



# NOVALAND **CODE OF CONDUCT**

## NOVALAND GROUP

65 Nguyen Du, P. Ben Nghe Street, Dist 1, HCMC  
Tel: (08) 3 521 0553 | Fax: (08) 377 52 999  
[www.novaland.com.vn](http://www.novaland.com.vn)

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## Question

**As I am working for Phuoc Long Company which belongs to Novaland Group, do I and my colleagues have to comply with the Code of Conduct?**

## Answer

All the employees of Novaland Group and of the Subsidiaries whose management system, as determined, is controlled by Novaland must comply with the Code of Conduct.

## ■ PURPOSES:

These regulations and guidelines are on basic rules, ethical standards and conduct that the Group expects its employees to observe and implement for the purposes of preserving and promoting the Core Value of Novaland (Integrity – Efficiency – Professionalism); building the Novaland brand; and creating the best working environment.

## ■ SCOPE OF APPLICATION:

[This Code of Conduct] applies to all the employees of Novaland Group ("NVLG") and its subsidiaries whose management system, as determined, is controlled by NVLG.



## MESSAGE OF CHAIRMAN

*First of all, I am pleased to welcome all the members of Novaland – a brand that is being sustainably developed, is trusted and loved by customers and is vastly spreading throughout Vietnam.*

Dear Novaland Colleagues,  
It was often said in the old days that “to gain something we have to lose something”. We all want to make progress and to be rewarded. This is inevitable. Therefore, we must ask ourselves what should we lose.

For Novaland to strongly develop and to maintain the trust of our customers and partners, we all try hard to work efficiently and share a common principle of conduct.

At Novaland, we do not build a brand for individuals, we build a team and the team subsequently builds the Brand. Your contribution and awareness of preservation will be recognised. Any acts that go against our culture of conduct will harm our brand and will be eliminated.

This Code of Conduct has been developed to give basic guidelines, working principles and standards of conduct in day-to-day activities and apply to all the Members of Novaland Group. You should note that you must read through carefully and follow [this Code of Conduct] because if your conduct is considered in breach of it, you will be dealt with in accordance with our regulations, regardless of your position.

I wish you actively participate in the implementation of this Code of Conduct in order for Novaland to become a consistent team, a big family, a second home – where you can peacefully work, love and stay for a long term.

### **BUI THANH NHON**

Chairman of Novaland Group

**Question**

While we develop projects and build and sell houses to seek profit, why do we say “building cosy nests”?

**Answer**

If we only focus on construction work - like an architect who only pays attention to beautiful designs but not to the life style of the people currently residing in such construction work, such as the standard of houses or minimum conveniences - then we are just businessmen. However, when all of us take responsibility for our tasks and think about our customers' interest, we will create high quality products and services, perfect residences - that are cosy nests. The more successful we are, the happier the society is!

**■ VISION:**

**“Be a world-class real-estate group which is of high position, strongly developing and contributing to bringing about happy and prosperous living conditions for the Community.”**

The vision is the ultimate goal we desire to achieve. At the destination, Novaland will be one of the world-class real estate corporations through development of convenient and modern urban areas. Our success will bring happiness and prosperity to the community.

**■ MISSION:**

**“We develop our projects which not only focus on square meters of construction, but also contribute to the creation of advanced and humane communities with modern lifestyle and many conveniences, thereby developing sustainable growth of the standard of living for us and for the society.”**

The mission of Novaland is to build cosy nests. Novaland not only constructs

buildings and urban areas but we also develop advanced communities in which the customers feel satisfied, safe and proud of a new lifestyle. In order to achieve this, we must consider both planning and designing. All must bear humane characteristics, i.e. pay the most attention to the interest of people. This task requires us to try hard and improve everyday.

**■ CORE VALUES:**

**Integrity – Efficiency – Professionalism**

**Question**

**How many core values does Novaland have?**

**Answer**

Novaland has only one core value which is comprised of 3 integral elements: Integrity – Efficiency – Professionalism.

- An employee who works professionally and efficiently but dishonestly, acting in his/her private interest, will cause damage to the Group.

- On the contrary, though an employee is honest and has professional conduct, failing to work with high efficiency results in a lack of contribution to the development of the Group.

- While an employee acts honestly and achieves high working efficiency, if the employee fails to work professionally, s/he is unable to contribute to the sustainable development of the Group.

As such, Integrity – Efficiency – Professionalism are the 3 integral elements of the core value of Novaland.

## ■ INTEGRITY

means honesty and truthfulness; speaking honestly and acting thoughtfully; not deceiving to seek profit. Generally, we should be honest people with good ethics, good characters and right actions who cause no damage to other people. The integrity will strengthen individuals, organisations and the society.

## ■ EFFICIENCY

means achievement of tangible positive results, action with clear purposes, constant evaluation and implementation of tasks which bring about good results.

## ■ PROFESSIONALISM

means the dedication to our professional jobs.

*As for managers:* Tasks must be allocated to ones with professional skills.

*As for employees:* “Nhat nghe tinh, nhat than vinh” [“A rolling stone gathers no moss”]. We do the tasks we fully understand and are trained for. Paying attention to professional tasks also aims to enhance efficiency. To enhance efficiency, we must have understanding of the job, plan and implement procedures, conduct teamwork, apply technology, innovate, work speedily... in order for there to be no one better than us at our main job.

### Question

I want to know some further examples which interpret the meaning of Integrity – Efficiency – Professionalism?

### Answer

#### \* Integrity:

Integrity is specifically reflected through: business ethics, compliance with the law, acting in conformity with contracts, preserving commitments strictly and acting on what is promised or said.

#### \* Efficiency:

Example: One day 3 people go fishing from 8.00 am until 5.00 pm. As the result of such one day's fishing, the first person fails to catch any fish, which is not efficient. The second person catches 4 fish (efficient). The third person catches 7 fish (efficient). However, as a comparison between the third person and the second person, while both of them work efficiently, the third person has higher efficiency rate than the second person as within the same period and under the same condition the third person brings home 3 more fish than the second person.

#### \* Professionalism:

Example: A salesperson pays attention to selling, a designer pays attention to designing and a driver pays attention to driving... The professionalism is reflected through giving the whole mind to one's professional job in order to enhance their skills and outperform other colleagues.

**T**he core value of Novaland shares some similarities with the principles of Singapore. Although this comparison between a corporation and a country might be improper due to the difference in size, it brings us the confidence that we have the right orientation.

Singapore has been exceptionally and successfully built by its late Prime Minister Lee Kuan Yew - based on three basic principles of Meritocracy, Pragmatism, and Honesty.

Similarly, we have Integrity for Honesty, Efficiency for Pragmatism, and Professional people for Meritocracy.

History proves the success of Singapore, therefore Novaland can also make its dreams come true.

#### Question

**As a staff member of the Investment & Development Support Department, what must I do when everybody says: Integrity – Efficiency – Professionalism are the guidelines for all the activities?**

#### Answer

Upon acquisition of a project, you must first consider whether that project is profitable or not (Efficiency), then whether that project is consistent with the market segment where Novaland is making developments (Professionalism). You must simultaneously consider whether the project conforms with the law if implemented and fully satisfies the conditions for selling (Integrity).

#### Question

**As a staff member of the Procurement Department, what must I do?**

#### Answer

You must display professionalism through fully understanding and selecting suitable parts and materials; you must display integrity through negotiating for good prices, good quality and satisfaction of requirements; you must display honesty through fairly selecting partners, without benefiting your own interest and without receiving commissions.

#### Question

**As a manager of a Project Construction, what must I do?**

#### Answer

You must display integrity through successful completion of assignments; you must display your professionalism through your full professional understanding in order to deal with the contractors in preserving the quality of the product; you must display honesty in your tasks and not intentionally cause difficulties to the contracts in order to seek profit.

#### Question

**As a receptionist, what do I have to do?**

#### Answer

A receptionist displays professionalism through an amiable and polite attitude, communicating well with customers, being efficient in making arrangements for customers to quickly find the right person to deal with the right tasks; and display integrity through taking initiative to fully complete the duties.

# POLICY TOWARDS NOVALAND EMPLOYEES

\* At Novaland, the Board of Management and the Executive Board understand that human resource is our most precious asset and deem that this task is given top priority in all the activities of enterprise development.

\* At Novaland, all members, from the Chairman to the employees, undertake to create the best working environment. Special attention is paid to such criteria as salaries, bonuses, benefits, and promotion.

\* Novaland's policies are about balance and sharing the added values right from the very first day of establishment. Novaland undertakes to continuously improve employees' lives both mentally and physically by offering specific and competitive welfare policies in the labour market

\* Novaland uses its own products and conveniences as benefits and rewards for our excellent employees who directly create these products and conveniences.

\* Each employee is always encouraged to use the working environment to increase their value and build their future career development roadmap. Evaluation, promotion, recognition, and rewards are entirely based on the performance of each individual measured by their performance outcomes.

\* Employees who are promoted to higher positions are responsible for training and supporting the lower-level employees for replacement. With stronger development of the Novaland brand, each of the employees will have access to a variety of professional experiences.

\* Novaland is committed to be the workplace where each member will enjoy their job and be voluntarily dedicated to accomplishing their duties as each member understands that they are working for themselves and the community.

## Question

**My manager uses his/her power to recruit his/her relatives, makes good KPI evaluation and provides good regimes and policy for himself/herself and his or her relatives. Are those in breach of the Code of Conduct?**

**Answer** Yes

## Question

**Where can an employee find information about the Policies of the company?**

**Answer**

On the Website of Novaland, ISO Disk and Novaland Portal

## ESPECIALLY IMPORTANT POLICIES OF NOVALAND

### Question

I like teamwork but I cannot get along with certain people who are hard to please and have eccentric behaviours. So what must I do?

### Answer

You must clearly distinguish between your personal feelings and work. The work must be placed higher than all other issues and priority must be given to the company's interest, not letting personal disagreement affect the tasks. You must take responsibility and learn how to listen. You must not think your opinions are always correct and the most important thing is you must learn and practise team working skills.

### ■ TRAINING AND DEVELOPMENT:

Nova Leadership Centre provides various training programs of various levels for the purpose of "Learning skills and using skills" including the following:

- Integration Training Program;
- Professional Training Courses;
- Soft-skill Training Program;
- Management Skill Training Program for managers, from supervisors to high-level managers, e-learning.

### ■ REWARD POLICIES:

Novaland's Reward policies are comprised of year-end evaluations of individual's performance (KPI evaluation), Special Rewards for individuals who had excellent contribution to the success of Novaland Group (Top 100); Rewards for Initiative; Reward for Best Performance of the Quarter; Bonuses for Public Holidays, Bonuses for Seniority; Bonus in form of sight-seeing tour, tourist trips,

birthday presents, bonus in form of valuable presents in year-end parties of Novaland Group and ESOP of the Board of Management for employees who work efficiently and for a long term.

### ■ SCREENING POLICY:

Each year, based on the performance evaluation of each employee, Novaland will review and consider to provide employees with further training or to replace those who do not have adequate or suitable capacity with efficient employees (equivalent to 5%). This is a compulsory task in order to improve our workforce.

### Question

I failed to complete the task because I worked in line with the procedures and the result of my work is affected by other people. Am I entitled to mitigate liability upon evaluation of performance?

### Answer

You must have the courage to accept the responsibility, make no excuses, not to pass blame and have the courage to recognise shortcomings and correct faults to perform better. A person who does not accept responsibility will make multiple excuses to pass blame onto someone else and never make progress as he or she thinks that it is other people's fault and that he or she is perfect. A good person should use his or her skills to flexibly resolve the problem until he or she performs well



# NOVALAND'S REQUIREMENTS FOR EMPLOYEES



**Question**

How can I self-confidently integrate with and develop in the working environment of Novaland?

**Answer**

"Integrity – Efficiency – Professionalism" are the guidelines on the operations of Novaland Group. People of Novaland must have these three elements; if you already have them, you should continue to develop them; if you do not have either of these elements, you must make every effort to achieve them.

**Question**

After a meeting or when I leave for home, if I forget to turn off the lights or air-conditioner, am I deemed to be wasting the assets of the company?

**Answer** Yes**Question**

Is it deemed as misusing the assets of the company when we fail to save printing paper or stationery or use the taxi card for improper purpose or for personal affairs?

**Answer** Yes

## IN ALL ACTIVITIES, ADHERE TO THE CORE VALUE OF NOVALAND: INTEGRITY – EFFICIENCY – PROFESSIONALISM.

**1. Teamwork:**

Keep aware of teamwork, wholeheartedly care and help each other to accomplish the duties. Do not be jealous. Do not badmouth colleagues. Do not cause loss of internal solidarity.

**2. Sense of responsibility in tasks:**

Each employee is responsible for accomplishing the annual plan and for the sustainable development of Novaland. Do not make excuses when failing to complete the tasks. Think about your faults and do not blame other people. Be courageous to accept responsibility. Every day, find a task with faults and correct it in order to advance. Focus on your professional job in order to achieve outstanding efficiency and to enhance the value of yourself.

**3. Functioning as a brand ambassador of Novaland:** Each of the employees is a representative of Novaland, living simply, saving, communicating properly and protecting Novaland's assets as their own.

**4. Commitment of Integrity:**

\* The interest of the Group must be considered higher than personal interest. Employees who are responsible for selecting contractors or suppliers must not engage transactions related to their relatives (including parent, spouse, siblings, children, etc.). If any, notification must be made.

\* Employees whose tasks are to purchase, supply and select contractors must enhance knowledge, purchasing and bargaining skills to buy the products with the right quality at the best price possible and on the most favourable conditions for Novaland. Do not disclose a contempt and uncooperative attitude when communicating to a customer, supplier or contractor.

\* Do not use business relations to ask for personal favours, including borrowing money from customers/suppliers/contractors. Do not collude or reach an agreement with any persons or entities to cause damage to Novaland. Exchanged gifts (which you cannot decline) must be handed over to the direct manager or the Administrative Department within the day.

**Question**

As stipulated, a gift must value less than 100,000 dong, so how can we purchase a valuable gift at less than 100,000 dong?

**Answer**

If it is really necessary, everybody may together share the purchase of the gift but the amount of each person contribution must not exceed 100,000 dong per person.

**Question**

Which behaviours are deemed as a receipt of bribery, corruption and breach of the Code of Conduct?

**Answer**

Any acts related to exchange of anything valuable for personal interest including: goods or services such as gift vouchers, special favourable interest related to events, entertainment, travel, pleasure trip, air tickets, free hotel rooms, financial loans or assets, agreement to enter into mortgaged loans, receipt of commissions/direct or indirect discounts or promised future job.

**Question**

**What is the definition of “harassment”?**

**Answer**

Harassment is an act that make a person or a group of people feel uncomfortable and may be represented by speech, action, unamicable appearance, intentionally making the working environment unfriendly or hostile, discriminatory treatment based on region, locality, religion, ethnicity, age, gender or disability.

**Question**

**What are certain signs of harassment?**

**Answer**

The signs of harassment may include: Sexual harassment, use of offensive language, making malicious jokes or comments about another person, threatening acts, threatening or bullying behaviour, disclosure of intentional hostile attitude toward another person, slander on race, gender or religion.

\* Do not make use of the position or delegated power to take advantage of personal interests, such as employing relatives. Do not (i) make reservations for good products at a cheap price for assignment to seek profit, (ii) offer good but irregular conditions to relatives (iii) reach or receive any assistance or benefit from a customer or any other individual.

\* Higher-level managers are not allowed to receive gifts from the lower-level employees when the values of the gifts exceed the threshold stipulated by Novaland. When going out for meals, drinks or entertainment, higher-level managers are not allowed to let lower-level employees pay for them or their families.

**5. Conflicts of interests:**

Conflicts of interest occur when personal interests show signs of affecting the interest of Novaland. Outside activities and relations of employees must be transparent. If there may be conflicts of personal interest that may affect Novaland but has not yet been determined, they must be discussed with the Manager of Human Resource Department.

**6. Strict prohibition of harassment:**

The following actions are deemed as harassment: teasing a colleague in connection with their disabilities, skin colour, religion, race or nationality or making jokes or comments which hurt a colleague; courting or make sexual proposal or sharing indecent documents.

**7. Data/information Privacy:**

Since data and information can seriously affect the results of investments and development of Novaland, all employees must:

\* Be considerate when transferring data and information. Ensure that data and information reach the right persons for the right purposes and tasks at the right time. The employees who receive the transferred information are responsible for keeping the information confidential and are not allowed to transfer data to another person at their own will.

\* Do not disclose information or discuss the affairs of Novaland on social networks, social media.

**Question**

**Which information related to the activities of the company does the confidentiality regulations compulsorily apply to?**

**Answer**

Confidential information includes: Any printed or electronic copies of the documents containing information about personnel, business plans, project development and investment plans, marketing and communication plans, market research reports, contracts of any types, information of bidding files, information about equipment, costs, budget, information related to customers, partners, suppliers, presentations, inventory reports, invoices, orders, quality control reports, accident reports, construction diary... or any other information relevant to the operations of Novaland Group.

**Question**

**In which cases is an employee permitted to post information on social networks, social media?**

**Answer**

Any information related to Novaland must not be posted unless you are authorised by the management level in certain cases of supporting sales and communication tasks.

**Question**

**What must I do when newspapers approach me to seek information?**

**Answer**

Pass the request to the PR Director in charge of communication and public relations and do not give any comments or provide information in any form.

\* Employees are not allowed to answer press interviews without authorization from the spokesman of Novaland. In cases of press interviews, politely inform them of the policies of Novaland, and pass the interview to the right person in charge.

\* Do not disclose the data and information to either outsiders or even relatives or distort the data and information regarding the employees, business sales, plan of investments and project developments, marketing and communication plans, contracts, information from bidding files, information about equipment, costs and budget, information related to customers, partners, and supplier.

\* Store and arrange paperwork at the storing place scientifically.

### **8 Report / Update information about personal relationships:**

Novaland's policies do not encourage spouses or siblings to work for the same company. The employees are required to report and update their personal relationships with relatives/colleagues/partners who are conducting transactions with Novaland:

\* As for new employees: declare their relationships with the current colleagues of Novaland and relationships with the partners who are conducting transactions with Novaland on the very first day when they are tasked by the HR Department.

\* As for the current employees: declare /update the information with the HR Department if his/her relatives (including parents / spouses / siblings / children...) are about to join or are currently working for Novaland and the information about the relationships with the partners who are conducting transactions with Novaland.

\* People who are relatives are not allowed to work in the same department. Illicit relationships are strictly prohibited in the Group. If single supervisors/managers and employees are in romantic relationships, they must report to the HR Department. In that case, the Executive Board may transfer either of them to another working position if necessary.





## NOVALAND'S COMMITMENTS TO CUSTOMERS, PARTNERS, AND OTHER ORGANISATIONS

### ■ COMMITMENTS TO CUSTOMERS:

\* Customers are very important stakeholders; all Novaland's employees must work for the benefits of the customers and wholeheartedly treat customers as our top priority.

\* Novaland undertakes to meet the expectations of the customers: suitable products with high quality at reasonable prices, services satisfying the requirements of the customers and strict performance of the commitments as set forth in the contracts.

### ■ COMMITMENT TO OUR PARTNERS:

\* Respect the Win-Win principle.

\* The selection of contractors / suppliers must be based on the criteria and demand

of Novaland and the extent of meeting that demand.

\* There is no discrimination and the partners are facilitated to compete freely; information regarding the capabilities and the bidding files of the contractors are not distorted. Do not intentionally cause difficulties and delays in tasks which are the duties or responsibilities of Novaland to the contractors or suppliers for the purpose of receiving gifts or money.

\* Novaland's employees are not allowed to either directly or indirectly receive gifts or money (at either the office or at home), or to accept invitations for tours or entertainment (even during public holidays or Tet...), loans, stocks or any other types of benefits and favours from the contractors/suppliers.

\* Novaland does not accept materials, products, items of construction works or results which fail to meet the quality or have any defects or faults which harm the image and reputation of Novaland.

\* Do not slander our competitors and partners. Do not retaliate.

#### Question

**Our customers are always deemed as our No.1 priority, yet some customers are hard to please and make unreasonable requests. How should we deal with them?**

#### Answer

At Novaland, it is always deemed that customers are God, which distinguishes us. In all situations, we must do our best to please our customers. This is also the difference between a good employee and a poor one. A good employee always has the skills to please the customers but causes no damage to the company.

If you do not feel confident about how to deal with a customer, please discuss the way to deal with the issue with your manager – Customers are priority No. 1.

### Question

**What is Novaland's CSR (Corporate Social Responsibility)? What role do Novaland's employees play in corporate social responsibility?**

### Answer

Novaland's CSR is reflected through generating stable jobs for the employees, sustainable development of business, creation of a good working environment, provision of good services and products for the society, preservation of corporate culture and never acting in conflict with the interest of the community. The more Novaland develops, the higher its CSR standard. The employees must be aware of their responsibility, sincerely providing the customers with good products and good service in order for Novaland to develop more and more sustainably and to fulfil its CSR obligations.

### ■ COMMITMENTS TO THE SHAREHOLDERS:

- \* Effectively operate to bring benefits to our shareholders.
- \* Provide true, timely and transparent information.
- \* Fight against insider trading.

### ■ COMMITMENTS TO THE STATE:

- \* Strictly comply with the law and do not contravene the policies of the State or act in conflict with the interest of the community.
- \* Perform the Corporate Social Responsibility well.
- \* Actively contribute to the development of the country and bring it to a higher rank as compared to the other countries of the world.



## NOVALAND'S REQUIREMENTS FOR CONTRACTORS AND SUPPLIERS

When working with contractors and suppliers, we require them to strongly support us in developing and promoting Novaland's core values:

- \* The contractors and suppliers are required to ensure that their employees fully understand, and act in accordance with, the code of conduct of Novaland. If in breach of this principle, the contracts with the contractors or suppliers will be immediately terminated and they are penalized or prosecuted for liabilities.

- \* Business relationships with Novaland are assessed based on the performance of the commitments set out in contracts, being reflected through the quality of the products and services, the progress and capacity of implementation.

- \* Do not bribe, give commissions to, offer meals,

drinks or entertainment to, or corrupt Novaland's employees in any form, either directly or through a third party.

- \* If an employee of Novaland requests a bribe, the contractor or supplier must report it to a manager of Novaland. Any doubt the contractor or supplier may have regarding a transaction that is not transparent must be reported by email to **nvl@novaland.com.vn** and through the **Hotline: 0903999119**. An investigation will be conducted immediately in secret.

- \* Do not use the Novaland brand and Novaland's information without permission from Novaland. A report is made to the person in charge if there are any relatives who also work for Novaland. Any transactions with Novaland must be clearly and accurately recorded and maintained in the books.

### Question

**When working with contractors/suppliers, what do Novaland's employees do?**

### Answer

The contractors/suppliers are required to strongly support the construction and promote the core value of Novaland.

- The Regulations on the Code of Conduct will be sent to the contractors and suppliers and specific explanation will be given if requested.

### Question

**When providing information about a breach of the Code of Conduct, how am I protected?**

### Answer

The Top Management of Novaland undertake to take necessary steps to keep confidential the contents of the report, including the information about the reporting person. Novaland strictly prohibits retaliating acts (and will investigate and strictly deal with all the retaliating acts, if any).

## OTHER PROVISIONS

### ■ NOTIFICATION OF BREACH OF THE CODE OF CONDUCT:

Novaland highly appreciates reports regarding breach of this Code of Conduct. If anyone has any reasons to believe that a Novaland employee or anyone working for Novaland is acting in breach, please immediately report the matter to the direct managers, the General Director or the Chairman. The matter will be immediately investigated in secret.

### ■ KEEPING CONFIDENTIAL THE INFORMATION PROVIDED BY AN EMPLOYEE ABOUT BREACH OF THE CODE OF CONDUCT AND STRICT PENALIZATION OF RETALIATING ACTS:

The Top Management of Novaland undertakes to take steps to keep confidential the information, including the information about the reporting person. Novaland strictly prohibits retaliation (and will investigate and strictly penalize any retaliating acts). The following actions are considered retaliations:

- \* Harassment, threatening, and increasing the supervision
- \* Preventing opportunities for training and promotions, and avoiding discussion of important issues.
- \* Making wrong and unfair KPI assessments
- \* Allocation of undesirable tasks
- \* Termination of the employment contracts
- \* As for the contractors and suppliers: not sending the bidding invitation, not providing information or making untrue assessments or not actively negotiating or selecting the contractors

#### Question

**As we are working for Novaland, why are we saying we are working for ourselves?**

#### Answer

As a member of Novaland, you are entitled to favourable treatment, high social welfare, high average rate of salary and bonus considering our position in the market as compared to big companies and corporations.

Novaland is a big Group with international standard, high rank and serves as a good environment which inspires you to work and provides you with many opportunities for studies and improving yourself. Through day-to-day work, you become perfect in all aspects and your value will be increasingly enhanced. As such, it is you who benefit most! Therefore, work proactively as you are working for yourself!





## CONCLUSION

Each corporation has its own culture. At Novaland, the Board of Management and the Executive Board are responsible for taking care of the employees. Each employee is responsible for taking care of the customers through providing products and customer service. Novaland is a professional and highly consistent team. Behaviours must comply with this Code of Conduct. Everybody has their own rights of freedom but they must not affect other people.

Proper conduct will preserve the Core Value of Novaland: Integrity – Efficiency – Professionalism will be the guidelines on all the activities, assisting us in sustainable development.

Novaland encourages all the employees to take the opportunities to endlessly enhance their value by working efficiently. The dedication and effort to grow are the deciding elements of their success. Your success is Novaland's success. The success of Novaland eventually contributes to the development of our country.

Before doing anything which potentially violates the Code of Conduct and deteriorates the core values of Novaland, we should ask: how may our actions affect our Brand, our teammates, our families and ourselves? Or in more serious situation, how are they judged by the court and how do they affect our future and the future of our children?

Each of the employees of Novaland has an obligation to strictly follow this Code of Conduct, and if it is suspected that there is misconduct, for Novaland brand and for the future of thousands of people and thousands of families, we encourage you to speak out. Your positive contribution will be protected and rewarded. Hotline **0903999119** and email address: **[nvl@novaland.com.vn](mailto:nvl@novaland.com.vn)** welcome your information.

May you succeed in all your endeavours!