PwC Vietnam

# Corporate Brochure

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At PwC, we work with our clients and communities to build trust in society and solve important problems.



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## The PwC Network

Imagine the power of over 360,000 people sharing a common purpose: building relationships that create value for you and your business. This is PwC. Every day, our people work with you to build the value you are looking for.

PwC is one of the world's largest providers of assurance, tax, legal

and advisory services. We work with leading companies across multiple industries and in 152 countries around the world, helping to make business happen.





# **Industry Insights**

Our teams are organised by business area to provide focused support on issues specific to any given industry. We have expertise in the following industries, amongst others:

- Banking & capital markets
- Financial services
- Engineering & construction
- Industrial products
- Energy, utilities & resources
- Pharmaceuticals & healthcare
- Real estate
- Retail & consumer
- Technology
- Telecommunication

# **Our Values**

At PwC our purpose is to build trust in society and solve important problems. We take pride in creating differentiated value through a network of technology-enabled innovators, who are committed to delivering client services from strategy through execution and improve the transparency, trust, and integrity of business practices.

Our five core values below help us achieve our purpose and deliver high-impact support to our clients.



Act with integrity



Make a difference



Care



Work together



Reimagine the possible

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# Corporate Responsibility

At PwC Vietnam, the core of Corporate Responsibility is about integrating social, environmental and economic integrity into our values, culture and decision-making. We understand that we all have an obligation as business leaders, not only to do the right thing by embedding good social, environmental and economic practices into our everyday business, but also to be a catalyst for change by promoting these ethical and transparent business practices to the marketplace as well.

Our Corporate Responsibility strategy focuses our time, efforts and commitments into these four areas.



# Diversity & Inclusion

- Inspiring responsible leadership by providing a diverse range of opportunities, both local and global, to support our people in reaching both their personal and professional potential.
- Creating value for our people and our clients by promoting diversity, fostering a culture of inclusion, and supporting a healthy work-life balance.





# Community Engagement

- Making a positive and sustainable impact on the communities in which we live and work; taking the advantages of our skills and position in the business community to help to build and empower community leadership
- Creating value by using our skills and experience to engage with local communities, measuring our impact and encouraging a network-wide focus on capacity building and education.

# Environmental Stewardship

- Contributing to a healthier environment by looking for new innovative techniques, and setting
- an example by demonstrating best practice for lessening environmental impact; paving the way for the future generations.
- Creating value for our business and our communities by respecting the environment, and understanding and reducing our impact on the world around us. We also create value for clients through PwC's sustainability and climate change practices.



PwC Vietnam provides clients with highquality and industry-focused services, by developing and cultivating strong interpersonal relationships in order to truly understand your business and your needs.

We can draw upon rich specialist resources from our regional and global network, combined with deep experience of the Vietnamese market.

Our multi-disciplinary practice allows us to provide an unrivalled level of support to our clients. Discover the benefits we can bring to you – whatever the size of your organisation – in the following areas:

- Audit and Assurance Services
- Deals Services
- Consulting Services
- Tax Services
- Legal Services
- People Services

We also provide tailored support to special groups of clients with service packages such as Private Business Services, European Business Services, Japanese Business Services, Korean Business Services, and Chinese and Taiwanese Business Services.





#### **Audit of Financial Statements**

The financial statements audit has never been more important. In today's business environment, there is more scrutiny and scepticism of a company's financial statements than ever before. Investors now expect greater reliability, more oversight and clear evidence of internal controls. Meeting investor expectations begins with the completeness and accuracy of information contained in a company's financial statements. Our audit approach, which is at the forefront of best practice and draws upon our extensive industry knowledge, is tailored to suit the size and nature of your organisation.

#### **Review of Financial Information**

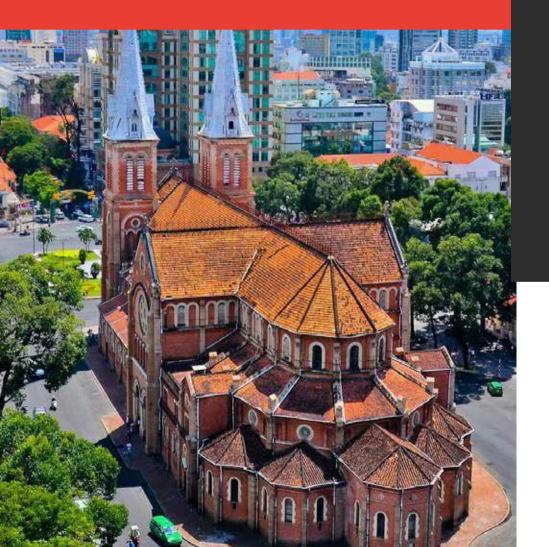
We provide services in relation to a review of interim or annual financial statements. A review provides less assurance than an audit since the review procedures are limited primarily to inquiries of company personnel and analytical procedures applied to financial data. Depending on the purposes for which the financial information is being used, a review may be considered sufficient and, in particular, cost-effective and less time-consuming than an audit.

#### **Agreed-upon Procedures**

From time to time, you may need a professional firm to perform certain procedures to satisfy your business needs or to assist you in your decision making process. We work with you to understand your issues/needs and we will tailor the specific procedures to be performed. At the end of an agreed-upon procedures engagement, we will provide you with a factual report detailing the exceptions identified.

"

Our audit approach, which is at the forefront of best practice and draws upon our extensive industry knowledge is tailored to suit the size and nature of you organisation. "



#### Risk Assurance

As the Vietnamese government continues to improve its legal and institutional framework, so has the need for organisations to build a sound governance, risk and compliance culture that can withstand regulatory scrutiny while addressing the connection between company values, behaviour and decision-making. At PwC, we recognise that every business has its own controls, systems, policies and processes. Like companies themselves, they come in all shapes, forms and sizes.

Our Risk Assurance is a portfolio of interrelated services developed around the theme of risk, controls and assurance. Internal audit, IT-Cyber security risk assurance, Corporate governance, Performance assurance, Business control advisory, Business resilience - we look at your processes, policies, systems and controls with a fresh eye.

#### Internal audit service

Helping clients obtain effective, value oriented, future-facing internal audits.

 Managed service (Outsourcing) and Partnering (Co-sourcing)

#### **Business controls advisory**

Helping clients in their design, implementation, testing and optimization of their internal control environment, including the provision of advice, analysis and improvement plans, in the context of business change, regulation or the challenge of returning investment value.

- Controls review and advisory
- Design and review Schedule of authority

#### IT risk assurance

Helping clients design and implement IT risk and control solutions that reflect a complex and fast-changing technological landscape and leverage investment in IT for maximum business benefit.

- Cybersecurity
- Data and Analytics
- IT systems assurance
- IT risk and governance
- IT controls optimisation and assurance
- IT audits and compliance

#### Performance assurance

Helping clients build internal and external confidence in their business performance, both financial and non-financial, through the provision of independent advice and assurance.

- Sustainability reporting
- Third party assurance
- Internal audit advisory
- Staff augmentation or secondment

#### **Business resilience**

Helping clients as they build risk-resilient businesses through better identification, measurement, mitigation and the optimal leverage of risks for business benefit.

- Business continuity
- Risk management
- Regulatory compliance
- Fraud risk and controls

#### **Corporate governance**

Helping clients focus on the right areas to deliver relevant business insights and integrate sustainability into their business priorities

- Corporate governance and Board services
- Sustainability services.

## **Environmental, Social, Governance (ESG) Reporting**

ESG metrics and reporting are fast becoming business imperatives. Increased scrutiny from investors, shifts in consumer and customer expectations and likely policy changes mean companies are facing new pressure to measure, disclose and improve on ESG-related issues:

- Environmental: carbon emissions, water and waste management, raw material sourcing, climate change vulnerability
- Social: diversity, equity and inclusion, labor management, data privacy and security, community relations
- Governance: board governance, business ethics, intellectual property protection

Why work with PwC to help you take the next step forward? Because wherever you are on your journey, we're ready to meet you there. We bring purpose, vision and practicality to your unique set of challenges—and we understand where you're coming from. We've been on our own ESG journey, and we're ready to share our insights and successes to help you.



#### **Capital Markets Services**

PwC Vietnam's Capital Markets Group (CMG) is part of the PwC's global network of capital markets specialists. It comprises a core team of specialists who provide services to companies in connection with all aspects of the major stock exchange such as Singapore Stock Exchange, Hong Kong Stock Exchange, London Stock Exchange and NYSE. At PwC Vietnam, our capital markets specialists leverage deep knowledge of both the Vietnamese and major overseas exchanges and regulatory processes to help clients effectively address the new challenges of the current economic environment.

PwC Vietnam's CMG advises our clients on:

- Preparing for becoming a listed company
- Selecting the right market and advisory team
- Restructuring a group of companies
- Accounting and regulatory issues
- Rules and procedures of Vietnamese and the major securities exchange commissions
- IFRS conversion
- Cross-border filing compliance; and
- Acting as reporting accountants.



# Advisory Services

We go the extra mile to help our clients achieve their objectives. Across our network, we possess the skill sets and local industry knowledge that our clients require. We offer an integrated service, bringing a breadth of skills and depth of resources to our clients wherever they do business.

Our network of relationships and our client base provides us with senior-level contacts throughout Asia and the rest of the world.

Our Advisory Services fall into two main groups: Deals and Consulting.

#### **DEALS**

- Transaction Services
- Corporate Finance
- Valuation Services
- Deals Strategy
- Capital Projects and Infrastructure
- Business Restructuring Services
- Working capital management

#### CONSULTING

- Strategy
- Cost & performance management
- Governance, risk and compliance
- Forensic Services
- People & Organisations
- Media & telecommunications
- Growth market
- Post-merger integration
- Finance function effectiveness
- Continuous audit & monitoring
- Information technology
- Operations
- Banking
- Data & Analytics
- Risk & response

# **Deals Services**

PwC Vietnam is well known in the marketplace for our skill in assisting with mergers and acquisitions (M&A). We focus on the deal continuum from strategy through to post deal integration, including financial, tax, legal, market and operational due diligence, accessing the capital markets and valuing, negotiating and structuring deals.

#### **Transaction Services**

We help investors to discover any underlying 'black holes' within a transaction by assisting them in assessing business trends and the financial positions of their targets. We are a 'onestop-shop' service provider and work seamlessly alongside our tax, legal, IT, HR and commercial due diligence teams to carry out due diligence exercises, deal structuring and sales/purchase agreement reviews. Our clients include domestic and foreign-owned commercial companies, private equity funds and sovereign wealth funds.

#### **Corporate Finance**

Our corporate finance team provides leading advisory support to buyers or sellers of businesses. We conduct deal origination and

acquisition search work for our clients, and assist with divestments and exit strategies. We also provide leading advice on debt and unquoted equity financing.

#### **Valuation**

We provide independent expert valuation advice. We serve our clients by evaluating the financial implications of, for example, corporate debt, restructuring, investments, mergers and joint ventures, and we advise on the better management of assets and large capital investments. We provide financial-reporting valuation opinions and advice under various regulatory requirements as well as non-financial-reporting valuation opinions and advice on businesses and/or assets.

#### **Deals Strategy**

PwC Strategy practice helps corporate clients and investors to develop and appraise strategies in both deal and non-deal related situations. We work with our clients on preparing for growth and making growth happen.

We address the fundamental questions on CEO's and investors' mind with industry-focused solutions Corporate Strategy

Business Unit Strategy

Market Entry Strategy

Merger & Acquisition Strategy





# Consulting Services

Our Consulting practice helps clients attain increased levels of performance by improving the efficiency and effectiveness of key business processes.

#### **Strategy**

The PwC Strategy practice works with local and multinational companies on strategic issues related to growth in both deal and non-deal situations. We work on both corporate and business unit levels on setting the strategic direction and making sure strategy execution takes place. We have significant experience with systematically pursuing growth strategies together with our clients across industries. We believe in strategy through execution and work closely with our clients to select, implement and integrate the right types of growth to support business objectives. We provide Strategy services across most industries and have in particular strong credentials within market entry strategies, feasibility studies and business planning.

#### **Cost and Performance Management**

Cost and performance management could be key to realising your strategy. We work with clients to translate their strategy into a meaningful framework of metrics (Key Performance Indicators) to effectively manage and measure

the implementation of their strategy. This enables them to have the right information at the right time so they can measure and track progress allowing management to analyse past performance, to identify patterns, trends and dependencies, to report on performance and to perform predictive modelling.

The increased pressure on the bottom line felt by Vietnamese companies makes it an ever more important metric, and further accentuates the need to focus on and effectively control costs. At PwC, we help organisations to focus more attention on the management of cost and profit, highlighting weaknesses and providing tools with which to tackle them. The end result is that management have a clearer view of the issues – key cost drivers, operating and discretionary savings, financial discipline – and are able to exercise tighter control over costs and waste.

# Governance, risk and compliance

Our Governance, Risk and Compliance team can help companies to enhance their internal controls and corporate assurance frameworks, addressing the hazards as well as the opportunity arising from risk. We assist businesses in designing and implementing governance and compliance programmes to ensure that the company continues to operate within the boundaries of relevant legislation and regulations. This includes building a culture of "doing the right thing."

#### **Forensic Services**

The PwC Forensics network supports our client to safeguard brand value and individual professional reputation, and protects revenue and assets. Our Forensic professionals specialise in fraud prevention, detection, investigation and remediation.

#### **Information Technology**

In today's world, IT is a vital tool for facilitating business transformation. Reaping the most value from technology investments in order to remain competitive is one of the highest priorities facing business leaders today. Our experienced team of professionals can assist you in a range of IT services, such as IT Transformation, Enterprise Architecture, Application, Data management and Deal Support.

#### **People & Organisation**

Our People and Organisation services help businesses to create sustainable success through their most valuable assets: people. Whether you are seeking to grow and enter new markets, to reduce your costs, to implement a new technology system or to completely transform your culture and the way you do business, you will need your people to accept, drive and sustain the change to bring lasting benefits. Our team of Vietnamese and foreign professionals work with you to diagnose and resolve the full range of peopleand-change issues you may be facing. For instance, we can help you to attract, develop and retain talent, to plan and execute an organisational change, or to transform the effectiveness of your HR function and processes.

## Operations and Supply Chain Management

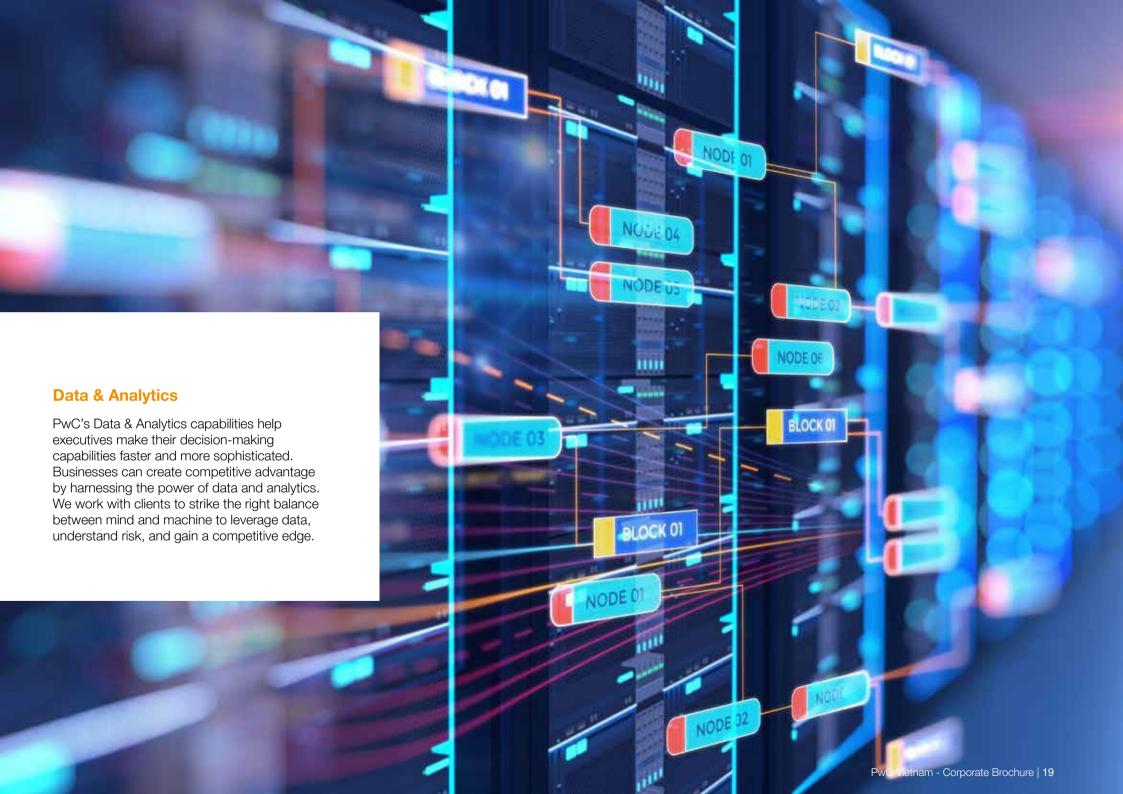
The demand for customer-centric focus, end-to-end integrated operations and careful cost management has never been greater. We bring capabilities in process management and improvement to help companies optimise their operating processes and supply chain. We help our clients transform their key value chain functions, from customer management through to sourcing of services and goods. Our support helps our clients to improve value, reduce waste and lower costs to achieve sustainable benefits.

#### **Finance Function Effectiveness**

The role of the internal Finance Function is evolving from being transaction-oriented and 'score-keeping' in nature to being more analytic and strategic, thereby adding value to the business and providing better support to the Board. Benefits from improvements to the effectiveness of the Finance Function can be felt throughout the organisation; in particular, they enable people at all levels to build their understanding and provide them with the necessary tools to achieve corporate goals of speed, reliability and transparency, as well as to meet internal and external reporting demands.

#### **Banking**

PwC provides services to Vietnamese and foreign banks and other financial services businesses such as insurance, consumer finance and securities companies operating in Vietnam. Our clients include more than 30 banks, encompassing leading stateowned banks, joint-stock commercial and foreign banks that we support with a wide range of consulting services. We work closely with each financial services client to understand their specific needs. concerns and level of development in order to tailor our services to each organisation's unique requirements and circumstances.We provide a wide range of services, particularly focused on improving performance and risk management for financial institutions. We help our clients to establish strong decisionmaking support functions in relation to Asset Liability Management (ALM); Funds Transfer Pricing (FTP) frameworks and reporting models; Basel II planning and implementation; Market Risk management frameworks: Cost Allocation and Profitability Frameworks: Management reporting and Treasury processes; and Operational Risk management. We also provide consulting services in the areas of corporate/business strategy development; target operating model definitions; customer relationship management; operation optimisation; and credit transformation, covering the entire credit value chain, from product development to collections.





#### Tax dispute resolutions

With an experienced team of dedicated government liaison and tax disputes specialists which are widely seen as market leaders our team is uniquely qualified to advise taxpayers during each phase of the tax dispute life cycle.

#### Personal tax & payroll services

If you lack in-house payroll expertise or resources, are struggling with lengthy, repetitive and error prone processes, if you consider you are at risk of penalties from a lack of up-to-date knowledge of regulatory change or have concerns on confidentiality or data protection then get in touch with our team today.

#### **Restructuring & value chain** transformation

Our team has extensive experience with business restructuring or transformation which is aligned with a company's core business, supports their ongoing business development, incorporates strategies at the global and country levels and is flexible enough to support future expansion.

#### Acquisitions, disposals & reorganizations

PwC's International Tax and Mergers & Acquisitions (M&A) teams can help your company identify and analyse the potential legal, tax and commercial effects of transactions, thereby enabling you to focus on the business opportunities, barriers, and risks associated with the transition.

#### **Doing business & investing in Vietnam** - Inbound services

PwC's inbound services are designed to assist overseas companies with some of the key tax. regulatory and other requirements of setting up or expanding business in Vietnam. Our unique approach, our extensive experience and our ability to work closely with PwC Legal allows us to support a smooth, compliant and timely set up with no surprises and with support at every step of the process.

#### Corporate income tax compliance & reporting

Whatever the nature or size of your organisation our team of multi-disciplinary specialists have the local market understanding, up-to-date regulatory knowledge and tax technology to transform your tax function and compliance process in to a

#### **Transfer pricing**

With the most experienced team of transfer pricing experts, we provide practical transfer pricing solutions to multinationals and Vietnamese conglomerates in managing their transfer pricing compliance obligations. managing their transfer pricing risks and realising opportunities. We have vast knowledge of Vietnam's tax and transfer pricing regulations, market trends and international best practices. Most importantly, we understand what the Vietnamese tax authorities expect due to our strong relationships. The global network of PwC member firms is also ready to assist clients with localized needs.





#### **Custom & international trade**

Customs audit disputes are becoming increasingly aggressive and PwC's Customs and International Trade team is at the forefront of assisting companies in disputes on customs tariff code, valuation and many other such matters. Whether you require customs audit assistance, risk assessment advice, insight on particular technical matters or advice on the implications of group or business model restructuring, our team can help guide you through the complexities of the legal framework and the operations of the customs authorities.

#### Withholding taxes & foreign contractors

Effective withholding tax management encompasses not only tax filing and compliance requirements but also controls on the correct rate of withholding, maintenance of comprehensive supporting documentation and procedures to ensure tax treaty claims and credits are claimed in full. A failure to implement effective withholding tax controls for transactions with and into Vietnam will often lead to significant and unnecessary tax costs.

#### **Tax Technology**

Making effective use of technology is a journey. We help our clients to focus on small, discrete projects which are achievable and can quickly provide value.

There are technology tools available which you can use today in your tax function. These "self- service" tools are user friendly, require limited configuration and have the power to handle huge amounts of data.

These tools are frequently used in tax functions for the following tasks: processing large amounts of structured or unstructured data, consolidating data stored in multiple files, mapping data based on various criteria, reconciling data of any kind and visualising data.



#### **Market entry**

Helping our clients to set up a new business venture in Vietnam

## General corporate & commercial services

Advising you on all aspects of general corporate and commercial law

#### **Mergers & Acquisition**

Whether you are working on the sell side or the buy side, cross-border or nationally, or on a small, midsize or large deal, our range of transaction-focused legal services

#### Real estate

Working with you on property transactions whether you're an owner, investor or lender because we recognise that real estate is an important component of most business strategies

# Intellectual property & technology transfer

Helping you navigate any legal or regulatory issues relating to intellectual property and technology transfer

## Employment & human resources

Providing multi-territory employment law support whether you are starting up a company, during the life cycle of your company or during restructuring and termination processes

#### **Banking & financial services**

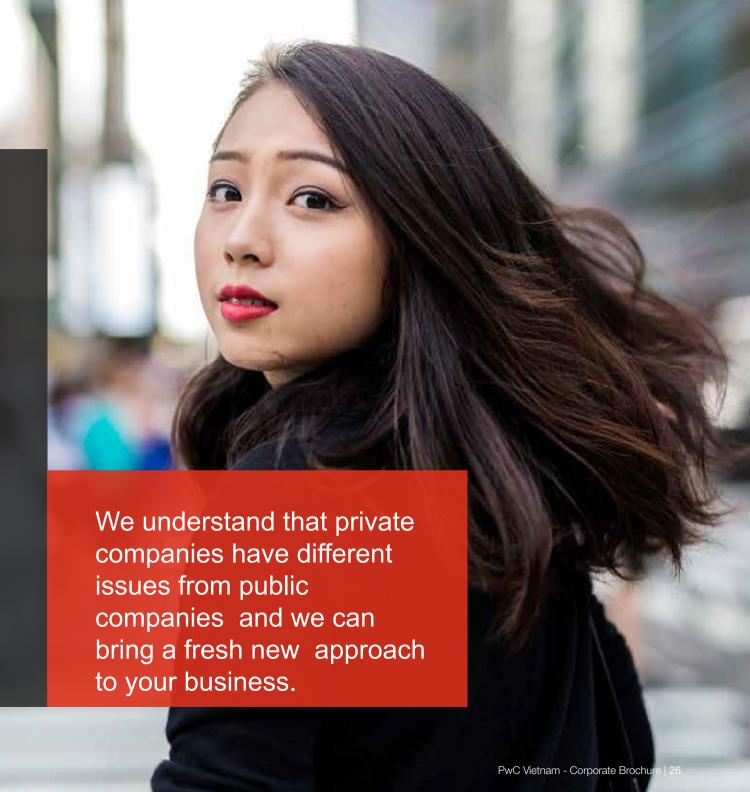
Assisting organisations operating in the financial services sector with relevant local legal and regulatory requirements





As your Trusted Business Advisors, we are committed to:

- Developing deep and informed working relationships with you, our clients
- Adding value to you and your business through our strong business acumen
- •Being passionate about contributing to your success. We provide:
- A responsive client service team, fully focused on serving owner-managed companies and their owners
- Assurance on financial statements for the purpose of attracting investors and building trust with stakeholders
- Enhanced value for the company by improving internal control procedures, corporate governance and people change management
- Tax planning ideas that enhance cash flow and manage risk
- Referrals, networking and introductions with bankers, attorneys and business organisations that can provide support and advocacy on behalf of our clients
- Access to PwC's global network of experienced professionals and industry best practices.



# People services

At PwC Vietnam, we combine consulting, legal and tax expertise to provide an integrated set of People Services to add value to your organisation. Our team of Vietnamese and foreign professionals work together to provide services combining a broad range of skills and experience. Our people include specialists in Human Resource and transformational change consulting, qualified lawyers with deep knowledge of labour and employment legislation and tax specialists.

#### **Health-check review**

Providing an independent assessment of your organisation's compliance with the legal requirements in Vietnam

### Corporate compliance / entity governance compliance

Advising you on a consistent approach to manage your legal entity structures across countries - domestically, regionally and internationally

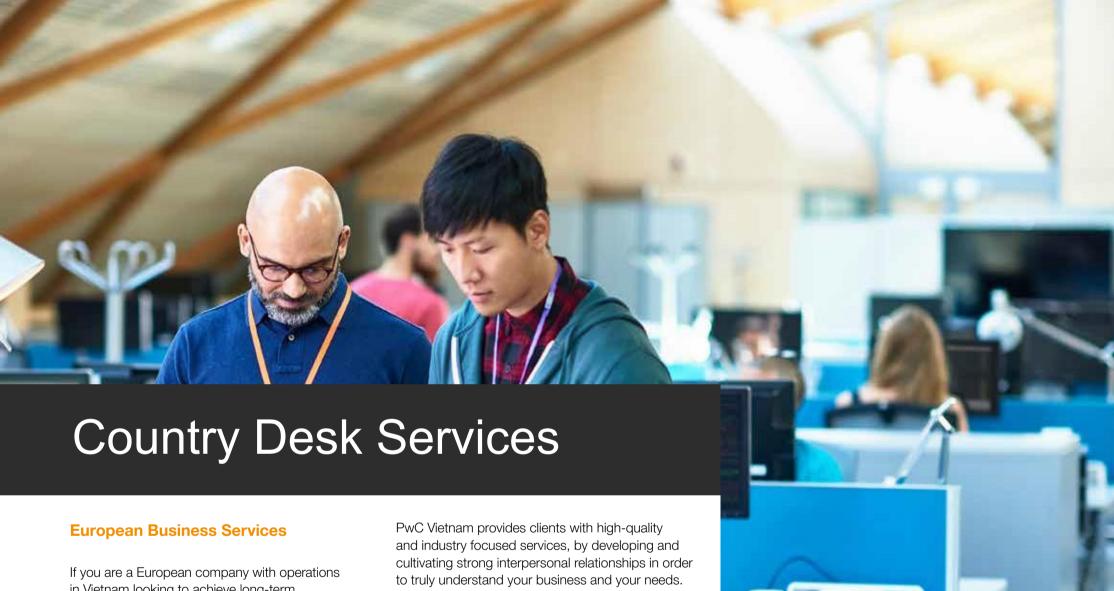
#### **Dispute resolution**

Assisting you with disputes or claims which frequently involve risk and reputation management concerns

#### International company restructuring

Helping you with any kind of corporate or business re-organisation you may be considering

Advising on cross-border company restructuring and re-organisation of business and capital



If you are a European company with operations in Vietnam looking to achieve long-term success, then our European Business Services were developed with you in mind!

Our team of professionals who speak your native language has more to offer than just solutions tailored to your company's specific needs. They also offer the simplicity of a single point of contact, combined with a strong global network.

#### **Japanese Business Services**

PwCベトナムは強固な対人関係を構築することによって、クライアントのビジネスとニーズを深く理解し高品質で実務的なサービスを提供します。 様々な規模のクライアントに対して我々が提供可能な付加価値を、以下の分野毎にご確認下さい。

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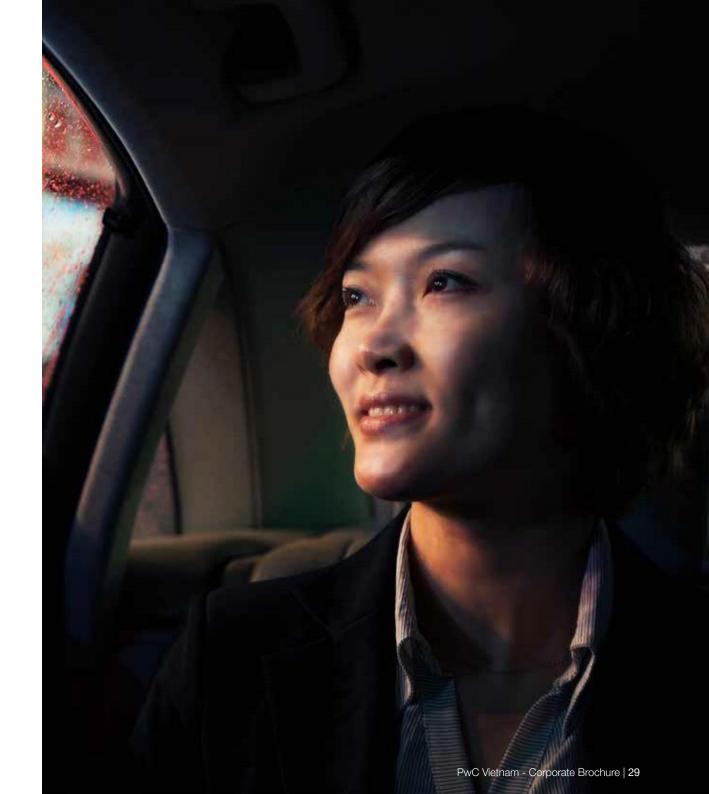
#### **Korean Business Services**

급격하게 증가 하고 있는 한국 Client의 수요에 맞추어서 삼일회계법인에서 현지 베트남 PwC 로 파견된 2명의 한국회계사가 Korean Service Desk로 하노이 및 호치민 오피스에 상주하고 있습니다.

PwC Vietnam에서도 회계감사, 세무 자문, 경영컨설팅, 법무 자문 등 다양한 서비스를 제공하고 있습니다. 특히, 전문성 유지를 위하여 각국의 전문가와 현지 베트남 회계사 및 변호사가 한팀이 되어서, 현지의 Practice를 유지하면서도 선진사례를 점목시킨 차별화된 서비스를 제공하고 있습니다.

## **Chinese and Taiwanese Business Services**

我們在越南PwC的大中華區及台灣業務服務團隊,係由中文流利的專業人士組成,在各個專業服務領域皆可在您的國家當地或是提供跨國境的服務。我們能夠協助以華語溝通的客戶與越南人士以及外國人士溝通,並且進一步協助與政府溝通。此外,我們也能夠以單一窗口的方式提供客戶審計、稅務、法律以及企管顧問諮詢的整體解決方案服務。





At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 151 countries with over 360.000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com

PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see www.pwc.com/structure for further details.

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