

ESG Performance

Company Name : THAI CREDIT BANK PUBLIC COMPANY LIMITED

Symbol : CREDIT

Market : SET

Industry Group : Financials

Sector : Banking

Environmental management

Information on environmental policy and guidelines

Environmental policy and guidelines

Environmental policy and guidelines : Yes

Environmental guidelines : Electricity Management, Water Management, Waste Management, Biodiversity Management, Greenhouse Gas and Climate Change Management

The Bank focuses on sustainable growth of its business and society in the long term by conducting business with environmental responsibility in various aspects by raising awareness among employees, customers and communities on environmental conservation and quality resource use, as well as increasing participation with society, communities and customers of the Bank.

In addition, the Bank has established risk policies, credit policies and credit approval processes for businesses that take into account environmental impacts in order to reduce environmental risks that may arise from lending and the Bank's reputation. In addition, the Bank emphasizes responsible lending for environmentally friendly projects that do not harm communities, which expands business opportunities to new customer groups and products.

Reference link for environmental policy and guidelines : <https://investor.thaicreditbank.com/en/sustainability/home>

Information on review of environmental policies, guidelines, and/or goals over the past year

Review of environmental policies, guidelines, and/or goals over the past year

Review of environmental policies, guidelines, and/or goals over the past year : Yes

Changes in environmental policies, guidelines, and/or goals : Greenhouse Gas and Climate Change Management, Other : Green financing project for MSME/SMEs

- Agree to consider the appropriateness of the ESG assessment by an external agency that is recognized
- Establish policies and develop ESMS systems regularly to support businesses with sustainable and environmentally friendly policies (Green Loan) and as a guideline for consideration in providing financial services or investment
- Integrate climate risk management into the Bank's governance structure, risk framework and operations, such as the Net Zero strategy, green financing program for MSMEs / SMEs and is currently conducting ESG impact assessments for suppliers of products and services to the Bank
- Set goals and action plans to achieve carbon neutrality by 2050 and net zero emissions by 2065

Information on compliance with environmental management principles and standards

Compliance with environmental management principles and standards

Compliance with energy management principles and standards

Compliance with water management principles and standards

Water management principles and standards : 3Rs or 5Rs

Compliance with waste management principles and standards

Waste management principles and standards : 3Rs, 5Rs or 7Rs

Information on other environmental management

Plans, performance, and outcomes related to other environmental management

The Bank has implemented the Environment and Social Management System (ESMS), whereby the Bank will not conduct transactions with any customer whose activities are likely to have a significant impact on the environment. The Bank has specified the types of businesses that the Bank will not lend to and do business with, which currently consists of 18 groups.

In addition, the Bank's loan officers must conduct customer reviews through the ESDD (Environmental and Social Status Checklist) and monitor and improve them in the future to ensure that there will be no negative impacts from such businesses on the environment, society, communities, and stakeholders from the Bank's lending.

The ESMS is a policy framework that integrates E&S risk management into the Bank's business processes for non-retail lending, covering SME and MSME lending transactions. The procedures and operations are in line with the Bank's existing risk management processes, in line with relevant international best practices or the IFC's Social Sustainability Performance Standards.

Information on incidents related to legal violations or negative environmental impacts

Number of cases and incidents of legal violations or negative environmental impacts

	2022	2023	2024
Number of cases or incidents of legal violations or negative environmental impact (cases)	0	0	0

Energy management

Disclosure boundary in energy management in the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	-
Data disclosure coverage (%)	:	0.00

Information on energy management

Energy management plan

The company's energy management plan : Yes

The Bank aims to grow its business alongside environmental care by setting clear goals and plans, including energy conservation and biodiversity projects to reduce the impacts of climate change.

In addition, the Bank is committed to raising awareness of the valuable use of resources in all aspects, and it is the responsibility of executives and employees at all levels through projects related to promoting awareness of the importance of energy use and leading to tangible actions, as well as sharing knowledge both inside and outside the organization, including customers, business partners, communities, and bank employees, as well as supporting participation in energy conservation from operations that take into account sustainability and environmental impacts, including supporting the enhancement of customers' capabilities towards sustainable growth.

Reference link for company's energy management plan : <https://investor.thaicreditbank.com/en/sustainability/home>

Information on setting goals for managing energy

Setting goals for managing electricity and/or oil and fuel

Does the company set goals for electricity and/or fuel management : Yes

Details of setting goals for electricity and/or fuel management

Target(s)	Base year(s)	Target year(s)
Reduction of electricity purchased for consumption	2024 : purchased electricity for consumption 8,924,173.03 Kilowatt-Hours	2025 : Reduced by 5%

Information on performance and outcomes of energy management

Performance and outcomes of energy management

Performance and outcomes of energy management : Yes

• The Bank has plans to reduce energy consumption, such as a project to change light bulbs in the Bank's office to energy-saving bulbs, a project to change air conditioners from using R22 chemicals to R410, which helps reduce the release of gases that are toxic to the environment, etc.

Information on electricity management

Company's electricity consumption (*)

	2022	2023	2024
Total electricity consumption within the organization (Kilowatt-Hours)	7,400,021.07	8,283,929.50	8,924,173.03

	2022	2023	2024
Electricity purchased for consumption from non-renewable energy sources (Kilowatt-Hours)	7,400,021.07	8,283,929.50	8,924,173.03
Electricity purchased or generated for consumption from renewable energy sources (Kilowatt-Hours)	0.00	0.00	0.00
Intensity ratio of total electricity consumption within the organization to total number of employees (Kilowatt-Hours / Person / Year)	2,041.39	2,076.17	2,055.31

Additional explanation : ⁽¹⁾ Exclude electricity consumption outside of the Company

Electricity Consumption Intensity

	2022	2023	2024
Intensity of total electricity consumption within the organization (Kilowatt-Hours / Person (employee))	2,041.13850000	2,076.17280000	2,055.31000000

Electricity Expense ^(*)

	2022	2023	2024
Total electricity expense (Baht)	38,191,508.74	47,160,410.60	47,310,890.89
Percentage of total electricity expense to total expenses (%) ^(**)	0.36	0.39	0.33
Percentage of total electricity expense to total revenues (%) ^(**)	0.28	0.28	0.25
Intensity ratio of total electricity expense to total number of employees (Baht / Person / Year)	10,535.59	11,819.65	10,896.11

Additional explanation : ⁽¹⁾ Exclude electricity expense outside of the Company

^(**) Total revenues and expenses from consolidated financial statement

Information on fuel management

Company's fuel consumption

	2022	2023	2024
Diesel (Litres)	N/A	N/A	28,726.88
Gasoline (Litres)	N/A	N/A	149,440.07

Additional explanation : Not include external fuel consumption

Company's fuel expense ^(*)

	2022	2023	2024
Total fuel expense (Baht)	N/A	N/A	6,956,638.55
Percentage of total fuel expense to total expenses (%) ^(**)	N/A	N/A	0.05

	2022	2023	2024
Percentage of total fuel expense to total revenues (%) ^(**)	N/A	N/A	0.04

Additional explanation : ^(*) Exclude electricity expense outside of the Company

^(**) Total revenues and expenses from consolidated financial statement

Water management

Disclosure boundary in water management over the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	-
Data disclosure coverage (%)	:	0.00

Information on water management plan

Water management plan

The Company's water management plan : Yes

The Bank places importance on integrated water management. It has managed the water usage system to maximize value and benefit by collecting data on the usage of various resources to reduce the amount of usage, reduce potential impacts, and manage for maximum benefit through the 3Rs principle and applying the circular economy principle.

In addition, the Bank places importance on employees to create awareness and habits in using natural resources efficiently. It plans to communicate and organize activities to campaign on this issue, including using water resources efficiently and economically, for employees in 2025.

Reference link for company's water management plan : <https://investor.thaicreditbank.com/en/sustainability/home>

Information on setting goals for water management

Setting goals for water management

Does the company set goals for water management : Yes

Details of setting goals for water management

Target(s)	Base year(s)	Target year(s)
Reduction of water withdrawal	2024 : Water withdrawal 22,587.00 Cubic meters	2025 : Reduced by 5%

Information on performance and outcomes of water management

Performance and outcomes of water management

Performance and outcomes of water management : Yes

- The Bank manages water through the 3Rs principle and applies the circular economy principle.
- Emphasizes employees in creating awareness and habits of using natural resources efficiently.

Information on water management

Water withdrawal by source

	2022	2023	2024
Total water withdrawal (Cubic meters)	16,276.00	20,711.00	131,012.85
Intensity ratio of total water withdrawal to total number of employees (Cubic meters / Person / Year)	4.49	5.19	30.17

	2022	2023	2024
Intensity ratio of total water withdrawal to total revenues (Cubic meters / Thousand Baht of total revenues) ^(*)	0.00	0.00	0.01

Additional explanation : ^(*) Total revenues and expenses from consolidated financial statement

Water discharge by destinations

	2022	2023	2024
Total wastewater discharge (cubic meters)	0.00	0.00	0.00

Water consumption

	2022	2023	2024
Total water consumption (Cubic meters)	16,276.00	20,711.00	131,012.85

Water Consumption Intensity

	2022	2023	2024
Intensity ratio of total water consumption to total revenues (Cubic meters / Thousand Baht of total revenues) ^(*)	0.00120998	0.00124733	0.00700550
Intensity of total water consumption (Cubic meters / Person (employee))	4.49793000	5.19073000	5.20198065

Additional explanation : ^(*) Total revenues and expenses from consolidated financial statement

Water withdrawal expenses

	2022	2023	2024
Total water withdrawal expense (Baht) ⁽¹⁾	313,348.01	397,662.50	2,406,320.41
Total water withdrawal expense from third-party water (Baht)	313,348.01	397,662.50	2,406,320.41
Percentage of total water withdrawal expense to total expenses (%) ^(*)	0.00	0.00	0.02
Percentage of total water withdrawal expense to total revenues (%) ^(*)	0.00	0.00	0.01
Intensity ratio of total water withdrawal expense to total number of employees (Baht / Person / Year)	86.44	99.66	554.20

Additional explanation : ^(*) Total revenues and expenses from consolidated financial statement

Remark : ⁽¹⁾ The water consumption in 2024 is estimated based on the total water usage of the entire organization (headquarters and 530 branches), whereas the water consumption in 2025 and 2026 is based on the water usage of the headquarters only

Waste management

Disclosure boundary in waste management over the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	-
Data disclosure coverage (%)	:	0.00

Information on waste management plan

Waste management plan

The company's waste management plan : Yes

The Bank realizes the importance of waste management by setting waste management procedures, including hazardous waste, collecting waste and waste data to plan waste reduction, and having a waste and waste management plan through reuse and recycling processes to drive waste limitation to achieve sustainable results. The Bank campaigns for employees to be aware of and participate in reducing waste both at work and in daily life through communication and knowledge sharing, and organizes various related activities regularly, such as separating waste when disposing and emphasizing the reduction of plastic use.

In addition, the Bank has continuously participated in the Care the Whale project to promote efficient waste management and reduce the impact on the environment, creating a balance and promoting a more tangible circular economy. In 2025, the Bank will also join the Care the Bear project to demonstrate its intention to reduce the amount of waste generated from use in the organization and create awareness among employees in the organization to be aware of each person's greenhouse gas emissions.

Reference link for company's waste management plan : <https://investor.thaicreditbank.com/en/sustainability/home>

Information on setting goals for waste management

Setting goals for waste management

Does the company set goals for waste management : Yes

Details of setting goals for waste management

Target(s)	Base year(s)	Target year(s)	Waste management methods
Reduction of waste generation Waste type: Non-hazardous waste	2024 : non-hazardous waste 23,996.50 Kilograms	2025 : Reduced by 5%	• Recycle

Information on performance and outcomes of waste management

Performance and outcomes of waste management

The company's performance and outcomes of waste management : Yes

- Waste separation program when disposing and focusing on reducing the use of plastic, such as plastic water bottles, by installing RO water filters for employees on every floor of the head office to provide quality drinking water to reduce the purchase of plastic bottled water for consumption.
- Develop and implement the e-document system for support units to increase operational efficiency and reduce printing, copying, and document storage.
- The bank has arranged for waste separation in the office by providing containers to hold each type of waste. The bank has communicated waste separation, the importance of proper waste management, and reducing waste in daily life to

employees.

- Continuously participating in the Care the Whale project to promote efficient waste management and reduce the impact on the environment, creating a balance and promoting a more tangible circular economy.
- Will additionally participate in the Care the Bear project to demonstrate the intention to reduce the amount of waste generated from use in the organization and create awareness among employees in the organization to be aware of each person's greenhouse gas emissions.

Information on waste management

Waste Generation^(*)

	2022	2023	2024
Total waste generated (Kilograms)	N/A	N/A	14,875.73
Intensity ratio of total waste generated to total revenues (Kilograms / Thousand Baht of total revenues) ^(**)	N/A	N/A	0.00

Additional explanation : ^(*) Exclude the total weight of waste generated outside of the Company, which is not responsible for the waste disposal or treatment cost

^(**) Total revenues and expenses from consolidated financial statement

Waste reuse and recycling

	2022	2023	2024
Total reused/recycled waste (Kilograms)	N/A	1,453.37	3,103.50
Reused/Recycled non-hazardous waste (Kilograms)	N/A	1,453.37	3,103.50
Percentage of total reused/recycled waste to total waste generated (%)	N/A	N/A	20.86

Additional explanation : Exclude the total weight of reused/recycled waste outside of the Company, which is not responsible for the waste disposal or treatment cost

Greenhouse gas management

Disclosure boundary in greenhouse gas management over the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	-
Data disclosure coverage (%)	:	0.00

Information on greenhouse gas management plan

Greenhouse gas management plan

The company's greenhouse gas management plan : Yes

The Bank has a plan to control and reduce activities that affect greenhouse gas emissions by changing some electrical appliances from the original to energy-saving ones, choosing air conditioners that use less electricity when installing new ones or replacing old ones, and organizing a campaign to reduce the copying of documents, changing the type of cars that the Bank rents when the rental period ends from 100% gasoline-powered cars to hybrid vehicles, etc., studying innovations and technologies to apply them to improve the production process to reduce carbon footprints, and is in the process of hiring BSI Group (Thailand) Co., Ltd. to verify the organization's carbon footprint.

The Bank has set goals and operational plans to achieve carbon neutrality by 2050 and net zero emissions by 2065 in line with the country's goals.

Reference link for company's greenhouse gas management : <https://investor.thaicreditbank.com/en/sustainability/homeplan>

Information on setting greenhouse gas emission goals

Setting greenhouse gas emission goals

Does the company set greenhouse gas management goals : Yes

Company's existing targets : Setting net-zero greenhouse gas emissions targets, Carbon Neutrality

Setting net-zero greenhouse gas emissions targets

Details of setting net-zero greenhouse gas emissions targets

Greenhouse gas emission scope	Base year(s)	Short-term target year	Long-term target year	Certification
Scope 1	2024 : Greenhouse gas emissions 925.00 tCO ₂ e	-	2065 : Reduced by 100% in comparison to the base year	<ul style="list-style-type: none"> Thailand Greenhouse Gas Management Organization (TGO) : Net zero Science-based Targets (SBTi) : None

Setting carbon neutrality targets

Details of setting carbon neutrality targets

Greenhouse gas emission scope	Base year(s)	Target year(s)	Certification
Scope 1	2024 : Greenhouse gas emissions 925.00 tCO ₂ e	2050 : Reduced by 100%	None

Information on performance and outcomes of greenhouse gas management

Performance and outcomes of greenhouse gas management : Yes

- Integrate climate risk management into the Bank's governance structure, risk framework and operations, Net Zero strategy, green financing program for MSME/SMEs, and is currently conducting an ESG impact assessment for suppliers of goods and services to the Bank.
- Apply IFC's Performance standards into the Bank's Environment and Social Management System to guide the Bank's practices in assessing the environmental and social risks of its lending customers.
- Implement key directions under the 3-year strategic plan, including disclosing financial information in line with Thailand's regulatory framework and international sustainability disclosure standards, through key indicators such as Climate & Sustainable KPIs and Climate Mitigation KPIs.
- Work closely with the Thailand Taxonomy Working Group to adopt a common reference standard for classifying and categorizing Thailand's green economic activities to assess the Bank's status and categorize its customers' activities.

Information on greenhouse gas management

The company's greenhouse gas emissions

	2022	2023	2024
Total GHG emissions (Metrics tonne of carbon dioxide equivalents)	5,057.00	4,926.00	5,749.00
Total greenhouse gas emissions - Scope 1 (Metric tonnes of carbon dioxide equivalent)	749.00	790.00	925.00
Total greenhouse gas emissions - Scope 2 (Metric tonnes of carbon dioxide equivalent)	4,308.00	4,136.00	4,462.00
Total greenhouse gas emissions - Scope 3 (Metric tonnes of carbon dioxide equivalent)	N/A	N/A	362.00

Greenhouse Gas Emissions Intensity

	2022	2023	2024
Intensity ratio of total GHG emissions to total revenues (Metric tonnes of carbon dioxide equivalent / Thousand Baht of total revenues) ^(*)	0.000376	0.000297	0.000307
Intensity ratio of total GHG emissions to total number of employees (Metric tonnes of carbon dioxide equivalent / Person)	1.40	1.23	1.32
Intensity of GHG emissions (Metric tonnes of carbon dioxide equivalent / Person (employee))	1.39500000	1.23459000	1.32400000

Additional explanation : ^(*) Total revenues and expenses from consolidated financial statement

Information on verification of the company's greenhouse gas emissions over the past year

Verification of the company's greenhouse gas emissions over the past year

Verification of the company's greenhouse gas emissions : No

Information on reduction and absorption of greenhouse gas

Reduction of Greenhouse Gas

	2022	2023	2024
Total reduced GHG (Metric kilograms of carbon dioxide equivalent)	N/A	1,499.00	81,848.50
Care the Bear Project (Metric kilograms of carbon dioxide equivalent)	N/A	N/A	191.50
Care the Whale Project (Metric kilograms of carbon dioxide equivalent)	N/A	1,499.00	81,657.00

Absorption and removal of Greenhouse Gas

Remarks - This document is automatically generated based on information processed as received from the listed company on “as is” basis. The Stock Exchange of Thailand (“SET”) does not make any representations regarding accuracy, completeness, appropriateness, recency or reliability of the information contained in this document, nor does it make any guarantee of a result of the use of the information contained in this document. In no event shall SET be responsible for any loss or damage resulting from the use of this document or the information contained herein.

ESG Performance

Company Name : THAI CREDIT BANK PUBLIC COMPANY LIMITED Symbol : CREDIT

Market : SET Industry Group : Financials Sector : Banking

Human rights

Information on social and human rights policies and guidelines

Social and human rights policy and guidelines

Social and human rights policy and guidelines : Yes

Social and human rights guidelines : Employee Rights, Migrant/foreign labor, Child Labor, Consumer/customer rights, Community and environmental rights, Safety and Occupational Health at Work, Non-discrimination

The Bank is committed to providing customers and society with more knowledge and understanding of money management, allowing them to access a stable, safe and fair financial system through responsible lending, as well as promoting knowledge and understanding of money management for customers and society to use in their daily lives and businesses to create sustainable growth.

In addition, the Bank also takes care of its employees by setting employment policies, managing compensation systems, and providing them with appropriate and fair benefits, as well as providing a good working environment, occupational health and safety in accordance with international laws and practices, and conducting continuous training to develop the quality of human resources. It also regularly communicates information both inside and outside the Bank to ensure that they are widely known.

Reference link for social and human rights policy and guidelines : <https://investor.thaicreditbank.com/en/sustainability/home>

Information on review of social and human rights policies, guidelines, and/or goals over the past year

Review of social and human rights policies, guidelines, and/or goals over the past year

Review of social and human rights policies, guidelines, and/or goals over the past year : Yes

Changes in social and human rights policies, guidelines, and/or goals : Employee Rights, Consumer/customer rights, Non-discrimination

- The committee met to review the welfare and factors that the bank would like to consider for employees who did not have a proposal in 2024.
- The Bank has set a monthly allowance of 1,000 baht for employees with an income below 15,000 baht and a monthly allowance of 500 baht for employees with an income below 20,000 baht to help with monthly expenses for employees. In 2024, such allowance was provided to employees totaling over 15 million baht.
- The Bank has included sustainability as one of the topics that all new employees must receive training on their first day of employment.
- The Bank manages appropriate and fair compensation, benefits, and business environment based on the Pay for Position principle, where gender differences do not affect employee compensation determination.
- The Bank has implemented the ESMS policy in providing loans to SMEs and MSMEs.

Information on compliance with human rights principles and standards

Compliance with human rights principles and standards

Human rights management principles and standards : The UN Guiding Principles on Business and Human Rights, ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy

Information on Human Rights Due Diligence : HRDD

Human Rights Due Diligence : HRDD

Does the company have an HRDD process : Yes

The Bank has developed the Human Rights and Labor Social Responsibility Policy and Human Rights Due Diligence (HRDD) to enhance the Bank's understanding and opportunities to further improve its human rights practices.

Information on other social management

Plans, performance, and outcomes related to other social management

The Bank believes that strengthening communities from within will lead to sustainable development and help reduce widespread economic and social problems. This financial literacy promotion project will help communities build economic resilience, create stable careers and incomes, and enable them to be self-reliant in the long run, in line with the goal of reducing inequality, creating opportunities and improving the quality of life for everyone.

The Bank has a policy to develop communities and society through the "Tangto Know-How" project to promote access to financial opportunities, provide financial knowledge, and enhance financial planning skills for the Bank's main customer groups, namely small entrepreneurs, SMEs, and micro SMEs, as well as expand to other target groups in communities and society, such as company employees, students, university students, government officials, etc.

Over the past 8 years, the project has created remarkable positive impacts, with more than 250,000 people completing the training and more than 270,000 followers of financial literacy content via social media such as Facebook, YouTube, and TikTok. The project's excellence has been continuously recognized through numerous prestigious awards from both the government and private sectors.

Information on incidents related to legal or social and human rights violations

Number of cases and incidents of significant legal or social and human rights violations

	2022	2023	2024
Total number of cases or incidents of significant legal or social and human rights violations (cases)	0	0	0
Total number of cases or incidents leading to significant labor disputes (cases)	0	0	0

Fair labor practice

Disclosure boundary in fair labor practice in the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Data disclosure coverage (%)	:	0.00

Information on employees and labor management plan

Employees and labor management plan

The company's employee and labor management plan	:	Yes
Employee and labor management plan implemented by the Company in the past year	:	Fair employee compensation, Employee training and development, Promoting employee relations and participation, Child labor, Occupational health and safety in workplace

The Bank has practices and performance results in treating employees fairly. It has a policy of employment and fair compensation management. The Bank compares compensation and welfare payments with the banking industry using data from external consulting firms every year to ensure that the Bank's compensation and welfare payments are at an appropriate level and competitive in the market.

In addition, the Bank supports innovation within the organization through the Empower project to allow all employees to participate in helping society, in line with the Bank's Everyone Matters principle. It also develops personnel potential by providing opportunities for career growth and development. It communicates useful information and news to employees. It also provides training and development for employees that is consistent with the organization's strategic direction and covers ESG issues consistently.

In addition, the Bank plans to apply the results to develop employee satisfaction in line with actual needs, allowing employees to work more easily and efficiently.

Information on setting employee and labor management goals

Setting employee and labor management goals

Does the company set employee and labor management goals?	:	Yes
---	---	-----

Details of setting goals for employee and labor management

Target(s)	Indicator(s)	Base year(s)	Target year(s)
• Employee training and development	In 2025, the budget estimate for this area is planned at 60 million baht.	2024: -	2025: In 2025, the budget estimate for this area is planned at 60 million baht.

Information on performance and outcomes for employee and labor management

Performance and outcomes for employee and labor management

Performance and outcomes for employee and labor management	:	Yes
--	---	-----

- The Bank has provided employee training and development that is in line with the organization's strategic direction and covers ESG issues consistently.
- The Bank uses the principle of compensation and benefits based on performance and consistent behavior (Pay for Performance) to retain and motivate employees who perform well, are capable, and are dedicated to the organization.
- The Bank has collaborated with the Royal Thai Army to provide financial support to military personnel who are

discharged due to disability for use in their occupations. In 2024, the total amount was 4.65 million baht.

Information on employment

Employment

	2022	2023	2024
Total Employment (Person)	3,625	3,990	4,342
Percentage of employees to total employment (%)	100.00	100.00	100.00
Total employees (persons)	3,625	3,990	4,342
Male employees (persons)	1,635	1,767	1,952
Percentage of male employees (%)	45.10	44.29	44.96
Female employees (persons)	1,990	2,223	2,390
Percentage of female employees (%)	54.90	55.71	55.04

Number of employees categorized by age

	2022	2023	2024
Total number of employees under 30 years old (Persons)	739	819	841
Percentage of employees under 30 years old (%)	20.39	20.53	19.37
Total number of employees 30-50 years old (Persons)	2,625	2,851	3,147
Percentage of employees 30-50 years old (%)	72.41	71.45	72.48
Total number of employees over 50 years old (Persons)	261	320	354
Percentage of employees over 50 years old (%)	7.20	8.02	8.15

Number of male employees categorized by age

	2022	2023	2024
Total number of male employees under 30 years old (Persons)	322	357	384
Percentage of male employees under 30 years old (%)	19.69	20.20	19.67
Total number of male employees 30-50 years old (Persons)	1,150	1,230	1,368
Percentage of male employees 30-50 years old (%)	70.34	69.61	70.08
Total number of male employees over 50 years old (Persons)	163	180	200
Percentage of male employees over 50 years old (%)	9.97	10.19	10.25

Number of female employees categorized by age

	2022	2023	2024
Total number of female employees under 30 years old (Persons)	417	462	457
Percentage of female employees under 30 years old (%)	20.95	20.78	19.12
Total number of female employees 30-50 years old (Persons)	1,475	1,621	1,779
Percentage of female employees 30-50 years old (%)	74.12	72.92	74.44
Total number of female employees over 50 years old (Persons)	98	140	154
Percentage of female employees over 50 years old (%)	4.92	6.30	6.44

Number of employees categorized by position

	2022	2023	2024
Total number of employees in operational level (Persons)	3,303	3,634	3,951
Percentage of employees in operational level (%)	91.12	91.08	90.99
Total number of employees in management level (Persons)	311	345	380
Percentage of employees in management level (%)	8.58	8.65	8.75
Total number of employees in executive level (Persons)	11	11	11
Percentage of employees in executive level (%)	0.30	0.28	0.25

Number of male employees categorized by position

	2022	2023	2024
Total number of male employees in operational level (Persons)	1,447	1,564	1,729
Percentage of male employees in operational level (%)	88.50	88.51	88.58
Total number of male employees in management level (Persons)	179	194	214
Percentage of male employees in management level (%)	10.95	10.98	10.96
Total number of male employees in executive level (Persons)	9	9	9
Percentage of male employees in executive level (%)	0.55	0.51	0.46

Number of female employees categorized by position

	2022	2023	2024
Total number of female employees in operational level (Persons)	1,856	2,070	2,222
Percentage of female employees in operational level (%)	93.27	93.12	92.97
Total number of female employees in management level (Persons)	132	151	166
Percentage of female employees in management level (%)	6.63	6.79	6.95
Total number of female employees in executive level (Persons)	2	2	2
Percentage of female employees in executive level (%)	0.10	0.09	0.08

Significant changes in the number of employees

Significant changes in number of employees over the past 3 : No
Years

Employment of workers with disabilities

	2022	2023	2024
Total employment of workers with disabilities (persons)	34	36	39
Percentage of disabled workers to total employment (%)	0.94	0.90	0.90
Total number of workers who are not employees with disabilities (persons)	34	36	39
Contributions to empowerment for persons with disabilities fund	Yes	Yes	Yes

Information on compensation of employees

Employee remuneration by gender

	2022	2023	2024
Total employee remuneration (baht)	2,680,821,003.58	3,112,891,980.15	3,633,032,766.48
Total male employee remuneration (baht)	1,339,060,501.79	1,559,881,666.05	1,841,066,830.12
Percentage of remuneration in male employees (%)	49.95	50.11	50.68
Total female employee remuneration (baht)	1,341,760,501.79	1,553,010,314.10	1,791,965,936.36
Percentage of remuneration in female employees (%)	50.05	49.89	49.32
Average remuneration of employees (Baht / Person)	739,536.83	780,173.43	836,718.74

	2022	2023	2024
Average remuneration of male employees (Baht / Person)	818,997.25	882,785.32	943,169.48
Average remuneration of female employees (Baht / Person)	674,251.51	698,610.13	749,776.54
Ratio of average remuneration of female employees to male employees	0.82	0.79	0.79

Provident fund management policy

Provident fund management policy : Have

The Bank provides welfare and additional benefits in addition to the basic welfare as stipulated by law to all employees without discrimination based on the principle of appropriateness according to the duties and responsibilities. Permanent employees will receive welfare such as life and accident insurance, including protection in case of disability and handicap resulting from work, annual health check-up, maternity leave, assistance for medical examination and dental treatment, loan welfare, various types of assistance, rights to join the provident fund as stipulated by law.

Provident fund for employees (PVD)

	2022	2023	2024
Number of employees joining in PVD (persons)	2,722	2,938	3,257
Proportion of employees who are PVD members (%)	75.09	73.63	75.01
Total amount of provident fund contributed by the company (baht)	97,880,796.00	111,543,487.00	126,302,181.00
Percentage of total amount of provident fund contributed by the Company to total employee remuneration (%)	3.65	3.58	3.48

Information on employee development

Employee training and development

	2022	2023	2024
Employee development plans as part of annual performance reviews	Yes	Yes	Yes
Average employee training hours (Hours / Person / Year)	7.07	8.11	4.39
Total amount spent on employee training and development (Baht)	4,701,036.56	5,681,937.72	6,050,000.00
Percentage of training and development expenses to total expenses (%) ^(*)	0.000448	0.000468	0.000427
Percentage of training and development expenses to total revenue (%) ^(*)	0.000349	0.000342	0.000324

Additional explanation : ^(*) Total revenues and expenses from consolidated financial statement

Information on safety, occupational health, and work environment

Number of working hours

	2022	2023	2024
Total number of hours work (Hours)	5,771,000.00	6,352,080.00	6,912,464.00
Total number of hours worked by employees (Hours)	5,771,000.00	6,352,080.00	6,912,464.00

Statistic of accident and injuries of employees from work

	2022	2023	2024
Total number of lost time injury incidents by employees (Cases)	0	0	0
Total number of employees that lost time injuries for 1 day or more (Persons)	0	0	0
Percentage of employees that lost time injuries for 1 day or more (%)	0.00	0.00	0.00
Total number of employees that fatalities as a result of work-related injury (Persons)	0	0	0
Percentage of employees that fatalities as a result of work-related injury (%)	0.00	0.00	0.00
Lost time injury frequency rate (LTIFR) (Persons / 1 million-manhours) ^(*)	0.00	0.00	0.00
Lost time injury frequency rate (LTIFR) (Persons / 200,000 manhours) ^(**)	0.00	0.00	0.00

Additional explanation : ^(*) The company with the total number of employees over 100 or more

^(**) The company with the total number of employees less than or equal to 100

Information on promoting employee relations and participation

Employee engagement

	2022	2023	2024
Total number of employee turnover leaving the company voluntarily (persons)	1,144	996	1,158
Total number of male employee turnover leaving the company voluntarily (persons)	513	435	497
Total number of female employee turnover leaving the company voluntarily (persons)	631	561	661
Proportion of voluntary resignations (%)	31.56	24.96	26.67
Percentage of male employee turnover leaving the Company voluntarily (%)	14.15	10.90	11.45

	2022	2023	2024
Percentage of female employee turnover leaving the Company voluntarily (%)	17.41	14.06	15.22
	2022	2023	2024
Evaluation result of employee engagement	Yes	Yes	Yes

Employee internal groups

Employee internal groups : Yes

Types of employee internal groups : Welfare Committee

Responsibility to customers/ consumers

Information on responsibility to customers/consumers policy

Consumer data privacy and protection policy and guidelines

Consumer data privacy and protection policy and guidelines	:	Yes
Consumer data privacy and protection guidelines	:	Collection of personal data, Use or disclosure of data, Retention and storage duration of personal data, Security measures of personal data

Responsible sales and marketing policy and guidelines

Responsible sales and marketing policy and guidelines	:	Yes
Responsible sales and marketing guidelines	:	Marketing communications that respect the law, adhere to relevant regulations, and consider consumer rights.

Policy and guidelines on communicating the impact of products and services to customers / consumers

Policy and guidelines on communicating the impact of products and services to customers / consumers	:	Yes
Policy and guidelines on communicating the impact of products and services to customers / consumers	:	Prohibition of exaggerated, inaccurate, or misleading marketing claims, Appropriate marketing communications for vulnerable groups, including children or youth under 12 years old, Appropriate marketing communications through digital channels

Information on customer management plan

Customer management plan

Company's customer management plan	:	Yes
Customer management plan implemented by the company in the past year	:	Responsible production and services for customers, Communication of product and service impacts to customers / consumers, Development of customer satisfaction and customer relationship, Consumer data privacy and protection

The Bank is responsible and committed to being a part in sustainably improving the quality of life for customers and society by developing a variety of financial products and services, creating knowledge and understanding about finance, and promoting the potential of society, especially the group that does not have access to financial services in the system (The Underserve), including developing financial channels to allow customers to access financial services more conveniently, along with creating good financial discipline, supporting the creation of good financial well-being, and improving the quality of life.

In addition, the Bank has a policy to develop employee communication skills with customer groups or related stakeholders by not selling financial products that are more than necessary or having sales practices that do not respect customers/consumers, in accordance with the Market Conduct policy for all products of the Bank. It is also responsible for setting a personal data protection policy and a technology security policy in accordance with the Personal Data Protection Act B.E. 2562, ensuring the rights of individuals in Thailand to receive protection regarding the processing of personal data, including the amended version, to be used to protect personal data and the security of the use of technology for customers and partners.

In addition, the Bank is committed to creating a community for customers and society to share knowledge, trends, and tips on financial management, debt, and business, which this online community will help improve the quality of life and support higher income and profits.

Information on setting customer management goals

Setting customer management goals

Does the company set customer management goals : No

Details of setting customer management goals

Information on performance and results of customer management

Performance and outcomes of customer management

Performance and outcomes of customer management : Yes

- The bank develops a variety of financial products and services, creates financial knowledge and understanding, and promotes potential for society, especially groups that do not have access to financial services in the system (The Underserve), such as SME Klahai Green Loan and SME Klahai Lady First Loan.

- The bank develops products and services to create financial access for groups of people in society, such as the Alpha Savings Account, a digital savings account that offers high interest rates, supporting the lifestyles of the new generation who are sharp, under the concept of “Live the Alpha Life.”

Customer satisfaction

	2022	2023	2024
Evaluation results of customer satisfaction	Yes	Yes	Yes

Channels for receiving complaints from customers/consumers

Company’s channels for receiving complaints from : Yes
customers/consumers

Telephone : 0-2697-5454

Fax : -

Email : complain_center@thaicreditbank.com

Company’s website : <https://www.thaicreditbank.com/>

Address : Head office No. 123 Thai Life Insurance Building,
Ratchadaphisek Road, Din Daeng Subdistrict, Din Daeng
District, Bangkok 10400

Responsibility to community/ society

Information on community development and engagement policies

Community development and engagement policies

Community development and engagement policies : Yes

Reference link for community development and engagement : https://investor.thaicreditbank.com/en/sustainability/home_policies

Information on community and social management plan

Community and social management plan

Company's community and social management plan : Yes

Community and social management plan implemented by the company over the past year : Employment and professional skill development, Education, Occupational health, safety, health, and quality of life, Disadvantaged and vulnerable groups, Reducing inequality

The Bank realizes that promoting financial planning and management capabilities for customers and the general public will help build economic immunity, enable businesses to grow sustainably, and also have a positive impact on the quality of life of nearby communities, in line with the Bank's operating philosophy of "Everyone Matters", with a policy to develop communities and society through the "Tang To Know-How" project to promote access to financial opportunities, provide financial knowledge, and enhance financial planning skills for the Bank's main customer groups.

The main course content in the "Tang To Know-How" project focuses on marketing and basic business management in the modern financial world (Digital Banking), creating sales channels and stimulating sales, basic financial management, accounting for income and expenses, preparing for loans, or managing capital and profits effectively, as well as providing basic financial knowledge, which is an important weapon that small entrepreneurs, especially merchants, can apply and overcome various crises.

Information on setting of community and social management goals

Setting of community and social management goals

Does the company set community and social management goals : Yes

Details of community and social management goal setting

Target	Indicators	Base year	Target year
<ul style="list-style-type: none">• Education• Disadvantaged and vulnerable groups• Reducing inequality	Number of participants and satisfaction scores	2024: 63,763 participants and a satisfaction level of 81%	2025: Set a target of 66,000 participants and set a target of satisfaction and referral scores of no less than 80% (excellent level).

Information on outcomes and results of community and social management

Performance and outcomes of community and social management

Performance and outcomes of community and social management : Yes

- More than 250,000 people have completed the training and over 270,000 people follow financial knowledge content on social media such as Facebook, YouTube and TikTok.
- Continuously recognized through many prestigious awards such as the Honorary Award for the Financial Discipline Campaign, CSR Award, Sustainability Award, Leading of ESG Award for Social Product

- Signed a Memorandum of Understanding (MOU) with the Community Development Department, Ministry of Interior, as an important partner in driving the financial knowledge promotion project in the 8th year.

Benefit from implementing social development project

Financial benefits

Does the company measure the financial benefits from social development? : No

Non-financial benefits

Does the company measure the non-financial benefits from social development? : Yes

	2022	2023	2024
Beneficiaries of the company's community development projects (Persons)	52,701.00	58,020.00	63,763.00
Training Session (Time)	687.00	884.00	1,653.00

Expenses from social and environmental development project

	2022	2023	2024
Total financial contribution to community/social development projects or activities (Bath)	4,300,000.00	7,000,000.00	6,700,000.00
Percentage of financial contribution for community/social development projects or activities to total expense (%) ^(*)	0.040985	0.057635	0.047307
Percentage of financial contribution for community/social development projects or activities to total revenue (%) ^(*)	0.031967	0.042158	0.035826

Additional Explanation : (*) Total revenues and total expenses from total financial statement

Remarks - This document is automatically generated based on information processed as received from the listed company on "as is" basis. The Stock Exchange of Thailand ("SET") does not make any representations regarding accuracy, completeness, appropriateness, recency or reliability of the information contained in this document, nor does it make any guarantee of a result of the use of the information contained in this document. In no event shall SET be responsible for any loss or damage resulting from the use of this document or the information contained herein.

ESG Performance

Company Name : THAI CREDIT BANK PUBLIC COMPANY LIMITED

Symbol : CREDIT

Market : SET

Industry Group : Financials

Sector : Banking

Corporate Governance Policy

Information on overview of the policy and guidelines

Corporate governance policy and guidelines

Corporate governance policy and guidelines : Yes

The Bank recognises the importance of continuously upholding the rights and responsibilities towards its shareholders and stakeholders. It ensures equitable treatment of shareholders and considers the roles of stakeholders, information disclosure and transparency. Furthermore, The Bank's Board of Directors emphasizes its responsibilities and adherence to good corporate governance principles, aiming to enhance confidence among shareholders, investors, and all stakeholders. To achieve this, the The Bank's Board of Directors considers it necessary to prepare a Good Corporate Governance Policy. It encompasses key principles, including the structure, roles, duties, and responsibilities of The Bank's Board of Directors and its sub-committees, as well as transparent, clear, and accountable management practices. These measures are implemented to ensure that all operations of The Bank are conducted fairly and ethically, prioritising the best interests of all shareholders and stakeholders

Policy and guidelines related to the board of directors

Are there policy and guidelines related to the board of directors : Yes

Guidelines related to the board of directors : Nomination of Directors, Determination of Director Remuneration, Independence of the Board of Directors from the Management, Director Development, Board Performance Evaluation, Corporate Governance of Subsidiaries and Associated Companies

Nomination of Directors

The Bank has a process for recruiting personnel to be appointed as directors. Persons who hold the position of directors must go through the process of nomination and remuneration in accordance with the procedures of the law and the principles of good corporate governance. The qualifications are carefully evaluated to obtain individuals with knowledge and expertise according to the specialized knowledge table. The Board Skill Matrix is set forth by presenting to the Nomination and Remuneration Committee to consider the qualifications and suitability and then propose to the Board of Directors for consideration and approval of the appointment or to the shareholders' meeting for the election of directors (As the case may be).

However, Nomination and Remuneration Committee is responsible for considering and selecting and recruiting qualified individuals in terms of experience, knowledge, the ability to benefit banks and others, taking into account the needs of the organization; good corporate governance and a diverse board composition to create diverse opinions in the board of directors from different business backgrounds and experiences.

Determination of Director Remuneration

The Nomination and Remuneration Committee is responsible for reviewing the remuneration of directors and propose to the Board of Directors for consideration and approval to the Annual General Meeting of Shareholders by considering remuneration. The directors will consider appropriately, in accordance with their duties and responsibilities, according to the size and business operations as well as the performance of their work, and bring the best interests of shareholders as well as be comparable to organizations in the same business group. The Nomination and Remuneration Committee shall consider and propose the remuneration of the executives appropriate to the assigned roles, duties and responsibilities to the Board of Directors for consideration and approval.

Independence of the Board of Directors from the Management

The obligations of the Board of Directors and the management are clearly separated. In other words, the Chairman of the Board of Directors and the Chief Executive Officer are not the same person. The roles and responsibilities of the Board of Directors and the Chairman of the Board of Directors are determined. The Chief Executive Officer is clearly stated in the Charter.

Director Development

The Bank promotes and facilitates directors to receive training or participate in seminars in courses that are beneficial for the proper performance of their duties. In order to continuously improve operations.

In case there is a newly appointed director. The Bank provides orientation or information to the directors to be aware of their roles and duties. Responsibilities, Nature of Business, Objectives, Main Goals Vision, Mission and Laws Related to the Bank's Business Operations

Board Performance Evaluation

The Bank's Board of Directors conducts an annual performance evaluation of the entire Board once a year and reports the evaluation results to the Board. This is to ensure that the Board is aware of whether its activities over the past year were fully and appropriately carried out in accordance with its scope of authority and duties, as well as in line with good corporate governance principles. The evaluation results are then used to make improvements for the following year. The corporate secretary is responsible for compiling and summarizing the results for the Board's review.

The performance evaluation form for the Board of Directors is based on the model provided by the Stock Exchange of Thailand, with modifications made to ensure the content is suitable and aligned with the powers, duties, and responsibilities of the Board. The evaluation is divided into six main categories: (1) Board Structure and Qualifications (2) Roles, Duties, and Responsibilities of the Board (3) Board Meetings (4) Relationship with the executive (5) Board Development. Each category includes various subtopics, totaling 22 items, with a scoring range of 1-4, from strongly disagree to strongly agree.

The summary of the self-assessment results for 2024 of the Board of Directors as a whole shows an overall average score of 3.93, which is higher than the 2023 score of 3.89.

The self-assessment form for the Board w has been adjusted the content to be appropriate and involved with the characteristics of the board of directors. It included a total of 22 questions, which evaluated the Board's roles, duties, and responsibilities, strategic organizational development, cultural enhancement, and good corporate governance. The scoring scale ranged from 1 to 4, with 1 being strongly disagree and 4 being strongly agree.

The summary of the self-evaluation results of the Bank's Board of Directors (using the Cross Evaluation method) for the year 2024 shows an overall average score of 3.85, which is higher than the score of 3.77 in 2023.

Corporate Governance of Subsidiaries and Associated Companies

The Babk has a policy to invest in companies whose operations support the Bank's business operations, which are consistent with the Bank's goals, visions, and strategic plans for the growth of the Bank group, which will increase the Bank's results of operations or profits, or to invest in synergies to increase the Bank's competitiveness and drive the Bank forward to achieve its goal to become a leading operator in its core businesses. The Bank, its subsidiary and/or its associates may consider making additional investments in other businesses that have growth potential, or that may drive the expansion of, or bring benefits to, the existing business of the Bank group and which would generate healthy returns on investment. To make an investment decision for the Bank, its subsidiary and/or its associates, the Bank will analyse the feasibility of the investment, its potential, the proportion of the investment, the expected profits and any relevant risk factors arising from the investment. Procedures for this investment analysis will be properly established and will be subject to approval and/or permission from the Bank's Board of Directors meetings and/or the Bank's shareholder meetings (as the case may be). Any investment made by the Bank, its subsidiary and/or its associates must comply with any relevant provisions provided in any relevant notifications of the Bank of Thailand, the Capital Market Supervisory Board, and the relevant Notification of the Stock Exchange Board of Thailand

Policy and guidelines related to shareholders and stakeholders

Policy and guidelines related to shareholders and stakeholders : No

Information on business code of conduct

Business code of conduct

Business code of conduct : Yes

The Bank is managed in accordance with the Bank of Thailand's Corporate Governance Guidelines. In accordance with the principles of good corporate governance of the Securities Commission and the Stock Exchange of Thailand, the Bank has established the Code of Conduct as a framework for business operations for Directors, Executives, Employees, and all related parties are acknowledged and should perform their duties with a conscience that adheres to integrity. The Bank is responsible for maintaining the Bank's reputation as well as behaving in a manner that is appropriate for conducting business professionally, including being responsible and taking into account the impact on the economy. The Code of Conduct covers various aspects: Code of Conduct for the Bank, Code of Conduct for Customers and Society, Code of Conduct for Supervisors, Subordinates and Associates, Code of Conduct for Themselves, Code of Conduct for Directors of the Bank and Code of Conduct for Bank Executives

Policy and guidelines related to business code of conduct

Guidelines related to business code of conduct : Prevention of Conflicts of Interest, Anti-corruption, Whistleblowing and Protection of Whistleblowers, Prevention of Misuse of Inside Information

Prevention of Conflicts of Interest

Thai Credit Bank Public Company Limited (the "Bank") is committed to conducting its business in an ethical, transparent, fair, and accountable manner. Therefore, it places great importance on considering transactions that may present a conflict of interest, to avoid creating conflicts of interest for any party. As such, the Bank has established a conflict of interest prevention policy to control and prevent conflicts of interest, ensuring that the Bank's directors, executives, and employees understand and comply with the relevant laws and regulations, as well as acting in the best interests of the Bank and its shareholders."

Anti-corruption

Thai Credit Bank Public Company Limited ("The Bank") employs an efficient process to ensure compliance to laws and regulations combatting corruption and bribery, including the US Foreign Corrupt Practices Act ("FCPA") (collectively referred to as "Anti-Corruption and Bribery Regulations"). The purpose of this policy is to prevent corruption in all types of transactions of The Bank. This policy applies to all directors, executives, managers, and employees of The Bank, its subsidiaries or The Bank's branches worldwide (collectively referred to as "The Bank"), regardless of their employment status (full-time, part-time, or temporary) (collectively referred to as "employees"). Employees have the responsibility of familiarizing themselves with and implementing the provisions of this policy in their roles. This policy extends to every agent and representative, including shareholders or any individuals acting on behalf of The Bank.

Whistleblowing and Protection of Whistleblowers

The Bank has established complaint or whistleblowing channels for stakeholders, including shareholders, customers, employees, and contractual parties, to ensure that all stakeholder groups are treated fairly in accordance with their rights and agreements with The Bank. The Bank has defined practices for receiving and addressing complaints. Employees and stakeholders have multiple communication channels available to contact The Bank. These include electronic mail through designated channels and information disclosed on The Bank's website, as well as through the Complaint Centre, telephone, The Bank offices/branches, faxes, mailing services, and direct meetings with The Bank executives. Additionally, The Bank employees may directly contact the Chief Executive Officer, Managing Director and the executives of the compliance department to report clues or complaints regarding illegal acts, ethics violations, or behaviors that may imply corruption or misconduct by individuals within the organisation. Managers/supervisors who receive a report of any employee violations must inform the compliance department of the report. The Bank has mechanisms in place to safeguard whistleblowers and attaches importance to the confidential collection of complainant information. Complaint information and supporting documentation are treated as confidential and will only be disclosed to authorised and relevant individuals. Furthermore, complainants may file confidential and anonymous complaints. This is to instill confidence in them. The Bank will initiate the complaint handling process and adhere to its established procedures for investigating facts and determining disciplinary actions that The Bank stipulates employees can also report

Prevention of Misuse of Inside Information

Thai Credit Retail Bank Public Company Limited ("the Bank") is committed to conducting its business in compliance with the law and adhering to principles of good corporate governance, particularly with respect to the management of the Bank's internal information. This is especially important in the Bank's operations, where directors, executives, or employees may have access to internal information that could affect the price of securities or influence investment decisions regarding the Bank's securities, and such information cannot be publicly disclosed. Therefore, the use of internal

information must be managed appropriately to prevent its improper disclosure or misuse. Misuse of such information not only constitutes a legal violation but can also damage the reputation of the Bank. As such, the Bank has established this policy to prevent the improper use of internal information.

Promotion of compliance with the business code of conduct

Promotion for the board of directors, executives, and employees to comply with the business code of conduct : Yes

Participation in anti-corruption networks

Participation or declaration of intent to join anti-corruption networks : Yes

Anti-corruption networks or projects the company has joined or declared intent to join : Thai Private Sector Collective Action Against Corruption (CAC)
CAC membership certification status : Certified
Certification document of CAC membership status : CAC Cer.pdf

Information on material changes and developments in policy and corporate governance system over the past year

Material changes and developments related to the review of policy and guidelines in corporate governance system or board of directors' charter

In the past year, did the company review the corporate governance policy and guidelines, or board of directors' charter : Yes

Material changes and developments in policy and guidelines over the past year : Yes

The corporate governance policy remains unchanged. However, the Board Charter has been updated to include the duties, and responsibilities of the Chairman of the Board, while the position of the Chief Executive Officer has been removed

Implementation of the CG Code for listed companies

Implementation of the CG Code as prescribed by the SEC : Mostly used in practice

The Board of Directors No. 12/2024 dated on December 19, 2024 considered the application of the principles of good corporate governance for listed companies of the Office of the Securities and Exchange Commission. It has considered and realized its role and duties as a leader of the organization. The Board of Directors has carefully considered the Code of Practice and understands the benefits and importance of applying the Code of Practice to create value for the organization in a sustainable manner. In the past year, it was found that most of the Bank's operations have complied with the rules, with some matters that have not yet been applied to the Bank's business operations. The Board of Directors has considered and recorded it as part of the resolution

Other corporate governance performance and outcomes

5-Stars Corporate Governance Score from the Corporate Governance Report of Thai Listed Companies (CGR) 2024 organized by the Thai Institute of Directors Association (IOD)

Corporate Governance Structure

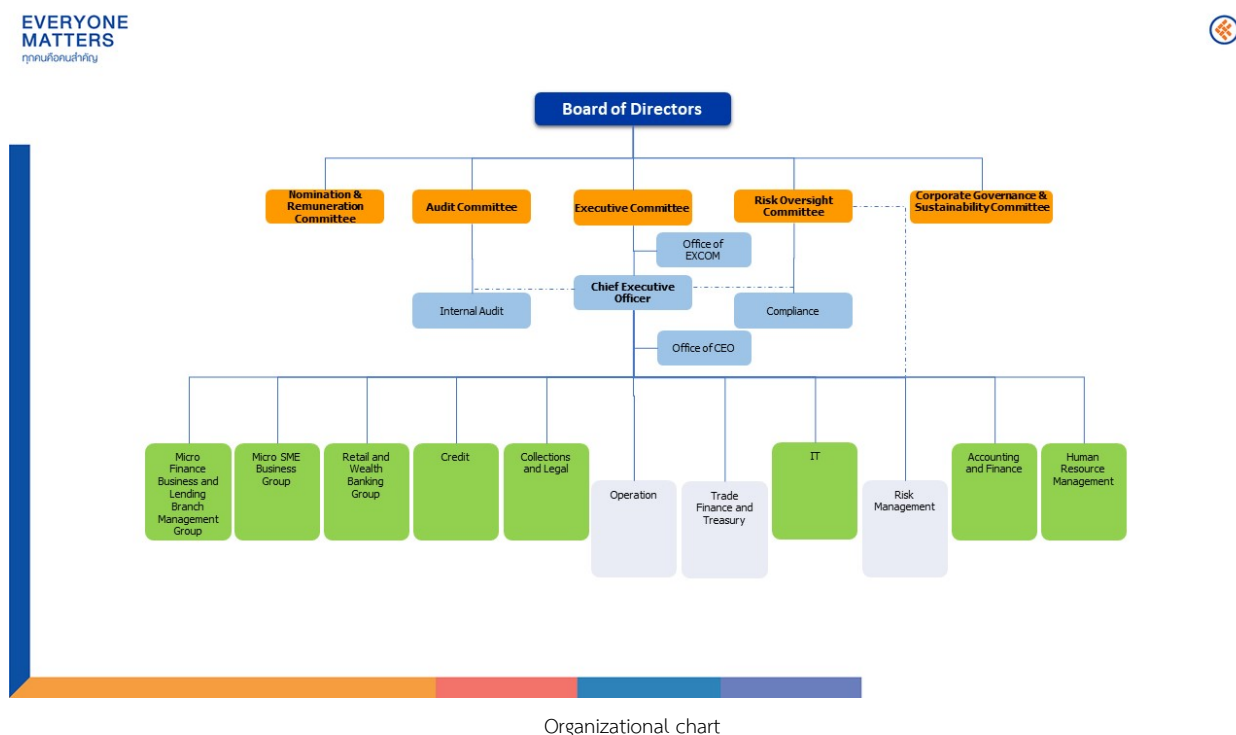
Information on corporate governance structure

Corporate governance structure

Corporate governance structure diagram

Corporate governance structure as of date : 31 Dec 2024

Corporate governance structure diagram



Organizational chart

Information on the board of directors

Information on the board of directors

Composition of the board of directors

	2024	
	Male (persons)	Female (persons)
Total directors	9	
	7	2
Executive directors	3	
	2	1
Non-executive directors	6	
	5	1
Independent directors	4	
	3	1
Non-executive directors who have no position in independent directors	2	
	2	0

	2024	
	Male (%)	Female (%)
Total directors	100.00	
	77.78	22.22
Executive directors	33.33	
	22.22	11.11
Non-executive directors	66.67	
	55.56	11.11
Independent directors	44.44	
	33.33	11.11
Non-executive directors who have no position in independent directors	22.22	
	22.22	0.00

Additional explanation : Displayed % (percentage) from proportion of total board of directors

	2024	
	Male (years)	Female (years)
Average director age	56	
	58	46

The information on each director and controlling person

List of the board of directors

List of directors	Position	First appointment date of director	Skills and expertise
<p>1. Mr. KITIPONG URAPEEPATANAPONG Gender: Male Age : 69 years Highest level of education : Honorary degree Study field of the highest level of education : Law Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : No DCP course : Yes</p> <p>Shareholding in the company • Direct shareholding : 34,400 Shares (0.002786 %)</p>	<p>Chairman of the Board of Directors (Non-executive directors, Independent director)</p> <p>Authorized directors as per the company's certificate of registration : No</p> <p>Type of director : Existing director</p>	16 Jul 2021	Law, Business Administration, Banking, Sustainability, Governance/ Compliance
<p>2. Mr. WINYOU CHAIYAWAN Gender: Male Age : 52 years Highest level of education : Master's degree Study field of the highest level of education : Management Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Have Legal offenses in the past 5 years : Doesn't Have DAP course : Yes DCP course : No</p> <p>Shareholding in the company • Direct shareholding : 79,445,690 Shares (6.433687 %)</p>	<p>Vice-chairman of the Board of Directors (Executive Directors)</p> <p>Authorized directors as per the company's certificate of registration : Yes</p> <p>Type of director : Existing director</p>	1 Apr 2024	Business Administration, Banking, Finance, Sustainability, Governance/ Compliance

List of directors	Position	First appointment date of director	Skills and expertise
<p>3. Ms. KRISANA ARAMKULCHAI Gender: Female Age : 77 years Highest level of education : Bachelor's degree Study field of the highest level of education : Accounting Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : - Legal offenses in the past 5 years : - DAP course : No DCP course : Yes</p> <p>Shareholding in the company</p> <ul style="list-style-type: none"> • Direct shareholding : 103,400 Shares (0.008374 %) 	<p>Director (Executive Directors)</p> <p>Authorized directors as per the company's certificate of registration : Yes</p> <p>Type of director : Existing director</p>	18 Jan 2007	Business Administration, Banking, Finance, Accounting, Risk Management
<p>4. Mr. ROY AGUSTINUS GUNARA Gender: Male Age : 56 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : No Residence in Thailand : Yes Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : Yes DCP course : Yes</p> <p>Shareholding in the company</p> <ul style="list-style-type: none"> • Direct shareholding : 1,325,300 Shares (0.107326 %) • Shareholding by persons related to the directors, executives according to Section 59 (shares) : 44,701,176 Shares (3.620000 %) 	<p>Director (Executive Directors)</p> <p>Authorized directors as per the company's certificate of registration : Yes</p> <p>Type of director : Continuing director (Full term of directorship and being re-appointed as a director)</p>	25 May 2012	Business Administration, Banking, Strategic Management, Risk Management, Human Resource Management

List of directors	Position	First appointment date of director	Skills and expertise
<p>5. Mr. STEPHEN TIRADOR BRIONES Gender: Male Age : 58 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : No Residence in Thailand : No Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : Yes DCP course : Yes</p> <p>Shareholding in the company</p> <ul style="list-style-type: none"> • Shareholding by persons related to the directors, executives according to Section 59 (shares) : 10,300 Shares (0.000834 %) 	<p>Director (Non-executive directors)</p> <p>Authorized directors as per the company's certificate of registration : No</p> <p>Type of director : Existing director</p>	1 Oct 2014	Business Administration, Banking, Strategic Management, Risk Management, Human Resource Management
<p>6. Mr. CHAMNONG WATANAGASE Gender: Male Age : 72 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : No DCP course : Yes</p> <p>Shareholding in the company</p> <ul style="list-style-type: none"> • Direct shareholding : 103,400 Shares (0.008374 %) 	<p>Director (Non-executive directors, Independent director)</p> <p>Authorized directors as per the company's certificate of registration : No</p> <p>Type of director : Existing director</p>	17 Mar 2017	Business Administration, Accounting, Strategic Management, Internal Control, Banking

List of directors	Position	First appointment date of director	Skills and expertise
<p>7. Mr. SUPACHAI SUKHANINDR Gender: Male Age : 52 years Highest level of education : Doctoral degree Study field of the highest level of education : Computer Systems Management and Information Technology Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : No DCP course : Yes</p> <p>Shareholding in the company • Direct shareholding : 10,000 Shares (0.000810 %)</p>	<p>Director (Non-executive directors, Independent director)</p> <p>Authorized directors as per the company's certificate of registration : No</p> <p>Type of director : Continuing director (Full term of directorship and being re-appointed as a director)</p>	18 Jul 2019	Business Administration, Banking, Strategic Management, Risk Management, Internal Control
<p>8. Mr. GAURAV MALIK Gender: Male Age : 53 years Highest level of education : Master's degree Study field of the highest level of education : Management Thai nationality : No Residence in Thailand : No Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : Yes DCP course : No</p>	<p>Director (Non-executive directors)</p> <p>Authorized directors as per the company's certificate of registration : No</p> <p>Type of director : Existing director</p>	19 Aug 2019	Business Administration, Banking, Strategic Management, Risk Management, Human Resource Management

List of directors	Position	First appointment date of director	Skills and expertise
<p>9. Ms. ADA INGAWANIJ Gender: Female Age : 16 years Highest level of education : Master's degree Study field of the highest level of education : Finance Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesn't Have Legal offenses in the past 5 years : Doesn't Have DAP course : No DCP course : Yes</p> <p>Shareholding in the company</p> <ul style="list-style-type: none"> • Direct shareholding : 86,200 Shares (0.006981 %) 	<p>Director (Non-executive directors, Independent director)</p> <p>Authorized directors as per the company's certificate of registration : No</p> <p>Type of director : Continuing director (Full term of directorship and being re-appointed as a director)</p>	15 Nov 2022	Accounting, Business Administration, Banking, Internal Control, Governance/ Compliance

Additional explanation:

() Any offense under the Securities and Exchange Act B.E. 2535 (1992) or the Derivatives Act B.E. 2546 (2003), only in the following cases:*

(1) Dishonest act or gross negligence

(2) Disclosure or dissemination of false information or statements that may be misleading or conceal material facts that should be notified, which may affect decision making of shareholders, investors or other parties involved

(3) Unfair acts or exploitation of investors in trading securities or derivatives, or participation in, or support to, such acts.

*(**) Shareholdings by persons related to directors or executives as prescribed in Section 59 of the Securities and Exchange Act B.E. 2535 (1992), such as spouses or cohabiting couple (unmarried couples living together openly), minor children, etc.*

List of the board of directors by position

List of the board of directors	Position	Executive directors	Non-executive directors	Independent directors	Non-executive directors who have no position in independent directors	Authorized directors as per the company's certificate of registration
1. Mr. KITIPONG URAPEEPATANAPONG	Chairman of the Board of Directors		✓	✓		
2. Mr. WINYOU CHAIYAWAN	Vice-chairman of the Board of Directors	✓				✓
3. Ms. KRISANA ARAMKULCHAI	Director	✓				✓
4. Mr. ROY AGUSTINUS GUNARA	Director	✓				✓
5. Mr. STEPHEN TIRADOR BRIONES	Director		✓		✓	
6. Mr. CHAMNONG WATANAGASE	Director		✓	✓		
7. Mr. SUPACHAI SUKHANINDR	Director		✓	✓		
8. Mr. GAURAV MALIK	Director		✓		✓	
9. Ms. ADA INGAWANIJ	Director		✓	✓		
Total (persons)		3	6	4	2	3

Overview of director skills and expertise

Skills and expertise	Number (persons)	Percent (%)
1. Banking	9	100.00
2. Law	1	11.11
3. Accounting	3	33.33
4. Finance	2	22.22
5. Human Resource Management	3	33.33
6. Sustainability	2	22.22
7. Strategic Management	5	55.56
8. Risk Management	5	55.56
9. Internal Control	3	33.33
10. Governance/ Compliance	3	33.33
11. Business Administration	9	100.00

Information about the other directors

	2024
The chairman of the board and the highest-ranking executive are from the same person	No
The chairman of the board is an independent director	Yes
The chairman of the board and the highest-ranking executive are from the same family	No
Chairman is a member of the executive board or taskforce	No
The company appoints at least one independent director to determine the agenda of the board of directors' meeting	No

Additional explanation : (*) Composition of the Board of Directors is calculated from the Board of Directors data in the year 2022 onwards

(**) If a remark is specified, the remark from the most recent year will be displayed

The measures for balancing the power between the board of directors and the Management

The measures for balancing the power between the board of : Doesn't Have
directors and the Management

Information on the roles and duties of the board of directors

Board charter : Have

Thai Credit Bank Public Company ("The Bank") understands the importance of the principles of good corporate governance; efficient internal control systems by taking into account risks, fairness, and transparency; and constant effective mechanisms to control, supervise, inspect, and monitor The Bank's operations, pursuant to relevant legal provisions and applicable regulations of the Bank of Thailand ("BOT"), the Office of the Securities and Exchange Commission, and the Stock Exchange of Thailand ("SET"). Therefore, The Bank has prepared this Board of Directors Charter to ensure that The Bank's Board of Directors will be able to perform their duties in compliance with The Bank's key strategies and policies; that The Bank's Directors have knowledge and ability to supervise and manage The Bank businesses, and have essential qualifications, with no prohibited characteristics, as provided in relevant law and relevant BOT regulations; and that The Bank's Board of Directors have complete and sufficient components in order to constitute a key mechanism to drive The Bank businesses for stable and sustainable growth, to achieve its financial goals, to have transparency, and to build confidence among its stakeholders.

Information on subcommittees

Information on subcommittees

Information on roles of subcommittees

Roles of subcommittees

Audit Committee

Role

- Audit Subcommittee

Scope of authorities, role, and duties

Authority, duties, and responsibilities

- 1 Being eligible to access management, personnel, and relevant information as deemed necessary for performing its duties, and to access records and reports without any limitations. If access is restricted by law or for reasons of confidentiality, the Audit Committee and/or the senior Executives of the internal audit unit should consult with the Board of Directors to find a solution to deal with that situation.
- 2 Being eligible to receive information and explanations necessary for performing its duties and responsibilities.

Executives and employees of The Bank should cooperate with the Audit Committee as requested.

3 Having the right to hire independent consultants or any other consultants as deemed necessary for performing its duties.

4 Having the authority to conduct the following operations.

4.1 Considering, selecting, or asking The Bank's Board of Directors to consider appointing or terminating the employment of any auditor, considering the remuneration of auditors to be proposed to the general meeting of shareholders, and conducting annual performance assessment of auditors.

4.2 Making a final judgment in the case of a disagreement between the management and the auditors regarding financial reports and any other matters.

4.3 Procuring external consultants or professionals to advise, consult, or give opinions as deemed appropriate.

Reference link for the charter

-

Risk Oversight Committee

Role

- Risk Management Subcommittee

Scope of authorities, role, and duties

Authority, duties, and responsibilities

- 1 Advising the Board of Directors on The Bank's risk oversight framework.
- 2 Reviewing and auditing the sufficiency and efficacy of the overall risk management policy and strategies, and acceptable risk levels, at least once a year or when there are significant changes. The Risk Oversight Committee should discuss and exchange views with the Audit Committee to assess whether The Bank's risk management policy and strategies cover all types of risks, including emerging risks, and whether they are implemented efficiently and effectively.
- 3 Coordinating with the Audit Committee in considering important information regarding risks and internal control to facilitate the Audit Committee's consideration and approval of an internal audit plan to create reasonable assurance that The Bank has an internal control system appropriate to risk management, and that a risk management system is properly adopted and implemented.
- 4 Supervising senior Executives, including those of the risk management unit, to comply with the risk management policy and strategies and acceptable risk levels.
- 5 Ensuring that The Bank's risk-based strategies regarding capital and liquidity management are set forth in accordance with the approved acceptable risk levels.
- 6 Reporting risk status, efficiency of risk management, the status of compliance with risk-based corporate culture, significant risk factors and issues, and detected deficiencies to The Bank's Board of Directors to carry out improvements and rectifications in line with the risk management policy and strategies.
- 7 Assessing the effectiveness and efficiency of performance of the senior Executives of the risk management unit.
- 8 Approving and reviewing the compliance unit's operational plans.
- 9 Determining the compliance unit's structure and manpower.
- 10 Considering and scrutinizing the following compliance-related matters to be proposed to the Board of Directors for approval:
 - (1) Compliance Policy;
 - (2) Compliance Unit Charter;
 - (3) reviewing the policy and assessment of risk management efficiency with respect to regulatory compliance; and
 - (4) filling a position, appointment, rotation, annual performance assessment, and determination of the remuneration of the compliance unit's Executives.
- 11 Preparing an annual compliance report.
- 12 Performing any other tasks assigned by the Board of Directors.
- 13 In performing within the scope of its duties, the Risk Oversight Committee is entitled to summon and instruct the management, heads of business units, or employees of The Bank and relevant subsidiary to provide their opinions, attend meetings, or submit documents as deemed relevant and necessary, and to seek independent opinions from any other professional consultants as deemed necessary at The Bank's expense. The hiring process will be in line with The Bank's regulations.

Reference link for the charter

-

Nomination and Remuneration Committee

Role

- Nomination Subcommittee
- Remuneration Subcommittee

Scope of authorities, role, and duties

Authority, duties, and responsibilities

Nomination

- 1 Considering the composition and qualifications of The Bank's Board of Directors, both as a whole and individually, in accordance with the size, type, and complexity of The Bank's business, by taking education, knowledge, expertise, skills, experience, and specialised abilities relating to the business into account.
- 2 Considering the independence of each independent director to ensure that The Bank's independent directors are fully qualified without any prohibited characteristics as specified under applicable laws, rules, and charters.
- 3 Considering the qualifications of senior Executives suitable for managing The Bank's business to achieve the established vision, by taking education, experience, knowledge, and expertise into account, including relevant important factors concerning business environment such as economic and industrial conditions and trends, and the nature of business competition.
- 4 Selecting and nominating qualified candidates in the following positions to the Board of Directors or shareholders' meetings (as the case may be) for consideration and approval:
 - 4.1 The Bank's Directors;
 - 4.2 members of sub-committees whose authority, duties, and responsibilities are directly assigned by The Bank's Board of Directors;
 - 4.3 The Bank's individuals with managerial power; and
 - 4.4 The Bank's advisors.
- 5 Establishing policies, rules, and procedures for recruiting personnel (including but not limited to Directors and those with managerial power) who possess appropriate qualifications in accordance with the specified structure and qualifications, and based on the principles of good corporate governance.
- 6 Ensuring that the number of members and composition of the Board of Directors and sub-committees are in accordance with applicable laws, rules, and charters, and The Bank's organizational structure, and that they are adjusted to accommodate the changing environment. The Nomination and Remuneration Committee must also ensure the availability of mechanisms or tools supporting a process for selecting and nominating candidates to the positions of Director or a member of a sub-committee, so that The Bank's Board of Directors and sub-committees consist of members with the behavior, knowledge, capability, and experience in various fields beneficial to long-term operations in line with The Bank's direction and strategies.
- 7 Arranging The Bank's formulation of a suitable succession plan and management continuity plan. These may be outlined in the form of reports on performance assessment or assessments of the impacts on The Bank's business management, or in any other form as The Bank deems appropriate.
- 8 Supervising The Bank's disclosure of its nomination policy and the details of a process for nominating Directors and those with management authority in its annual registration statement (Form 56-1 one report)
- 9 Engaging external consultants or independent specialists in relevant fields to provide advice and assistance to the Nomination and Remuneration Committee to achieve its objectives.
- 10 Assuming responsibility for the Board of Directors and being responsible for clarifying and answering questions regarding the remuneration of The Bank's Directors at the shareholders' meeting.
- 11 Encouraging The Bank to allow minority shareholders to nominate candidates for the position of Director.
- 12 Performing any other tasks relating to nomination as assigned by the Board of Directors.
- 13 In performing within the scope of its duties, the Nomination and Remuneration Committee is entitled to summon and instruct the management, heads of business units, or employees of The Bank and/or its subsidiary to provide their opinions, attend meetings, or submit documents as deemed relevant and necessary, and to seek independent opinions from any other professional consultants as deemed necessary at The Bank's expense. The hiring process will be in line with The Bank's regulations.

Remuneration

- 14 Formulating the policy on the determination of remuneration and other benefits based on objectives, duties and responsibilities, and relevant risks, in line with clear and transparent rules and the principles of good corporate governance, for the Board of Directors or the shareholders' meeting (as the case may be) to consider approval and submit

it to the BOT (if requested). The Nomination and Remuneration Committee must also closely work with the Risk Oversight Committee to ensure that the remuneration policy can reflect significant risks to be borne by The Bank.

15 Ensuring that The Bank's Directors, members of sub-committees, and those with management authority, including heads of key business units, receive remuneration appropriate to their duties and responsibilities towards The Bank. Any persons entrusted with additional duties and responsibilities should be compensated appropriately for their assignments. The Nomination and Remuneration Committee must also establish an appropriate remuneration policy and framework to be presented to The Bank's Board of Directors or the shareholders' meeting (as the case may be) for approval.

16 Setting out the guidelines for assessing the performance of The Bank's Board of Directors, members of sub-committees, and those with managerial power, including heads of key business units, considering annual remuneration adjustment by taking duties, responsibilities, and the incurred risks into account, and emphasizing the long-term increase in the value of shareholders' equity.

17 Arranging annual performance assessment of The Bank's Board of Directors and those with managerial power to ensure that they remain capable of performing relevant roles and responsibilities as assigned, and giving opinions on the improvement of their performance as a whole.

18 Reviewing the management's recommendations regarding the remuneration policy and framework for The Bank's Directors, members of sub-committees, and those with managerial power, including heads of key business units, to further provide suggestions to the Board of Directors.

19 Disclosing the remuneration policy and remuneration in various forms, and reporting the determination of remuneration in The Bank's annual registration statement (Form 56-1 one report), at least containing the details about the factors used to consider overall performance assessment, goals and operations, and the opinions of the Nomination and Remuneration Committee including any procedures and tools for determining risk-based remuneration payment.

20 Performing any other tasks relating to remuneration as assigned by the Board of Directors.

21 In performing within the scope of duties, the Nomination and Remuneration Committee is entitled to summon and instruct the management, heads of business units, or employees of The Bank and relevant subsidiary to provide their opinions, attend meetings, or submit documents as deemed relevant and necessary, and to seek independent opinions from any other professional consultants as deemed necessary at The Bank's expense. The hiring will be performed in line with The Bank's regulations.

Reference link for the charter

-

Role

- Nomination Remuneration Subcommittee
- Sustainability Subcommittee

Scope of authorities, role, and duties

Authority, duties, and responsibilities

- 1 Determining The Bank's scope, policies, and operational guidelines regarding the environment, society, employees, business ethics, good corporate governance, occupational safety, health, and work environment and regularly presenting on these topics to the Board of Directors, as well as emphasising sustainable creation of business value in line with the principles and standards of good corporate governance, at both local and international levels, as appropriate, to achieve its vision, main goals, and business strategies, by referencing the United Nations' sustainable development goals ("SDGs").
- 1.2 Considering and reviewing The Bank's scope, policies, and operational guidelines regarding the environment, society, employees, business ethics, good corporate governance, occupational safety, health, and work environment and ensuring these are appropriate to The Bank's business operations and in line with international operational guidelines and the SET's guidelines, and advising the Board of Directors to consider continuous improvements. When doing this, it will emphasise the environment in the supply chain of The Bank's business to encourage The Bank's sustainable growth.
- 3 Provide practical advice and suggestions to the Board of Directors regarding good corporate governance and sustainable development to encourage sustainability in three dimensions, namely the environment, society and employees and governance.
- 4 Monitoring the operations of The Bank's Board of Directors and Executives to ensure that they comply with the policy on the environment, society, employees, and governance for sustainable banking, business ethics, the policy on business operations under the principles of good corporate governance, and the policy on occupational safety, health, and work environment. To ensure that all business units carry out operations in accordance with The Bank's objectives, main goals, and strategic plans to drive its business towards sustainability, the Corporate Governance and Sustainability Development Committee may assign the Executives of the human resource management unit to collect data and prepare reports to present the results of operations to the Board of Directors, together with relevant business units.
- 5 Encouraging the dissemination of knowledge to The Bank's employees, including communication of the culture of good corporate governance and sustainable development, and encouraging their regular participation in social activities for sustainable development.
- 6 Considering and monitoring the disclosure of information regarding good corporate governance and sustainable development in The Bank's annual registration statement (Form 56-1 one report)
- 7 Performing other duties as assigned by the Board of Directors.

Reference link for the charter

-

Executive Committee

Role

• Other

- Supervise, inspect and monitor the Bank's business operations to ensure compliance with policies, strategies, goals and operational plans.

Scope of authorities, role, and duties

Authority, duties, and responsibilities

- 1 Carrying out and managing The Bank's business in line with the set objectives, regulations, policies, rules, requirements, orders, resolutions of Board of Directors' meetings, and resolutions of shareholders' meetings.
- 2 Considering, scrutinizing, and setting out The Bank's strategies for business operations, business plans, financial goals, annual budgets, management structure, human resource management policy, and managerial power in various aspects to be proposed to the Board of Directors for approval, and considering and scrutinizing the management's proposals and important new plans.
- 3 Overseeing The Bank in carrying out its operations in accordance with its objectives, regulations, policies, rules, strategies, and business plans to achieve the set goals, and to strictly and inclusively comply with the risk oversight policy, strategies, and framework, including the risk management policy and strategies, the acceptable risk levels, the remuneration policy, and the good governance policy approved by the Board of Directors, and periodically reporting its progress to the Board of Directors.
- 4 Oversee the overall performance to ensure that the Chief Executive Officer (CEO) reports the results of their duties and/or progress regularly to the executive management team and the bank's board of directors regarding the CEO's operations in managing and overseeing the operations related to the general management of the bank. This includes managing the performance of the management team and executives according to the bank's vision, mission, strategy, business plan, operational plan, budget, goals, and policies as approved by the board of directors.
- 5 Oversee the CEO's overall management to ensure alignment with the bank's policies and business plans, as well as compliance with applicable laws, regulations, the bank's objectives, internal regulations, Delegation of Authority schedule, resolutions of the board of directors, and shareholders' meeting decisions. This should be done with responsibility, caution, thoroughness, and integrity to achieve the bank's best interests and in accordance with the guidelines of the Securities and Exchange Commission, the Capital Market Supervisory Board, and/or the Stock Exchange of Thailand regarding related transactions, asset acquisitions or disposals. Additionally, ensure the CEO reports on the performance related to establishing regulations, criteria, operational guidelines, and requirements for organizational structures in positions outside the authority of the bank's board or sub-committees.
- 6 Oversee the overall performance to ensure that the Chief Executive Officer (CEO) assigns relevant departments to consistently develop and improve the operational efficiency of the bank.
- 7 Oversee the overall performance to ensure that the CEO monitors the performance of the bank and/or its subsidiaries, with the CEO reporting regularly on the performance. Additionally, the CEO should ensure the preparation of financial reports and the disclosure of key information in compliance with relevant regulations and best practices.
- 8 Consider and approve the launch of new products, the addition of new business partners, and the establishment of new customer acquisition channels.
- 9 Consider and approve the introduction of new product program frameworks, as well as the review and renewal of product program frameworks for loan products and other products, except for deposit products, investment products, and fundraising activities.
- 10 Oversee the management to ensure that the capital adequacy ratio relative to risk-weighted assets is sufficient for operations and business expansion as per the planned strategy.
- 5.11 Review and control the bank's operations in various areas to ensure compliance with applicable laws and regulations, including overseeing expenditures according to the budget approved by the bank's board of directors.
- 12 Control the bank's risks to ensure they remain at a level that is appropriate and acceptable, and within the risk limits set by the bank's board of directors. This is to minimize potential damage from business operations, ensuring that it does not significantly affect the bank's financial position. Additionally, ensure the bank has personnel with sufficient knowledge, skills, and understanding of finance and business-related technical matters to manage risk management and internal control functions. This includes receiving reports from internal audits on preventive measures, detection, issue resolution, and addressing potential or actual damages.
- 13 Regularly review the risk management processes and systems, including the risk limits, or whenever there are significant events that may affect the bank's stability.
- 14 Consider reviewing matters that require approval or consent from the bank's board of directors or the shareholders' meeting before presenting them for the board's approval.

15 Consider and approve transactions, including the approval of normal banking operations, contracts, investments, or asset purchases/sales by the bank, human resources management, financial operations, general administration, and other regular business support operations, provided that they adhere to general business terms within the limits of the budget approved by the board of directors or as previously agreed by the board. This is also subject to the regulations of the Securities and Exchange Commission, the Capital Market Supervisory Board, and/or the Stock Exchange of Thailand regarding related transactions and asset acquisitions/disposals, as well as other relevant laws, including the Delegation of Authority schedule set by the board.

16 Consider and approve borrowings or the issuance of securities for long-term fundraising for business operations, within the limits of the Delegation of Authority schedule set by the board of directors.

17 Consider and approve purchases, operational expenses, and the review or approval of hiring consultants, procurement, and investment expenses within the limits defined by the board of directors.

18 Consider and approve the steps and procedures for the bank's operations.

19 Consider and approve the establishment, cancellation, or changes to the organizational structure, reporting lines, and management authority, including the recruitment, hiring, transfer, training, and termination of the bank's executive-level employees. Support the board in ensuring that those in management roles have the necessary qualifications and capability to manage the bank's operations. Define the roles and responsibilities of each department within the reporting structure clearly to facilitate effective risk management, governance, control, and auditing. Ensure that controlling departments are capable of operating independently and professionally, free from business unit influence, and coordinate with the Nomination and Remuneration Committee in considering and monitoring succession plans, workforce planning, and the criteria for executive compensation and performance evaluations, with regular reports to the board of directors.

20 Promote a risk-conscious organizational culture, communicate policies and strategies on risk management, acceptable risk levels, and risk limits to ensure that all bank employees understand their responsibilities and the risks associated with their work. Ensure strict adherence to policies, regulations, guidelines, and procedures.

21 Regularly report the performance of duties to the board of directors, and report any other matters that are necessary and should be brought to the board's attention, including any important decisions or actions related to the CEO's scope of responsibility at the next board meeting.

22 Report on the risk status, effectiveness, and risk management approaches, as well as the bank's compliance with its risk-conscious organizational culture, to the board and relevant subcommittees regularly or as soon as any significant factors or issues are identified, to ensure timely corrective actions. Additionally, ensure that these reports are accurate, comprehensive, timely, and reflect the overall risk, including the adequacy of capital and liquidity.

23 Report the status of regulatory inspections and important regulatory orders to the board of directors.

24 The executive management has the authority to delegate authority to one or more individuals to perform specific actions under the supervision of the executive management, within the authority limits deemed appropriate and within a time frame set by the executive management. The executive management may revoke, change, or amend such delegation as necessary. The delegation of authority and responsibilities shall not allow the recipient to approve transactions where they, or related parties, might have conflicts of interest, as defined by the Capital Market Supervisory Board or the Stock Exchange regulations. Any such transactions must be presented to the board of directors or shareholders' meeting for approval, except for regular or supporting business transactions made under terms similar to those an ordinary person would agree upon in similar circumstances, conducted at arm's length, and approved by the board or in line with principles previously approved by the board.

The Executive Committee's delegation of authority, duties, and responsibilities must not constitute delegation or sub-delegation that allows an authorized person to approve any transaction in which he or she or a related person (as defined under the notifications of the Capital Market Supervisory Board and/or the SET), has an interest, or may have any other conflicts of interest with The Bank and/or its subsidiary. Such transaction must be proposed to the Board of Directors' meeting and/or the shareholders' meeting (as the case may be) for consideration and approval, unless the transaction is conducted in the ordinary course of business or supports The Bank's normal business under a commercial agreement in the same way that a prudent person would act with a general counterparty in the same situation, with the bargaining power to negotiate terms without being influenced by the status of a Director, Executive, or related person and having the same conditions as an agreement executed for a transaction with a third party (at arm's length). Such commercial agreement must be approved by The Bank's Board of Directors or in accordance with the principles that have been approved by the Board of Directors.

5.25 Performing any other tasks assigned by the Board of Directors.

5.26 In performing its duties, the Executive Committee is entitled to summon and instruct the management, heads of business units, or employees of The Bank and its subsidiary to provide their opinions, attend meetings, or submit

documents as deemed relevant and necessary, and to seek independent opinions from any other professional consultants as deemed necessary at The Bank's expense. The hiring process will be in line with The Bank's regulations.

The Executive Committee will have the same authority, duties, and responsibilities as the Management Committee, which have been assigned and announced by the Board of Directors in accordance with the resolutions of a Board of Directors' meeting and/or The Bank's regulations, announcements, and orders, including those attached to the Announcement No.

076/2564 re: Sub-committees, as amended, including The Bank's regulations, announcements, and orders issued prior to said announcement.

Reference link for the charter

-

Information on each subcommittee

List of audit committee

List of directors	Position	Appointment date of audit committee member	Skills and expertise
<p>1. Mr. CHAMNONG WATANAGASE^(*) Gender: Male Age : 72 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes Expertise in accounting information review : Yes</p>	<p>Chairman of the audit committee (Non-executive directors, Independent director) Director type : Existing director</p>	17 Mar 2017	Business Administration, Accounting, Strategic Management, Internal Control, Banking
<p>2. Mr. SUPACHAI SUKHANINDR Gender: Male Age : 52 years Highest level of education : Doctoral degree Study field of the highest level of education : Computer Systems Management and Information Technology Thai nationality : Yes Residence in Thailand : Yes Expertise in accounting information review : No</p>	<p>Member of the audit committee (Non-executive directors, Independent director) Director type : Continuing director (Full term of directorship and being re-appointed as a director)</p>	18 Jul 2019	Business Administration, Banking, Strategic Management, Risk Management, Internal Control
<p>3. Ms. ADA INGAWANIJ Gender: Female Age : 16 years Highest level of education : Master's degree Study field of the highest level of education : Finance Thai nationality : Yes Residence in Thailand : Yes Expertise in accounting information review : No</p>	<p>Member of the audit committee (Non-executive directors, Independent director) Director type : Continuing director (Full term of directorship and being re-appointed as a director)</p>	15 Nov 2022	Accounting, Business Administration, Banking, Internal Control, Governance/ Compliance

Additional explanation :

() Directors with expertise in accounting information review*

List of executive committee members

List of committee members	Position	Appointment date of executive committee member
<p>1. Mr. WINYOU CHAIYAWAN Gender: Male Age : 52 years Highest level of education : Master's degree Study field of the highest level of education : Management Thai nationality : Yes Residence in Thailand : Yes</p>	Chairman of the executive committee	9 Aug 2012
<p>2. Mr. Roy Agustinus Gunara Gender: Male Age : 56 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : No Residence in Thailand : Yes</p>	Vice-chairman of the executive committee	9 Aug 2012
<p>3. Mr. Kamolphu phuredithsakul Gender: Male Age : 57 years Highest level of education : Master's degree Study field of the highest level of education : International Trading Thai nationality : Yes Residence in Thailand : Yes</p>	Member of the executive committee	26 Apr 2013
<p>4. Mr. Natus Kittawaranon Gender: Male Age : 45 years Highest level of education : Master's degree Study field of the highest level of education : Economics Thai nationality : Yes Residence in Thailand : Yes</p>	Member of the executive committee	29 Jun 2016
<p>5. Mr. Veerawat Chaiyawan Gender: Female Age : 43 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes</p>	Member of the executive committee	9 Jul 2018
<p>6. Mr. Kittipant Sriwannawit Gender: Male Age : 55 years Highest level of education : Master's degree Study field of the highest level of education : Business Law Thai nationality : Yes Residence in Thailand : Yes</p>	Member of the executive committee	19 Apr 2012

List of committee members	Position	Appointment date of executive committee member
7. Ms. Achara Ruangchay Gender: Female Age : 52 years Highest level of education : Master's degree Study field of the highest level of education : Finance Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	29 Jun 2016
8. Mr. Tsz Ying Christopher Chan Gender: Male Age : 63 years Highest level of education : Bachelor's degree Study field of the highest level of education : Computer Science Thai nationality : No Residence in Thailand : Yes	Member of the executive committee	23 May 2016
9. Mr. Sarawooth Savejnarong Gender: Male Age : 59 years Highest level of education : Bachelor's degree Study field of the highest level of education : Science Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	6 Nov 2014
10. Mr. Pichart Rungwarasopit Gender: Male Age : 54 years Highest level of education : Master's degree Study field of the highest level of education : Inter Business Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	14 Mar 2019

Other Subcommittees

Subcommittee name	Name list	Position
Risk Oversight Committee	Mr. Stephen Tirador Briones	The chairman of the subcommittee
	Mr. SUPACHAI SUKHANINDR	Member of the subcommittee (Independent director)
	Mr. GAURAV MALIK	Member of the subcommittee
	Mr. WINYOU CHAIYAWAN	Member of the subcommittee
	Mr. Roy Agustinus Gunara	Member of the subcommittee

Subcommittee name	Name list	Position
Nomination and Remuneration Committee	Mr. SUPACHAI SUKHANINDR	The chairman of the subcommittee (Independent director)
	Mr. GAURAV MALIK	Member of the subcommittee
	Mr. Stephen Tirador Briones	Member of the subcommittee
Corporate Governance and Sustainability Committee	Mr. KITIPONG URAPEEPATANAPONG	The chairman of the subcommittee (Independent director)
	Ms. ADA INGAWANIJ	Member of the subcommittee (Independent director)
	Mr. WINYOU CHAIYAWAN	Member of the subcommittee

Information on the executives

Information on the executives

List and positions of the executive

List of the highest-ranking executive and the next four executives

List of executives	Position	First appointment date	Skills and expertise
<p>1. Mr. Roy Agustinus Gunara Gender: Male Age : 56 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : No Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	CEO	9 Aug 2012	Business Administration, Banking, Strategic Management, Risk Management, Human Resource Management
<p>2. Mr. Kamolphu phuredithsakul Gender: Male Age : 57 years Highest level of education : Master's degree Study field of the highest level of education : International Trading Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	Assistant Managing Director	26 Apr 2013	Business Administration, Economics, Marketing, Finance, Banking
<p>3. Mr. Natus Kittawaranon Gender: Male Age : 45 years Highest level of education : Master's degree Study field of the highest level of education : Economics Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	Assistant Managing Director	29 Jun 2016	Business Administration, Economics, Banking
<p>4. Mr. Veerawat Chaiyawan Gender: Female Age : 43 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	Assistant Managing Director	9 Jul 2018	Business Administration, Banking, Marketing, Accounting

List of executives	Position	First appointment date	Skills and expertise
<p>5. Ms. Achara Ruangchay Gender: Female Age : 52 years Highest level of education : Master's degree Study field of the highest level of education : Finance Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	Assistant Managing Director	29 Jun 2016	Economics, Banking, Finance
<p>6. Mr. Pichart Rungwarasopit Gender: Male Age : 54 years Highest level of education : Master's degree Study field of the highest level of education : Inter Business Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	Assistant Managing Director	14 Mar 2019	Business Administration, Banking, Marketing
<p>7. Mr. Kittipant Sriwannawit^(*) Gender: Male Age : 55 years Highest level of education : Master's degree Study field of the highest level of education : Business Law Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : Yes Accounting supervisor : No</p>	Assistant Managing Director	1 Mar 2012	Accounting, Finance, Banking
<p>8. Mr. Tsz Ying Christopher Chan Gender: Male Age : 63 years Highest level of education : Bachelor's degree Study field of the highest level of education : Computer Science Thai nationality : No Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No</p>	Assistant Managing Director	23 May 2016	Business Administration, Banking, Information & Communication Technology

List of executives	Position	First appointment date	Skills and expertise
9. Mr. Sarawooth Savejnarong Gender: Male Age : 59 years Highest level of education : Bachelor's degree Study field of the highest level of education : Science Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Assistant Managing Director	6 Nov 2014	Business Administration, Human Resource Management, Procurement

Additional Explanation :

(*) Highest responsibility in corporate accounting and finance

(**) Accounting supervisor

(***) Appointed after the fiscal year end of the reporting year

Remuneration policy for executive directors and executives

The remuneration for executive must align with their roles and responsibilities in overseeing the operations of the Bank, taking into account the Bank's performance, business outcomes, the business environment, and the overall economic conditions. It must also comply with the resolutions set by the shareholders' meeting.

The Nomination and Remuneration Committee is responsible for assessing the performance of the Bank's Chief Executive Officer and the Board of Directors will be annually informed of the results of this performance assessment. The remuneration of the Chief Executive Officer and the Managing Director will be determined in a prudent and transparent manner based on their responsibilities and performance in order to create both short-term and long-term motivation. The remuneration must also be comparable to the standard remuneration in the same industry.

In addition, the Chief Executive Officer is in charge of assessing the performance and remuneration of Executives in lower positions, under the framework and policies set forth by the Board of Directors. Their remuneration will be determined based on the Bank's results of operations, their implementation of policies assigned by the Board of Directors, and their performance of duties and responsibilities in line with the principles of pay for their position. Gender differences do not affect the determination of the remuneration of employees. The remuneration and benefits are provided based on performance efficiency and consistency, in line with the principles of pay for performance, in order to retain and motivate employees and ensure high performance, capacity, and devotion to the organisation. Bonuses are also part of the annual remuneration and are paid to employees based on their performance and the Bank's results of operations in each year.

Executives who are employees receiving regular salaries will not receive the remuneration for the Bank's Directors. Any Executives who are directors or executives of the Bank's subsidiary will not receive the remuneration for the directors or executives of the subsidiary

Does the board of directors or the remuneration committee : No
 have an opinion on the remuneration policy for executive
 directors and executives

Remuneration of executive directors and executives

Monetary remuneration of executive directors and executives

	2022	2023	2024
Total remuneration of executive directors and executives (baht)	197,265,675.67	198,310,032.00	196,050,365.00

Other remunerations of executive directors and executives

	2022	2023	2024
Employee Stock Ownership Plan (ESOP)	No	No	Yes
Employee Joint Investment Program (EJIP)	No	No	No

Outstanding remuneration or benefits of executive directors and executives

Outstanding remuneration or benefits of executive directors : 0.00
and executives in the past year

Estimated remuneration of executive directors and executives : 205,000,000.00
in the current year

Other significant information

Other significant information

Assigned person

List of persons assigned for accounting oversight

General information	Email	Telephone number
1. Ms. Panida Sriphattha	panida.s@thaicreditbank.com	-

List of the company secretary

General information	Email	Telephone number
1. Mr. Pornthep Permpornpipat	pornthep.p@thaicreditbank.com	-

List of the head of internal audit or outsourced internal auditor

General information	Email	Telephone number
1. Ms. Chorkaew Kaewmorakot	chorkaew.k@thaicreditbank.com	-

List of the head of the compliance unit

General information	Email	Telephone number
1. Ms. Natthita Loveera	natthita.l@thaicreditbank.com	-

Head of investor relations

Does the Company have an appointed head of investor : Have
relations

List of the head of investor relations

General information	Email	Telephone number
1. Ms. Ratinan Wongwatcharanon	ratinan.w@thaicreditbank.com	-

Company's auditor

Details of the company's auditor

Audit firms	Audit fee (Baht)	Other service fees	Names and general information of auditors
KPMG PHOOMCHAI AUDIT COMPANY LIMITED YAN NAWA SATHON Bangkok 10120 Telephone 0 2677 2000	6,380,000.00	Types of non-audit service : Other fees (Non-Audit Fee) with KPMG Phumichai Business Advisory Co., Ltd. ("KPMG Advisory"), which is a company within the same group as KPMG Details of non-audit service : It is a fee related to external training courses. Total non-audit fee 34,300.00 baht	-

Details of the auditors of the subsidiaries

Audit firms	Audit fee (Baht)	Other service fees	Names and general information of auditors
KPMG PHOOMCHAI AUDIT COMPANY LIMITED YAN NAWA SATHON Bangkok 10120 Telephone 0 2677 2000	360,000.00	-	-

Assigned personnel in case of a foreign company

Does the company have any individual assigned to be : No
representatives in Thailand

Performance Report on Corporate Governance

Information about the summary of duty performance of the board of directors over the past

Summary of duty performance of the board of directors over the past year

The Evaluation of the Performance of the Board of the Bank's Directors as a whole

The Bank's Board of Directors conducts an annual performance evaluation of the entire Board once a year and reports the evaluation results to the Board. This is to ensure that the Board is aware of whether its activities over the past year were fully and appropriately carried out in accordance with its scope of authority and duties, as well as in line with good corporate governance principles. The evaluation results are then used to make improvements for the following year. The corporate secretary is responsible for compiling and summarizing the results for the Board's review.

The performance evaluation form for the Board of Directors is based on the model provided by the Stock Exchange of Thailand, with modifications made to ensure the content is suitable and aligned with the powers, duties, and responsibilities of the Board. The evaluation is divided into six main categories: (1) Board Structure and Qualifications (2) Roles, Duties, and Responsibilities of the Board (3) Board Meetings (4) Relationship with the executive (5) Board Development. Each category includes various subtopics, totaling 22 items, with a scoring range of 1-4, from strongly disagree to strongly agree.

The assessment results of the Board of Directors for the year 2024 show an overall average score of 3.93, which is higher than the 2023 score of 3.89.

The Performance Evaluation of Individual Banking Committees

In 2024, the Bank's Board of Directors conducted an individual performance evaluation using a Cross Evaluation method. The self-assessment form for the Board has been adjusted the content to be appropriate and involved with the characteristics of the board of directors. It included a total of 22 questions, which evaluated the Board's roles, duties, and responsibilities, strategic organizational development, cultural enhancement, and good corporate governance. The scoring scale ranged from 1 to 4, with 1 being strongly disagree and 4 being strongly agree.

The results of the individual self-assessment of the Bank's Board of Directors (the Cross Evaluation method) for the year 2024 showed an average overall score of 3.85, which is higher than the score of 3.77 in 2023.

Selection, development and evaluation of duty performance of the board of directors

Information about the selection of the board of directors

List of directors whose terms have ended and have been reappointed

List of directors	Position	First appointment date of director	Skills and expertise
Mr. ROY AGUSTINUS GUNARA	Director	25 May 2012	Business Administration, Banking, Strategic Management, Risk Management, Human Resource Management
Mr. SUPACHAI SUKHANINDR	Director	18 Jul 2019	Business Administration, Banking, Strategic Management, Risk Management, Internal Control
Ms. ADA INGAWANIJ	Director	15 Nov 2022	Accounting, Business Administration, Banking, Internal Control, Governance/ Compliance

Selection of independent directors

Criteria for selecting independent directors

Qualifications of Independent Directors

Directors must possess appropriate qualifications and capabilities (Fit and Proper) and must not have any disqualifying characteristics under Section 24 (1) to Section 24 (9) of the Financial Institutions Business Act B.E. 2551 (2008). Additionally, for independent directors, there are additional requirements: an independent director must not have any business, involvement in the management, or any interests related to the Bank that could impact their independent decision-making. Independent directors must meet the qualifications specified in the Securities and Exchange Commission's announcement No. Tor Jor. 28/2551 regarding the approval and permission for the offering of newly issued shares, dated December 15, 2008, and the announcement of the Securities and Exchange Commission No. Tor Jor. 39/2559 regarding the approval and permission for the offering of newly issued shares, dated September 30, 2016, and as amended.

Director Selection Criteria

The selection of directors for the Bank must meet the complete qualifications and receive approval from the Bank of Thailand as follows:

Directors must undergo a review by the Nomination and Remuneration Committee, which then presents the individual to the Board of Directors for further evaluation. After that, the proposal will be presented for election at the shareholders' meeting. Once elected by the shareholders, the candidate must receive approval from the Bank of Thailand before the official appointment is announced.

Business or professional relationships of independent directors over the past year

Business or professional relationships of independent directors : No
over the past year

Selection of directors and the highest-ranking executive

Method for selecting directors and the highest-ranking executive

Method for selecting persons to be appointed as directors : Yes
through the nomination committee

Method for selecting persons to be appointed as the highest- : Yes
ranking executive through the nomination committee

Number of directors from major shareholders

Number of directors from each group of major shareholders : 0
over the past year (persons)

Rights of minority shareholders on director appointment

The Bank supports the granting of rights to shareholders and ensures equal treatment of all shareholders. The Board of Directors recognizes and attaches importance to the rights of the Bank's shareholders by encouraging shareholders to exercise their rights and not infringe upon the rights of shareholders. Receiving appropriate, adequate, and timely information, as well as being able to fully attend the voting and expressing opinions. The Board of Directors has established a policy on good corporate governance in accordance with the principles of the Stock Exchange of Thailand. Taking into account the rights of shareholders other than those prescribed by law, such as (1) the right to trade shares, (2) the right to share the Bank's profits, (3) the right to receive adequate relevant information through the Bank's website and/or the website of the Stock Exchange of Thailand or by other means. (4) The right to attend the meeting to exercise the right to vote independently at the shareholders' meeting to appoint or remove directors. Consideration of Remuneration of Directors Appointment of Auditors, Payment of Dividends (5) The right to propose the agenda in advance and the nomination of candidates for election of directors and to participate in decision-making on important matters of the Bank by requiring all shareholders to have the right to vote according to the number of shares held and each share has the right to vote for each share. In addition, The Board of Directors must also be aware of and prioritize the rights of shareholders. The Company shall not take any action that infringes or deprives shareholders of their rights

Method of director appointment : Method whereby each director requires approval votes more than half of the votes of attending shareholders and casting votes

Information on the development of directors

Development of directors over the past year

Details of the development of directors over the past year

List of directors	Participation in training in the past financial year	History of training participation
1. Mr. KITIPONG URAPEEPATANAPONG (Chairman of the Board of Directors)	Non-participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2021: Director Leadership Certification Program (DLCP) • 2009: Role of the Chairman Program (RCP) • 2000: Director Certification Program (DCP)
2. Mr. WINYOU CHAIYAWAN (Vice-chairman of the Board of Directors)	Participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2016: Director Accreditation Program (DAP) Other <ul style="list-style-type: none"> • 2024: ESG in the Boardroom: A Practical Guide for Board 4/2024: Thai Institute of Directors (IOD) • 2024: Communication and Coordination for CEO ISRA Institute and Impression • 2023: Cyber Resilience Leadership : Mission for Embracing the Future of AI & Cybersecurity
3. Ms. KRISANA ARAMKULCHAI (Director)	Non-participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2014: Director Certification Program (DCP)
4. Mr. ROY AGUSTINUS GUNARA (Director)	Non-participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2015: Director Accreditation Program (DAP) • 2009: Director Certification Program (DCP)
5. Mr. STEPHEN TIRADOR BRIONES (Director)	Non-participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2022: Director Certification Program (DCP) • 2014: Director Accreditation Program (DAP)
6. Mr. CHAMNONG WATANAGASE (Director)	Non-participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2019: Board Nomination and Compensation Program (BNCP) • 2001: Director Certification Program (DCP) Other <ul style="list-style-type: none"> • 2017: Board that Makes a Difference (BMD) • 2007: Chartered Director • 2006: Director Certification Program Refresher Course • 2005: Audit Committee Refreshers' Course
7. Mr. SUPACHAI SUKHANINDR (Director)	Participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2024: Director Leadership Certification Program (DLCP) • 2021: Advanced Audit Committee Program (AAP) • 2017: Financial Statements for Directors (FSD) • 2016: Director Certification Program (DCP) Other <ul style="list-style-type: none"> • 2024: Risk Management Program for Corporate Leader • 2023: Cyber Resilience Leadership : Mission for Embracing the Future of AI & Cybersecurity • 2023: Block chain Technologies: Business Innovation and Application • 2023: Crypto Currency • 2023: Certified Block chain & Finance Professional / Certified NFT Expert / Certified Metaverse Expert • 2023: Cyber Armor Capital Market Board Awareness:
8. Mr. GAURAV MALIK (Director)	Non-participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2022: Director Accreditation Program (DAP)

List of directors	Participation in training in the past financial year	History of training participation
9. Ms. ADA INGAWANIJ (Director)	Participating	Thai Institute of Directors (IOD) <ul style="list-style-type: none"> • 2023: Advanced Audit Committee Program (AACP) • 2021: Board Nomination and Compensation Program (BNCP) • 2015: Director Certification Program (DCP) Other <ul style="list-style-type: none"> • 2023: Cyber Resilience Leadership : Mission for Embracing the Future of AI & Cybersecurity • 2022: Director Leadership Certification Program • 2018: Board Matters and Trends

Information on the evaluation of duty performance of directors

Criteria for evaluating the duty performance of the board of directors

The Bank's Board of Directors conducts an annual performance evaluation of the entire Board once a year and reports the evaluation results to the Board. This is to inform the directors whether the operations over the past year have been carried out comprehensively and appropriately within the scope of their powers and duties, as well as in accordance with good corporate governance principles. The results of the evaluation are used to make improvements for the following year. The company secretary is responsible for collecting and summarizing the results for the Board's review

The performance evaluation form for the Board of Directors is based on the model provided by the Stock Exchange of Thailand, with modifications made to ensure the content is suitable and aligned with the powers, duties, and responsibilities of the Board. The evaluation is divided into six main categories: (1) Board Structure and Qualifications (2) Roles, Duties, and Responsibilities of the Board (3) Board Meetings (4) Relationship with the executive (5) Board Development. Each category includes various subtopics, totaling 22 items, with a scoring range of 1-4, from strongly disagree to strongly agree.

The individual performance evaluation using a Cross Evaluation method. The self-assessment form for the Board has been adjusted the content to be appropriate and involved with the characteristics of the board of directors. It included a total of 22 questions, which evaluated the Board's roles, duties, and responsibilities, strategic organizational development, cultural enhancement, and good corporate governance. The scoring scale ranged from 1 to 4, with 1 being strongly disagree and 4 being strongly agree.

Evaluation of the duty performance of the board of directors over the past year

The summary of the self-assessment results for 2024 of the Board of Directors as a whole shows an overall average score of 3.93, which is higher than the 2023 score of 3.89.

The summary of the self-evaluation results of the Bank's Board of Directors (using the Cross Evaluation method) for the year 2024 shows an overall average score of 3.85, which is higher than the score of 3.77 in 2023.

Details of the evaluation of the duty performance of the board of directors

List of directors	Assessment form	Grade / Average score received	Grade / Full score
Board of Directors	Group assessment	3.89	4
	Self-assessment	None	None
	Cross-assessment (assessment of another director)	3.77	4

Performance evaluation criteria for the executives

Performance evaluation criteria for the executives : Yes

The Bank shall conduct an evaluation of the performance of the Chief Executive Officer by the Nomination and Remuneration Committee, evaluate and present it to the Board of Directors meeting for approval of the performance of the Chief Executive Officer on an annual basis. The performance evaluation of the Chief Executive Officer consists of:

1. Evaluation of plans and targets of internal performance indicators and level of achievement
2. Measuring Leadership Performance, Defining the Strategy, Strategy Execution, Financial Planning and Performance, Relationship with the Board of Directors, External relations, Management and relationship with personnel, succession, knowledge of products and services, and personal characteristics, and the third part is the development of the Chief Executive Officer, meeting attendance.

The performance evaluation of the Chief Executive Officer will be conducted by self-evaluation and the Nomination and Remuneration Committee will evaluate and propose to the Board of Directors for approval.

Information on meeting attendance and remuneration payment to each board member

Meeting attendance and remuneration payment to each board member

Meeting attendance of the board of directors

Meeting attendance of the board of directors

Number of the board of directors meeting over the past year : 12
(times)

Date of AGM meeting : 24 Apr 2024

EGM meeting : No

Details of the board of directors' meeting attendance

List of directors	Meeting attendance of the board of directors			AGM meeting attendance			EGM meeting attendance		
	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)
1. Mr. KITIPONG URAPEEPATANAPONG (Chairman of the Board of Directors, Independent director)	12	/	12	1	/	1	N/A	/	N/A
2. Mr. WINYOU CHAIYAWAN (Vice-chairman of the Board of Directors)	12	/	12	1	/	1	N/A	/	N/A
3. Ms. KRISANA ARAMKULCHAI (Director)	12	/	12	1	/	1	N/A	/	N/A
4. Mr. ROY AGUSTINUS GUNARA (Director)	12	/	12	1	/	1	N/A	/	N/A
5. Mr. STEPHEN TIRADOR BRIONES (Director)	11	/	12	1	/	1	N/A	/	N/A

List of directors	Meeting attendance of the board of directors			AGM meeting attendance			EGM meeting attendance		
	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)
6. Mr. CHAMNONG WATANAGASE (Director, Independent director)	12	/	12	1	/	1	N/A	/	N/A
7. Mr. SUPACHAI SUKHANINDR (Director, Independent director)	12	/	12	1	/	1	N/A	/	N/A
8. Mr. GAURAV MALIK (Director)	12	/	12	1	/	1	N/A	/	N/A
9. Ms. ADA INGAWANIJ (Director, Independent director)	12	/	12	1	/	1	N/A	/	N/A

Remuneration of the board of directors

Types of remuneration of the board of directors

The Remuneration of Directors

The bank considers director remuneration based on industry practices, ensuring that the remuneration is set at an appropriate level that aligns with the roles, duties, and responsibilities of the directors. This is to ensure that the remuneration is sufficient to attract and retain directors who are committed to fulfilling their duties and contributing to the success of the bank. The Nomination and Remuneration Committee reviews the director remuneration annually and submits the findings to the Board of Directors for approval. The proposed remuneration is then included in the agenda for the Annual General Meeting of shareholders for final approval.

The structure of the directors' compensation consists of

Monetary remuneration

- Retaining Fee: This is the compensation that the bank pays on a monthly basis while serving in the position of Chairman, Director, and Chairman of Sub-committees.
- Meeting allowance: This is the remuneration paid to the Chairman and Directors for attending each meeting of the Board of Directors or Sub-Committee of the Bank, which is paid on a one-time basis only when attending the meeting.
- Special remuneration: This is the remuneration that the Bank pays to directors once a year, and it is determined by the Bank's performance each year.

Non-monetary remuneration

Annual medical expenses (group) at the same rate and conditions as senior management

Remuneration of the board of directors

Details of the remuneration of each director over the past year

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
1. Mr. KITIPONG URAPEEPATANAPONG (Chairman of the Board of Directors)			3,040,000.00		N/A
Board of Directors	840,000.00	2,000,000.00	2,840,000.00	Yes	
Corporate Governance and Sustainability Committee	200,000.00	N/A	200,000.00	Yes	
2. Mr. WINYOU CHAIYAWAN (Vice-chairman of the Board of Directors)			0.00		N/A
Board of Directors	0.00	N/A	0.00	Yes	
Executive Committee	0.00	N/A	0.00	Yes	
Corporate Governance and Sustainability Committee	0.00	N/A	0.00	Yes	
Risk Oversight Committee	0.00	N/A	0.00	Yes	
3. Ms. KRISANA ARAMKULCHAI (Director)			0.00		N/A
Board of Directors	0.00	N/A	0.00	Yes	
4. Mr. ROY AGUSTINUS GUNARA (Director)			0.00		N/A
Board of Directors	0.00	N/A	0.00	Yes	
5. Mr. STEPHEN TIRADOR BRIONES (Director)			1,240,000.00		N/A
Board of Directors	440,000.00	800,000.00	1,240,000.00	Yes	
6. Mr. CHAMNONG WATANAGASE (Director)			2,520,000.00		N/A
Board of Directors	480,000.00	800,000.00	1,280,000.00	Yes	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
Audit Committee	600,000.00	640,000.00	1,240,000.00	Yes	
7. Mr. SUPACHAI SUKHANINDR (Director)			2,150,000.00		N/A
Board of Directors	480,000.00	800,000.00	1,280,000.00	Yes	
Audit Committee	360,000.00	N/A	360,000.00	Yes	
Nomination and Remuneration Committee	150,000.00	N/A	150,000.00	Yes	
Risk Oversight Committee	360,000.00	N/A	360,000.00	Yes	
8. Mr. GAURAV MALIK (Director)			1,700,000.00		N/A
Board of Directors	480,000.00	800,000.00	1,280,000.00	Yes	
Nomination and Remuneration Committee	90,000.00	N/A	90,000.00	Yes	
Risk Oversight Committee	330,000.00	N/A	330,000.00	Yes	
9. Ms. ADA INGAWANIJ (Director)			1,760,000.00		N/A
Board of Directors	480,000.00	800,000.00	1,280,000.00	Yes	
Audit Committee	360,000.00	N/A	360,000.00	Yes	
Corporate Governance and Sustainability Committee	120,000.00	N/A	120,000.00	Yes	
10. Mr. Roy Agustinus Gunara (Vice-chairman of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
Risk Oversight Committee	0.00	N/A	0.00	Yes	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
11. Mr. Kamolphu phuredithsakul (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
12. Mr. Natus Kittawaranon (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
13. Mr. Veerawat Chaiyawan (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
14. Mr. Kittipant Sriwannawit (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
15. Ms. Achara Ruangchay (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
16. Mr. Tsz Ying Christopher Chan (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
17. Mr. Sarawooth Savejnarong (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
18. Mr. Pichart Rungwarasopit (Member of the executive committee)			0.00		N/A
Executive Committee	0.00	N/A	0.00	-	
19. Mr. Stephen Tirador Briones (The chairman of the subcommittee)			690,000.00		N/A
Risk Oversight Committee	600,000.00	N/A	600,000.00	Yes	
Nomination and Remuneration Committee	90,000.00	N/A	90,000.00	Yes	

Summary of the remuneration of each committee over the past year

Names of board members	Meeting allowance	Other monetary remuneration	Total (Baht)
1. Board of Directors	3,200,000.00	6,000,000.00	9,200,000.00
2. Audit Committee	1,320,000.00	640,000.00	1,960,000.00
3. Executive Committee	0.00	0.00	0.00
4. Risk Oversight Committee	1,290,000.00	0.00	1,290,000.00
5. Nomination and Remuneration Committee	330,000.00	0.00	330,000.00
6. Corporate Governance and Sustainability Committee	320,000.00	0.00	320,000.00

Summary of the remuneration of the board of directors

	2024
Meeting allowance (Baht)	6,460,000.00
Other monetary remuneration (Baht)	6,640,000.00
Total (Baht)	13,100,000.00

Remunerations or benefits pending payment to the board of directors

Remunerations or benefits pending payment to the board of : 0.00
 directors over the past year
 (Baht)

Information on corporate governance of subsidiaries and associated companies

Corporate governance of subsidiaries and associated companies

Mechanism for overseeing subsidiaries and associated companies

Does the Company have subsidiaries and associated : Yes
 companies
 Mechanism for overseeing subsidiaries and associated : Yes
 companies
 Mechanism for overseeing management and taking : The appointment of representatives as directors, executives, or
 responsibility for operations in subsidiaries and associated controlling persons in proportion to shareholding, Disclosure of
 companies approved by the board of directors financial condition and operating results

Information on the monitoring of compliance with corporate governance policy and guidelines

The monitoring of compliance with corporate governance policy and guidelines

Prevention of conflicts of interest

Operations for conflict of interest prevention over the past year

Has the company operated in preventing conflicts of interest : Yes
 over the past year

Number of cases or issues related to conflict of interest

	2022	2023	2024
Total number of cases or issues related to conflict of interest (cases)	0	0	0

Prevention of the use of inside information to seek benefits

Operations for prevention of the use of inside information to seek benefits over the past year

Has the company operated in preventing the use of inside : Yes
 information to seek benefits over the past year

Number of cases or issues related to the use of inside information to seek benefits

	2022	2023	2024
Total number of cases or issues related to the use of inside information to seek benefits (cases)	0	0	0

Anti-corruption action

Operations in anti-corruption in the past year

Has the company operated in anti-corruption over the past : Yes
 year

Form of operations in anti-corruption : The participation in anti-corruption projects, Communication and training for employees on anti-corruption policy and guidelines

Number of cases or issues related to corruption

	2022	2023	2024
Total number of cases or issues related to corruption (cases)	0	0	0

Whistleblowing

Operations related to whistleblowing over the past year

Has the company implemented whistleblowing procedures : Yes
over the past year

The Bank understands that it is important to prevent any corruption and misconduct that may arise from operations and communication with interested parties which may have influence on its decision making and business operations. When individuals discover any incident that is in violation of the Bank policies or is non-compliant with applicable laws or practices for corporate governance, business codes of conduct, or other work regulations of the Bank, including any act that implies corruption, individuals can report those issues via this channel or other suitable channels for complaints and whistleblowing as follows:

- Via Ms Form in the Bank's Intranet
- By email
Email: employeeecare@thaicreditbank.com or whistleblower_IA@thaicreditbank.com
- By post or verbally.

Submit to the Audit Committee, Chairman of the Audit Committee, Independent Director, Chief Executive Officer of Human Resources Department or Chief Executive Officer of Internal Audit Department. Thai Credit Bank Public Company Limited Address: 121/78-79 RS Tower, 26th Floor, Ratchadapisek Road, Din Daeng Sub-district, Din Daeng District, Bangkok 10400

All reported information and relevant documents will be kept confidential. The Bank has put in place measures to protect whistleblowers and any individuals cooperating in an investigation that arises due to whistleblowing.

Complaint handling procedures

1 The Fact Investigation Committee investigates and gathers, processes, and scrutinises facts, relevant parties, and reaffirms claims and evidence received with the highest executive of the respondent's affiliated unit, and handles complaints as follows.

1.1 If the complaint involves malpractice, the Fact Investigation Committee must forward it to the fraud management department for investigation and further proceedings.

1.2 If the complaint involves personnel discipline, the Fact Investigation Committee must forward it to the human resources department for disciplinary actions under The Bank's regulations.

1.3 If the complaint involves internal management issues, the Fact Investigation Committee must coordinate with the top executives of the affiliated departments to promptly develop an action plan to address the issue in the complaints within 5 business days. The action plan must then be submitted to the Fact Investigation Committee for further consideration.

1.4 If the complaint involves other matters than those listed under 6.1.1, 6.1.2, and 6.1.3, the Chief Human Resources Officer, who serves as the recipient of the complaint, must review the content and forward it to the relevant unit or the affected party.

If the evidence is sufficient to substantiate the complaint, the complaint reviewer may instruct the Fact Investigation Committee to propose suitable remedies or initiate disciplinary actions that it considers to be appropriate.

2 All whistleblowing information and related documents must be kept confidential. The Fact Investigation Committee must retain the information and documents for at least 3 years.

3 If the complaint does not fall within the required scope or is not sufficiently suspicious to warrant a corruption investigation and an inquiry is unnecessary, the Secretary to the Fact Investigation Committee must prepare a document to inform the complainant of the outcome and provide reasons for not investigating the complaint.

Number of cases or issues related to whistleblowing

	2022	2023	2024
Total number of cases or issues received through whistleblowing channels (cases)	0	1	14

Details of cases or issues received through whistleblowing channels

Year of event	Details	Progress status
Jan 2024 - Dec 2024	<p>Case or issue In 2024, the Bank received 14 complaints from employees through the whistleblowing process in the form of MS form-whistleblowing, email, and letter. It can be classified into groups of matters to be notified as follows: The behavior of the supervisor who behaved inappropriately (11 cases), the delayed service provision of other agencies that did not meet expectations (2 cases), and the employee was named as an employee in more than 1 place in the social security system (1 case).</p> <p>Topics or issues about Others :The behavior of the supervisor who behaved inappropriately</p> <p>Investigation results The Human Resources Management Agency has conducted an audit. The Human Resources Management Department has conducted an audit. The performance of such supervisors is comparable to the work regulations and guidelines specified in the Code of Conduct and notified to the supervisor, as well as report to the executives of the department for acknowledgement, so that the operation can be improved correctly and appropriately. The executives of the department and the Human Resource Department will conduct further reviews</p> <p>Corrective actions -</p>	Incident no longer subject to action

Information on report on the results of duty performance of the audit committee in the past year

Meeting attendance of audit committee

Meeting attendance of audit committee (times) : 12

List of Directors	Meeting attendance of audit committee		
	Meeting attendance (times)	/	Meeting attendance rights (times)
1 Mr. CHAMNONG WATANAGASE (Chairman of the audit committee)	12	/	12
2 Mr. SUPACHAI SUKHANINDR (Member of the audit committee)	12	/	12

List of Directors	Meeting attendance of audit committee		
	Meeting attendance (times)	/	Meeting attendance rights (times)
3 Ms. ADA INGAWANIJ (Member of the audit committee)	12	/	12

The results of duty performance of the audit committee

The Audit Committee performed duties within the scope and responsibilities specified in the Charter of the Audit Committee as approved by the Board of Directors of the Bank which is in line with the best practice of the Securities and Exchange Commission's guidelines and the Bank of Thailand. In 2024, there were 12 meetings in total, including meetings with the management, senior executives from relevant units, internal auditor and external auditor. The proceedings from each meeting were reported to the Board of Directors. Significant matters are summarized as follows:

• Review of Financial Reporting

The Audit Committee reviews the quarterly, half-yearly, and annual financial statements reports, through a meeting with executives of the Finance and Accounting and external auditors. The financial reports were prepared in accordance with financial reporting standards and regulatory requirements. Additionally, the Audit Committee regularly meets with the auditors and management to consider the accuracy, completeness, and reliability of the information, the adequacy of disclosures, as well as to review the performance of the auditors in relation to the audit process. The Committee also discusses significant risks and the bank's risk management plans. The Audit Committee meets with auditors without management's presence in order to acknowledge and discuss opinions with the auditors as well as issues found from the review and audit of financial statements as well as inquire about the independence of audit performance and expressing audit opinion, issues that may result in significant loss or fraud and also corporation obtained from the management of the Bank. In 2024, the auditors did not discover any material findings or receive reports of any suspicious behavior.

• Review of Internal Controls and Internal Audit

The Audit Committee has reviewed effectiveness and adequacy of the internal control system by considering internal audit results on a monthly basis, the results of independent internal auditor, the Bank of Thailand examination report and the results of internal control adequacy assessment by using the internal control assessment form developed by the Office of the Securities and Exchange Commission under the concept of the Committee of Sponsoring Organizations of the Tread way Commission (COSO), a summary of fraud investigation reports on a quarterly basis, as well as reviewing and monitoring the progress of rectification on the significant issues raised by internal auditor, independent internal auditor, external auditors and the Bank of Thailand examiner.

In addition, the Audit Committee has supervised internal audit to be effective by considering the review of the charter of the Internal Audit prior to proposing to the Board of Directors for approval as well as approved annual internal audit plan and the revised audit plan and reviewed the performance results of the Internal Audit against the plan on a quarterly basis and regularly provided recommendations to Internal Audit. The Audit Committee also considered the adequacy of internal audit resources and the independence of Internal Audit function. The internal quality assurance review has been performed by Internal Audit annually and external expert every five years, so as to promote good corporate governance and increase the effectiveness and efficiency of audit performance. The Committee also worked closely with the Bank of Thailand examiner and external auditors.

• Support to Corporate Governance

To support the Bank in having an internal surveillance process and report wrongdoing that may violate the law, regulatory requirements, the Bank's policies and procedures as well as the Bank's ethics, the Bank therefore has designated the Audit Committee as a channel for receiving complaints or whistleblowing from all relevant parties.

• Review of Compliance with Regulatory Compliance

The Audit Committee reviewed the Bank's regulatory compliance with applicable laws and regulations such as the Bank of Thailand, the Securities and Exchange Commission, the Anti-Money Laundering Office, the Office of Insurance Commission and the Committee for Protection of Credit Information as well as the Bank's policies and procedures through monthly internal audit reports, the Bank of Thailand examination report and the external auditors regularly. Additionally, regularly report the results of the compliance review conducted by the compliance unit.

• Review of Risk Management

The Audit Committee coordinates with the Risk Management Committee to discuss significant risks, which are used as guidelines for considering the internal audit plan. The Committee also reviews appropriate internal control measures for managing those risks, as well as assesses the adequacy of the bank's risk management by considering the results of

internal audit, the Bank of Thailand's inspections, and the auditors' findings on a regular basis. This is to ensure that the bank's risk management across various areas is appropriate and that the risks are maintained at an acceptable level as defined by the Board.

• **Review of Related-party transactions or transactions that may create conflicts of interest**

The Audit Committee considered related parties transactions or transactions that may create conflict of interest prior to presenting to the Board of Director of the Bank for consideration. In consideration such transactions, the Audit Committee adhered to the principles of reasonableness, transparency and the best interest of the Bank as well as the disclosure of information correctly and adequately and in accordance with the principles of good corporate governance.

• **Appointment of Auditors and Remuneration**

The Audit Committee has considered the qualifications and independence of the auditors in accordance with the requirements of the Bank of Thailand, the Office of the Securities and Exchange Commission and the international practices as well as knowledge and ability, experience in auditing commercial banking businesses, reliability and adequacy of resources and the quality of audits over the past year. The Audit Committee considered recommendation to the Board of Director to re-appointment of KPMG Phoomchai Audit Ltd. as external auditors. Following its recommendation and the Board's endorsement thereof, the shareholders appointed KPMG Phoomchai Audit Ltd. as the auditor at the 2024 Annual General Meeting. The remuneration has been considered taking into consideration the scope of the auditors' responsibilities and the remuneration rates from the other audit firms that are comparable.

Moreover, the Audit Committee considered the policy on non-assurance services provided by the Bank's external auditors and reviewed such services to ensure that non-assurance engagement did not impair the independence of the Bank's external auditors.

Others

The Audit Committee reviews its charter annually to ensure its relevance and up-to-date practices. Additionally, the Committee conducts an annual self-assessment, both individual member and the committee, to review the performance of its duties and responsibilities over the past year. This evaluation serves as vital information for considering improvements in its working practices, aimed at enhancing the effectiveness of auditing, monitoring, and assessment activities. In summary, the Audit Committee has completed its duties as the scope assigned by the Board of Directors of the Bank and specified in its Charter. The Committee applied its knowledge and abilities to perform its duties with prudence, independence, transparency and adhered to the principles of integrity and provided constructive comments and recommendations without limitation in obtaining information, resources or corporation from the Bank for the best interest of all stakeholders equally and the Bank.

From the assessments and reviews as mentioned above, the Audit Committee is of the opinion that the consolidated financial statements of the Bank and its subsidiary and the Bank-only financial statements are presented fairly in all material aspects in accordance with Thai Financial Reporting Standards and the regulatory requirements as well as with adequate and appropriate disclosure. It is also of the opinion that the external auditors are independent and has performed its duties professionally. The Audit Committee opines that the Bank's boards and executives have sound corporate governance and commit to performing their duties to achieve the Bank's objectives efficiently, adequate and effective risk management, internal controls and internal audits as well as performing its operations in accordance with the policies stipulated by the Bank and in accordance with the laws and regulations. The Audit Committee is of the opinion that the related parties transactions or transactions that may create conflict of interests are reasonably conducted and for the best interest of the Bank and that relevant information is transparently and adequately disclosed. The Bank has monitored changes in order to develop and improve its risk management and internal controls to be consistent with the business environment and changes in regulations so that it is well prepared to face potential risks that may arise in the future.

Information on summary of the results of duty performance of subcommittees

Meeting attendance and the results of duty performance of subcommittees

Meeting attendance Executive Committee⁽²⁾

Meeting Executive Committee (times) : 12

List of Directors	Meeting attendance Executive Committee		
	Meeting attendance (times)	/	Meeting attendance right (times)
1 Mr. WINYOU CHAIYAWAN (Chairman of the executive committee)	12	/	12
2 Mr. Roy Agustinus Gunara (Vice-chairman of the executive committee)	10	/	12
3 Mr. Kamolphu phuredithsakul (Member of the executive committee)	12	/	12
4 Mr. Natus Kittawaranon (Member of the executive committee)	11	/	12
5 Mr. Veerawat Chaiyawan (Member of the executive committee)	11	/	12
6 Mr. Kittipant Sriwannawit (Member of the executive committee)	11	/	12
7 Ms. Achara Ruangchay (Member of the executive committee)	0	/	0
8 Mr. Tsz Ying Christopher Chan (Member of the executive committee)	11	/	12
9 Mr. Sarawooth Savejnarong (Member of the executive committee)	12	/	12
10 Mr. Pichart Rungwarasopit (Member of the executive committee)	12	/	12

The results of duty performance of Executive Committee

The Board of Directors is responsible for supervising the Bank's operations in accordance with the objectives, regulations, policies, regulations, strategies, and business plans to achieve the objectives, the Risk Governance Framework This includes strictly implementing policies in various areas approved by the Board of Directors and periodically reporting progress to the Board of Directors in accordance with the policy, the Bank's goals and strategies as set and assigned by the Board of Directors and to achieve agility as well as alleviating the mission of the Board of Directors. In 2024, the Board of Directors held a total of 12 meetings, including important actions such as reviewing the business plan and annual budget, consideration, moderation, formulation and annual review of various policies, consideration/approval of expenses for office space management, including system development, procurement/installation of tools/equipment to enhance operational efficiency and customer service, approval/review of product programs, loans, consideration and screening of important reports, such as crisis testing according to the guidelines of the Bank of Thailand and the report on the disclosure of information on the Bank's capital maintenance, etc.

The summary of the self-assessment results for 2024 of the executive committee as a whole shows an overall average score of 3.91, which is the same as the average score level in 2023.

The summary of the self-assessment results of the Executive Committee on an individual basis in 2024 shows an overall average score of 3.71, which is higher than the average score of 3.78 in 2023

Remark: ⁽²⁾ Ms. Achara Ruangchay is not a member of the Executive Committee. However, Mrs. Suwimol Visavavigrant and Miss Puckjira Vudhesethakritit are members of the Executive Committee. Ms. Suwimon attended 12 out of 12 meetings, and Ms. Phakjira attended 11 out of 12 meetings."

Meeting attendance Risk Oversight Committee

Meeting Risk Oversight Committee (times) : 12

List of Directors	Meeting attendance Risk Oversight Committee		
	Meeting attendance (times)	/	Meeting attendance right (times)
1 Mr. Stephen Tirador Briones (The chairman of the subcommittee)	12	/	12
2 Mr. SUPACHAI SUKHANINDR (Member of the subcommittee)	12	/	12
3 Mr. GAURAV MALIK (Member of the subcommittee)	11	/	12
4 Mr. WINYOU CHAIYAWAN (Member of the subcommittee)	11	/	12
5 Mr. Roy Agustinus Gunara (Member of the subcommittee)	12	/	12

The results of duty performance of Risk Oversight Committee

The Risk Oversight Committee is responsible for supporting the Board of Directors in effectively establishing the Bank's risk management framework in various aspects and in accordance with the Bank's risk management and management policies so that the Bank can appropriately manage the risks associated with the increasingly volatile and complex financial environment and be able to implement policies and strategies efficiently and effectively by in 2024, the Risk Oversight Committee held a total of 12 meetings, and the key actions in 2024 were summarized as follows: (1) Approval of the annual work plan of the regulator and compliance with the criteria. (2) To consider and approve the preparation and review of the Bank's policies related to risk management. (3) Inspection and follow up the implementation and readiness of compliance according to the Personal Data Protection Act (4) Coordinate and cooperate with the Audit Committee to evaluate and provide recommendations on the Bank's internal control system to the management. (5) Evaluate the efficiency and effectiveness of the performance of the Chief Executive Officer of the Risk Management Team. (6) To consider and check the work of regulatory compliance, including providing opinions and improving the annual random review of compliance with the compliance criteria of the Compliance Supervisory Agency to be more complete as assigned by the Board of Directors, etc.

Meeting attendance Nomination and Remuneration Committee

Meeting Nomination and Remuneration Committee (times) : 3

List of Directors	Meeting attendance Nomination and Remuneration Committee		
	Meeting attendance (times)	/	Meeting attendance right (times)
1 Mr. SUPACHAI SUKHANINDR (The chairman of the subcommittee)	3	/	3
2 Mr. GAURAV MALIK (Member of the subcommittee)	3	/	3

List of Directors	Meeting attendance Nomination and Remuneration Committee		
	Meeting attendance (times)	/	Meeting attendance right (times)
3 Mr. Stephen Tirador Briones (Member of the subcommittee)	3	/	3

The results of duty performance of Nomination and Remuneration Committee

The Nomination and Remuneration Committee is responsible for supporting the Board of Directors in determining the criteria and system for

recruitment, payment of remuneration and other benefits to directors, the authority who responsible in the management of the Bank's employee and companies in the financial business group are clear, transparent, and in accordance with the principles of corporate governance.

The important actions in 2024 are summarized as follows: Consider the personnel who have come to hold important positions of the Bank. Consider and improve the remuneration of the Committee for reviewing 8 policies as assigned by the Board of Directors, including considering and approving the performance evaluation of the Bank's executives, etc.

Meeting attendance Corporate Governance and Sustainability Committee

Meeting Corporate Governance and Sustainability Committee (times) : 4

List of Directors	Meeting attendance Corporate Governance and Sustainability Committee		
	Meeting attendance (times)	/	Meeting attendance right (times)
1 Mr. KITIPONG URAPEEPATANAPONG (The chairman of the subcommittee)	4	/	4
2 Ms. ADA INGAWANIJ (Member of the subcommittee)	4	/	4
3 Mr. WINYOU CHAIYAWAN (Member of the subcommittee)	4	/	4

The results of duty performance of Corporate Governance and Sustainability Committee

Corporate Governance and Sustainable Development Committee is responsible for recommending and advising the Board of Directors on matters related to good corporate governance and sustainable development, including setting the scope, policies, and practices on environmental, social, employee and corporate governance as well as safety, occupational health and work environmental. In 2024, the Corporate Governance and Sustainable Development Committee held a total of 4 meetings. The important actions in 2024 can be summarized as follows: (1) Monitoring the management of the management in the field of environmental protection, society, employees and corporate governance, the Bank's code of business ethics good corporate governance, as well as safety, occupational health, and work environmental (2) Consider reviewing policies related to corporate governance and sustainable development. (3) Review the Bank's compliance with the CG Code for listed companies for the year 2024 and emphasize on the application of the CG Code in all of the Bank's operational activities and public disclosure. (4) Advise the organizers in conducting the survey under the Corporate Governance Survey of Thai Listed Companies in 2024 and is another important part of the Bank to accomplish the assessment high score in 5-star level from the Corporate Governance Report of Thai Listed Companies (CGR) in 2024.

The summary of the self-assessment results for 2024 of the Corporate Governance and Sustainable Development

Committee as a whole shows
an overall average score of 3.90, which is higher than the average score of 3.69 in 2023

The summary of the self-assessment results of the Corporate Governance and Sustainable Development Committee on an individual basis in 2024 shows an overall average score of 3.78, which is higher than the average score of 3.69 in 2023.

Corporate Sustainability Policy

Information on policy and goals of sustainable management

Sustainability Policy

Sustainability Policy : Yes

The Bank is a commercial bank that adheres to the vision and mission that focuses on doing business on the basis of sustainable growth by providing the best financial services to empower customers and entrepreneurs with accessible financial solutions, and driving sustainability in society and the environment, in accordance with the philosophy of “Everyone Matters”, covering all 3 dimensions: environment, social/employees, and governance/economy (Environment, Social and Governance: ESG) under good corporate governance and appropriate risk management.

The Bank emphasizes on management and business operations with honesty, integrity, transparency, and fairness, which is in line with the principles of good corporate governance and adheres to social and environmental responsibilities under the policies of “Supervision of Fair Customer Service” (Market Conduct) and “Responsible Lending” throughout the path of business growth. The Bank is committed to creating products that are unique, simple, and transparent by establishing policies, measures, and work systems to prevent and manage conflicts of interest, including supervision, monitoring, and inspection to ensure compliance with the policies, measures, and work systems, and regularly reviews the appropriateness of the Bank’s policies and related guidelines at least once a year for the benefit of all stakeholders.

Reference link for sustainability policy : <https://investor.thaicreditbank.com/en/sustainability/home>

Sustainability management goals

Does the company set sustainability management goals : Yes

The Bank places importance on improving the quality of life and financial literacy of communities and society and is a medium for driving change towards sustainable development goals through various activities of the Bank. With a commitment to conducting business with social responsibility, in line with Sustainable Banking, to create benefits for communities and create maximum benefits for shareholders and all stakeholders in a sustainable manner.

The Bank realizes the importance of social responsibility, the environment and stakeholders in the business value chain, including the importance of developing the organization into a Sustainable Banking to create stable growth in the long term, alongside both business and society, which has been defined as the Bank’s mission with the following important goals:

1. Creating opportunities that will make it easier for customers to access Financial Capital
2. Improving the Quality of Life of customers
3. Creating Smart Entrepreneurs
4. Better environmental care

United Nations SDGs that align with the organization's sustainability management goals : Goal 1 No Poverty, Goal 3 Good Health and Well-being, Goal 4 Quality Education, Goal 5 Gender Equality, Goal 6 Clean Water and Sanitation, Goal 7 Affordable and Clean Energy, Goal 8 Decent Work and Economic Growth, Goal 9 Industry, Innovation and Infrastructure, Goal 10 Reduce Inequalities, Goal 11 Sustainable Cities and Communities, Goal 13 Climate Action, Goal 16 Peace, Justice and Strong Institutions, Goal 17 Partnerships for the Goals

Information on review of policy and/or goals of sustainable management over the past year

Review of policy and/or goals of sustainable management over the past year

Has the company reviewed the policy and/or goals of sustainable management over the past year : Yes

Has the company changed and developed the policy and/or goals of sustainable management over the past year : Yes

- Agree to consider the appropriateness of the ESG assessment by an external agency that is recognized
- Establish policies and develop ESMS systems regularly to support businesses with sustainable and environmentally friendly policies (Green Loan) and as a guideline for consideration in providing financial services or investment
- Integrate climate risk management into the Bank's governance structure, risk framework and operations, such as the Net Zero strategy, green financing program for MSMEs / SMEs and is currently conducting ESG impact assessments for suppliers of products and services to the Bank
- Set goals and action plans to achieve carbon neutrality by 2050 and net zero emissions by 2065
- The committee met to review the welfare and factors that the bank would like to consider for employees who did not have a proposal in 2024.
- The Bank has set a monthly allowance of 1,000 baht for employees with an income below 15,000 baht and a monthly allowance of 500 baht for employees with an income below 20,000 baht to help with monthly expenses for employees. In 2024, such allowance was provided to employees totaling over 15 million baht.
- The Bank has included sustainability as one of the topics that all new employees must receive training on their first day of employment.
- The Bank manages appropriate and fair compensation, benefits, and business environment based on the Pay for Position principle, where gender differences do not affect employee compensation determination.
- The Bank has implemented the ESMS policy in providing loans to SMEs and MSMEs.

Information on impacts on stakeholder management in business value chain

Business value chain

The Bank places importance on managing the sustainability of its business value chain activities from upstream to downstream by creating stability with products and services that meet the needs of all stakeholders, along with effective risk management. The Bank's business value chain consists of:

1. Product design, development and innovation
2. Sales, marketing and credit analysis
3. Operations, transactions and compliance
4. Payments and collections
5. Customer service and relationship building

Analysis of stakeholders in the business value chain

Details of stakeholder analysis in the business value chain

Group of stakeholders	Stakeholders' expectations	Responses to stakeholder expectations	Channels for engagement and communication
<u>Internal stakeholders</u>			

Group of stakeholders	Stakeholders' expectations	Responses to stakeholder expectations	Channels for engagement and communication
<u>Internal stakeholders</u>			
<ul style="list-style-type: none"> • Employees 	<ul style="list-style-type: none"> - Equal treatment without gender discrimination and with a policy against harassment - Stability and career advancement - Developing the capabilities of personnel, with various training courses for employees to choose from - Participating in developing the work they are responsible for and developing the organization - Taking care of hygiene, environment, and safety at work, with flexible work practices - Determining fair and appropriate compensation, other benefits, and welfare - Providing welfare that is not less than that stipulated by law or more than appropriate - Being informed of information, announcements, and news related to employees - Being able to access information and various benefits more quickly and conveniently, and being able to manage work effectively anywhere, anytime - Participating in expressing opinions, needs, and suggestions to the bank for further development and improvement in various areas - Participating in various activities of the bank, feeling an important part of the organization 	<ul style="list-style-type: none"> - Treat and treat employees equally and fairly, and receive comprehensive care and attention without gender discrimination, whether they are permanent employees or interns. - Provide training to provide knowledge, develop potential, skills, and promote advancement, including providing employees with opportunities to develop work skills in other areas to enhance their potential to be in line with business changes. - Take into account the welfare of the Bank's personnel, create a good working environment, set safety standards, and promote and care about the safety and health of personnel. - The Bank provides a fair hiring process and employment conditions, including setting compensation and considering performance under a fair performance evaluation process. - Provide various welfare benefits for employees as required by law, such as social security, etc., and other welfare benefits beyond those required by law, such as health insurance and accident insurance, etc. - Announce information, announcements, and news to inform personnel of information and news via email and various communication channels of the Bank. 	<ul style="list-style-type: none"> • Social Event • Internal Meeting • Complaint Reception • Employee Engagement Survey • Satisfaction Survey • Training / Seminar • Others <ul style="list-style-type: none"> • Announcements on internal platform

Group of stakeholders	Stakeholders' expectations	Responses to stakeholder expectations	Channels for engagement and communication
<u>Internal stakeholders</u>			
		<ul style="list-style-type: none"> - Organize various activities that emphasize the participation of personnel at all levels in important activities or special occasions of the Bank. - Organize various activities that create pride in developing oneself and participating in the development of work and the organization. 	

Group of stakeholders	Stakeholders' expectations	Responses to stakeholder expectations	Channels for engagement and communication
<u>External stakeholders</u>			
<ul style="list-style-type: none"> • Customers 	<ul style="list-style-type: none"> - Fair treatment and taking into account the interests of customers as the main priority, without gender discrimination - Receiving complete and appropriate product information - A variety of products and services to meet customer needs - Convenience in receiving services - Good after-sales service - Maintaining customer confidentiality 	<ul style="list-style-type: none"> - Give importance to culture building and aim to develop a variety of products and services that are appropriate for customers' needs in order to add value and create something good for customers. - Take care of and be responsible for customers, taking into account their benefits as the most important factor. - Provide complete and comprehensive information, as well as consider the quality of service both before and after the sale. - Create various channels of communication with customers in order to be able to respond to customers' needs quickly. - Give importance to complaints and problems regarding the bank's products and services because they are opportunities to develop products and services and manage problems so that customers are treated fairly. - Respond to the needs of customers at all levels and stages of life in order to create maximum satisfaction for customers. 	<ul style="list-style-type: none"> • Online Communication • External Meeting • Complaint Reception • Others <ul style="list-style-type: none"> • All 530 branch channels of the bank throughout Thailand

Group of stakeholders	Stakeholders' expectations	Responses to stakeholder expectations	Channels for engagement and communication
<u>External stakeholders</u>			
<ul style="list-style-type: none"> • Investors or investment institutions • Shareholders • Media 	<ul style="list-style-type: none"> - Good performance and sustainable business growth - Fair and equitable treatment of shareholders - Timely and complete disclosure of accurate information - Transparent and auditable operations - Good corporate governance and risk management 	<ul style="list-style-type: none"> - Supervise shareholders to receive fair and equal treatment, protect shareholders' rights and build confidence for shareholders/investors - Disclose accurate and complete information quarterly/annual shareholders' meeting/annual report - Manage and operate with honesty under the framework of good corporate governance and business ethics - Communicate/ file complaints through various channels on governance issues 	<ul style="list-style-type: none"> • Visit • Press Release • Online Communication • Annual General Meeting (AGM) • Complaint Reception • Satisfaction Survey
<ul style="list-style-type: none"> • Government agencies and Regulators 	<ul style="list-style-type: none"> - Compliance with the rules, regulations and laws of the regulatory authorities - Development of operations in line with the requirements and intentions of the regulatory authorities - Cooperation in various projects 	<ul style="list-style-type: none"> - Good corporate governance and effective risk management system - Strict compliance with rules, regulations and laws of relevant agencies - Continuously monitoring the issuance of rules, regulations and laws related to ensure correct compliance - Supporting, expressing opinions and cooperating in various activities of relevant agencies 	<ul style="list-style-type: none"> • Visit • Online Communication • External Meeting • Complaint Reception

Group of stakeholders	Stakeholders' expectations	Responses to stakeholder expectations	Channels for engagement and communication
External stakeholders			
<ul style="list-style-type: none"> • Competitors • Suppliers 	<ul style="list-style-type: none"> - Fair and transparent procurement - Timely payment for goods and services - Compliance with contracts, agreements and conditions regarding procurement - Sustainable business growth - Setting goals to create sustainable business partnerships and alliances 	<ul style="list-style-type: none"> - Adhere to business operations with consideration of trade ethics, transparency, and fairness to business partners in procurement - Maintain good relationships with business partners and comply with trade terms - Comply with the policy sales agreement, as policy sales do not have a policy but are agreements according to various policies 	<ul style="list-style-type: none"> • Online Communication • External Meeting • Complaint Reception

Information on organization's material sustainability topics

Organization's material sustainability topics

The company has identified its sustainability materiality topics : Yes

Over the past year, the company has reviewed its sustainability materiality topics : Yes

Details of organization's material sustainability topics

The names of the sustainability materiality topics	Subjects related to the sustainability materiality topics
Good corporate governance	<ul style="list-style-type: none"> • Good Governance
Easy access to products and services	<ul style="list-style-type: none"> • Customer / Consumer Responsibility
Innovation and Technology	<ul style="list-style-type: none"> • Innovation Development
Environmentally and socially conscious lending	<ul style="list-style-type: none"> • Environmental Management Standards Policy and Compliance • Customer / Consumer Responsibility • Sustainability Risk Management
Promoting financial literacy	<ul style="list-style-type: none"> • Customer / Consumer Responsibility • Community / Social Responsibility • Sustainable Supply Chain Management

Information on sustainability report

Corporate sustainability report⁽³⁾

The company's corporate sustainability report : Have data

Reference link for corporate sustainability report : <https://investor.thaicreditbank.com/en/document/sustainability-reports>

Remark: ⁽³⁾ Will be published in April 2025.

Company sustainability disclosure aligned with standards

Company sustainability disclosure aligned with standards or : GRI Standards, UN Global Compact guidelines

Sustainability risk management

Information on risk management policy and plan

Risk management policy and plan

Thai Credit Bank realizes the importance of risk management and is committed to implementing risk management systematically and consistently. The goal is to promote good corporate governance, build confidence among all stakeholders, and promote risk management as part of the organization's culture. The Bank has established a Risk Oversight Committee to oversee risk management under the Risk Governance Framework in accordance with the specified direction and goals, referring to the COSO ERM international standard, which is a guideline for all management and employees to continuously follow. It also requires risk factor identification, risk assessment, monitoring, and communication to be accurate and consistent in order to reduce the possibility of risk and the potential impact on the Bank's operations in the future.

In 2025, the Bank will continue to adhere to the principles of business operations that are consistent with the overall risk management policy and strategy and the acceptable risk level through risk management principles, such as organizing the organizational structure to have checks and balances and setting approval authority levels in line with the risk level (Risk-based Authority), assigning and supervising senior executives to set risk limits in line with the acceptable risk level, communicating to relevant persons for their acknowledgement and understanding regularly, and implementing a Dashboard system to track results and set goals in order to set goals and monitor more effectively.

In addition, the Bank supports the strategies according to the Bank's operational plan. Under the acceptable risk level (Risk Tolerance) for key risk indicators, including setting guidelines for action in cases where risk indicators are at the watch level (Yellow Zone) and warning level (Red Zone) to be appropriate and consistent with external circumstances and the Bank's future growth plan, both in terms of setting/reviewing policies, processes, risk management tools, monitoring and reporting risks, whereby senior executives must report to relevant subcommittees regularly, accurately, completely and timely. The adequacy and effectiveness of the policies must be reviewed at least once a year or when there is a significant change.

Information on ESG risk factors management standards

ESG risk factors management standards

- Standards on ESG risk management : Yes
- Standards on ESG risk management : COSO - Enterprise risk management framework (ERM), Others : Risk Governance Framework

Information on ESG risk factors

Risk factors on business operation

Operational risk associated with the Company or the group of companies

Risk 1 Geopolitical Risk

- Related risk topics : Strategic Risk
 - Government policy
 - Policies or international agreements related to business operations
 - Economic risk

ESG risks : Yes

Risk characteristics

Geopolitical risks are becoming more and more severe, including the war between Russia and Ukraine and the war in the Middle East, as well as tensions from disputes in Asia, such as the Taiwan-China case, more intense and frequent missile exercises and developments, and maritime disputes between China and other countries in the South China Sea and East China Sea.

Risk-related consequences

Geopolitical risks may affect the growth of the Thai economy, such as increased energy prices, reduced exports, etc.

Risk management measures

The Bank has consistently assessed the severity of conflicts and their impacts on both the Bank's business operations and the risks that may affect the Bank's customers' businesses, especially trade finance. The Bank has measures to assist businesses affected by geopolitical conflicts, both in the short term, such as providing loans to enhance liquidity, and in the long term, such as providing loans to develop business operations in accordance with laws and geopolitical conflict situations.

Risk 2 Volatile Financial Markets Risk

Related risk topics	:	<u>Strategic Risk</u> <ul style="list-style-type: none">• Volatility in the industry in which the company operates• Government policy• Economic risk <u>Financial Risk</u> <ul style="list-style-type: none">• Insufficient sources of funding• Change in financial and investment policies of financial institutions that affect business operations• Fluctuation in exchange rates, interest rates, or the inflation rate• Fluctuation in return on assets or investment
ESG risks	:	Yes

Risk characteristics

Financial market volatility is likely to arise from the risk of higher global inflation from protectionist policies by increasing import tariffs by various countries.

Risk-related consequences

Financial market volatility risk may result in interest rate volatility, such as a high-interest rate environment and tight financial conditions.

Risk management measures

The Bank places importance on closely monitoring financial market uncertainties, along with regular risk assessment and management to minimize potential impacts on the Bank's operations.

Risk 3 Rising Household Debt Risk

Related risk topics	:	<u>Strategic Risk</u> <ul style="list-style-type: none">• Behavior or needs of customers / consumers• Business operations of partners in the supply chain <u>Operational Risk</u> <ul style="list-style-type: none">• Impact from population structure <u>Compliance Risk</u> <ul style="list-style-type: none">• Change in laws and regulations• Laws and regulations is not favorable for doing business <u>Financial Risk</u> <ul style="list-style-type: none">• Liquidity risk• Income volatility
ESG risks	:	Yes

Risk characteristics

High household debt levels may lead to a continued increase in non-performing loans (NPLs).

Risk-related consequences

This is a major factor in changes in customer demand or regulations and laws regarding operations, such as debt relief measures, lending, or debt control.

Risk management measures

Although household debt levels have been slowing down and decreasing in the past due to financial institutions being more cautious in granting loans, especially car and motorcycle loans, home loans, while other personal loans for consumption

are still accelerating, with credit card loans and personal loans having a slower rate.

The Bank places importance on maintaining a balance between loan growth and the level of risk arising from customers or counterparties failing to comply with contractual terms and conditions at a level acceptable to the Bank.

In addition, the Bank closely monitors the policies of the Bank of Thailand (BOT), especially measures to solve household debt problems, in order to adjust strategies appropriately to the situation in a timely manner.

Risk 4 Climate-related Risk

- Related risk topics : Strategic Risk
- Government policy
 - Policies or international agreements related to business operations
 - Changes in technologies
- Operational Risk
- Climate change and disasters
 - Impact on the environment
- Compliance Risk
- Change in laws and regulations
 - Laws and regulations is not favorable for doing business
- ESG risks : Yes

Risk characteristics

Climate Change Risk Factors: Thailand has been affected by the transition from El Nino to La Nina, causing severe damage to the agricultural sector in many areas, especially flooding in many areas of Thailand.

Risk-related consequences

Climate change risks include physical risks such as natural disasters that may cause direct damage to the bank and its supply chain, while transition risks such as carbon taxes and changes in consumer behavior that are more environmentally conscious may result in increased costs for the bank and its supply chain, as well as business continuity.

Risk management measures

The Bank is aware of the risks and importance of potential impacts from its operations, including environmental, social and governance issues, and regularly assesses climate-related risks, opportunities and impacts. In addition, the Bank has improved its Environment & Social Management System (ESMS) to cope with risks, including setting a lending policy to support businesses with sustainable and environmentally friendly policies (Green Loan).

Information on business continuity plan (BCP)

Business Continuity Plan (BCP)

Business Continuity Plan (BCP) : Yes

The Bank has prepared a Business Continuity Plan (BCP) to support various crises or emergencies, which currently take many forms and are likely to occur more frequently and may have higher levels of severity.

In addition, the Bank places importance on strategy formulation, business plans, overall risk management, and regularly tests and reviews the plan to ensure that the plan can be implemented, is ready to conduct important transactions in unusual situations, and can continue business operations continuously. In addition, the Bank focuses on developing personnel to have knowledge in operational risk management, especially employees who act as Operational Risk Specialists (ORS) and BCP Coordinators (BCP Coordinators) to help drive sustainable operational risk management, including promoting risk management teams to attend academic seminars and training both internally and externally to increase knowledge and develop and improve various tools used in risk management for greater efficiency.

Sustainable supply chain management

Information on sustainable supply chain management policy and guidelines

Sustainable supply chain management policy and guidelines

Company's sustainable supply chain management policy and : No
guidelines

Information on sustainable supply chain management plan

Sustainable supply chain management plan

Company's sustainable supply chain management plan : No

Information on new suppliers undergoing sustainability screening criteria

New suppliers undergoing sustainability screening criteria

Does the company use sustainability screening criteria with : No
new suppliers?

Information on supplier code of conduct

Supplier code of conduct

Supplier code of conduct : No

Information on key suppliers acknowledging compliance with the supplier code of conduct

Key suppliers acknowledging compliance with the supplier code of conduct

Does the company require key suppliers to acknowledge : No
compliance with the supplier code of conduct?

Innovation development

Information on innovation development policy and guidelines in an organizational level

Research and development policy (R&D)

Research and development policy (R&D) (Yes/No) : Yes

Information on process of developing and promoting the company's innovation culture

Process of developing and promoting the company's innovation culture

Process of developing and promoting the company's : Yes
innovation culture

The Bank recognizes the importance of promoting innovative organizations with a teamwork culture, which requires all departments to meet, discuss, and coordinate at all times. The exchange of opinions is free and not limited by position or management authority, with the common goal of project success as the main focus. The Bank has consistently invested in developing tools, products, and services. The implementation of projects using technology must be approved by the IT Steering Committee, while procurement must be screened by the Procurement Committee. The selection of business partners must be in accordance with the Bank's Business Partner Policy to ensure comprehensive inspection and assessment of various risks involved in the operation.

Information on innovation development benefits and research and development (R&D) expenses

Benefits of innovation development

Financial benefits

Does the company measure the financial benefits from : No
innovation development?

Non-financial benefits

Does the company measure the non-financial benefits from : Yes
innovation development?

	2022	2023	2024
Number of people benefiting from innovation development (Persons)	318,378.00	465,892.00	604,085.00
Total number of transactions via Micro Pay (Times)	10,098,034.00	24,129,491.00	48,217,503.00

Remarks - This document is automatically generated based on information processed as received from the listed company on "as is" basis. The Stock Exchange of Thailand ("SET") does not make any representations regarding accuracy, completeness, appropriateness, recency or reliability of the information contained in this document, nor does it make any guarantee of a result of the use of the information contained in this document. In no event shall SET be responsible for any loss or damage resulting from the use of this document or the information contained herein.