

BHSOFT ESG REPORT

2024

March, 2025



BHSOFT



BHSOFT ESG Report 2024

ESG priorities and initiatives play a central role in BHSOFT's sustainable development strategy, underscoring its commitment key stakeholders.

In 2024, BHSOFT reaffirms its dedication to sustainability, with significant efforts focused on environmental protection and community engagement.



Report Overview

BHSOFT ESG Priorities & Commitments

- BHSOFT ESG directions
- BHSOFT ESG elements

Material Issues Identification Mechanism

- Departments & Roles
- Material Issues Identification

Sustainable Development Commitments & Goals

- Transparent Economy
- Excellent Governance
- Green Environment
- Employee Welfare & Career Development
- Community Contributions & Sustainable Development

A person is seen from the side, sitting in a black office chair at a wooden desk. They are looking at three computer monitors. The leftmost monitor displays a code editor with a dark theme. The middle monitor shows a web application with a table of data. The rightmost monitor shows a sidebar menu and a list of items. The desk is cluttered with various items, including a keyboard, a mouse, a small fan, and some papers. In the background, there are large green plants and a window with blinds. The text "Report Overview" is overlaid in the bottom left corner in a bold, orange font.

Report Overview

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Report Overview

In 2024, BHSOFT officially launched its Environmental, Social, and Governance (ESG) Report, marking an important step in its commitment towards sustainable development.

The report offers an in-depth overview of the company's initiatives and activities, further emphasizing its dedication to social responsibility and environmental protection.

The report covers the period from January 1 to December 31, 2024, and includes the full scope of the company's operations. It aligns with two recognized standards: the GRI Standards from the Global Reporting Initiative (GRI) and the SASB Standards from the Sustainability Accounting Standards Board (SASB).

This report is based on the core principles of

- **Inclusiveness**
- **Transparency**
- **Timeliness**
- **Reliability**



This report has been prepared by BHSOFT's Marketing and Communications Department.

For any inquiries or feedback related to BHSOFT's ESG activities or this report, please contact us at: mk@bachasoftware.com.

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BHSOFT ESG Priorities & Commitments

ESG priorities are a critical strategic element in BHSOFT's sustainable development. They reflect the company's responsibility to stakeholders and its commitment to creating long-term value. BHSOFT's goal is to develop sustainably by protecting the environment, improving employee working conditions, and building a transparent governance framework.

ESG Elements of BHSOFT

Economy

- **GRI 200:** Economy
- **SASB IF-110a.1:** Energy Consumption

Optimizing costs and resources in tech operations

Targeting 20% renewable energy in operations by 2025

Governance

- **GRI 102:** Governance
- **SASB IF-550a.1:** Product Safety

Ensuring transparency in governance

100% of staff security training completed

Maintaining the highest data security compliance

Environment

- **GRI 300:** Environment
- **SASB IF-340a.1:** Greenhouse Gas Emissions
- **SASB IF-230a.1:** Data Security

Reducing CO₂ emissions by 10% in 15 years

100% of electronic waste recycled

Renewable energy adoption and emissions reduction

Society

- **GRI 400:** Society
- **GRI 401:** Employment
- **GRI 404:** Training & Development

Full insurance and benefits provided to 100% of employees

Creating a professional, inclusive, and equitable work environment

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Material Issues Identification Mechanism

BHSOFT identifies material issues in its ESG activities based on principles aligned with its sustainable development strategy, ensuring initiatives positively impact stakeholders and the community while complying with legal regulations. This process is conducted thoroughly and transparently, safeguarding stakeholder interests across all operations.

Based on the principles and processes, BHSOFT has chosen four material issues:

Transparent and effective corporate governance

Environmental protection and development

Employee welfare and career development

Community contributions & sustainable development

Responsible Department	Roles & responsibilities
Executive Board	Approve and oversee ESG strategy aligned with long-term goals and legal compliance.
Management Team	Ensure the implementation of the ESG strategy through the following activities: <ul style="list-style-type: none">• Develop specific ESG goals for each department;• Direct the execution of ESG initiatives within departmental functions;• Monitor and evaluate progress toward ESG objectives.
Departments & Company Units	<ul style="list-style-type: none">• Align with the company’s overall ESG direction;• Implement assigned ESG action plans;• Report regularly on the progress of sustainable development strategies.

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Material Issues Identification Mechanism

To identify material issues in ESG activities, BHSOFT follows a process based on both internal and external factors impacting the company. The key steps in this process include:

STEP 01

- Identify issues impacting BHSOFT's operations and stakeholders.
- Monitor domestic and global economic, political, social, and environmental trends.
- Review industry, market, and socio-economic reports from trusted sources.
- Analyze client feedback and survey data.
- Assess IT outsourcing industry dynamics and company-specific factors.
- Collect input from employees, clients, partners, and the community.
- Review sustainability reporting guidelines.

STEP 02

- Analyze and identify stakeholder concerns.
- Select material issues based on four key areas:
 - › Transparent, fair governance aligned with global standards;
 - › Healthy workplace and employee growth, including ESG and tech training;
 - › Community involvement in education and sustainable development.

STEP 03

- Analyze material issues based on stakeholder relevance.
- Develop a materiality matrix.
- Prioritize key issues aligned with the company's sustainability strategy and stakeholder expectations.



Commitment & Goals For Sustainable Development Of BHSOFT





Transparent & Effective Economy

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Key Issue

Commitment

Goal

Action

Enhancing Transparency in Financial Reporting

Provide clear and reliable financial data to stakeholders.

Publish quarterly reports and economic sustainability metrics.

Maintain transparent financials via yearly external audits.

Boost transparency by publishing key financial and ESG indicators.

Applying Technology in Financial Management

Leverage technology to enhance financial efficiency and reduce risks.

100% financial process automation by 2026 to improve transparency and reduce risk

Implement automated financial software to streamline payments and reporting.

Enhance financial reporting by adopting electronic data management systems.

Optimizing Costs and Resources

Drive cost and resource efficiency company-wide, from software to operations.

Ensure cost-effective operations by optimizing resources, reducing waste, and improving energy efficiency.

Adopt new technologies to streamline software development and production.

Reduce costs and resource usage through cloud-based solutions.

Energy Consumption

Reduce energy consumption via savings initiatives and clean energy sources.

Convert 5% of electricity consumption to renewables by 2026

100% of BHSOFT’s energy usage is monitored.

Regularly audit energy use to spot reduction opportunities.



Excellent Governance

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Key Issue

Commitment

Goal

Action

Corporate Governance

Transparent, accountable governance in the interest of all stakeholders.

Continuously enhance governance to serve all stakeholders.

Ensure fairness in governance decisions.

100% of corporate governance practices comply with Vietnamese law and international standards.

2 independent directors on the Board to uphold objectivity and fairness.

Ensure transparent decision-making processes.

Information Security & Data Protection

Ensure ongoing development of security systems to safeguard personal data.

100% of employees receive information security training, with systems maintained to international standards.

Train 100% of employees on security procedures and data privacy.

Achieved ISO 27001 certification for information security management.

Security Training & Awareness

100% employee compliance with security protocols ensured.

Maintain zero security breaches affecting company or customer data.

Ensure all employees participate in regular security training and assessments.

Provide security training resources to all departments.

Compliance With The Highest Security Standards

Commit to 100% alignment with best practices in security & data protection.

Comply fully with applicable information security & privacy standards.

Apply modern security tools to ensure data integrity and safety.

Achieved ISO 9001 certification for quality management.



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Green Environment

Key Issue	Commitment	Goal	Action
Environmental Protection & Waste Minimization	Reduce environmental footprint in technology and operations.	Recycle waste generated from company operations.	<div>Minimize waste through optimized software workflows.</div> <div>Recycle 90% of outdated tech devices.</div> <div>Use 100% recyclable materials for office trash bags.</div>
Greenhouse Gas Emissions Reduction	Strengthen GHG reduction strategies across company activities.	Reduce overall carbon emissions by 10% in 15 years.	<div>Adopt renewable energy for part of production and office consumption.</div> <div>Conduct annual GHG assessments and report on reduction progress.</div> <div>Switch to LED lighting across all offices by 2025.</div>
Technology Product Waste Reduction	Minimize electronic waste & promote a sustainable supply chain.	Recycle 100% of electronic waste by 2025.	<div>Implement a collection and recycling program for old electronics in line with environmental standards.</div> <div>Support recyclable packaging and materials in all supplier-provided technology products.</div>



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Employee Welfare & Development

Key Issue	Commitment	Goal	Action
Happy Work Environment	Foster a positive workplace where employees can connect, contribute, and grow.	100% employee satisfaction with BHSOFT’s work environment.	<div>Provide comprehensive wellness support, with 100% of employees covered by benefits, health check-ups and insurance.</div> <div>Host team activities to build unity and reduce workplace stress.</div> <div>Support career growth for all, especially underrepresented and diverse groups.</div>
Training and Development	Support lifelong learning to advance employee skills and tech knowledge.	Ensure 40 hours of yearly development in tech and soft skills for all employees.	<div>Continue to expand and promote employee learning hours.</div> <div>Enhance learning efficiency with cutting-edge technology.</div> <div>Promote employee participation in specialized courses & global certifications.</div>
Equality and Diversity	Foster an inclusive, equitable, and non-discriminatory work environment.	Maintain a female workforce representation above 30%.	<div>Maintain a respectful, non-discriminatory workplace for all individuals.</div> <div>Develop gender diversity policies with programs supporting women's career advancement.</div> <div>Organize communication initiatives to promote diversity, equality, and inclusion.</div>



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Contribution To Sustainable Society


Key Issue	Commitment	Goal	Action
Community Support & Sustainable Development	Engage in community support & social development programs.	Support communities in times of crisis, including natural disasters and pandemics.	<div>Back charitable efforts focused on pandemics, floods, and other disasters.</div> <div>Maintain initiatives like the information portal to share disease prevention resources with the community.</div>
Encourage Employee Volunteerism	Encourage employee involvement in volunteer & charity activities.	100% staff engagement in annual volunteer programs.	<div>Organize community volunteer activities, including charity support, donation drives, and local assistance.</div>
Student Support and Skill Development	Empower students with programs to enhance tech and professional capabilities.	Offer annual internship programs for domestic and international students.	<div>Host company tours for university students worldwide to introduce BHSOFT and the tech industry.</div> <div>Provide in-house internship opportunities in key tech areas like programming, data analysis, and UX/UI design.</div>



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