

# 2025 Environmental, Social and Governance Report



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KMS Technology

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# About This Report

KMS Technology publishes annual ESG reports to communicate our sustainability approach and performance to stakeholders. This report highlights our progress and strategic focus across key Environmental, Social, and Governance (ESG) areas. We remain committed to managing ESG priorities effectively, providing transparent disclosures, and upholding our responsibilities to all stakeholders.

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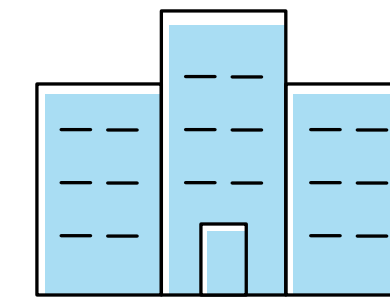
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# About KMS Technology

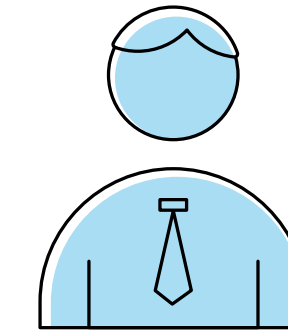
Founded in 2009, KMS Technology is a U.S.-based software services company with development centers in Vietnam and Mexico. Recognized as a global market leader, we are trusted for the exceptional quality of our software development, testing, generative AI, technology consulting, and Salesforce.com services, as well as the deep expertise of our engineering teams.

We pride ourselves on creating brilliant solutions for our clients by leveraging deep expertise, advanced technologies, and delivery excellence—achieving a shared success where everyone can reach their fullest potential. We believe that the business success we contribute to reflects our commitment to making a difference for our community, providing solutions that create long-lasting impacts.



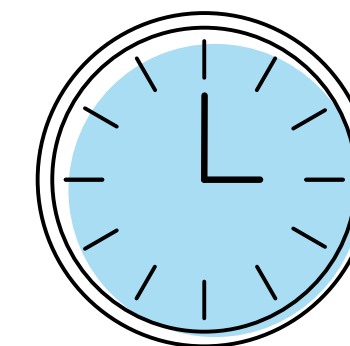
## 5 OFFICES

In Vietnam, Mexico and the US



## 1,100+ PEOPLE

Across The Globe



## 16 YEARS

Of Experience



As we continue to grow as a leading technology services provider, our success has always been built on more than just delivering exceptional technology solutions. We believe that sustainable business growth comes from creating a positive, lasting impact—for our employees, clients, communities, and the environment.

That belief is what drives our commitment to ESG principles. Far beyond a framework or set of checkboxes, ESG reflects our values in action—shaping how we lead, innovate, and act with integrity across the business.

Our ESG efforts are centered around the following focus areas:

**Environmental:** Reducing our carbon footprint through green office practices, digitization initiatives, and sustainable technology solutions for our clients.

**Social:** Fostering an inclusive, diverse workplace where every team member can thrive, while actively supporting education and technology advancement in our communities.

**Governance:** Maintaining the highest standards of ethics, transparency, and accountability in all our business practices.

We are committed to transparency throughout this journey—sharing both our progress and the areas where we continue to improve. Together, we’re not just building a successful technology company; we’re building one that makes a meaningful difference.

Thank you for being part of this journey and for helping us positively impact the world around us.

**Du Nguyen**  
Managing Director



**Bright Minds.  
Brilliant Solutions.  
Sustainable Future.**



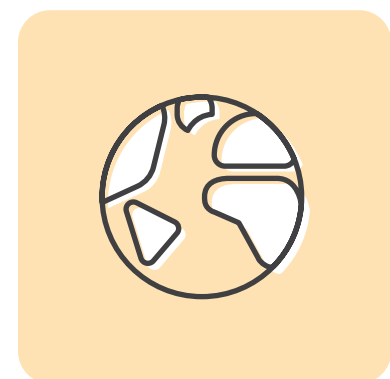
# FY25 ESG Highlights

At KMS Technology, we believe that sustainable business practices fuel innovation and create long-term value. With a strong commitment to responsibility and impact, we are building a technology company that contributes positively to society while delivering exceptional solutions to our clients.



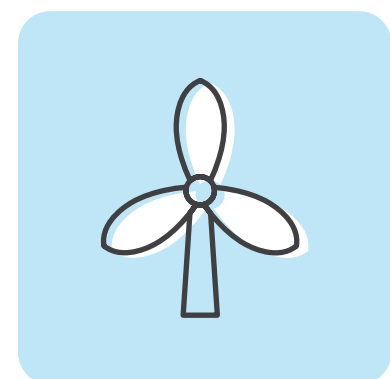
## ENVIRONMENTAL

- Targeted reduction strategies are underway in response to the impact of business operations on Greenhouse Gas (GHG) emissions.
- Ongoing adoption of green office practices and employee-led initiatives to minimise environmental impact.



## SOCIAL

- Reinforced commitment to Diversity, Equity & Inclusion by joining Vietnam Panel Pledge.
- Maintained a great place to work, delivering excellent services, and upholding strong social responsibility commitments.



## GOVERNANCE

- Strengthened governance through risk management, data security, and workplace safety.
- Reinforced ethics and accountability via mandatory training and clear conduct policies.

303

Metric tons of CO<sub>2</sub> reduced vs. FY20 baseline  
(46% decrease in 5 years)

6,071

Total Employee Giving-Back Hours

11,582

Individuals and Communities Supported

62,028

Total Employee Learning Hours

# Supporting the United Nations Sustainable Development Goals

KMS Technology’s sustainability initiatives are closely aligned with the United Nations Sustainable Development Goals (SDGs), with high-impact contributions delivered through global programs and partnerships across six key areas: No Poverty, Good Health & Well-being, Quality Education, Gender Equality, Clean Water & Sanitation, and Climate Action. These efforts underscore our commitment to creating long-term value for all stakeholders while contributing meaningfully to a more inclusive, equitable, and sustainable world.



## NO POVERTY

Empowering underserved communities through access to digital skills training, tech education, and high-quality tech jobs globally, offering long-term careers in a fast-evolving industry.



## GOOD HEALTH & WELL-BEING

Leveraging technology expertise to support quality healthcare access and well-being initiatives for both the community and our employees.



## QUALITY EDUCATION

Driving digital learning through partnerships, mentorship, and upskilling programs—advancing lifelong learning for employees and students in the tech ecosystem.



## GENDER EQUALITY

Fostering an inclusive, respectful workplace and supporting equal opportunities for people of all gender, both within KMS and in the community.



## CLEAN WATER & SANITATION

Promoting clean water access and sustainable water use through community efforts and workplace practices.



## CLIMATE ACTION

Reducing our environmental footprint, adopting sustainable workplace practices, and engaging employees in green initiatives.

# Environmental

INNOVATING WITH CARE FOR A SUSTAINABLE FUTURE

KMS Technology is committed to environmental responsibility by actively reducing greenhouse gas emissions and integrating sustainability into our daily operations. Our approach combines employee-led initiatives with green office practices to cultivate environmentally conscious workplaces. This not only reduces our environmental footprint but also fosters greater awareness and accountability among employees. In doing so, we generate long-term value for our business while contributing positively to the communities we serve.

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# Greenhouse Gas Emissions

This report presents our annual greenhouse gas emissions, measured in metric tons of CO<sub>2</sub> across Scope 1 and Scope 2 categories. Scope 1 covers direct emissions from sources owned or controlled by the company (e.g., fuel combustion in generators), while Scope 2 includes indirect emissions from the generation of purchased electricity consumed by the company.

KMS Technology has disclosed our climate-related data through the Carbon Disclosure Project (CDP) at the Disclosure level. As a software services company with a relatively limited environmental footprint, this reflects our growing awareness of environmental issues and commitment to transparent reporting. It also represents a baseline for future-focused actions aimed at reducing our environmental impact.

In January 2025, we officially committed to the Science-Based Targets initiative (SBTi), reinforcing our dedication to aligning with globally recognized climate action frameworks. We aim to set science-based emissions reduction targets by January 2027, in accordance with the SBTi timeline for committed companies.

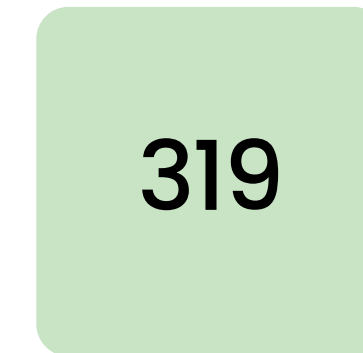
## GREENHOUSE GAS EMISSIONS

### SCOPE 1



metric tons CO<sub>2</sub>

### SCOPE 2



metric tons CO<sub>2</sub>

## ALIGNING WITH GLOBAL CLIMATE ACTION FRAMEWORKS



Carbon Disclosure Project (CDP)



SCIENCE BASED TARGETS

Science Based Targets initiative (SBTi)

# Green Office Operations

Between FY20 and FY25, KMS Technology reduced Scope 1 and 2 CO<sub>2</sub> emissions by 303 metric tons, a 46% decrease in emissions.

This progress was primarily driven by the adoption of a hybrid working model, which reduced office space usage and energy consumption, particularly from electricity.

To further enhance resource efficiency, targeted upgrades were implemented—including a full transition to LED lighting and the installation of motion sensors in shared areas.

In addition, our 'Go Paperless' initiatives—such as the implementation of e-signatures and the digitalization of internal processes—helped reduce our environmental footprint and promote more sustainable operations, resulting in a savings of 325 kg of paper over the five-year period (FY20 to FY25).

100%

Internal process digitalised

325

Kg of paper saved



# Employee Green Actions

Across all offices, KMS Technology employees actively supported and participated in a variety of sustainability-focused activities, aimed at fostering eco-conscious behaviors and strengthening our green workplace culture.

## Collection Drives for Used Items

Collecting and recycling used goods to reduce waste while supporting local communities in need.

## Community Clean-up

Cleaning up public spaces, beaches, and neighborhoods to promote environmental awareness and improve local living conditions.

## Trees Planting

Planting trees in deforested areas, contributing to environmental restoration.

## “Go Green” Campaign

This internal campaign encouraged sustainable habits in the workplace, such as using reusable lunch boxes and containers, switching to paper or ceramic cups, and minimizing elevator use to conserve energy.

**8.8 KG**  
PLASTIC WASTE REDUCED

**200+ KG**  
RUBBISH CLEANED

**243**  
TREES PLANTED

**1,000+ TONS**  
USED ITEMS COLLECTED



# Social

UPLIFTING PEOPLE, STRENGTHENING COMMUNITIES

At KMS Technology, our social commitments center on fostering an inclusive, empowering environment where every individual is valued, respected, and supported to grow. Beyond the workplace, we actively give back to our communities through meaningful engagement and long-term partnerships. These efforts reflect our belief that business success and social responsibility are interwoven—strengthening our culture, our people, and the communities we serve.

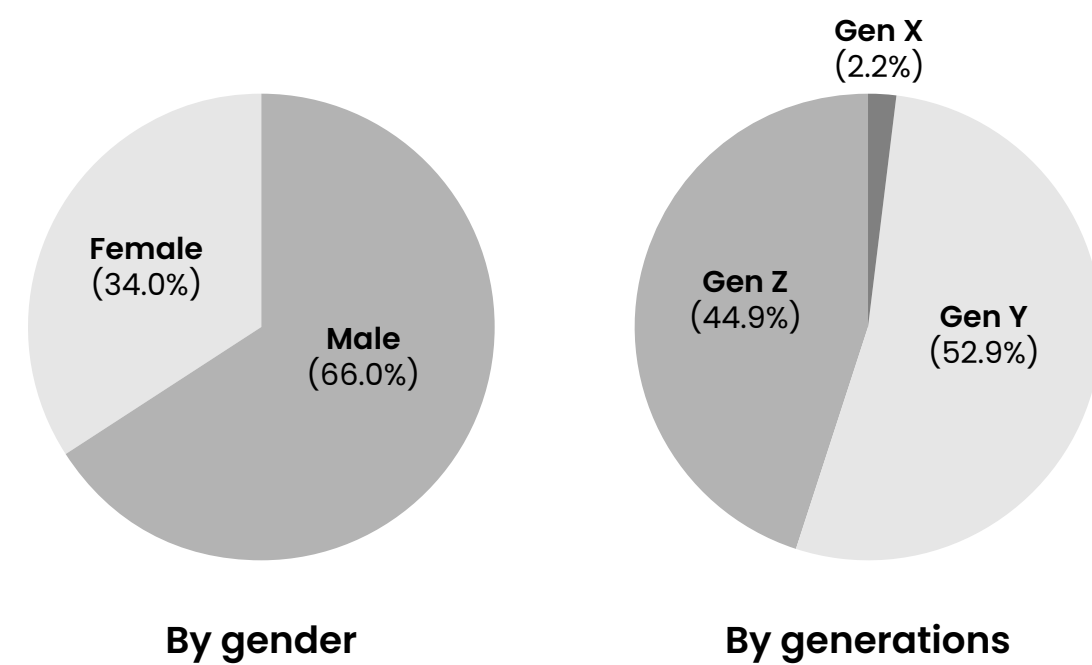
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# Diversity, Equity & Inclusion (DEI)

DEI is increasingly recognized as a cornerstone for building strong, sustainable, and innovative organizations globally. At KMS Technology, DEI has long been embedded in the company's culture through comprehensive internal policies, inclusive communication, and a steadfast commitment to fairness, belonging, and empowerment. Our shades of a diverse brilliance are reflected in:

## DIVERSITY



04 Nationalities

07 Ethnic Groups In Vietnam

## EQUITY

All employees have fair access to opportunities, benefits, and growth, as detailed in the KMS Employee Handbook.

## Inclusion

Inclusivity has been one of the five core values at KMS, fostering collaboration and respect among all employees.

To elevate our DEI advocacy, KMS Technology signed the Vietnam Panel Pledge, reaffirming our commitment to DEI, where individuals from all backgrounds are empowered to contribute meaningfully toward sustainable, long-term success.



# Learning & Development



Our employees are empowered with diverse learning opportunities that support both professional growth and personal development. From onboarding to upskilling programs, technical certifications, soft skills training, English and leadership development, our Learning and Development (L&D) initiatives include a combination of internal and external training designed to build a future-ready workforce and nurture talent at every level.

**113**  
Courses

**62,028**  
Learning Hours



# Award-Winning Workplace



KMS Technology has officially been certified as a Great Place To Work®, marking the third consecutive year recognized for an excellent working environment. This recertification affirms that the organizational culture is strongly aligned with KMS's core values and empowers a team of bright minds where every success is proudly made.

# Community Giving-Back

At KMS Technology, we believe that business success should go hand in hand with meaningful contributions to society. Guided by the philosophy “The more successful, the more we give back,” we are committed to embedding social responsibility at the core of our operations.

As a member of the Pledge 1% movement, we dedicate 1% of our profit and employee time to advancing impactful social causes. This commitment is embraced across all KMS offices globally, focusing on three key areas: education, healthcare, and community welfare. These initiatives are implemented in close collaboration with trusted non-governmental organizations (NGOs) to ensure long-lasting outcomes.

Late 2024 marked a meaningful milestone in our shared journey toward a brighter and

more sustainable future for Vietnam, through collaborative activities with:

**Passerelles Numériques Vietnam (PNV):** KMS continues to support PNV’s mission of empowering underprivileged youth with a USD 100,000 donation, while assisting the organization through a critical operational transition.

**VinaCapital Foundation (VCF):** With a USD 350,000 donation, we aim to strengthen essential healthcare and education initiatives for underserved women and children across Vietnam. Our support includes funding for clean water systems, neonatal equipment, and healthcare professional training, facilitating rural outreach clinics, supporting cancer treatment for children, and providing scholarships and skills training for ethnic minority girls.





Beyond financial contributions, KMS employees take an active role in community engagement programs to make direct and meaningful contributions, and foster a spirit of giving that extends into their personal lives. By aligning our efforts with the needs of the communities we serve, we aim to create long-lasting, positive impact to a more sustainable future.

6,071

Volunteer Hours

40

Community Projects

11,582

Beneficiaries Supported

\$500,000

Total Investment



Recognized for our sustained commitment to community and sustainability, KMS has received prestigious awards from respected organizations over consecutive years. These honors reflect rigorous evaluations by expert panels, based on criteria such as corporate governance, environmental practices, social responsibility, and sustainable impact.



Saigon Times CSR Award by The Saigon Times Group: For the fifth consecutive year, KMS Technology has been recognized among the top 40 Vietnamese and foreign-invested enterprises nationwide for outstanding corporate social responsibility (CSR) practices.



Top 50 Corporate Sustainability Awards by Nhip Cau Dau Tu Magazine: This prestigious national award honors companies making notable contributions to Vietnam's economic, social, and environmental development. In our first year of participation, KMS was proudly recognized for Outstanding CSR Activity, affirming the strength of our sustainable business practices and social impact initiatives.

# Governance

LEADING WITH INTEGRITY, DELIVERING WITH ACCOUNTABILITY

At KMS Technology, we are committed to ethical, transparent, and accountable practices across all areas of our business. A strong governance framework guides our decision-making, ensures compliance, and fosters stakeholder trust. We continuously strengthen our internal controls, risk management, and corporate policies to support responsible, sustainable growth.

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# Governance Framework

## ETHICS, CONDUCT & ACCOUNTABILITY

At KMS Technology, we are committed to upholding the highest standards of integrity and ethical conduct through a well-defined governance framework. Core policies—including the **Code of Conduct** and the **Anti-Bribery and Corruption Policy**—are made accessible to all employees via the company intranet, reinforcing transparency and accountability across the organization.

To ensure compliance and ongoing awareness, we deliver mandatory training programs to all employees. These cover key topics such as **Business Ethics**, the **Code of Conduct**, and **Anti-Bribery and Corruption** principles, fostering a culture of responsible and ethical behavior across all levels of the company.



# Risk Management & Compliance

## INFORMATION SECURITY

At KMS Technology, risk management is a critical pillar of our commitment to operational excellence and sustainable growth. We have implemented a formal and robust **Risk Management Framework** built on a Risk-Based Approach (RBA), aligned with **ISO/IEC 27001:2022 and ISO 31000**. This ensures that information security risks are systematically identified, assessed, and addressed.

Key activities include:

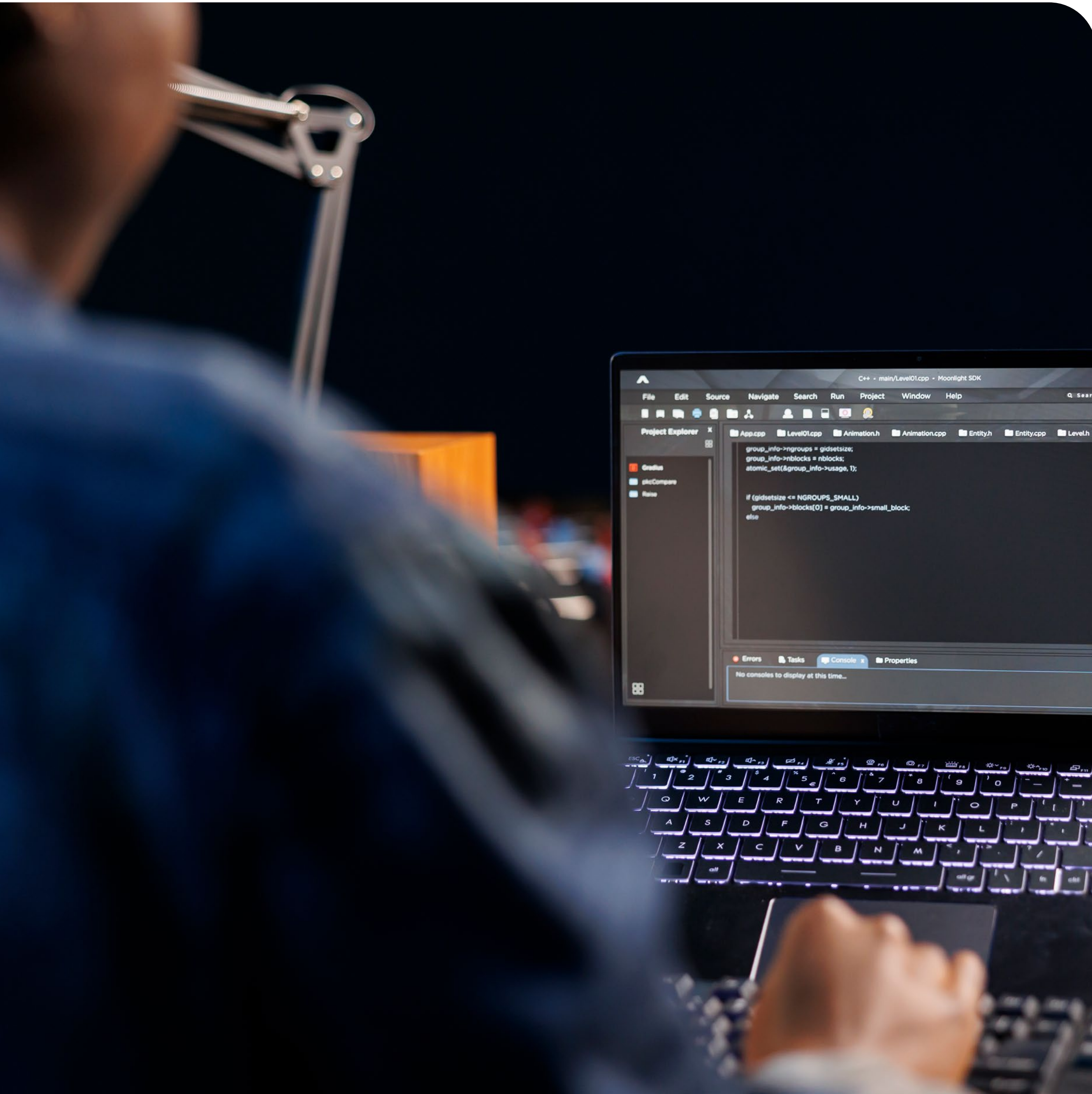
- Internal ISMS audit and External audit for ISO:ISO 27001:2022 transition
- Ongoing gap analyses and control mapping to improve policy coverage and operational controls.

We comply with multiple international and local standards, including:



Vietnam's Decree 13/2023/ND-CP on Personal Data Protection





## DATA SECURITY AND PROTECTION MEASURES

KMS safeguards client and personal data through strong policies and technical controls. We regulate data collection via our internal Personal Data Protection Policy and align with our public-facing Privacy Policy.

We do not apply monitoring, blocking, content filtering, or censorship to our products or services.

We also engage independent third-party cybersecurity providers for threat intelligence, data leak monitoring, and proactive breach detection, enhancing our overall security posture.

To ensure data confidentiality, integrity, and availability, we implement the following measures:

- Encryption at rest and in transit (AES-256, TLS 1.2/1.3)
- Access control using Role-Based Access Control (RBAC) and least privilege principles
- Multi-Factor Authentication (MFA) for internal and client-facing systems
- Network segmentation of critical systems
- Endpoint protection and Data Loss Prevention (DLP) tools
- Secure Software Development Lifecycle (SDLC) with mandatory code reviews
- Third-party vendor risk assessments prior to engagement



## OCCUPATIONAL HEALTH & SAFETY (OHS)

KMS Technology integrates occupational health and safety into our governance framework through structured training, annual assessments, and proactive workplace monitoring. Key initiatives include:

- Annual Risk Assessment: Covers operational, environmental, and ethical risks.
- Annual Internal OHS Audits & Fire Drills: Conducted regularly as part of our Workplace Conditions Management System (WCMS) to ensure ongoing safety and compliance.

We also implement a range of structured learning programs to promote workplace safety and regulatory compliance:

- SEC-102 OHS Onboarding Training: A mandatory course for new employees covering CSR principles, SMETA standards, KMS's OHS policy, anti-bribery, the Code of Conduct, local OHS laws, and preventive safety measures.
- SEC-402 OHS Refresher Training: Annual training for all staff to reinforce awareness of workplace hazards, compliance requirements, and emergency preparedness.
- Professional OHS Certification: Delivered to CSR taskforce members and key operational staff by government-authorized providers, with support from the Safety & Hygiene Committee, which monitors workplace conditions, reports risks, and recommends improvements.




“The ESG efforts at KMS Technology not only help reduce environmental impact and uplift communities but also deepen trust with our clients, energize our people, and set us apart in a rapidly evolving industry. We are proud to walk this path together with our clients, delivering value that’s not just measurable, but truly meaningful.”

Jeff Scott  
Chief Delivery Officer

Far beyond a buzzword, ESG is a shared journey—  
one that KMS Technology proudly walks  
alongside our people, partners, and clients in  
pursuit of a more sustainable tomorrow.

#GIVESFORGOOD #SUSTAINABLEGROWTH #GIVINGBACK



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