

# CODE OF CONDUCT

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## 1 Intended audience

Employees, collaborators, and interns working at Vietnam Sustainable Social Enterprise Company Limited under labor contracts, service contracts, or other forms.

## 2 Vision, Mission and Core Values

### 2.1 Vision

VSSE is a bridge facilitating trusted partnerships in Vietnam towards a sustainable and inclusive energy future.

### 2.2 Mission

VSSE provides communication, training, and project development services in the field of energy efficiency and social inclusion in Vietnam.

We are:

- Strategic visionaries.
- Communication and engagement experts.
- Believing that every individual and organization has the opportunity to contribute to a sustainable future.
- Accountable and committed to learning from our successes and challenges.
- Dedicated to the communities we serve.

### 2.3 Core values

- Effectiveness: Focusing on goals, strategies, plans, and implementation capacity to ensure the value committed to customers.
- Integrity: Uprightness and honesty in conduct and all service activities.
- Prestige: Always striving to fully prepare the implementation capacity, making every effort to ensure that it meets and exceeds its commitments to customers and partners; especially the commitments on service quality and implementation progress.
- Fairness: Fairness to employees, customers, and other stakeholders, aiming for fairness between generations to ensure sustainable development.

## 3 VSSE's focus area

VSSE encourages open and transparent communication among our members. Employees are at the heart of VSSE and are encouraged to give and receive constructive feedback at all levels of the organization. Employees are empowered to give feedback to senior management. VSSE operates to foster a culture of openness and trust.

VSSE's managers and team leaders support their members and are open to communication. VSSE aims to build capacity for all employees and consultants and strives to become an organization where people are excited to come to work and are dedicated to continuous learning and improvement. VSSE employees mentor all colleagues and strive to build capacity whenever possible.

### 3.1 Professionalism

In completing their work:

VSSE's employees are committed to completing their assigned tasks with integrity and respect for each other and stakeholders. They work with focus, care, and responsibility. Employees are proactive in discussing challenges with their supervisor and are open about the possibility of achieving the set goals. They can discuss the content of their

work with their supervisor at any time and propose amendments, changes, and additions.

### **3.2 Encouragement**

Professional managers foster employee development through encouragement and on-the-job training. They actively assign tasks to team members based on their skills and workload. Professional managers provide constructive feedback to all employees throughout the work process and regular performance reviews.

### **3.3 Transparency**

VSSE promotes transparency in execution and decision-making. Information obtained in the course of work may not be used to harm VSSE or to serve personal interests or transferred to a third party for the benefit of that individual.

### **3.4. Corruption**

As a transparent and ethical organization, VSSE is committed to refraining from any acts of bribery, corruption, and embezzlement in any form.

## **4 Working environment**

VSSE maintains a workplace where employees feel safe and fulfilled. VSSE does not tolerate any form of intimidation, harassment, or bullying in the workplace.

### **4.1 Health and Safety**

VSSE complies with regulations and creates a safe workplace. VSSE conducts risk assessments, incident reporting, and analysis to provide the best possible working environment for all employees. VSSE is a violence-free workplace. Any form of violence or threat of violence in the workplace is not tolerated.

### **4.2 Sexual Discrimination and Harassment**

VSSE does not accept or condone any form of discrimination. Any action or statement that puts an individual at a disadvantage or humiliates or mocks an individual is discriminatory.

VSSE does not tolerate any form of sexual harassment and takes all necessary measures to protect victims of sexual harassment, including legal measures.

### **4.3 Comply**

Employees shall conduct themselves in accordance with this Code of Conduct. Compliance with this letter and the spirit of this Code of Conduct is required of all departments and all employees. Violating this Code of Conduct may result in disciplinary action including termination of employment and service contract (if applicable).