



CODE OF CONDUCT 2023



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PREFACE

Welcome to T&C Investment Holding Joint Stock Company!

T&C Group was established in 2006 with its registered business name "T&C Investment Holding Joint Stock Company". The Group's establishment was derived from the strong development of its member companies that operated since 1994. The strength of the Group is based on success of its members under the leadership of a dynamic and elite team. Responsibility, commitment, service quality and customer trust are the criteria set out by the Group and its staffs.

The development orientation of T&C Group is always towards investment domain that meets with the social requirements and embrace the opportunities in advance. T&C Group's operational goal is to aspire to introduce modern machinery and equipment products of well-known suppliers in the world to Vietnamese market and to expand and develop new potential areas such as health, automation, warehousing, and logistics. T&C Group has always been contributed to the development of Vietnam's economy in this 21st century.

This Code of Conduct ("COC") is a practical guide to ensure that we comply the core values of T&C Group by our own actions. The Code is used as a code of ethics to guide our staff's behavior. Our brand and reputation have been built over the past 30 years, and all employees have a responsibility to promote and protect the Group's brand name. As representatives of T&C Group, each and every company's employee has the responsibility to become brand ambassador of the company and the Group by thoroughly respecting the COC. The COC applies to all members of T&C Group regardless of title or position, to ensure that we maintain the highest possible standards of quality and sound business practices. morality. Our COC compliance shall create trust of members, shareholders, customers and bring to us competitive advantages by knowing that everyone can expect from each member of T&C Group behave in the most standard and reliable manner.

GENERAL DIRECTOR

Nguyen Phan Hong Ngoc

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1. About T&C Group

During nearly 30 years of establishment and development, T&C Group has set high standards in Vietnam. T&C's member units have been pioneers in many fields in the Vietnamese market through strategic cooperation with reputable international partners - providing modern equipment and services. to Vietnam's heavy equipment, automotive, logistics, warehousing and medical equipment sectors. T&C Group's business areas include:

- Distribution of heavy machinery
- Distribution of medical equipment
- Distribution and retail of automobiles
- Logistics and warehousing and packaging
- Architectural, Structural, Technology & Electromechanical (MEP) Design Consultancy and Construction, Technology & M&E Project Management).

T&C Group is the official exclusive distributor in Vietnam for the following products: Volvo mining/construction equipment (Sweden); Drilling machine Epiroc (Sweden); Still Forklift (Germany). Dealer in Vietnam for Honda (Japan); Siemens (Germany), Ebara (Japan) and Volvo trucks (Sweden).

2. Our mission and vision

Our Vision:

- Become one of the leading corporations in Vietnam based on strength and efforts constant effort and innovation to meet the needs of the country and society in accordance with the plan national industrialization and global economic development.
- We are committed to delivering results that meet the highest expectations of our customers and shareholders.
- Our focus is on strategic investment and development of target areas.
- We establish the most comfortable working environment for all employees in order to maximize each person's potential in work as well as in life.
- We are determined to contribute to the development of the country and a prosperous society.

3. Our Philosophy: TRUST and COMMITMENT

We build TRUST, respect and loyalty with our partners on the basis of COMMITMENT to deliver results with an innovative vision, T&C's goal of progress and all-in-one. Globalization is the key to success and T&C Investment Holding Joint Stock Company is the key to your success.

4. Strategy, human resource management: PEOPLE MAKE A DIFFERENCE

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T&C Group strives to ensure that the qualified personnel are assigned to each job, so we strictly adhere to the principles of our HR strategy:

- Respect people and individual capacities.
- Equal employment opportunities. All individuals are recruited, trained, promoted and compensated based on qualifications, work performance and potential.
- Support professional training and career development to maximize opportunities for employees.
- Create opportunities for employees in the Company and within the Group.
- Prioritize the selection and appointment of employees who are working in the group to the required positions of the group.
- Encourage and support employees in work as well as in life.
- Establish an open and supportive productive working environment.

Human Resource Management: HUMANS IS THE MOST VALUE ASSET

The enthusiasm and commitment of our employees makes our success. Our development goes with the ideas and innovations of each and every members of the Group.

We understand that people are the key to our success. Each member, regardless of position in the Group, contribute to our success. The development of the Group is our responsibility. Therefore, the participation of each and every member in the company's improvement is always encouraged. All constructive suggestions that contribute to the Group's success are always welcomed.

CHAPTER II: PRINCIPLES, COMMITMENTS AND RESPONSIBILITIES

1. The rules of law

The compliance of laws is mandatory at T&C Group. A sustainable development enterprise needs to be built on a solid legal foundation, in which the rules of law must be a key priority. That spirit is the foundation in all Group activities and becomes into the regular cultural lifestyle of each member of T&C Group. At T&C Group, we commit to comply with the provisions of Vietnamese law, treaties and international commitments to which Vietnam is a member and the laws of any country/territory where T&C Group is located. In addition, we are committed to actively declaring transmit and disseminate the law to each officer and employee to ensure that all members respect and practice the law strictly comply with the provisions of the law. “Everyone is equality in respect of the law” and every officer and employee must aware of the law and respect the law to avoid any violation. We are committed to doing business based on the principle of honesty, not infringing on interests of the State, public interests, legitimate rights and interests of consumers.

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2. Integrity and transparency

T&C Group's business is based on our commitment to acting professionally, transparency, fairness and integrity. T&C Group does not tolerate bribery of any kind and corruption and we require officers and employees of all companies and branches of T&C Group and all relevant persons (including our dealers, suppliers, contractors) act in accordance with this policy.

T&C Group affirms to be an Integrity company in all its relationships with State Agencies. We are committed not to perform illegal, unethical acts to collect information or conceal information for the sole benefit of the company. We are committed to hold high standards in human rights, labor rights, privacy, business ethics, environmental responsibility and anti-corruption. We ensure financial transparency, ethical compliance, business ethics and personal data protection. The integrity of financial statements is absolutely required to maintain the confidence of shareholders, customers, suppliers and other stakeholders.

Our effort is to prevent environmental impacts, violations of human rights and freedoms basic, risks to the health and safety of individuals.

Finally, T&C Group fights against discrimination and violations of the law in any form.

3. Anti-Corruption & Bribery Policy

Definition

- **Bribery** is the offering, promising, giving, accepting and soliciting of a financial or other advantage as an inducement or reward for a person to improperly perform a function or activity. Improper performance means performance which amounts to a breach of an expectation that a person will act in good faith, impartially, or in accordance with a position of trust.
- **To bribe another Person which means:**
 - a) Offering, promising or giving a financial or other advantage to another person, either directly or through a third party, where the T&C Representatives intends the advantage to: (a) induce a person to perform improperly a relevant function or activity; or (b) reward a person for the improper performance of such function or activity; or
 - b) Offering, promising or giving a financial or other advantage to another person, either directly or through a third party, where the T&C Representatives knows or believes that the acceptance of the advantage would itself constitute improper performance of a relevant function;
- **Accepting bribe** which means:
 - a) Requesting, agreeing to receive or accepting a financial or other advantage, either directly or through a third party, intending that, in consequence, a relevant function or activity should be improperly performed (whether by the T&C Representative or another person);

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- b) Requesting, agreeing to receive or accepting a financial or other advantage, either directly or through a third party; and the request, and agreement or acceptance itself constitutes the improper performance by the T&C Representative of a relevant function or activity;
- c) Requesting, agreeing to receive or accepting a financial or other advantage, either directly or through a third party, as a reward for the improper performance (whether by the T&C Representative or another person) of a relevant function or activity;
- d) Improperly performing or requesting, assenting or acquiescing to another person improperly performing a relevant function or activity in anticipation of or in consequence of the T&C Representative requesting, agreeing to receive or accepting a financial or other advantage, either directly or through a third party;

It should be noted that the purposes of the offences described in paragraph 3.5.2 (a) to (d) (inclusive) it does not matter whether the advantage is (or) is to be for the benefit of the T&C Representative of another person.

- **To bribe a Public official** which means: Offering, promising or giving any financial or other advantage, either directly or through a third party, to a public official or to another person at the public official's request or with the public official's assent or acquiescence with the intention to:
 - (1) Influence the public official in the public official's capacity as a public official; and
 - (2) Obtain or retain business or an advantage in the course of business.
- **Gifts** include money, goods or services given ostensibly as a mark of friendship or appreciation. Gifts have no role in the business process other than token gestures given to mark or enhance relations or which promote the giver's company. Examples include incorporating a logo or message on a promotional item such as a calendar or a pen.
- **Hospitality** includes entertaining, meals, receptions, tickets to entertainment, social or sports events, and participation in sports or other events. Such activities are generally given received to initiate or develop relationship with business people or third parties.

The argument for hospitality is often made that it provides a neutral, relaxed environment in which business relationships can be started, fostered and information imparted. Hospitality requires the host to be present, if not the expenditure is a gift. Abuses occur with the hospitality when it is excessive in value, given too often, or leaves the recipient in a position of obligation.
- **Expenses** are the provision or reimbursement by T&C Group of travel and other related expenses incurred by a prospective client, customer or

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business partner, where such reimbursement is not specified as part of a contractual arrangement. Abuses typically occur where the travel or events are accompanied by excessive hospitality, luxurious accommodation, low levels of business content or provision of expenses for family or friends of the business person.

Declaration on anti-corruption & bribery

- T&C Group offers zero tolerance treatment for all forms of foreign exchange disclosure and corruption and will conduct its business activities ethically ethical, honest and with high standards of integrity.
- The provisions of this policy are all based on legal requirements, therefore, a violation of this policy may subject individuals and T&C Group to sanctions, including fines and imprisonment. This violation can also seriously damage the reputation of T&C Group and its employees. Hence, employees and business partners will not offer, give, receive or offer, directly or indirectly, anything of value, with the intention of unlawfully influencing decisions. or the action of an individual who holds a position of trust within an organization, for whether doing so is to secure the interests of T&C Group or those involved in the transaction.
- Any failure to comply with this policy by a T&C Representative may result in disciplinary action or suspension (for officers, employees and contractors) and termination of related contracts or relationships. commercial system (for partners and suppliers). This non-compliance may also result in criminal and civil penalties, including imprisonment and substantial fines, which will not be reimbursed by T&C Group.
- T&C Group will also conduct due diligence on all employees (including future hires), T&C Representatives, business partners, key projects and businesses including philanthropy and sponsorship, especially activities that are high risk of bribery and corruption under this policy.
- T&C Group encourages its employees, representatives and business partners to report all suspected cases of, or willful violations of, bribery and corruption regulations, at the same time prohibiting acts of retaliation against those who have truthfully reported. T&C Group will ensure employee safety, without penalty or retaliation for refusing to give or accept a bribe or refuse to engage in illegal acts.

4. Privacy and Confidential

T&C Group commits to respect employees, prohibit discrimination and create a professional and healthy working environment. We comply with the laws, principles, standards of privacy and information security of Vietnam, international treaties and the laws of the jurisdictions where T&C Group works and cooperates.

- We strive to maintain a safe and healthy working environment where everyone respects each other.

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- T&C Group does not discriminate in the hiring, promotion, and evaluation of those involved on the basis of nationality, race, color, family history, ethnicity, creed, religion, status marital status, gender, disability, sexual orientation, place of birth, social status or any other personal factor.
- Sexual harassment in the workplace is unacceptable and unforgivable. Workplace sexual harassment is conduct of a sexual nature by any person towards another person in the workplace that is not desired or accepted by that person and is strictly prohibited and cannot be tolerated in the work environment.
- We respect and protect information about/belonging to officers, employees, associates, customers, shareholders, candidates and partners. The disclosure and use of information belonging to officers, employees, associates, customers, shareholders, candidates and partners without permission is strictly prohibited. These data must be kept confidential and used only for lawful purposes. All officers and employees are required to keep the passwords of the company's work accounts confidential, to prevent the loss of information and working data to the outside.
- The transfer of documents and information must ensure the right person, the right job and in a timely manner. The person receiving the information is responsible for keeping the information confidential and not arbitrarily transferring it to another person.
- We respect everyone's workspace. In the event of an emergency, at the request of a competent authority, or for lawful purposes, the company has full access to and inspection of computer files, e-mail, voicemail, internet applications, business records, desks, lockers and other company property.

5. Intellectual Property Rights

T&C Group's commitment is to comply with international treaties to which Vietnam is contracting party, and current laws and regulations of Vietnam on intellectual property rights.

With our best effort, we shall protect our intellectual property assets, including but not limited to registration of copyright and related rights, industrial property rights to inventions, industrial design, layout design, trademark, trade name, protection of business secrets, know-how, technology and request authorities to handle where any infringement against our IP right is found.

We also respect IP rights of our competitors, customers, partners and strive to protect intellectual property rights by complying with the obligations mentioned under the contracted Non –Disclosure Agreements.

T&C Group set out regulations that all its employees and officers is strictly banned from arbitrarily copy and use copyrighted or non-copyrighted software on any of the company's computers.

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Each and every T&C Group's officers and employees is required to comply with the above obligations continuously throughout their work in the company and even if they no longer work at T&C Group.

6. Environment protection and waste limit policy

T&C Group and its members and personnel are obliged to comply with all applicable regulations on environmental protection and make the best effort to protect the environment.

We invest in and use environment-friendly equipment and machinery. All waste and garbage generated in the course of operation and business are controlled and treated according to the provisions of law.

T&C Group commits to always join hands to build a friendly, peaceful and safe environment for the future. Our commitment to environmental protection means that we will harmonize economic development and environmental protection for the purpose of sustainable development

T&C Group's officers and employees are always conscious of saving energy and resources, minimizing waste in the working process, in the use of stationery, items, tools and other working equipment. Turning off lights, machinery, and air conditioning when leaving the workplace for a long time or before leaving is required.

7. Fraud Report and Crime Denunciation

- T&C Group does not accept any fraud, non-compliance with the law or other misconduct of employees in T&C Group as well as organizations and individuals outside of T&C Group during working at the company. Therefore, the procedure for denouncing misconduct (hereinafter referred to as the "*procedure*") is established with the aim of providing general principles to ensure the safety of whistleblowers.
- The procedure prescribes the basic concepts and procedures for setting up and operating a violation handling system with the function of receiving or processing voluntary reports of its personnel and external organizations and individuals (hereinafter referred to as "Business Partners") in connection with T&C Group's business of an illegal activity, misconduct, fraud (hereinafter referred to as "Misconduct") is observed in the workplace; or in connection with the business of T&C Group. The procedure also provides an advisory function, providing staff with advice on whether any action is illegal/unethical or under the law or T&C Group rules. This regulation is intended to promote timely detection and correction of Misconduct and contribute to strengthening the company's compliance management.
- T&C Group's employees, suppliers, customers, contractors and other interested parties follow the steps as described in the Procedure to report any concerns or complaints related to accounting and audits, internal controls, public affairs, conflicts of interest, insider trading, collusion with competitors or any fraud, corruption or other wrongdoing of employee.

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- This procedure encourages employees or external organizations and individuals to report misconduct to designated officers independently without fear of discrimination or related consequences, and helps T&C Group takes appropriate action, including but not limited to, disciplinary action or termination of employment and/or service contracts with the organizations/individuals reported.
- This procedure is also designed to protect whistleblowers from discrimination after its report. Inappropriate and bogus claims will not be considered. This process does not serve to resolve personal conflicts, but to be discussed directly with department managers to find solutions.

Denunciation procedure

- T&C Group encourages its employees and other organizations and individuals to provide names in his/her denunciation. Any unidentified accusations will not be accepted. All denunciation will be reviewed for honesty, accuracy, verifiability of the sources provided, and confidentiality will be maintained throughout the process.
- The denunciation/report must follow the Code of Conduct and/or the Company Internal Regulation and/or the Employee Handbook. Having the necessary information will help T&C Group accurately investigate and evaluate the incident. Therefore, the denunciation/report must be detailed, specifying the parties involved, the date & time of the incident, the case fact, the evidence to support the allegation, and contact details if any so that T&C Group can contact in case more information is needed.
- If an reporter makes its denunciation/report in good faith but is not confirmed by an investigation, no action will be taken against him/her. However, if the reporter makes malicious accusations or simply to cause anger, discomfort, a disciplinary action may be taken against them.
- The independent officer who is selected by the General Director of T&C Group will be responsible for all denunciation and report submitted. She/he will also be the person responsible for resolving issues raised therein.
- The report/denunciation is made in writing, email or orally and to be sent to the department manager, General Director of T&C Group, T&C Group phone number or email.
- The report/denunciation must be as specific as possible and include details such as: The type of reported misconduct; time and place of events; names of the individuals involved and others who may have knowledge of the issues reported, why the report believes investigation is necessary and how the individual or organization committed the reported misconduct.
- The reporter is required to act in good faith and on reasonable grounds regarding any report made under the Code of Conduct.

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One of Vietnam's leading distributors of heavy machinery and equipment

Y DAO MEDICAL SERVICE CONSULTING INVESTMENT CORP.

A specialized company investing in the healthcare industry

T&C MEDICAL TRADING & SERVICE JSC

An official distributor of medical devices for Siemens Healthineers

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T&C HA NOI WAREHOUSE & FORWARDING JSC

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T&C WAREHOUSING AND TRANSPORTATION JSC

An omni-channel fulfillment partner with a nationwide network of warehouses

AN PHAP REHABILITATION JSC

Providing intensive treatment solutions for musculoskeletal – joint – spine diseases

M.E.I PROJECT ENGINEERS & CONSTRUCTION (VIETNAM) CO LTD

Offering engineering, consultancy, and project management services

T&C TRUCKS JSC

The authorized distributor of Volvo Trucks in Vietnam

LUC TINH TECHNICAL TRADING SERVICE CO LTD

The pioneering provider of medical equipment and diagnostic reagents in Vietnam

The confidentiality and security

T&C Group ensures the confidentiality of whistleblowers' personal information and protect their identities to the fullest extent permitted by law.

To protect and support whistleblowers

- T&C Group strictly prohibits discrimination, harassment or any similar action against those who make report/denunciation. A whistleblower may immediately notify designated independent officer if he/she is subject to the above. Reports must be made in a timely manner to support the investigation and help T&C Group's management board to take appropriate action/resolution.
- Any person who is found to have retaliated against those who submit the report and those who conducts investigation under this code of conduct shall be subject to disciplinary where necessary, including discipline and termination of employment contracts in case of T&C Group's officers or employees, termination of contracts or other appropriate action in the case of T&C Group's contractors, consultants or partner or agencies.
- In some cases, the reporter may need to appear as a witness. If employees or organizations or individuals outside the company make a report of misconduct in good faith but the investigation has not been completed, no action or measures will be taken against them. However, if an employee makes a false allegation out of hatred or for personal interest, T&C Group shall take appropriate disciplinary action and even report it to the authorities.

CHAPTER III: TERMS AND CONDITIONS

1. Scope of regulation

The Code of Conduct was prepared and developed as a basis for the company to conduct business, to build business culture and working environment, to manage employees, and to handle violations and misconducts.

The Code of Conduct is applicable to T&C Group's head office, representative offices and all the company's branches, business locations, and all member companies of T&C Group.

Each and every T&C Group's officers and employees, regardless its position, is responsible and obligated to comply with the Code of Conduct.

The Code of Conduct is published, disseminated, communicated and accessible to all to T&C Group's employees, officers, customers, contractors, partners. We look forward to a certain respect of our Code of Conduct from our partners, customers and other third parties.

Depending on the changes in the company's business strategy and change of law, the provision of Code of Conduct shall be revised but shall follow the Constitution and laws of Vietnam and international treaties to which Vietnam is a contracting party.

OUR MEMBERS

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2. Notices and Complaint

The company appreciates your employees' opinion, comment or complaint about all aspects of the company operations to improve the way we work and improve work efficiency. T&C Group's policy is to resolve work-related employee complaints quickly and fairly.

If your complaint is related to your own work only, you are advised to raise the issue with your immediate supervisor/manager and strive for a reasonable and acceptable outcome.

If the immediate supervisor/manager do not resolved properly or if you wish to contribute your ideas on company-wide issues, you are advised to present your opinion to the Human Resources Department or propose to the Board of Directors for resolution.

Complaint Settlement Procedure

- Upon receipt of a complaint, the appointed independent officer shall review the information and mark it as “confidential” to ensure confidentiality.
- Upon reviewed the complaint, the appointed independent officer is responsible for notifying the General Director and coordinating with relevant departments/departments to conduct the initial preliminary investigation to ensure timely action.
- After the preliminary investigation, the case will be reviewed within a reasonable time frame to reach a decision whether or not to conduct a detailed investigation. Otherwise, the appointed independent officer will issue an investigation report.
- The investigation report will be notified by the designated officer to the General Manager of T&C Group. In addition, if the complaint involves management officials, the case will be presented to a meeting of the Board of Directors.
- Upon receipt of the initial investigation report, the Board of Directors will establish a Ethics Review Committee to evaluate the complaint. This Committee consists of the General Director and other members selected by the Board of Directors.
- The Ethics Review Committee will hold a meeting to review the complaint and determine whether a detailed investigation should be conducted. However, the whistleblower's personal information should be kept confidential by the members of the Committee throughout the investigation.
- If the T&C Ethics Review Committee decides that a detailed investigation is not required, the Committee should make a recommendation for a remedial plan and disciplinary action commensurate with the severity of the offense at the end of the meeting.
- Discipline action include, but are not limited to: warning, dismissal, request for compensation of the property; conduct legal proceedings.

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- A meeting minutes will be prepared and kept confidentially at the ends of the meeting. Management board of T&C Group to take remedy action and decide disciplinary upon the recommendation of the committee.
- The appointed independent officer will contact the whistleblower to clarify information where necessary.
- During the investigation, if a complaint shows that illegal activity has occurred, T&C Group is entitled to file a complaint with the competent authority. Depending on the nature of each complaint/denunciation, the person who is subject to denunciation/complained will be notified of the allegation and given the opportunity to dismiss the allegation. Those who do not cooperate or provide false information during the investigation will be severely disciplined.
- All written records relating to complaints must be kept confidential in the complaint investigation file. The overall investigation records should be kept in a safe place by appointed independent officer.