

SUSTAINABILITY REPORT 2023



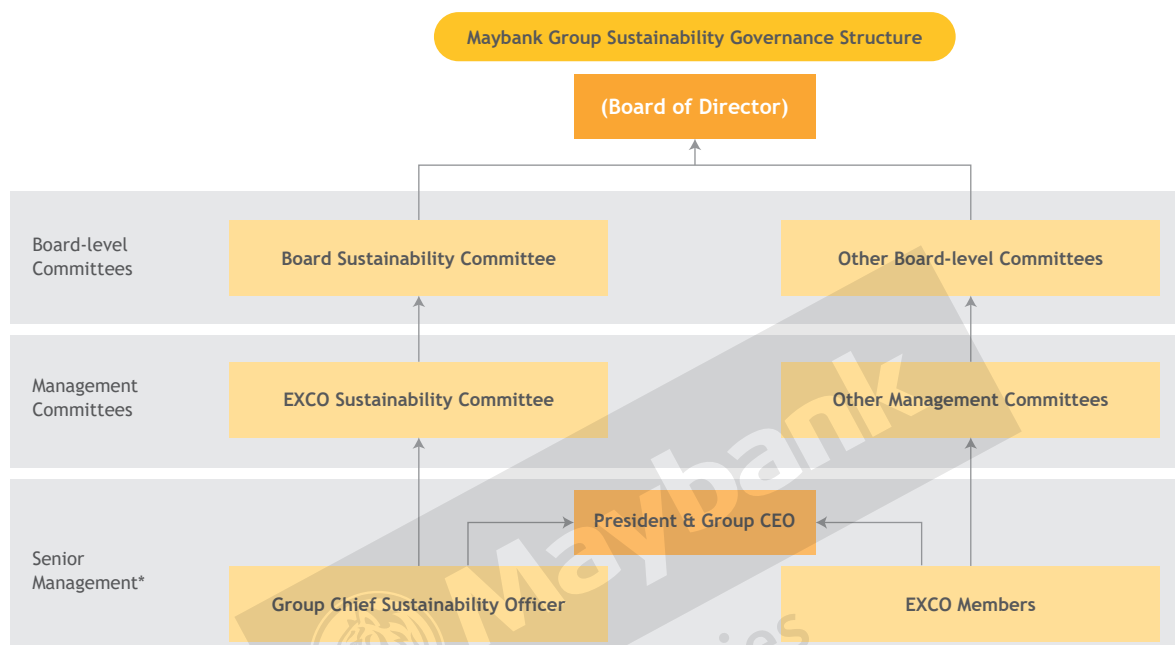
3

Sustainability Development Report

3.1 Sustainability Development Policy and Goal

1. Sustainability Governance

Maybank Securities (Thailand) Public Company Limited (“the company”) is guided by Maybank Group’s overall governance structure, as highlighted below:



* Senior Management here refers to the Executive Management.

With clear direction and strong leadership from the top, the company executes sustainability initiatives and integrates sustainability considerations into its business and operations. While the ultimate governing body is the Maybank Group Board, the company has its own internal governance that supports the overall sustainability objectives and strategies of the Maybank Group. The company internal governance is detailed in Page 79 of ONE Report.

2. Sustainability Policy

The company is determined to be a leading financial institution in Thailand while fostering sustainable growth for the good of society. The company has focused on social responsibility activities along with business operations, while taking into account the creation of social responsibility values, with the aim of benefitting society, community, environment and all related parties. It has established policies and strategic frameworks in 3 core areas, focusing on sustainable investment, a livable and sustainable society and sustainable environment for future generations aligned to Maybank Group policies and the Sustainable Development Goals (SDGs) of the United Nations (UN).

3. Sustainability Growth Strategy and Goal

The company has established strategic sustainability frameworks and goals by taking into account Maybank Group’s sustainability pillars and commitments as follows:

A. Maybank Group’s Sustainability Pillars

Maybank Group’s ambition is to be a Sustainability Leader in Southeast Asia that is committed to serving the community as a Force for Good and making a positive impact on our society and the environment, with focus on executing outcome-driven projects that will make a tangible difference. This is supported by our three core pillars, namely

1.	The 1 st pillar is Responsive Transition. It aims at enabling transition to a low-carbon economy by balancing environmental and social imperatives with stakeholders’ expectations.
2.	The 2 nd pillar is Enabling Our Communities. It aims at building community resilience across ASEAN and undertaking responsive action to promote economic development and social well-being.
3.	The 3 rd pillar is Our House Is in Order & We Walk the Talk. It aims at leading by example with good management practices and ensuring that Maybank’s ESG strategy is based upon a strong foundation.

Sustainability strategies under each of Maybank Group’s pillars are illustrated below:



The Pillar 1: Responsive Transition

The **first pillar** emphasises on supporting our stakeholders in gradually transitioning towards more sustainable practices and providing financial services that support their transition. This includes the development of products and offering of services that provide positive environmental impact while adequately addressing social considerations. The pillar is guided by our risk management policies and practices with due attention given to specific sectors as well as the risks and opportunities associated with these sectors.

Areas of strategic focus include:

- Engagements with clients in transitioning towards more sustainable practices, including strategic collaborations and knowledge partnerships.
- Providing access to value based solutions - this includes access to financial services that support the transition as well as integrating ESG criteria into product offerings and the development of a sustainable products and services in line with Sustainable Product Framework and the Transition Finance Framework.
- Tapping into opportunities in the ESG space;
- Management of ESG risk and climate as reflected in the respective framework and policies, including the assessment and management of our physical and transition risks and ESG positions for specific sectors.

Pillar 2: Enabling Our Communities

The **second pillar** covers areas such as community empowerment, financial inclusion as well as inclusive practices. This includes expanding our community empowerment programmes, providing products that are simple, intuitive and accessible, providing social protection mechanisms and deploying social financial initiatives. Such initiatives include financial literacy programmes, provision of education and financing assistance programmes to small and medium enterprises (SMEs), home ownership and vehicle financing to underprivileged, lower income customers as well as micro insurance.

Pillar 3: Our House Is in Order and We Walk the Talk

The **third pillar** focuses on the Maybank Group's internal operations and practices. This includes strengthening our governance processes and ensuring sustainability considerations are clearly incorporated across the relevant functions and committees within Maybank Group, managing our own environmental and social impact by way of our emission and water consumption and waste management, as well as incorporating environmental and social considerations across our supply chain.

To ensure that we create tangible impact with our sustainability initiatives, Maybank Group has established clear commitments that are aligned to these three pillars which build upon the steps taken in its sustainability journey over the years. The following are Maybank Group's sustainability commitments, two of which were revised as a result of the progress made in the first two years:

1.	Mobilising RM80 billion in Sustainable Finance by 2025
2.	Improving the lives of two million households across ASEAN by 2025
3.	Achieving a carbon neutral position of our own emissions by 2030 and net zero carbon equivalent position by 2050
4.	Achieving one million hours per annum on sustainability and delivering one thousand significant United Nations Sustainability Development Goals (UN SDGs)- related outcomes by 2025

Maybank Group's commitments are reflected in the investment in human resources, procedures and systems to meet the needs of stakeholders and to be aligned with the UN SDGs. Maybank Group's overarching pillars and commitments are further strengthened by the M25+ strategy that was launched in 2022. M25+ aims to drive leadership in sustainability with an expanded scope to embrace ethical banking principles, deepening social impact and execution of a decarbonisation strategy. The company has adopted Maybank Group's sustainability ambition, principles, policies and guidelines as part of its own ESG strategy. The board of directors are engaged in developing and overseeing the implementation of the strategy, closely monitoring to provide guidance and ensuring overall achievement is obtained. This can be seen from the fact that operation systems have been improved, different types of services have been added for competitive advantages and to offer clients new services as their alternative investment options for added benefit. All aspects have been developed for the company to be successful and move towards the era of sustainable and digital transformation.

Policies & Practices

At Maybank Group and within the company itself, we strive to conduct our business responsibly and this requires comprehensive internal controls and robust risk management practices. We work diligently under the Maybank Group to safeguard the integrity of our operations as we pursue efforts to create lasting value for all our stakeholders. We have established a robust governance framework that includes policies, procedures, and comprehensive controls to manage and mitigate risks as well as upholding high standards of business conduct and complying with legal and regulatory requirements. This also includes areas covering data privacy and protection, integrity, diversity & inclusiveness and human rights.

Maybank Group and the company are committed to meeting all legal and regulatory requirements and protecting our customers and ourselves against risks by upholding good business practices. We seek to operate based on a strong set of core values, with conduct that is aligned to positive ESG outcomes.

As a responsible institution, we strive to ensure that all our business dealings are conducted in an ethical manner, with the highest standards of integrity. This includes, but is not limited to, our dealings with our customers, business partners, employees and members of the public.

3.2 Sustainability Development Policy and Goal

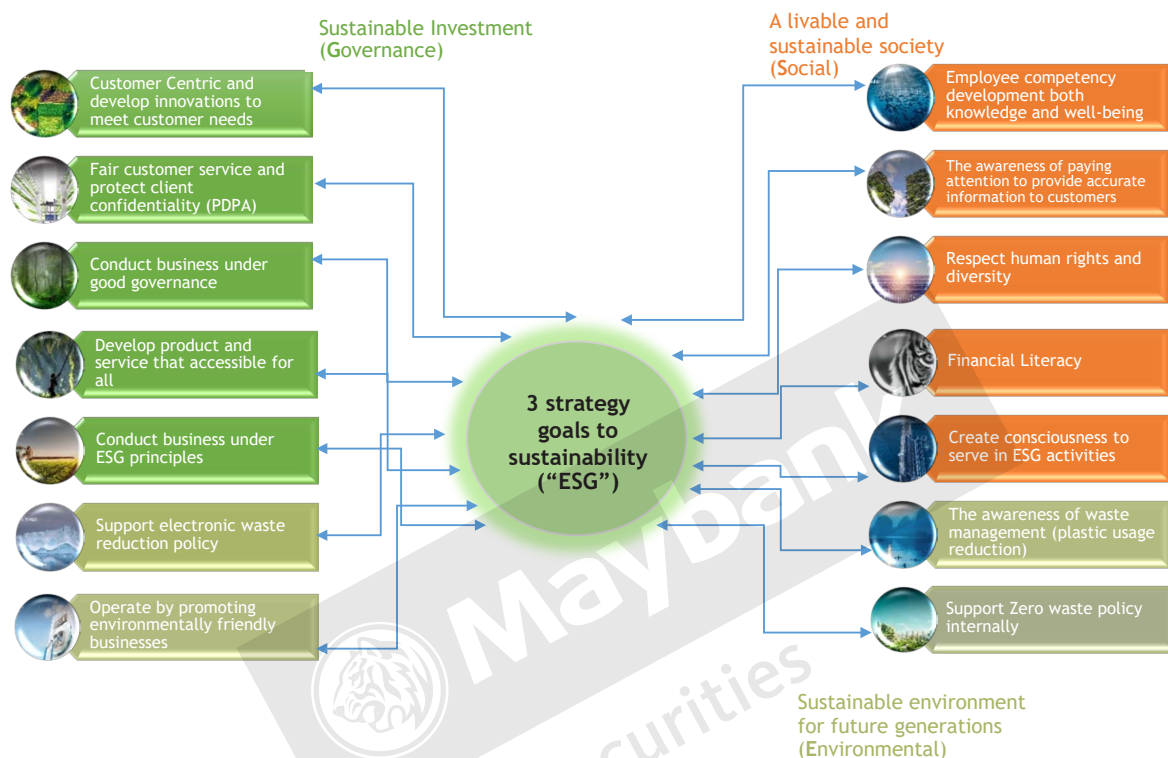
Following the last materiality assessment conducted in FY2022, in FY2023 Maybank Group reviewed the material issues identified to ensure their continued relevance to our business and its impacts, as well as alignment with stakeholder interests and concerns. Key topics were identified through a comprehensive review of ESG standards and industry trends which included Bursa listing requirements on sustainability reporting (11 common material topics), Global Reporting Initiative (GRI) topic standards, Sustainability Accounting Standards Board (SASB), UN Sustainable Development Goals (UN SDGs) and Global analyst reports such as CDP, FTSE ESG Index and MSCI ESG Index. While the analysis revealed a general alignment with industry, there were two areas in which Maybank Group's commitment to sustainability stood out. These were in our distinct prioritisation of "Public policy and advocacy" and "Board and executive compensation, independence and diversity". As a key financier in ASEAN, Maybank Group recognises and emphasises the importance of addressing these crucial matters to uphold our sustainability values.

3.2.1 Business Value Chain

Stakeholders in the Business Value Chain



The company is well aware that good and effective sustainability management comes from true corporate commitment and responsibility, together with an effective management process. It aims to encourage all related parties to create continual engagement with stakeholders throughout its value chain, comprising customers, employees, shareholders, society, environment and regulators. The company focuses on sustainability management in 3 main dimensions to Environment (E), Social (S) & Governance (G) specifically below:



Environment dimension	<ul style="list-style-type: none"> - Raising awareness and campaigning for plastic reduction and waste separation in the organisation - Supporting zero waste policy within the organisation - Supporting the policy to reduce e-waste - Operating by promoting business that is friendly and caring for the environment
Social dimension	<ul style="list-style-type: none"> - Developing the potential of employees in terms of increasing their knowledge as well as taking care of their health and well-being - Awareness and care about providing the right knowledge to customers - Respect for human rights and diversity - Creating access to investment knowledge for the public - Creating a good culture centered on taking care of customers, employees, society, community and environment.
Governance dimension	<ul style="list-style-type: none"> - Customer-centricity and innovation that meets customer needs - Providing fair customer service and maintaining the security and privacy of customer data. - Conducting business under good governance principles - Developing products and services to the public so that they can access and diversify their investments. - Conducting business responsibly for society, community and environment, guided by the sustainability principles

3.2.2 Stakeholder Engagement

Our stakeholders play an important role in enabling MSTH’s continued business growth and development. Therefore, it is crucial that we make progressive efforts to understand the issues and concerns that are relevant to them. It is our aim to proactively nurture all of our stakeholder relationships and build trusted and long-lasting connections with them, in order to adequately meet their needs and expectations of our business. In tandem with these goals, we hope to mitigate the impact of our activities and operations to ensure a sustainable and environmentally-friendly future moving forward.

Customers	
Engagement Channels	<ul style="list-style-type: none"> • Digital touchpoints & platforms on Maybank Invest Application (Thailand) • Physical branches. • Customer Service Centres, sales representatives (e.g. Investment Consultant, Relationship Managers, Personal Financial Advisors, Client Relationship and Client Coverage Teams) • Social media platforms • Marketing campaigns and events
Objectives for Stakeholders	<ul style="list-style-type: none"> • Improve customer experience with fast, simple, secure and convenient service in real time. • Develop integrated and hyper-personalised solutions that meet customers’ priorities, including sustainable financing, and connect clients to growth opportunities across the region while assisting them in their transition journey. • Provide competitive pricing and fair terms. • Educate customers about market risk, fraud and scams, while ensuring fraud and scam prevention. • Provide education and drive community empowerment initiatives leveraging digital capabilities to promote financial inclusion and literacy.
Metrics and Data We Track	<ul style="list-style-type: none"> • Number of customer complaints received and resolved; times taken to resolve for customer complaints • Number of customers utilising our various products and services
Our Response	<ul style="list-style-type: none"> • Maybank Invest - an investment digital platform has been developed to cater on-time and personalised services to our clients. There is a dedicated team comprises of customer service, IT and product owner to solve technical problem for customers. • Customer complaints are received, shared to stakeholders and recorded by customer service team to resolve and find solutions.

Investors	
Engagement Channels	<ul style="list-style-type: none"> • Conferences and Organising online opportunity days • One-on-one and group meetings with EXCO members • Dissemination of information and disclosure of materials on our website at www.maybank-ke.co.th • Annual General Meetings (AGMs) and Extraordinary General Meetings (EGMs) • Annual integrated and sustainability reports
Objectives for Stakeholders	<ul style="list-style-type: none"> • Ensure sustainable earnings and stable dividend stream through revenue growth and strategic long-term investments, capital optimization, sweating of assets, diligent management of asset quality and liquidity and prudent risk management. • Proactively manage risks as a result of macroeconomic volatility. • Embed sustainability considerations into investment practices. • Prudent and effective technology investments and partnerships, to remain ahead of emerging competition
Metrics and Data We Track	<ul style="list-style-type: none"> • Key annual financial guidance. • Long-term sustainability commitments under M25+. • Long-term financial outcomes under M25+
Our Response	<ul style="list-style-type: none"> • 2023 financial performance shall be disclosed via Electronic Listed Companies Information Disclosure (ELCID) within the specified period.

Regulators	
Engagement Channels	<ul style="list-style-type: none"> • Point of contact, annual reporting, meetings, roundtable discussions and periodic updates • Active participation and contribution to industry and regulatory consultation papers, forums and working groups
Objectives for Stakeholders	<ul style="list-style-type: none"> • Adhere to relevant laws and regulations, manage cyber risks, ensure monetary and financial stability, professional business conduct and fair market conduct practices to customers • Embedded Compliance and ethical risk-awareness culture that comply with regulations. • Lead the industry and corporates in promoting and integrating emerging trends (e.g. fintech and sustainability).

Metrics and Data We Track	<ul style="list-style-type: none"> • Conformance and compliance with regulatory expectations
Our Response	<ul style="list-style-type: none"> • Compliance Monitoring and testing conduct based on significant activities and align with regulatory requirements • Establishment of customer on boarding process on the Know Your Customers: KYC and Customer Due Diligence: CDD Policy related to AML/CFT, risk management and mitigation plan, suspicious transaction reporting, record keeping. • Provide awareness training on cyber security for employees to raise awareness on IT emerging risk • Second renewal for joining Member of the Thai Private Sector Collective Action Against Corruption (CAC) certification program on Anti-Corruption • Conduct training/e-learning to staff on Anti-Bribery and Corruption Policy and Procedure during November - December 2023 for 760 staff • Conduct training to staff on Anti-Money Laundering and Counter Terrorism and Proliferation of Weapon of Mass Destruction Financing (AML/CTPF) training during November - December 2023 for 820 staff

Communities	
Engagement Channels	<ul style="list-style-type: none"> • Capacity-building and economic empowerment initiatives • Strategic partnerships, outreach and educational programmes • Websites, social media channels and virtual communication platforms • Community engagement surveys
Objectives for Stakeholders	<ul style="list-style-type: none"> • Maximise the positive impact of our community initiatives towards a sustainable future for all. • Support initiatives that address unemployment, low financial literacy and empower disadvantaged communities. • Promote the availability, innovation and development of personalised financial solutions for the unbanked and underbanked.
Metrics and Data We Track	<ul style="list-style-type: none"> • Number of individuals impacted by our community initiatives and flagship programmes • Financial and non-financial benefit to individuals or communities impacted by our community programmes and initiatives

Our Response

- There are 5 projects that impact sustainable future for our community;
 1. Support initiatives that educate the public, entrepreneurs, and the next generation on a regular basis, like the Investor Mindset project at the King Mongkut's Institute of Technology Ladkrabang Faculty of Business Administration. Over four hundred kids and staff members took part in the exercise. Additionally, employees of the company were urged to share their expertise at the Stock Exchange of Thailand in order to collaboratively improve the Thai market and investors in a way that is viable.
 2. Sustainability Meets Simplicity Project - Corporate gifts are produced using high-quality, long-lasting items that promote sustainability. Additionally, it generates employment for the competent villagers in Buriram Province's Lam Plai Mat District.
 3. CSR initiatives that support the wise use of resources and give those in need opportunity. Like the Handmade Book from one-side used A4 paper, which is composed of reusable paper and gives to children don't have access to who have limited access to educational resources. This is a component of the Maybank Group's Global CR Day events, for which over 200 employees nationwide contributed support throughout the project. By reusing 9,540 single-sided used paper sheets, this project can cut carbon emissions by 70 kgCO₂e. In addition, the initiative to donate discarded desk calendars so that Braille instructional materials for the blind can be made. A group of coworkers collected 386 outdated desk calendars, totaling almost 90 kg.
 4. Segregate waste into the recycling process regularly. Throughout 2023, the company participated in bringing 643.75 kilograms of materials back into the recycling process, equivalent to reducing greenhouse gas emissions by 3,483 kgCO₂e.
 5. Prudent resource management by swapping out the equipment utilized in head office and nationwide branches. In 2023, 1,700 LED lightbulbs were replace fluorescent lightbulbs at branches across the nation, and inverter systems were replace air conditioners at some branches. This allows the company to save 7.79% on electricity consumption in 2023 over the prior year.

Employees

Engagement Channels

- Dialogue sessions with EXCO and other engagement initiatives (e.g. town halls, roadshows, coffee talk sessions)
- Regular electronic communication (e.g. emails, newsletters and portals), as well as virtual and social media channels
- Feedback platforms

Objectives for Stakeholders	<ul style="list-style-type: none"> • Ensure a safe, caring and engaging work environment to enable work-life integration and successful navigation through the pandemic and beyond. • Enable greater flexibility in performing daily functions via access to tools and arrangements that allow employees to work remotely with minimal interruption. • Advocate diversity, equity and inclusion (DEI). • Power a bionic workforce equipped with the right skills, capabilities, competencies and mindset to remain relevant. • Build next-gen capabilities.
Metrics and Data We Track	<ul style="list-style-type: none"> • Employee training and development, including number of training hours logged • Workforce diversity, equity and inclusion metrics
Our Response	<ul style="list-style-type: none"> • In 2023, 905 employees attended training and development programs including technical skills and soft skills. Tot • The workforce diversity number of employees in 2023 is comprised of 43% Male and 57% Female. Thai nationality makes up the most of workforce whereby the company has the executives diversity including of various nationalities i.e. Malaysia (5 employees)

3.3 Managing Sustainable Environment

3.3.1 Policy and Guideline for Sustainable Environment

Nowadays, environmental problems are a big concern that needs to be resolved quickly. Especially the problem of climate change, PM 2.5 pollution, which has intensified and has a wider impact and can cause effects on the economy and ecosystems. If we want the next generation to live in a pleasant environment, we all need to help each other. Even just helping each other a little can produce excellent results in the future. The company has initiated the 3 R (Reduce, Reuse & Recycle) project, which is a continuous project for 5 years to instill awareness among employees to reduce and use resources efficiently. We continue to reduce the use of paper and stop using plastic bottles. There is also a waste separation project where we provide waste sorting bins for service at the head office and branches as well.

Furthermore, the company consistently carries out prudent resource management by swapping out the equipment utilised in head office and nationwide branches. In 2023, 1,700 LED lightbulbs replaced fluorescent lightbulbs at branches across the nation, and inverter systems were replaced for air conditioners at some branches. This allowed the company to save 7.79% on electricity consumption in 2023 over the prior year.

3.3.2 Activities for Sustainable Environment

Segregate waste into the recycling process regularly.

The company collaborates with Recycle Day to reduce residual waste and help to reduce the carbon footprint by properly recycling paper, plastic, and aluminum that are no longer in use. The unused material will be processed into new products, thereby creating a circular economy and generating income for the community and society. "Reduce, Reuse, and Recycle" is easy and simple to implement by utilizing resources efficiently for maximum benefit.

Throughout 2023, the company participated in bringing 643.75 kilograms of materials back into the recycling process, equivalent to reducing greenhouse gas emissions by 3,483 kgCO₂e.



Handmade Notebook from Reused Paper

As a component of the Maybank Group's Global CR Day, the company initiated Handmade Notebook from one-side used A4 paper, and give those handmade notebooks to children don't have access to who have limited access to educational resources. There were over 200 employees nationwide contributed support throughout the project by reusing 9,540 single-sided used paper sheets, this project can reduce carbon emissions by 70 kgCO₂e.



Donation of discarded desk calendars for the blind.

The company has collected old desk calendars from nationwide employees to deliver to the Center for Educational Technology for the Blind, a total of 386 books, weighing nearly 90 kilograms, to be used to produce Braille media for the visually impaired. It is a wise use of resources and is one of the company's policies for environmental sustainability.



Sustainability Meets Simplicity Project
 Corporate gifts are produced using high-quality, long-lasting items that promote sustainability. The collection comprises of a water tumbler manufactured from recycled stainless steel with a carbon offset of up to 0.250 KgCO₂e per piece, an umbrella that changes color made from RPET plastic (recycled from 20 plastic bottles), and a bag made from PP plastic that has been upcycled and is surplus in the industry are some examples of items. In order to provide benefits, 250 kg of PP plastic



Maybank Securities Sustainability Meets Simplicity Project

ใบนี้ 2024 โครงการของเรา มีส่วนร่วมในการลดการปล่อยคาร์บอนที่เทียบเท่ากับการปลูกต้นไม้ได้อย่างน้อย 2,300 ต้น

CERTIFICATE
 Issued for:
MAYBANK SECURITIES (THAILAND) PUBLIC COMPANY LIMITED.

Commemorated project: **SO/091470 - INDDAM MASTER**
 Emission quantity: **295 kg CO₂e**
 Climate protection project: **Kombiprojekt: PROJECT TOGO plus Recycling +**
 Wasserkraft Indien

Project type: **CDM**
 ID-Number: **335-0746-793**
 Entry date: **January 16, 2024**

All CO₂e emissions generated during the implementation of the abated/avoided project were recorded and offset by a certified climate protection project.
 For further information, please visit www.natureoffice.com

เราสนับสนุนโครงการ Kombiprojekt: PROJECT TOGO plus Recycling + Wasserkraft Indien เพื่อช่วยเหลือนักศึกษา ผ่านอดีตในพื้นที่ของโครงการศึกษา สาธารณสุข
 ดูรายละเอียดที่ <https://www.natureoffice.com/en/carbon-offset-projects/project-togo>

Humanising
 WEATHER SOLUTIONS

extra sack cloth was brought back for use in sack production which is equal to 500 KgCO₂e carbon emission. Additionally, it generates employment for the competent villagers in Buriram Province's Lam Plai Mat District. Over 971.5 KgCO₂e of carbon emissions have been reduced due to the Sustainability Meets Simplicity Corporate Gift Project.

3.4 Managing Sustainable Society

3.4.1 Policy and Guideline for Sustainable Society

The company promotes good culture for employees and customers by ensuring that we take care of society, community and environment and respect human rights and equality. This is in compliance with applicable laws, best practices and Maybank Group’s policies.

3.4.2 Activities for Sustainable Society

In 2023, the company conducted several activities in support of a sustainable society, covering the following aspects:

A. Leverage internal communications to enhance employee’s understanding on ESG.

Employees are constantly informed about ESG by the company through a weekly e-newsletter called Catch Up, ensuring clear, simple, and visually appealing information that it is enjoyable to read. Information about personal income tax planning, information security via screen locks, and advice on switching from fluorescent to LED light bulbs are a few examples of the content included in the ESG Tips section. Following a survey that was conducted, employees who have caught up on Catch Up have a better understanding of ESG.



B. Educating Clients, Investors, youth and public

- **Regular investment education activities for clients and investors**

The company prioritises financial literacy, as well as enhancing our customers' and investors' knowledge of financial products and services because we believe that if the audience receive correct knowledge and understanding, it can be applied and used effectively in investments. In 2023, the company altered the content of its programs on Facebook and YouTube. The "Tiger Talk Program" is a live show that airs Monday through Friday from 8:30 to 9:00 a.m., with the goal of educating the public and investors equally. Anyone interested can watch for free. The program's content is geared on helping viewers create investment plans, recognise risks, and set financial goals. It also covers the duration of the investment. In order to make an investment in accordance with the specified goals, an investor can also choose from a variety of currently offered investment products (Multi Asset), including Thai equities, Mutual Funds, Offshore equities, Derivative Products, etc, seen as effective and sustainable investments.

In addition to stock market knowledge, the company focuses on educating professional investors by providing technical knowledge on financial products such as Single Stock Futures, Block Trade, Derivatives Warrants, and Structured Notes, which are appropriate for investors seeking higher returns that are associated with higher risks.

TIGER TALK
พบกับนักวิเคราะห์เมย์แบงก์
รู้ลึก รู้จริง โฟกัสเชิงกราฟ

6 Dec 2023 : หุ้นรัฐฯทรงตัวก่อนตัวเลขภาคแรงงาน // คสม.อนุมัติ Easy e-Receipt // Moody's ปรับลด outlook จีน

Maybank Securities

TFEX Futures Day 2023
Let's Start
ปีใหม่เทรด **TFEX**

Exclusive Showcase
ถอดวิธีคิด เพิ่มโอกาสรอดชีวิต ใน **TFEX**

📅 วันอาทิตย์ที่ 29 ตุลาคม 2566
🕒 10.30-10.45 น.
📍 ห้อง 601 ชั้น 6 อาคารตลาดหลักทรัพย์แห่งประเทศไทย

โดย คุณณภัทร ภัทรานิติรัฐ
ผู้อำนวยการอาวุโส ฝ่ายธุรกิจอนุพันธ์

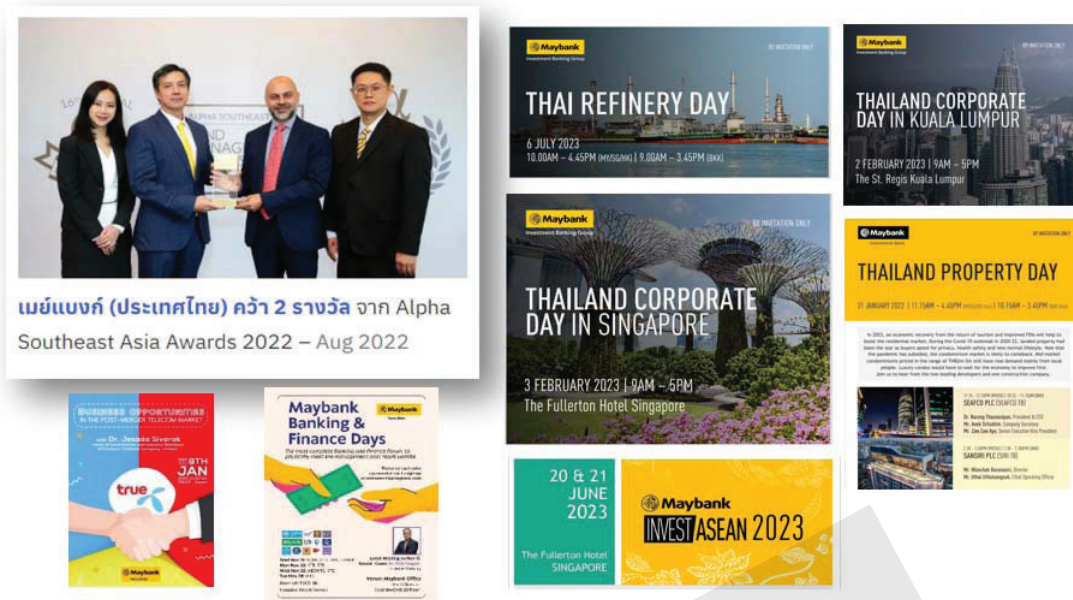
TFEX

The company also connects with students and younger generations to raise awareness of the importance of financial planning and preparing to invest for a secure future, as well as to provide investment techniques. In 2023, we collaborated with the Business School of King Mongkut's Institute of Technology Ladkrabang, to share on the topic of 'Investor Mindset', with more than 400 university students and personnel.



- **Organising seminars to educate institutional clients in Thailand**

In 2023, the Institutional Securities Department and the Institutional Investment Research Department organised on-going activities to educate local institutional clients through online seminars and on-site access. This year, 85 meetings were organised. The goal is to educate institutional clients on new technologies and innovations through events such as Invest ASEAN ESG Conversation, Thai Refinery Day Day, Thailand Property Day and others.



C. Fair Employment Practice

The company has its fair employment practices that are in line with all relevant policies and guidelines according to the human resource policy. It encourages employees to be good, honest, considerate, trustworthy and respectful to all stakeholders. They must focus on working righteously, being transparent and taking into account the environment and benefits for all. The company is focusing on encouraging employees to strive to achieve at work, binding on the success of the organisation and unity at work. It continues to promote and develop employees to be experts and specialise in their tasks. The company provides fair and appropriate compensation and welfare for the employees so that they have a good quality of life, stable and safe, with career opportunity and progress in working according to their ability. Details of these practices are mentioned below:

Remuneration

In line with Maybank Group, Maybank Securities (Thailand) or MST's remuneration and rewards philosophy is aligned with our business strategies and values, and serves to foster a performance-oriented culture that delivers long-term sustainable returns for our stakeholders. We have in place a comprehensive Total Rewards System which forms a holistic and strategic component of our integrated Talent Management Framework, guiding us to effect "Reward Right" principles to drive positive outcomes and deliver exponential business results responsibly. The system not only supports MST's strategy and business plan, it is also critical to improving employee productivity and engagement. By focusing on the right compensation, benefits and development support, it inspires our employees to achieve their personal and professional aspirations.

MST's remuneration policies and practices are governed by sound principles, our remuneration policies and practices are reviewed periodically to ensure alignment with regulatory requirements and to reinforce a high-performance culture. The aim is to attract, motivate and retain talents through market competitiveness and responsible values.

Benefits & Well-being

The company believes in promoting employees well-being through the provision of financial protection, health care benefits to employee and spouse & children, paid time-off, staff loans at preferential rates and programmes that support work-life integration. The benefits, which blend all elements including cost optimisation and employee/job needs, are reviewed regularly in order to remain competitive in an increasingly dynamic business landscape. In light of the COVID-19 pandemic, working remotely has become a new normal. This is supported by a strong infrastructure built on innovative platforms, together with the right policies and system to enable employees to perform their best.

Providing Appropriate Welfare for Employees

All employees receive other benefits aiming to reduce the burden of expenses, including promoting good health and well-being of employees and their family members which benefits both the employee and the business. The company has released these benefits to all employees to acknowledge their rights via employee handbook and the company's intranet system. This includes:

- Subvention, such as subvention for funeral of employee's spouse or parents and other allowances.
- Loans, such as housing loans, auto loans and etc.
- Funds, such as provident funds, workmen's compensation fund and social security fund.
- Health and life insurance. The Company has provided life and health insurance for all employees. It has also provided health insurance for staff's spouse and children as well.

Development and Career Opportunities

Continue to invest in the current skills and capabilities necessary as well as the personal and professional growth of MST's employees. Opportunities are provided to employees to chart their careers across different businesses and geographies. Our strong learning culture is grounded in a multitude of flexible and customisable learning and development programmes for employees' long-term relevance, competitive advantage and growth. Employees are also encouraged to assume personal ownership of their development by upgrading their skills and taking on stretch assignments as well as expanded responsibilities.

For the year 2023, the company has organised the following important activities to build good employment relations and training for business operational enhancement:

1	Certifies Financial Planner (CFP) training, from February to October 2023
2	Upskill Investment licenses training, from February to October 2023
3	Credit Risk Policy and Procedure, June 2023
4	Risk Management Policy and Business conduct for IC, July 2023
5	Retail Town Hall, September and November 2023
6	Strategy Alignment Workshop, November 2023
7	IT Town Hall, December 2023

Respect for human rights

The company realises and pays attention to the principles and fundamentals of human rights. The principles of human rights are the cornerstone of peaceful coexistence which is an important part of adding value to human resources and an important factor for businesses. It enhances value and increase efficiency of employees without discriminating while promoting equality within the organisation. It gives importance to the rights of personal information, freedom of expression and non-discrimination of gender and status. Our guidelines are as follows:

- Support and respect human rights by not condoning to human rights violations, such as child labour and illegal labour as well as all forms of sexual harassment.
- Providing the highest standards and equal service to people of all genders, ages, statuses, nationalities and religions.
- Providing equal employment opportunities for employees, including the employment of people with disabilities.
- Implementing policies and measures regarding the security of personal information of customers, including the internal control system
- Give employees the opportunity to make a complaint regarding human rights violations.

Since 2015, the company has collaborated with Social Innovation Foundation for the Empowerment of Persons With Disabilities Act, B.E. 2550 (2007) to provide funds for people with disabilities with an aim to (1) develop the quality of life of people with disabilities (2) provide budget for them to make a living, earn income and be independent.

The company also has a concrete policy to prevent sexual harassment within the organisation. Sexual harassment is considered a serious crime. The Company has demonstrated in all forms intolerance of sexual harassment and defining acts that are considered sexual harassment, such as unwanted verbal expressions about sex, sexual intimidation, publication of pornographic content or images or depictions of sexual harassment.

In this regard, the company has stipulated penalties for offenders in such matters and provides a channel for whistleblowing. The complaints will be kept confidentially.

Occupational safety and health and working environment

The company has put the importance of security as well as occupational health and safety in the working environment in the same level as other business objectives. Therefore, the Company has set up the Ergonomics Committee in which the roles and responsibilities are in compliance with Labour Protection Act.

The company announced the policy on occupational safety and health and working environment as follows:

- Safety, occupational health and working environment is considered to be the duty of every employee to perform.
- The Company supports regulations, rules and guidelines regarding safety, occupational health and working environment that are appropriate in accordance with relevant standards and laws.
- The Company follows up, monitors, assesses, controls hazards and provides improvements in the work environment, including in the workplace.
- The Company disseminates knowledge and continuously raises awareness on safety, occupational health and working environment for executives and employees.
- All employees must strictly comply with regulations regarding safety standards, occupational health and working environment and various related requirements.
- The Company continues to follow up, evaluate performance and develop safety, occupational health and working environment systematically and continuously.