



# ACQUISITION OF RELATED PARTIES' FEEDBACK

“ IN GENERAL TREND OF NECESSARY REQUIREMENTS FOR SUSTAINABLE DEVELOPMENT PATH, HOA SEN GROUP ALWAYS CONCERNS WHETHER OR NOT THE INFLUENCE OF RELATED PARTIES. CONSEQUENTLY, HOA SEN GROUP DEALS CONSIDERABLY WITH EVERY FEEDBACK FROM RELATED PARTIES. ”

With guideline of declaration and transparency in every activity, since it was established, Hoa Sen Group has built sustainable relationship with related parties in accordance with core values "Integrity – Community – Development" directing to bring long-term value chain to each party. Hoa Sen Group also unites to select important representative from related parties to summarize concerned issues, to focus on consultancy of related issues that affect directly to Hoa Sen Group's sustainable development. In addition, practical solutions and strategic development orientation are raised to boost establishing process of management method as well as perfecting Hoa Sen Group's operation structure.



| RELATED PARTY          | APPROACH   |
|------------------------|--|
| Customer               | <p>With the aim to bring the best utility for customers, Hoa Sen Group is the pioneer in the building materials industry in Vietnam to implement the online purchase on its official website <a href="http://www.hoasengroup.vn">www.hoasengroup.vn</a>. On the website, local customers and importers can find all information on the products, select the nearest branch/retail store to place retail orders or commercial orders with large volume. In particular, the form of online chat and Call center 18001515 will advise on specific types of products that meet the demands as well as support and answer all customer's questions.</p> <p>Other approach channels</p> <ul style="list-style-type: none"> <li>• Email <a href="mailto:gopy@hoasengroup.vn">gopy@hoasengroup.vn</a>, mail group of related departments;</li> <li>• Update frequently important information to social networks, website;</li> <li>• Hold exhibition, conference, seminar, and meeting.</li> </ul> |
| Employee               | <ul style="list-style-type: none"> <li>• Periodically conducting the Labor Union Congress and Hoa Sen Group Employees' Conference;</li> <li>• Meeting to labor union.</li> <li>• Survey employee's opinions to labor safety, working environment, policies, welfare, etc. via email, telephone, social network;</li> <li>• Hold internal training programs;</li> <li>• Hold internal activities such as music performance, sports, union activities, etc.</li> <li>• Interactive channel between Hoa Sen Group labor union and employees is via group mail <a href="mailto:congdoan@hoasengroup.vn">congdoan@hoasengroup.vn</a></li> </ul>   |
| Partner                | <ul style="list-style-type: none"> <li>• Privacy meetings</li> <li>• Receiving and resolving issues via email, telephone, fax, etc.</li> <li>• Public and transparency financial statements, business policy documents, regulations on bidding, etc.</li> <li>• Participating exhibitions, economic forums (VietBuild Exhibition, Vnrea Expo, the leading international exhibition on water supply and drainage sector - Viet Water, Vietnam private economic forum, etc.)</li> <li>• Organizing programs to enhance relationships with partners.</li> </ul>   |
| Shareholder - Investor | <ul style="list-style-type: none"> <li>• Monthly, quarterly, on-demand meetings</li> <li>• Receiving and resolving issues via email, telephone, fax, etc.</li> <li>• Holding Annual General Meeting, periodic and extraordinary meetings, posting financial statements in public.</li> <li>• Implementing information disclosure in accordance with regulations of State Securities Commission of Vietnam and Ho Chi Minh Stock Exchange.</li> <li>• Participating seminar, annual forum of steel industry to share information and take opportunity of investment expanding.</li> </ul>   |
| Community              | <ul style="list-style-type: none"> <li>• In many consecutive years, Hoa Sen Group was co-organizer and main sponsor for program series of motivational speaker Nick Vujicic in Vietnam, to inspire local people and pervading good life values to community.</li> <li>• Performing program "Hoa Sen Steel Sheet – School Together" at more than 800 elementary schools in 63 cities across the country and giving hundred thousands of presents and bicycles to poverty but hard studying pupils</li> <li>• Responding to blood donation activities, charity activities for poor people; visiting and supporting families in disaster and flood areas.</li> <li>• Coordinating local government to explore local people's opinions nearby project area.</li> </ul>   |
| Regulatory Authority   | <ul style="list-style-type: none"> <li>• Participating actively in organization, association of steel industry;</li> <li>• Attending conference, seminar of steel industry held by Government, Ministries as a member of Vietnam Steel Association;</li> <li>• Complying with legal regulations in all production and business activities.</li> </ul>  |
| Press                  | <ul style="list-style-type: none"> <li>• Implementing public and transparency information disclosure, and interviewing to press offices on communication channels.</li> <li>• Press releasing of Hoa Sen Group's events and send to communication offices for information disclosure.</li> <li>• Updating frequently important information on the Group's website and social network;</li> <li>• Performing television programs and implementing information disclosure of significant events on official communication channels of the Group.</li> </ul>  |