



TRUNG TÂM LƯU KÝ CHỨNG KHOÁN VIỆT NAM  
VIETNAM SECURITIES DEPOSITORY



ASIA-PACIFIC CSD GROUP

## **ACG Networking week**

# **Topic: Potential Risks during Covid-19 & Strategic Control Measures and Response Plan at VSD**

**Presented by: Nguyen Thi Thanh Thao- Manager General and Legal Affair Division**

**Hanoi - September 2021**

## Outline

- Overview
- Risk groups identification and assessment
- Solutions to manage and minimize risks at VSD
- Result





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# Overview



## Overview

In the face of complicated developments of the Covid-19 pandemic, VSD has strictly flow guidelines of Vietnamese government, Ministry of Finance (MOF), State Securities Commission (SSC) to maintain a safe, effective and functional services of registration, depository and clearing & settlement, corporate actions and other services related to post-trading activities of the stock market.



## The Vietnamese Government dual goals

*Preventing Covid-19 and promoting socio-economic development*



Ministry of Finance (MOF)



State Securities  
Commission (SCC)



Ministry of Health (MOH)



Vietnam Securities Depository  
(VSD)



*Resolution No. 44 /2020/NQ-HĐQT  
on 3<sup>rd</sup> April 2020*



*Decision 13/QĐ-HĐQT  
on 6<sup>th</sup> August 2021*

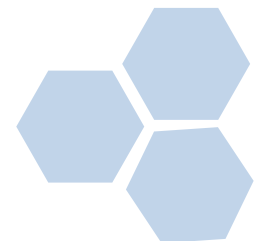


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# Risk groups identification and assessment



## Risk groups identification and assessment

Internal risk groups	External risk groups
<ul style="list-style-type: none"><li>• Group 1: Human resource at VSD</li><li>• Group 2: Business operations disruption at VSD Headquarter and branch</li></ul>	<ul style="list-style-type: none"><li>• Business operations disruption due to issuers, depository members, fund managing companies being affected by Covid-19 and required VSD support</li></ul>





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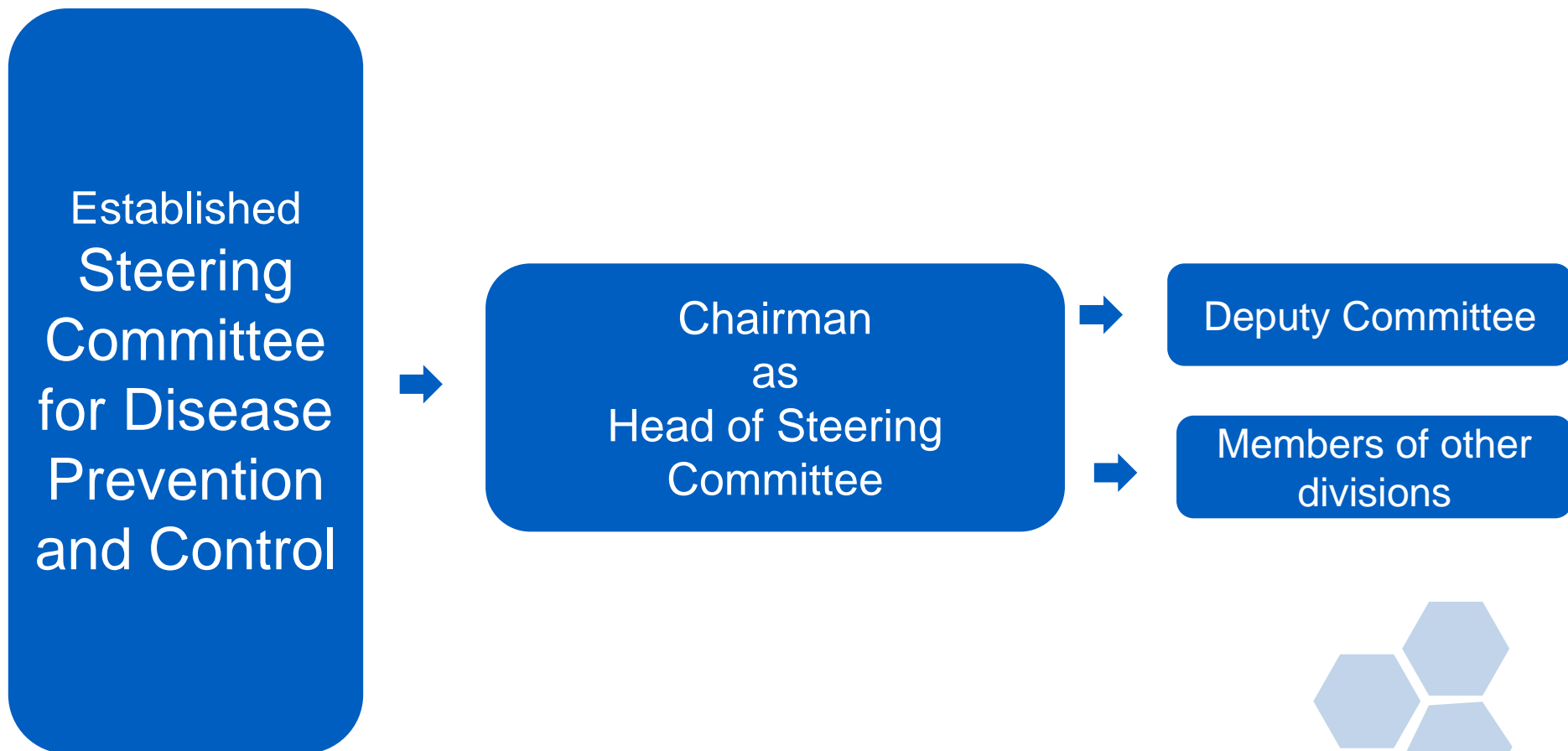


# Solutions to manage and minimize risks at VSD





## General solution



## Steering Committee functions

- Develop plans for prevention and control of Covid-19
- Promulgating regulations for VSD's staff and others coming to VSD to follow
- Execute Covid-19 pandemic response scenarios for business operation at VSD
- Request employees and suppliers to sign a commitment form to prevent and control the Covid-19 pandemic
- Regularly update information on the situation of the Covid-19 pandemic from multi-media sources



## Specific solutions

### 1. Respond plans for internal risk

#### 1. 1 Respond plans for human resources shortage

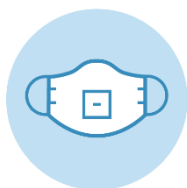
*Scenario 01: When no case of Covid-19 has been recorded*

Implement preventative measures against Covid-19 in accordance with Government guidance



- Installation of Bluezone app
- Daily temperature screening
- Provide disinfection products in convenient places
- Rotating weeks in the office and working remotely from 30%-50%
- Cleaning & disinfection of frequently touched objects routinely
- Disseminating information about Covid 19
- Increase air ventilation
- Vaccination for staffs

## Practicing 5K



Face masks



Disinfection



Distancing



No gathering



Health declarations

## ***Scenario 02: When there are cases of Covid-19***

- Deployment plan:
  - Notify health authorities, local authorities and report to the Chairman/Chief Executive Officer of VSD immediately.
  - Lockdown VSD temporarily in order to cooperate with the health authorities and local authorities to trace, isolate and take samples, etc.
  - Check list and notify staff at the office and home. Assess and categorized employees with high, moderate, low-level contact with F0.



## Action plans when there are test results

**Case 1:** No more cases detected. All tested negative for Covid-10

- Lifting blockade
- Notify all parties
- Disinfect the whole areas
- Continue to monitor and practice the preventative protocol



## Action plans when there are test results

### Case 2: *Many infected cases concentrated in one room detected*

- Notify positive cases to stay in place, wear masks and wait for instructions.
- Notify health authorities and cooperate to move positive cases to isolate at concentration facilities.
- Tracing continuously with health authorities and giving quarantine instruction for F1 & F2



## Action plans when there are test results

### Case 3: *Multiple positive cases detected throughout the building*

- Temporary lockdown of the entire premises and notify all staffs to stay in place
- Isolate F0s on the spot and immediately notify the authority for isolation
- Trace F1 & F2 of F0s and disinfect the premises
- Coordinate with health authorities to map out diagram of the temporary isolation area at VSD & perform Covid-19 test procedures
- Ensure there are sufficient food and drinks for everyone to temporarily isolate at VSD and wait for further instructions of the authorities





## 1.2 Respond plans for potential risks in business operations at the Head Office in Hanoi and the Branch in Ho Chi Minh City

Case 1: HCM branch temporarily closed	Case 2: HN Head Office temporarily closed
<ul style="list-style-type: none"> <li>• Head office will continue to process the backlog business cases and handle new arising cases of the Branch</li> <li>• IT department grants system access permission for Head Office staff to perform business operations for the branch</li> <li>• Branch managers will telecommute with Head Office managers to discuss work-related matters.</li> </ul>	<ul style="list-style-type: none"> <li>• The Branch will continue perform all services of the Head Office, continue to process the backlog business cases and handle new arising cases as well.</li> <li>• Branch's IT department supervises and operates the systems in accordance with Head Office IT department instructions.</li> <li>• Head Office managers will telecommute with Branch managers to discuss work-related matters.</li> </ul>

### Case 3: Head Office and Branch temporarily closed

- For business operations activities: VSD will only perform clearing and settlement for securities transactions; withhold all other services.
- VSD will appoint key staffs to stay at Head Office to maintain and operate the system and perform clearing and settlement service.
- VSD will notify Stock Exchanges, settlement member banks, members of VSD, direct account holders, issuers, fund managing companies and announce information on VSD's website on current situation and provide support accordingly.



## 2. Respond plans for potential risks in business operations caused by external factors.

*Scenario 01: In the case of issuers operations shutdown*

VSD has provided:

- E-voting service to the issuers
- Electronic communication portal system for issuers registering securities



**Scenario 02:** *In the case of members, the fund managing companies operation shutdown*

VSD has provided:

- Terminal-based Gateway to assists members and fund managing companies with business cases. Upon receiving request VSD will connect with members/ fund managing companies' backup site to process business cases.
- If backup location is not connected or blocked, VSD will uses encrypted emails through Certified authorization (CA) method to assist in processing information of business cases on VSD system.





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# Result



- No Covid-19 cases
- 100% employees fully vaccinated for the 1<sup>st</sup> shot of 2 dose series (AstraZeneca, Pfizer, Moderna, etc)
- 60 % fully vaccinated of 2 dose series
- VSD has actively supported issuers, members, fund managing companies that have been affected by Covid-19 to ensures that the activities of registration, depository, clearing and settlement, the exercise of rights, and provision of other services related to post-trading activities of the stock market are still carried out safely, effectively and without any disruptions.





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Thank you