



DIGIWORLD CODE OF CONDUCT

Policy number: 01-ITN/DGW
Effective date: 01/01/2017

| Process Approval | | | | |
|------------------|-------------------|-----------------------------------|-----------|------------|
| Work Done | Person In Charge | Title | Signature | Date |
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DOCUMENT REVISION INFORMATION

| Amendment Details | | | | |
|-------------------|----------------|-------------|-------------------------------------|-----------------|
| Version | Effective Date | Expiry Date | Description | Author |
| V 1.0 | 01/01/2017 | | Establishing of the Code of Conduct | Triệu Ngọc Minh |
| V 2.0 | | | | |

1. OBJECTIVES:

Code of Conduct is designed to ensure:

- Building and developing a team with highly qualified, ethical standard, to best fulfill requirements of Digiworld's business operations, to contribute to the enhancement of the Company's brand values in the market.
- The Compliance of Every employee in Company with all currently applicable law and Digiworld's ("Company's") regulations in process of operations; maintaining the social ethical standard and professional ethical.
- Ensure the integrity and fairness in the relationship between CUSTOMER – EMPLOYEE - COMPANY

2. SCOPE AND GENERAL PRINCIPLE:

- **Scope:** Code of Conduct applied to all Digiworld's employees at any level. Every employee in Company need to be fully aware of and comply with the Code of Conduct in the daily business operations of Digiworld, in additional, Every employee in Company is responsible for reporting to the Line Manager and HR Department or Internal Audit Department any violations of the Code of Conduct detected.
- **General Principle:** Any violations of the Code of Conduct detected will be sanctioned in accordance with the stipulation of The Digiworld Internal Labour Regulations.

3. DEFINITION OF CODE OF CONDUCT:

Core values and principles are outlined in the Orientation Guideline, Core Values have the function as a compass; Code of Business Conduct of Digiworld ("Code of Conduct") is a map of direction that helps us to always adhere to those values.

The Code of Conduct sets out the basic requirements of business ethics and form the cornerstone for the policies, procedures and guidelines of our Company, all of these provide additional guidance on expected behaviors.

MESSAGE FROM THE FOUNDERS

Dear Digiworld's members,

Twenty years ago, Digiworld was established from the desire of its founders to assert and challenge themselves. And after a development period of twenty years, Digiworld has been in the top 500 Vietnam's largest enterprises, the top 100 brand of Vietnam Gold Star Award; we wonder for what objectives Digiworld continues developing?

As the pioneer founders of Digiworld, we understand that building an intention for Digiworld development is the lighthouse, which helps us drive the Digiworld ship in right direction. This intention has been found and aligned to implement, "Digiworld will be the place for the talents to try the challenges, where they make their dreams come true, and where they live big lives".

In order to accompany each employee to actualize their life purpose and Digiworld's intention, we worked together to formulate the Digiworld Code of Conducts. So that all employees can clearly understand the orientation guideline, core values, commitments of Digiworld.

We hope that all employees will understand and adhere to the Core values of Digiworld and comply with this Code of Conducts as a commitment of Digiworld members to "live big lives".

Warmest Regards,

ON BEHALF OF DIGIWORLD FOUNDER
CHAIRMAN cum CEO



DOAN HONG VIET

A handwritten signature in blue ink, located in the bottom right corner of the page.

PART I: ORIENTATION GUIDELINE

In the sustainable development stage, the Orientation guideline of Digiworld is always maintained and improved, including:

1. Intention:

“PEOPLE LIVING BIG LIVES”

Digiworld will be the place for the talents to try the challenges, where they make their dreams come true, and where they “live big lives”.

2. Mission:

ELEVATING VIETNAM Nothing is impossible

Announcing a Mission means that you have stepped into the process of burdening and actualizing it. For Digiworld, the mission of “Elevating Vietnam” is expressed clearly and consistently in the fields that the Company is doing business. Digiworld aims to develop the intellectuality, education, Health and improving the lives of Vietnamese citizens. Digiworld will not doing our business in a industry for profit if that industry causes negative impacts on the health, spirit of the people and the country's position. Digiworld team commits to implement the mission of "Elevating Vietnam" by the smallest actions such as: following traffic rules, protecting environment, communicating politely.

3. Vision:

“Digiworld is a billion US dollar company recognized for its role in elevating Vietnam and where everyone in the company is well rewarded and fulfilling their life purpose”

Digiworld’s vision is the company values 1 billion US dollars. And it is socially recognized as an outstanding enterprise in activities of elevating Vietnam, improving Vietnamese’s lives through its business activities towards the development of intellectuality, education and technology-driven the life. In particular, Digiworld is a place for great talents are opportunities to optimize their expertise and to get well rewarded. They will fulfill their life purpose at Digiworld.

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PART II: CORE VALUES

1. EFFICIENCY

This is the most important value for the sustainability and development of Digiworld.

Efficiency is the important value that Digiworld brings to customers, creates great added value for customers when providing distribution services and market development (5 Market Development Services) at the lowest cost (money, manpower) and fastest time. These things helped Digiworld sustains business growth and develops stably.

The key factors that contribute to form the value of Efficiency of Digiworld:

- + Effective Communication: Focusing, Shortening, and result oriented, no right or wrong.
- + Effective Action (make effective decision):
 - ✓ Least of money and costs to spend.
 - ✓ Least of manpower
 - ✓ Complete in the shortest time, do immediately without any postpone.

2. INTEGRITY:

- Only commit when you ascertain your capacity and resources to implement the commitment.
- Once commit, must implement it.
- If try the best but cannot fulfilling the commitment, then should:
 - + Notify immediately to those involved
 - + Take full responsibility for not keeping commitment
 - + Handling the situation by solving problem.
 - + Create a new commitment

3. BE CAUSE IN THE MATTER

- Always undertaking responsibility of unexpected as yours.
- Do not blame on others.
- Taking 100% responsibility for the results of work.
- Once identified as source of the problem, you have the right to ask others to cooperate to take action to make the change.

4. ALIGNMENT

- Listening: No prejudice
- Discuss: Open, straight, directly in spirit of contributions.
- Alignment: Once we agree to choose the optimal option, we align to follow, no argue or give up.

5. LOVE CHALLENGES

- Do not hesitate to take the challenge.
- No fear to face any challenge and difficulties.
- Continuity improvement to turn challenges into opportunities.

PART III. CODE OF CONDUCT

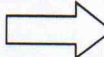
The main contents of the Code of Conduct:

❖ Ensure Efficiency in Business Operations


| Core values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
|-------------------------|--|---|
| EFFICIENCY | DON'Ts | DOs |
| Effective communication | <ul style="list-style-type: none"> • Gossip, racket • Argue right or wrong • Lengthening • Circles • Indirectly • Blaming • Make assessment under personal perspectives • Misleading, negative information | <div style="text-align: center; margin-bottom: 10px;"> </div> <ul style="list-style-type: none"> • Focusing • Orienting to result • Shortening • Answer the question directly • Directly, open, transparent • Proposing • Communicating based on Fact and Figure • Ensure consistency of information communicated at any level. |
| Effective action | <p>Using Company resources:</p> <ul style="list-style-type: none"> • Wasting • For Personal purpose • Disclose confidential information of the Company and Partners. • Conflict of Interest | <div style="text-align: center; margin-bottom: 10px;"> </div> <ul style="list-style-type: none"> • Saving • For Right purpose • Protect confidential information of the Company and Partners. • Avoid conflicts of interest; if any, declare truthfully and fully. |
| Make effective decision | <p>Lack of consideration when making decisions, leading to consequences:</p> <ul style="list-style-type: none"> • Waste of money • Waste of manpower • Extend the time, delay | <p>Make effective decision based on these factors:</p> <ul style="list-style-type: none"> • Optimize financial • Save manpower • Save time |

❖ Create and Implement Integrity

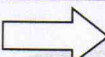
| Core Values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
|----------------------|---|--|
| Integrity | DON'Ts | DOs |
| Create commitment | <p>Commitment hastily, when:</p> <ul style="list-style-type: none"> • Misjudging ability • Lack of resource to implement | <div style="text-align: center; margin-bottom: 10px;"> </div> <p>Consider before committing to ensure:</p> <ul style="list-style-type: none"> • Full of ability • Full of resource |
| Implement commitment | <p>When making a commitment:</p> <ul style="list-style-type: none"> • No target • No plan and no specific deadline • Promise without doing • Easy to break the commitment | <div style="text-align: center; margin-bottom: 10px;"> </div> <ul style="list-style-type: none"> • Setting target • Action planning with specific deadline • Commitment must be implemented. • Try the best to finish. |

| | | |
|---|--|---|
| Core Values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
| Integrity | DON'Ts |  DOs |
| If every effort has not fulfilled commitments | • Not notify or notify is not timely | → • Notify immediately to those involved if anything happens to make the implement commitment is broken or delayed. |
| | • Blaming, pointing at others | → • Take responsibility for not keeping commitment |
| | • Not implement the handling the situation | → • Handling the situation and create a new commitment |
| | • Ignore the commitment | → • Create a new commitment |
| Compliance | • Violate the Law | → • Follow the Law |
| | • Violate the Policy, Regulation of the Company. | → • Follow the Policy, Regulation of the Company. |

❖ **Be cause in the matter**

| | | |
|---------------------------------|--|--|
| Core values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
| UNDERTAKE RESPONSIBILITY | DON'Ts |  DOs |
| Responsibility | • I did not create the results | → • I contribute to create the results |
| | • I am not <i>primarily</i> responsible for this | → • I am the origin of the problem |
| | • I have to do this job | → • I choose to do this job |
| Complete responsibility | • I am done with the completion of 99% of work | → • Work is only considered complete when it is 100% complete. Implementing between 0% - 99% of work is considered incomplete. |
| | • Disclaimer when results are not as expected. | → • Take responsibility for all results |
| | • Deny responsibility and just complain. | → • Take responsibility and ask others to cooperate to take action to make the change. |

❖ **Alignment**

| | | |
|--------------------|--|--|
| Core values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
| ALIGNMENT | DON'Ts |  DOs |
| Listening | • Lack of respect | → • Respect |
| | • Discrimination | → • Fairly |
| | • Prejudice, one-sided | → • Impartially |
| | • Unsocial | → • Friendly |



| | | |
|------------------------|--|---|
| Core values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
| ALIGNMENT | DON'Ts | ➔ DOs |
| Discuss | • Hide the truth, veiled | ➔ • Straight |
| | • Not actively share ideas | ➔ • Open |
| | • Indirect communicate | ➔ • Directly |
| | • Debate, find fault | ➔ • In spirit of contributions |
| Consensus, cooperation | • Not collaboration, doing the minimum. | ➔ • Fully collaboration |
| | • Only work when seeing you gain benefits. | ➔ • Work for collective goals |
| | • Just do when the collective decision as your desires | ➔ • You may not fully agree with the decision, but once the Collective has decided, follow either live or dead for the common interest of the Collective. |
| | • Disclaimer when results are not as expected. | ➔ • Take accountability together. |

❖ **Love Challenges**

| | | |
|------------------------|--|---|
| Core values | <i>In every business transaction with Our Customers, Partners, Vendors and with Colleagues</i> | |
| LOVE CHALLENGES | DON'Ts | ➔ DOs |
| Love challenges | • Fear of challenge | ➔ • Ready to take on the challenge |
| | • Be satisfied with what you have | ➔ • Challenge your abilities |
| | • Waiting for the change from others | ➔ • Proactively propose or make changes |
| | • Thinking and acting on trails. | ➔ • Critical thinking |
| | • Lazy to learn and update knowledge | ➔ • Take the initiative to learn |
| | • Sleeping on victory | ➔ • Continuity improvement |

