting activities to Home Sport. This year, we introduced a variety

of fun and meaningful challenges, including the Run Challenge, Football Cup, and Mini Cycling Contest, along with Wellness Talk. These activities attracted more than 1,200 participants, allowing employees to pursue their passion for sports, build stronger team connections, and strike a healthy work-life balance.



## Compensation & Benefits

On the journey to help employees “feel good with Home Credit”, we understand and accompany employees through important life milestones. We have equipped Mother Rooms - a functional room for mothers to create a private and comfortable space at our offices for female employees to balance their maternal duties when returning to work after maternity leave.

We employ a fair and inclusive compensation approach, ensuring that all employees are duly rewarded for their contributions. Our compensation packages are tailored to suit

various employee segments, aiming not only to attract top talent but also to nurture their long-term development. Additionally, we regularly review our compensation program and make necessary adjustments to align with the priorities of Home Credit Vietnam and best practices in the market.

Additionally, we also provide an annual Healthcare Insurance program with guiding sessions for employees, ensuring everyone fully understands their benefits and coverage. Employees are also provided with opportunities to register voluntary healthcare insurance for their family members through our partnered providers.







## Workplace Democracy

Workplace democracy is reflected in empowering employees to participate in organizational dialogue and development through diverse channels with a commitment to inclusive growth.

The Labour Union at Home Credit Vietnam plays a central role in protecting employee rights, promoting workplace harmony, and representing staff interests in key discussions with company leadership. In 2024, the Union contributed actively to employee well-being through cultural and sporting activities, as well as support programs during major holidays and times of hardship. Notably, in response to the Yagi typhoon, the Union mobilized timely assistance to affected employees, reaffirming its critical role in safeguarding staff welfare during unexpected crises.

Beyond formal representation through the Labour Union, we encourage employee voice through multiple channels. In 2024, the Union

collaborated with company leadership through regular dialogue and the Annual Employee Conference, addressing business performance, labor compliance, human resources policies, and employee welfare.



“

As the chairperson of the Labour Union, I always stand from the view of the employees to protect their legitimate rights and interests. We do our utmost to create the best possible place to work – one where people feel supported, respected and empowered to grow both in their daily work and in their overall well-being, so they can achieve the best results in their jobs.

**Nguyen Lu Ha Doan**  
Chairperson of the Labour Union

Meanwhile, we have consistently maintained the strong Employee Net Promoter Score (e-NPS) over the past three years. As a key metric for promoting employee engagement and sentiment, e-NPS reflects the overall workplace experience and internal trust across the organization.

In 2024, our e-NPS reached 72, marking a 3-point improvement from 2023. This positive increase indicates enhanced employee satisfaction and validates our continuous efforts to strengthen workplace experience and organizational transparency.







# 08

## SUSTAINABLE COMMUNITIES

- /1 Economic Inclusion
- /2 Sustainable Investment
- /3 Direct Aid & Volunteering
- /4 Environmental Protection

Our long-term community investment strategy focuses on promoting inclusive economic participation, strengthening access to education, and driving environmental responsibility. Through flagship initiatives such as Home for Life and Home Love, we continue to empower underprivileged groups, invest in long-term social impact, and cultivate a culture of shared responsibility.





## Economic Inclusion

Beyond offering financial products, we aim to create equal economic opportunities for all, especially vulnerable groups unserved by traditional financial institutions. This effort supports the Government's socio-economic development goals for 2021–2025.

The Home for Life initiative embodies this commitment by helping disadvantaged women access capital, gain financial knowledge, enabling them to participate in economic activities and build self-reliance. Through this, we foster long-term economic resilience and empower more women and underprivileged groups to take control of their financial future.

**850+**

disadvantaged women received financial training through Home for Life 2024

**2**

sustainable business models supported with financial resources



## Sustainable Investment

Over the years, Home Credit Vietnam has evolved its approach to charity, shifting from one-time donations to sustainable investments that create lasting societal impact. With education as a core focus, we continued our journey by investing in infrastructure that broadens access to quality learning in underserved areas.

**2,700+**

disadvantaged children benefited throughout the country

**3 schools**

renovated and rebuilt



In 2024, Home Credit Vietnam built two schools through the Home Love Bus initiative, providing over 500 disadvantaged children with safe and supportive learning environments. These efforts help close the opportunity gap and equip students with the tools to build brighter futures.

Also during this time, through the Back to School promotion campaign, a portion of every customer transaction contributed to rebuilding schools with Home Love. This activity not only invites customers to take part in a meaningful cause but also reinforces collective responsibility for sustainable development.

**“**

Due to the harsh local climate and frequent flooding, our classrooms have deteriorated significantly, affecting both the safety and learning conditions of our students and teachers. With the generous support for this newly constructed classroom, we now feel more reassured. I'm truly grateful to the sponsor for helping us and bringing better conditions for both teachers and students.

**Tang Xuan Son**

Principal of Thong Thu 1 Primary School,  
Nghe An Province





# Direct Aid & Volunteering

Our commitment to the community goes beyond structured corporate activities. It lives in the everyday actions of our people. Inspired by our shared values and social mission, employees across departments have proactively initiated and participated in charitable activities that made a meaningful difference to disadvantaged communities across the country.

## Employee-led volunteer activities

In Soc Trang, volunteers delivered necessities to disadvantaged children, while in Long Hoa, Can Gio, they provided warm and nutritious meals to children and residents at a local pagoda. Though modest in scale, these activities served not only as gestures of care, but also as part of our ongoing efforts to support vulnerable communities.



As part of a Home Love trip to Nghe An, 240 books donated by our people laid the foundation for a mini library, transforming a quiet classroom into a space for imagination and discovery. These actions resonate deeply with our long-term commitment to creating access to education and supporting holistic child development.



“

I hope our team not only works for themselves, but also gives back to the community - to care, to share, and to grow with compassion. The way everyone came together, and the children's smiles, reminded me how meaningful even small acts of kindness can be.

**Dang Thi Huong**

Telesales Call Center Supervisor

## Warm coats for children

2024 marked the second consecutive year that Home Credit Vietnam partnered with the National Fund for Vietnamese Children (NFVC) - one of Vietnam's leading charities— in this program. Together, we supported 1,000 underprivileged children across Nghe An, Hoa Binh, Thanh Hoa, Dien Bien, and Tuyen Quang provinces. By providing warm coats, hats, and essential supplies, we aimed to ease the hardship of winter in remote areas. This practical support also created more stable and secure conditions for children to focus on their studies.



## Way to the Future

Way to the Future has grown into one of our employees' significant community initiatives since its launch in 2018. With strong backing from employees across the organization, the program has consistently supported many children with access to learning opportunities.

In 2024, we raised 101 million VND for Nguyen Ba Ngoc Primary School, Buon Ho, Dak Lak Province. This fund enabled the continuous provision of eight scholarships for high-achieving students and facilitated essential upgrades to the school's learning environment, including improved restroom facilities, a new sound system to support extracurricular activities, updated educational tools, and mattresses for boarding students.





## Post-Typhoon Yagi Recovery Support

In 2024, Northern Vietnam was impacted by Yagi Typhoon (Typhoon No. 3) and subsequent floods, causing significant damage to people and property. In response, Home Credit mobilized a collective effort across the company, union, and staff contributions to raise over 3.3 billion VND, providing critical relief for affected families and schools.

As part of the relief efforts, we partnered with the Hope Foundation to rebuild a school kitchen at Ban Vuoc Secondary School in Bat Xat District, Lao Cai Province, which had been severely damaged by the storm. We also extended direct financial support to Home Credit employees impacted by the disaster, helping them recover from property loss and displacement. In addition, over 3,600 affected customers across Northern provinces received immediate assistance. Customers who had active loans disbursed during the storm period were provided with a one-time support package valued at VND 1 million, delivered directly to their registered contact addresses.

These timely supports reflect our deep understanding of the urgent needs faced by affected communities during challenging times, reaffirming our commitment to stand by them – not only as a financial service provider, but as a trusted and compassionate partner in times of crisis.



**US\$  
264,000+**

raised by the  
company and  
staff for Yagi  
Typhoon relief

**3.6K**

customers  
affected by Yagi  
Typhoon received  
support

## Red Warriors



In alignment with our commitment to community well-being and employee-driven impact, the Red Warriors blood donation program was continued in 2024 for its second consecutive year. Organized in partnership with the Hematology and Blood Transfusion Hospital, the initiative received strong participation from our employees, with 217 volunteers joining nationwide. More than a health-focused campaign, Red Warriors reflects our broader efforts to raise awareness about public health while fostering a culture of solidarity and social responsibility within the workplace.

## Environmental Protection

Acknowledging Home Credit Vietnam's influence in shaping consumer behavior, we are committed to promoting more sustainable consumption habits. In alignment with the Vietnam National Action Plan on Sustainable Consumption and Production (2021–2030), we continue to advance environmental awareness through both internal engagement initiatives and broader community outreach efforts. This commitment comes to life through the Home Green initiative – a program that promotes responsible consumption, encourages sustainable lifestyles, and supports impactful environmental activities.

Our clothes-recycling program encourages our staff and the public to participate. We continue our second-year collaboration with REshare, a pioneering organization in collecting, recycling, and achieving zero-waste processing of used clothing. These items are sustainably handled through a comprehensive approach – from reselling on the REshare website for charity, to upcycling into practical products. For items that are no longer reusable or recyclable, co-processing technology is applied to ensure responsible and low-impact disposal.

“



What I appreciate most about working with Home Credit is how the program goes beyond a one-time action to build long-term awareness of responsible consumption, contributing to the growth of a circular economy. That's part of what true sustainability means.

**Nguyen Trung Nghia**  
Founder of REshare

**1.6K+**

kg of old clothing collected and repurposed  
( ▲ 65% compared to 2023)

**40**

kg of batteries collected for responsible disposal  
( ▲ 51% compared to 2023)







Beyond clothing recycling efforts, we have maintained ongoing initiatives from previous years, including battery recycling and social media activities that raise awareness of environmental issues and encourage green lifestyles. With most 2024 indicators rising by over 50% from 2023, the results reflect the growing effectiveness and engagement of our continuous efforts. These activities are not merely short-term campaigns, but opportunities for employees to embody our shared values and make sustainability a daily habit.



This year also marked the second consecutive year of our support for the Earth Hour campaign of WWF Vietnam. Under the theme 'Switch Off! Activate Your Green Mode', we actively amplified environmental messaging to raise public awareness by leveraging social media platforms, and inspire individuals to take meaningful green actions. With strong engagement from customers and local communities, the campaign contributed to fostering a culture of environmentally responsible behavior and accelerating the adoption of sustainable practices nationwide.

**7K+**engagements on the  
Earth Hour campaign**5.5K**comments to share  
green stories

## ESG DISCLOSURES

Reporting period: 01 January 2024 – 31 December 2024

Data disclosure is based on indicators suggested by the EU Corporate Sustainability Reporting Directive (CSRD) and Vietnam Corporate Sustainability Index 2024 (CSI 2024)

INDICATOR	2022	2023	2024
ENVIRONMENT			
ENERGY			
Total electricity consumed (kWh)	2,597,781	2,553,818	1,347,203
Total natural gas consumed (kWh)	0	0	0
Total coal consumed (kg)	0	0	0
Consumption from nuclear products (mWh)	0	0	0
Number of corporate email users	5,700	5,717	6,626
Emissions from purchased cloud computing and data centre services (tCO <sub>2</sub> eq)	-	63.3	-
WATER			
Total water consumption (m <sup>3</sup> )	10,236	11,241	11,520
Total water consumption in areas at material water risk, including areas of high water-stress (m <sup>3</sup> )	0	0	0
Total water recycled and reused (m <sup>3</sup> )	0	0	0
Total water stored and changes in storage (m <sup>3</sup> )	0	0	0
TRANSPORT			
Total litres of petrol consumed by company vehicles	8,800	8,247	1,360
Total litres of diesel consumed by company vehicles	0	0	0
Total distance travelled by flight (km)	2,799,900	1,049,937	1,261,610
Number of employees commute daily	6,058	5,922	6,006





INDICATOR	2022	2023	2024
Total employee commute distance by car (km) <sup>(*)</sup>	2,423	3,349.3	1,744,577.8
Total employee commute distance by motorbike (km) <sup>(*)</sup>	46,040	71,597	49,295,960.2
Total employee commute distance by bicycle (km) <sup>(*)</sup>	-	1,539.7	70,702.6
<i>(*) 2022 &amp; 2023 data was calculated based on a sample of 2,000 office staff, with an estimation of average commute distances and vehicle types via parking records. 2024 data was derived from a company-wide survey of all employees for improved accuracy.</i>			
<b>WASTE</b>			
Number of waste items (electronic equipment)	1,510	1,839	727
Waste items reused (donated to charity)	1,510	0	8
Waste items recycled (professional treatment)	1,500	1,839	710
<b>CARBON FOOTPRINT</b> <i>Calculation performed in accordance with the GHG Protocol &amp; ISO 14064, conducted by specialised third party.</i>			
Total emissions (Scopes 1,2,3) (tCO <sub>2</sub> e)	4,116.4	7,065.4	40,158
Category 1 - Scope 1: Direct GHG emissions and removals (tCO <sub>2</sub> e)	19.1	17.3	47
Category 2 - Scope 2: Indirect GHG emissions from imported energy (tCO <sub>2</sub> e) <i>Eliminated irrelevant service-related data compared with 2023 &amp; 2022</i>	1,233.9	1,213.1	688
Category 3 - Scope 3: Indirect GHG emissions from transportation (tCO <sub>2</sub> e) <i>Improved accuracy by including data on Upstream transportation and distribution, in addition to common practice of Business travel &amp; Employee commuting.</i>	2,690.7	5,467.0	7,019
Category 4 - Scope 3: Indirect GHG emissions from products used by the organisation (tCO <sub>2</sub> e) <i>Include more comprehensive cradle-to-gate emissions, such as capital goods</i>	172.7	368.0	14,629

INDICATOR	2022	2023	2024
Category 5 - Scope 3: Indirect GHG emissions associated with the use of products from the organisation (tCO <sub>2</sub> e)	0	0	59
Category 6 - Scope 3: Indirect GHG emissions from other sources (tCO <sub>2</sub> e)	0	0	0
<b>SOCIAL</b>			
<b>CHARACTERISTICS OF EMPLOYEES</b>			
Number of employees (average)	6,058	5,922	5,888
Number of non-employee workers in own workforce	-	46	118
Total number of female employees	3,800	3,606	3,524
Total number of male employees	2,258	2,316	2,364
Number of permanent female employees	3,790	3,359	3,510
Number of permanent male employees	2,256	2,549	2,360
Number of temporary female employees	10	12	15
Number of temporary male employees	2	2	3
<b>COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE</b>			
Number of total employees covered by collective bargaining agreements <i>Collective bargaining agreement is signed by new employees and renewed for existing employees every three years and valid from the date of signing.</i>	-	5,892	5,888
<b>DIVERSITY INDICATORS</b>			
Total number of women at top management level	4	3	1
Total number of men at top management level	5	6	8





INDICATOR	2022	2023	2024
Total number of employees under 29 years	-	2,886	2,824
Total number of employees between 30 and 49 years	-	2,973	3,126
Total number of employees older than 50 years	-	63	56
Number of employees with disabilities <i>Since 2023, this data has no longer been included in talent acquisition questionnaires and employee records to ensure fair treatment</i>	6	-	-
<b>SOCIAL PROTECTION</b>			
Percentage of employees covered by social insurance <i>Only employees who are part-time/ service employees, independent contractors, and self-employed individuals or employees who have left the company during probation period hence there is no SI contribution.</i>	100%	100%	100%
<b>TRAINING AND DEVELOPMENT</b>			
Total number of own female employees participated in regular performance and career development reviews	-	3,542	3,522
Total number of own male employees participated in regular performance and career development reviews	-	2,277	2,361
Total number of training hours on mandatory and statutory training offered to and completed by own female employees	-	38,143	55,986
Total number of training hours on mandatory and statutory training offered to and completed by own male employees	-	25,170	30,929
Total number of training hours on career and skills development training offered to and completed by own female employees	-	133,781	101,672
Total number of training hours on career and skills development training offered to and completed by own male employees	-	66,228	60,814

INDICATOR	2022	2023	2024
<b>HEALTH AND SAFETY</b>			
Number of employees covered by the company's health and safety management system based on Co requirements and/or recognised standards or guidelines	6,058	5,710	5,888
Number of fatalities as a result of work-related injuries of own employees	0	0	0
Number of fatalities as a result of work-related ill health of own employees	0	0	0
Number of fatalities as a result of work-related injuries of non-employee workers	0	0	0
Number of fatalities as a result of work-related ill health of non-employee workers	0	0	0
Number of fatalities as a result of work-related ill health of other workers working on own sites, such as value chain workers	0	0	0
Number of recordable work-related accidents of own employees	0	0	0
Number of recordable work-related accidents of non-employees	0	0	0
Total number of hours worked by own employees	-	12,749,606	14,211,891.5
Total number of hours worked by non-employees	-	26,796	334,080
Number of cases of recordable work-related ill health of own employees	0	0	0
Number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health, of own employees	0	0	0





INDICATOR	2022	2023	2024
WORK-LIFE BALANCE INDICATORS			
Number of own female employees that took family-related leave	485	471	550
Number of own male employees that took family-related leave	37	43	88
GOVERNANCE			
CORPORATE CULTURE AND BUSINESS CONDUCT POLICIES			
Mechanism for identifying, reporting and investigating concerns about unlawful behaviour or behaviour in contradiction of company’s code of conduct or similar documents	HCVN issued a Code of Business Conduct and Ethics as the general and working guidance to identify, report, and investigate concerns about unlawful behaviour or behaviour in contradiction of its code of conduct.		
Safeguards for reporting irregularities, including whistleblowing protection, and non-retaliation against employees who have been granted whistle-blower status in accordance with the applicable law, and employees who report any non-ethical behaviour incidents			
PREVENTION AND DETECTION OF CORRUPTION OR BRIBERY			
System to prevent and detect, investigate, and respond to allegations or incidents relating to corruption and bribery	HCVN issued Anti-Bribery and Corruption Policy and Anti-Fraud Policy as the general and working guidance to prevent and detect, investigate, and respond to allegations or incidents relating to corruption and bribery. Onboarding and annual training on anti-corruption and anti-bribery are compulsory for all employees.		

INDICATOR	2022	2023	2024
Commitment in investigating business conduct (including corruption or bribery) incidents promptly, independently and objectively	The Company is committed to investigate business conduct (including corruption or bribery) incidents (if any) promptly, independently and objectly follow internal regulations and provision of local laws from time to time.		
CONFIRMED INCIDENTS OF CORRUPTION OR BRIBERY			
Total number of incidents of discrimination, including harassment, reported in the reporting period	0	0	0
Number of complaints filed through channels for people in own workforce to raise concerns (including grievance mechanisms)	0	0	0
Number of severe human rights incidents connected to own workforce in the reporting period, including an indication of how many of these are cases of non-respect of the UN Guiding Principles on Business and Human Rights, ILO Declaration on Fundamental Principles and Rights at Work or OECD Guidelines for Multinational Enterprises	0	0	0
Number of convictions of breach of anti-corruption and anti-bribery laws	0	0	0



**HOME**  
**CREDIT** | Tài chính số  
toàn diện 