



**Achieving Sustainable
Growth Together**
"Value-Creation Business,
Towards Social Development"

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Message from CEO

In 2022, TISCO integrated the principle of **"Value-Creation Business, Towards Social Development"**

Sakchai Peechapat
Group Chief Executive



As a financial institution that has long grown along with the economic development of Thai society, TISCO is committed to sustainable growth in every business we specialize in, in line with the economic recovery by adhering to the principle of responsible business conduct with prudent risk management. We also drive "innovation" to enhance our capabilities and services to serve the needs of modern life by collaborating with business partners and enhancing employee potential by cultivating a culture of innovation that integrates the management of people, processes, technology, and information. These aim to prepare for economic, social, and environmental changes that may occur and make TISCO continue to be a long-term trustworthy financial institution.

In 2022, TISCO integrated the principle of "Value-Creation Business, Towards Social Development" incorporating sustainability into our business operations with three principles: doing what we specialize in, fulfilling social needs and working with passion. TISCO people strongly believe that we can be a truly sustainable organization if we dedicate our expertise to what we are fascinated by and respond to social needs.

TISCO adheres to the principles of good corporate governance in accordance with the Sustainable Banking

guidelines that prudently manage risks to ensure business continuity for sustainable value to stakeholders. We conduct business with ethics and fair treatment to customers and participate in business networking to create a transparent, ecosystem by declaring our intention as members of the Thai Private Sector Collective Action Against Corruption (CAC) since 2010. In 2022 TISCO Financial Group and its subsidiaries including TISCO Bank, TISCO Securities, and TISCO Asset Management passed the recertification of membership of the CAC.

On the social aspect, TISCO focuses on the economic foundation. During the COVID-19 crisis, we supported affected customers through sustainable debt restructuring, such as return the car, end the debt which helped more than 8,600 customers completely solve their debt without impact to their financial records. We also expanded opportunities to access financial services in remote areas by increasing "Somwang Ngern Sang Dai" branches, focusing on responsible lending with consideration of customer capabilities and providing customer assistance in the

right way. In addition, we successfully initiated "Somwang Camp, Creating Opportunities" to train financial knowledge for career starters of the new generation from all regions to apply to themselves, their families and intimate. The participants also got the opportunity to work with Somwang at their nearby branch.

TISCO aims to create a business ecosystem that provides complete customer service from upstream to downstream through digital channels. Our concept of "Open Architecture, Holistic Advisory", which uses our mastery to select and develop financial products and advise customers for their best interest, was enhanced into LINE Official Account initially under "Freedom by TISCO PVD" to facilitate almost 700,000 provident fund members. This allows users to check their provident fund information and get special privileges as well as useful services and knowledge from anywhere at any time with an aim to create financial freedom "Happy Retirement" sustainably supporting the aging society. The enhancement shall be expanded to other segments afterwards.

On the people aspect, TISCO sets the policy of "Organization of Happiness" with agility and employee engagement to grow together with us. Emphasis is placed on supervising and enhancing employees' potential to be ready for new challenges. This includes skill development for new tools and technology to increase the quality of work. Last year, we could develop 202 super users from 57 departments with up-skill and knowledge of power tools to improve their work and mentor colleagues, resulting in 769 work processes improved and 62,247 hours saved.

This year marked the first time that TISCO initiated the motorcycle accident issue to enhance personnel development since Thailand's road accident death statistics are the highest in the region and 80% are caused by motorcycles. TISCO cooperates with Thai Honda to provide safe-driving training for our employees and messengers, with plans to expand to customers and the public under the project "Honda Safe drive with Somwang Protection" as part of social improvement and road accident reduction.

On the environmental aspect, TISCO provides financing and advisory services to businesses and projects that are beneficial to the environment and society. We supported electric vehicle financing through prominent and market-pioneer partners in Thailand, with the financing amount as high as 25% of the sales of popular electric vehicle models. TISCO also supports large business loans for environmentally-friendly projects, reaching 20.99% of total corporate loans. In addition, we have integrated environmental impact management into our operations by raising awareness among employees to use resources efficiently and disseminating environmental conservation knowledge to the communities our the operating areas to promote joint environmental management and continually support environmental conservation activities with external agencies, such as "Care the Whale" (invisible garbage), "Care the Bear" (eco event) and "Won Project" (send plastic home).

Entering the economic recovery in 2023, TISCO has shifted our business strategy into "growth mode", utilizing expertise in all areas to create the best customer experience while conducting business cautiously to deliver value to stakeholders and create sustainability for environmental and social organizations. We appreciate the award of Sustainability Excellence in the category of Rising Star from the Stock Exchange of Thailand, Thailand's Top Corporate Brands 2022 from the Faculty of Commerce and Accountancy, Chulalongkorn University, and a special honorary award, Thailand Best Employers Hall of Fame, given to Hi-Way Company Limited in TISCO Group on the occasion of the 20th anniversary of the Best Employers award by Kincentric. All of these are proofs of TISCO's success in terms of potential and quality of business operations under good corporate governance with a vision and approach towards sustainability, taking into account the balance of social and environmental development.

On behalf of all executives and employees, I wish you great health and well-being. Thank you for always trusting and supporting TISCO Group's business operations and activities.



Our Success Awards and Recognitions

As a result of our commitment in financial service and product development in which the interests of all stakeholders are taken into account as well as the principle of corporate governance and social and environmental responsibility. In 2022, TISCO was again lauded by local and international institutes. The details are given below.

Operating Results

1 ASEAN Corporate Governance Scorecard 2021

TISCO Financial Group Public Company Limited has been announced as one of 76 listed companies in Thailand that received the **ASEAN Corporate Governance Scorecard** for the year 2021. For this year's award ceremony, TISCO Financial Group Public Company Limited received a score of more than 97.50 points out of a possible 130 points for its evaluation of corporate governance at the ASEAN Asset Class level, held on December 1, 2022 via Zoom from Manila, Philippines.

2 Outstanding Company Performance Award

TISCO Group is granted the **Outstanding Company Performance Award** for a listed company in the Stock Exchange of Thailand with a market capitalization between 30,000-100,000 million baht in the SET Awards 2022, from the Stock Exchange of Thailand with the Money & Banking Magazine for 5 Consecutive years.

3 Best Public Company-Financials Industry

TISCO Financial Group Public Company Limited received the **Best Company of the Year 2022 award** in the category of financial business group. It was ranked from 300 companies listed on the Stock Exchange of Thailand with excellent performance (Best Public Companies of the Year 2022) which were considered from four business fundamentals: size of the company, profitability, return on investment and liquidity in investing in corporate governance at Money & Banking Awards 2022 organized by Money & Banking Magazine.

4 Rising Star Sustainability Awards

Sustainability Excellence Award in the category of **Rising Star Sustainability Awards 2022** from the Stock Exchange of Thailand (SET). This awards were recognized to companies that are outstanding in both potential and quality of business operation with vision and sustainability direction, taking into account the balance of social and environmental development under good corporate governance to drive business towards sustainability effectively and being a role model to other listed companies.

5 Excellent CG Scoring for 16 Consecutive years

TISCO Group has been assessed in good corporate governance at the **5-star rating "Excellent"** from the Corporate Governance Report of Thai Listed Companies (CGR) project of the Thai Institute of Directors (IOD) with the support of the Stock Exchange of Thailand, out of 750 listed companies assessed for corporate governance, this is the 16th consecutive year since 2007 up to now.

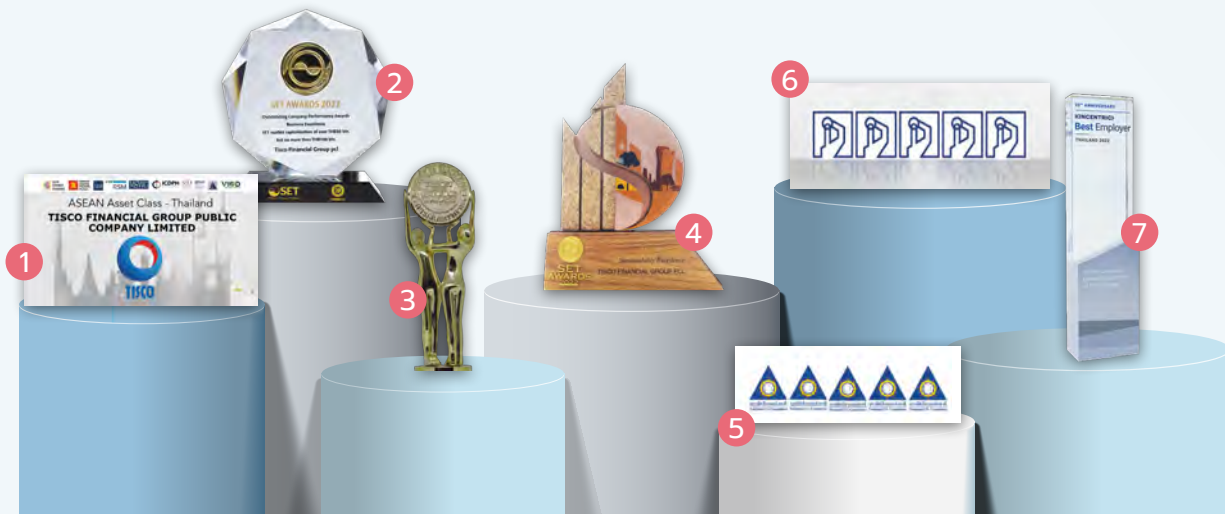
6 AGM Checklist Full Score for 2022

TISCO Group is granted a quality assessment of the 2022 Annual General Meeting of Shareholders with a full score of 100 for the 8th consecutive year from the Thai Investors Association in collaboration with the Securities and Exchange Commission, and Thai Listed Companies Association. Total number of listed companies participating in the assessment project was 751 companies.

Human Resource Management

7 Best Employer Hall of Fame

Hi-Way Co., Ltd., a subsidiary of the TISCO Group, has been announced the **Best Employer Hall of Fame silver plaque** from Kincentric to recognize organizations that focus not only on business growth, but also on designing operations that promote a high quality of life, creating opportunities for advancement and pursuit for new generation employees to support the acceleration of branch expansion nationwide.





About TISCO Sustainability Report

Published annually, the Sustainability Report of TISCO Financial Group Public Company Limited serves to update stakeholders on TISCO's economic, social, environment and governance sustainability performance. This report has been prepared in accordance with Global Reporting Initiatives (GRI) Standard. Contents presented herewith encompass organizational information and management guidelines on sustainability and key indicators during 2022. Also reported are links between TISCO's operations and the United Nations' Sustainable Development Goals (SDG2030), in accordance with the scope specified below.



- **Disclosure Level**

'In accordance' - Core

- **Reporting Period**

1 January-31 December 2022

- **Reporting Cycle**

Annually

- **Report Quality Assurance**

Financial data used in this report have been audited by certified public accountants and were derived from the same accounting system used for data in the financial statements and 2022 annual report of TISCO and its subsidiaries. Content other than financial data shown in the report has not yet been given assurance by a third party.

- **Company and its Subsidiaries**

TISCO Financial Group Public Company Limited

- TISCO Bank Public Company Limited
- TISCO Securities Company Limited
- TISCO Asset Management Company Limited
- Hi-Way Company Limited
- TISCO Insurance Solution Company Limited
- TISCO Information Technology Company Limited
- TISCO Learning Center Company Limited
- All-Ways Company Limited
- TISCO Tokyo Leasing Company Limited (*)
- HTC Leasing Company Limited (*)

Note: () Not included in the consolidated statements in accordance with Thai Accounting Standards*

- **Most Recent Report**

Sustainability Report 2021
TISCO Financial Group Public Company Limited



For further information or inquiries please contact

Sustainable Development Unit
TISCO Financial Group Public Company Limited
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Silom, Bang Rak, Bangkok 10500
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Fax: 0 2633 6855



TISCO Group operates business in accordance with Sustainable Banking guidelines under good corporate governance. Proper risk management and cost management It covers the work process by taking into account all groups of stakeholders in every dimension. TISCO Group has built a strong corporate culture by bringing the English alphabet to be strung together to make the word "MIRACLE" to make it easier to remember. Collaboration together to create opportunities and fulfil dreams for everyone in accordance with the meaning of the word MIRACLE

Vision

"Wealth of Possibilities"

Mission

"TISCO generates quality growth through prioritization of customer relationships and delivery of financial services with expertise and professionalism. Our mission is to address customer's needs across all geographies with innovative financial solutions and provide guidance on financial opportunities suited to the various life stages of our customers. Continuous development of human capital and investment in leading-edge technology are keys to our efficiency and reliability of service. TISCO adheres to a culture of integrity, fairness, and transparency in order to create sustainable value for our customers, shareholders, staff and society."

Values

1. Mastery

Our staff is obligated to continually learn and develop themselves, striving for outstanding capability and skill to maximize customer satisfaction.

3. Reliability

The organization creates added value in our financial services through the professional skills and reliable performance of our team.

5. Creativity

Our expertise is not only dependent on knowledge and experience, but is also founded on our creativity. We provide advice that is not only accurate, but also creative - to help them see all financial possibilities they have.

7. Empathy

Empathy is the important key of services of TISCO that could present the appropriate concept and method for efficient and sustainable response to the precise need of stakeholders.



2. Integrity

All of our employees conduct themselves with honesty and follow a code of ethics of the highest standards.

4. Advice

Because our staff members have a wide range of financial expertise, we provide our customers with the best financial advisory in a friendly and open-minded way, understanding what exactly they need so we can help them achieve their goals.

6. Learning

TISCO's employee must be enthusiastic to always learn new things, in order to enhance Future Skills to handle and adjust themselves for catching up the global change. As well as being able to apply for creation of new standard of services that exceeds customers' anticipation.

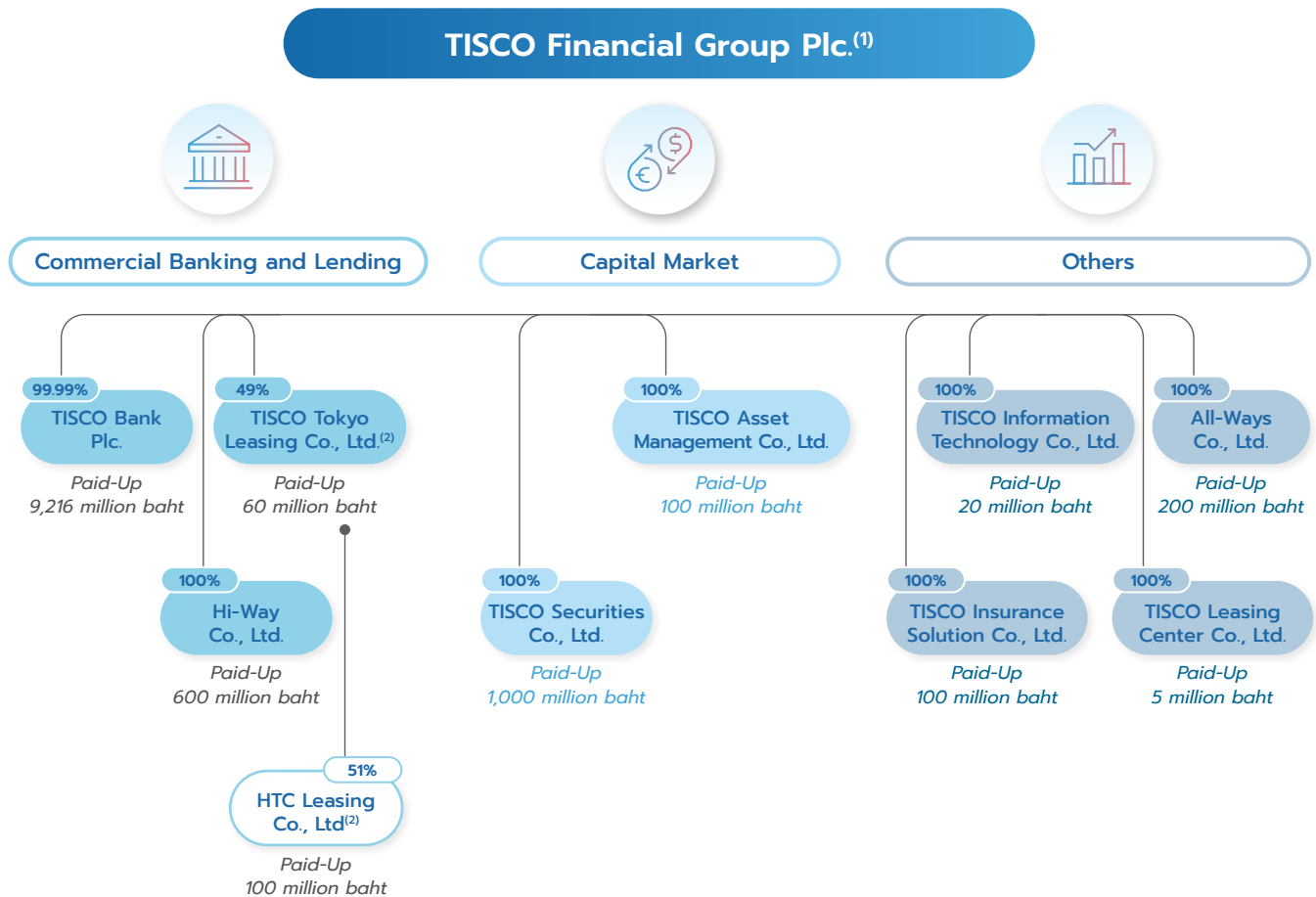


About TISCO

Established in 1969, TISCO has the distinction of being Thailand's first finance company, providing financial and investment services which include investment banking, provident fund management, hire purchase loans, and securities. TISCO is also one of the founders of the Stock Exchange of Thailand and itself became a listed company in 1983. In 2005, TISCO was upgraded to commercial bank as TISCO Bank Public Company Limited. Following a shareholding restructuring, TISCO Financial Group Public Company Limited (TISCO) was established in 2009 as

parent company of the group and was listed on the Stock Exchange in substitution of TISCO Bank. As the parent of all subsidiaries under TISCO Group, the company formulates centralized policy for enterprise-wide adoption and oversees the operations of the Group's bank and subsidiaries. By this shareholding structure, TISCO has increased the efficiency of the Group's risk management, reduced operational redundancy, supported business expansion, increased competitiveness, and promoted value creation to stakeholders in a more sustainable manner.

Group Structure



Notes: ⁽¹⁾Listed in the Stock Exchange of Thailand
⁽²⁾Not included in the consolidated statements in accordance with Thai Accounting Standards

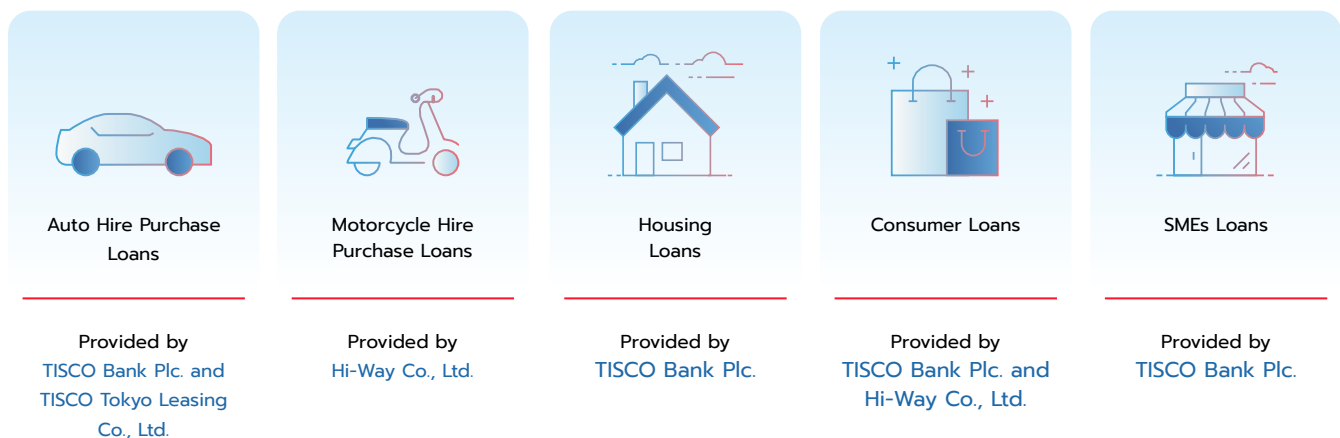
Over the past 50 years, TISCO Group has generated value for all customer groups by developing and offering innovative financial products and services with consideration of impact on economy, society and environment. TISCO Group continuously seeks new business opportunities that suit the lifestyle changes and needs of the various life stages of customers so as to promote long-term relationships with customers. In line with our “Client Centric” practice, TISCO Financial Group Plc. has structured its businesses into three groups, as follows:



Retail Banking

Through our subsidiary companies listed below, TISCO provides retail lending and life and non-life insurance services, consisting mainly of hire purchase loans, housing loans, and consumer loans to retail customers, and loans to SME operators:

Types of loans



In 2022, Hi-Way Co., Ltd., as a provider of consumer lending and bancassurance service, launched a campaign of easy money for the 10th anniversary of “Somwang Ngern Sang Dai”. The objective was to expand into new clients in provincial areas as well as retain the existing clients. TISCO further opened 100 new Somwang branches, in total of 450 branches nationwide, in order to increase clients’ accessibility and convenience. TISCO continued to create new products and services, together with develop service channels that will speed up the services and facilitate the clients with the need for consumer lending or working capital for businesses with an aim to help clients get through the difficulties during COVID-19 and improve the quality of Thai people’s lives in the future. Moreover, there was a new launch of “Ngern Sang Ngai” service that helps facilitate Somwang clients with the fast withdrawal of working capital from Auto Cash credit line without submitting new applications. Clients can apply for this new service everywhere through online and offline channels including Mobile Application “TISCO My Car”, Call Center (serviced by TISCO Bank) and Somwang branches nationwide.

In addition to retail lending, TISCO Bank Plc., TISCO Insurance Solution Co., Ltd. and Hi-Way Co., Ltd. provide life and non-life bancassurance services, covering various types of insurance. TISCO collaborates with a number of insurance companies, all of which have strong market presence, financial stability, and product expertise, utilizing an Open Architecture platform which allows TISCO to select and develop products with the insurance companies. By working directly with the insurance companies, TISCO can provide more suitable and valuable products for customers. Presently, TISCO has various types of insurance products, including endowment insurance, whole life insurance, retirement insurance, unit-linked insurance, and health and critical illness insurance. To increase accessibility for clients, TISCO expanded its bancassurance channel through Hi-Way Co., Ltd, under the “Somwang Kanpai” brand, the brand offers various coverage plans for auto insurance, motorcycle insurance, compulsory motor insurance, Personal Accident Insurance (PA), cancer insurance, and income compensation insurance, boasting the convenience of “Complete coverage of all dangers in one place”.

Corporate Banking

TISCO provides business loans to corporate clients or large business groups for commercial purposes, including related services such as guarantees, AVAL, loan advisory, debt restructuring, and custodian services. The Group also provides extensive financial advice and investment banking to medium to large corporations. These services include acting as financial advisor and underwriter of securities, including but not limited to equity instruments, debt instruments, hybrid instruments, and advising on mergers and acquisitions, state enterprise privatization, loans, and financial restructuring.

In 2022, TISCO strongly expanded corporate lending business with the loan growth of over 10 billion baht or more than 25% growth from the end of 2021. TISCO focused on the lending support to alternative energy power plants and property developers that aimed to expand their investment after the relief of COVID-19 and recovering Thai economy. Moreover, this year, TISCO Securities was a financial advisor and lead underwriter for Asian Alliance International Public Company Limited (“AAI”) for their fundraising and their initial public offering (IPO).

Wealth and Asset Management

TISCO acts as a financial and investment advisor through an authorized marketing representative team, seeking to meet the financial stability and wealth management needs of customers. After being named “Top Advisory House” in wealth management for savings and investment through TISCO Wealth, TISCO aims to take our business to the next level by offering Holistic Financial Advisory to complement our existing investment advisory services, which include investments life insurance and health insurance, and retirement plans.

In 2022, TISCO targeted the expansion into “Mass-Affluent” client group through the investment service, brokerage and investment advisory, on top of private banking, retail deposit, and insurance offering. TISCO provided clients with the accessibility to a variety of quality products of mutual funds and life and health insurances through a ‘one stop’ service. TISCO cooperated with 14 asset

management companies and 10 leading insurance companies under the Open Architecture Service platform, which gives clients the unique service to invest in any desired product through a 'one stop' service. This year, TISCO has launched an online fund trading account opening service through the application "TISCO My Wealth" that facilitated the clients with the choice of various mutual funds from many leading asset management companies. The fund trading can be done at hand without going to bank branches with international security standards. Supported by its financial advisory expertise, TISCO provides analysis and investment strategies to suit the differentiated investment plans of customers. Customer satisfaction is achieved through excellent service quality and competitive long-term investment returns, underpinned by an experienced professional team. The company is fully committed to being a client-centric One Stop Service for Holistic Financial Advisory.

In 2022, TISCO continually provided investment advisory service through financial advice and financial planning for clients during the weak economy. TISCO spots an investment opportunity in the businesses with long-term growth prospect countering the economic slowdown, namely healthcare sector and technology sector, plus the addition of the Rising Star of Asia and Renewable Energy sectors, in order to seek optimal investment returns for

clients. This year, TISCO Bank launched LINE Official Account "@TISCOAdvisory" that will provide information and financial tips from TISCO's experts, covering the topics of investment, risk protection for financial and health aspects before and after retirement. This new service aims to build financial planning for clients, which allows them to pursue their expected lifestyle until the age of 100 under the concept of "Megatrends Retirement Planning". Furthermore, the new offerings include news update, up-to-date megatrend information, recommendations on notable funds from many leading asset management companies that offer more return opportunity, and insurance techniques to select the best insurance coverage from many companies including the comparison analysis.

In addition, under the Health Protection Advisory concept (health insurance consultancy), TISCO focuses on providing comprehensive financial planning with protection advisory, especially health risk, and also continues to focus on retirement financial planning to support the ageing society trend that happens in Thailand, aiming to protect and enhance financial security for customers. TISCO thoroughly studies the health insurance offerings of leading firms to select insurance products for customers. The Company has also jointly developed "Best in Class" products that cater to various customer interests. These include:

Best in Class



My Care Smart a health insurance product that covers medical bills from illness and emergencies with no limit for expense per visit. Customers can choose annual coverage which ranges from 300,000 to 700,000 baht. Those who already have medical coverage from employers can receive up to 50 percent off insurance premiums (if the first part of the liability is chosen). In addition, policies can be renewed until the customer reaches an age of 70 years.



My Care Prestige Health is a life and health coverage plan that provides 10-100 million baht coverage for medical bills, including new treatment approaches. Customers can also choose coverage for specific areas around the world. This plan – targeting customers aged 11 to 80 years - is suitable for those who prefer high coverage limits. The policy can be extended up to the age of 98 years. Existing TISCO customers can enjoy additional benefits, such as receiving 200,000 baht once cancer at any phase is detected.



My Care Easy Health is a worthwhile health insurance with In-Patient department coverage up to 5 million baht per case, unlimited cases per year. This insurance added the premium coverage to 3 critical illness including costs for single room admission in both private and public hospitals. This also includes a lump-sum benefit of 50,000 baht when cancers in all stages are discovered. The policy covers clients ageing from 11-80 years old.



My Wish Retirement is a pension insurance; which customers will receive an annual pension of up to 24% of the sum assured or monthly 2.025% of the sum assured. The insurance also provides life protection for up to 99 years without having to medical profile declaration.



My Wish Pension is a pension insurance; which customers will receive a maximum pension from 20 - 36% of the sum assured along with life protection for up to 99 years of age. Customer can apply from 20 - 59 years of age without medical examination and declaration.



TISCO My Gift Prestige is a heritage insurance that allows clients to pass on the wealthiness to the heirs. This life insurance covers 100% of sum insured. Application is open for the age of 1 month - 75 years old, and coverage up to 99 years old.

“
TISCO Group is focused on the expansion of service channels.

In addition to developing innovative products, TISCO Group focused on the expansion of service channels. In 2022, TISCO Group provided wealth management services through mobile banking application namely TISCO My Wealth, which was continually developed to be more current. Furthermore, TISCO Asset Management Co., Ltd. (TISCO ASSET) continued to improve Line Official “Freedom by TISCO PVD” for provident fund members by updating and adding new features under the theme ‘Easy to Engage’ to facilitate customers on the investment portfolio information, leverage the cross-selling of various TISCO products, as well as receive news updates and investment advice in a timely basis. In 2022, TISCO ASSET was able to expand provident fund members into over 10 billion baht of assets under management. For the insurance business, TISCO Insurance Solution Co., Ltd. provides web application services that allow customers to directly compare products by browsing insurance product details and conditions. The web application also allows customers to buy insurance products, make payments, and electronically receive insurance policies.

In the securities brokerage space, TISCO Securities Company Limited (TISCO SEC) continues to develop its investment services, widening the scope of client investment opportunities. TISCO SEC offers online brokerage account opening services through applications and websites to increase customer convenience. Meanwhile, mutual fund open architecture platform continually serves for customers to provide mutual fund services via the Streaming for Funds application, which customer can buy, sell, and switch mutual funds with TISCO SEC’s asset management partners. Moreover, TISCO SEC has also provided high quality researches and investment strategy advisory for clients.

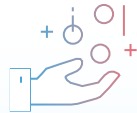
Accounting and Business Summary as of 31 December 2022

Total Assets 265,414 million baht



Total Liabilities

222,624
million baht



Total Shareholders'
Equity

42,791
million baht



Net Income

18,305
million baht

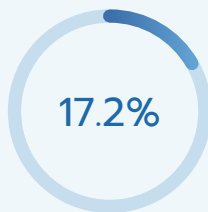


Net Profit

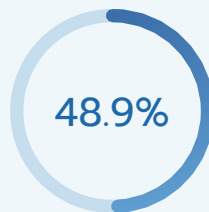
7,224
million baht



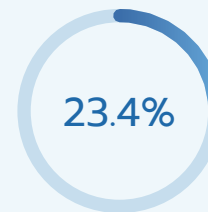
Return on average
shareholders'
equity (ROAE)



Cost-to-income
ratio



Capital adequacy
ratio



Number of
shares
800.7
million shares



Market
Capitalization
79,464
million baht





Number of
employees⁽¹⁾
5,090
people



Number of branches
Bank: 54 branches
Number of branches
Somwang Ngern Sang
Dai: 450 branches



Note: ⁽¹⁾ Not including Directors and temporary employees

Employees categorized by type of employment contract

		Permanent Employee	Contract Employee	Total
	2020	1,605	174	1,779
	2021	1,588	136	1,724
	2022	1,599	158	1,757
	2020	2,943	291	3,234
	2021	2,945	210	3,155
	2022	2,955	378	3,333

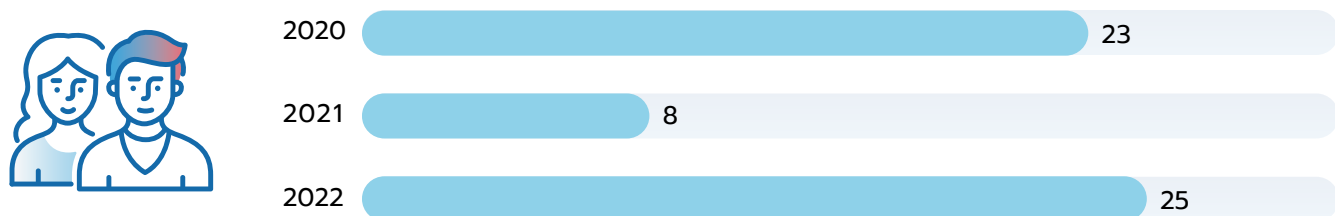
Notes: 1) Permanent employees include employees at all levels, ranging from management level supervisors to operational employees which perform various duties such as chief operating officer, president, managing director, function heads, and other permanent employees.
 2) Contract employees include those hired by TISCO to perform special tasks whose contracts have clear start and end dates or project-based tasks with a clear completion date or goal, or employment under seasonal projects. The tasks must be completed within two years and both employer and employee sign a contract at the start of the employment.

Employees categorized by area

		Headquarters	Bangkok and perimeter areas	Provincial areas
	2020	1,251	117	411
	2021	1,229	111	384
	2022	1,253	121	383
	2020	1,932	427	875
	2021	1,893	400	862
	2022	1,953	390	990

Note: Employees includes permanent and contract, not including Directors and temporary employees.

Number of trainees



Note: Number of trainees for the year does not include temporary employees.

Membership with other associations and networks

TISCO has joined socio-economic network associations and various organizations in order to adopt and improve policies, practices and standards that support the sustainability of TISCO Group business activities.

Organizations, associations, and networks

1. The Thai Bankers' Association
2. CSR Club, Thai Listed Companies Association
3. Compliance Club, The Thai Bankers' Association
4. Bank & Financial Institution Internal Auditors Club
5. Bank IT Club, The Thai Bankers' Association
6. Human Resource Development Club,
The Thai Bankers' Association
7. The Thai Institute of Directors Association
8. The Thai Bond Market Association
9. Association of Thai Securities Companies
10. Investment Banking Club, The Association
of Thai Securities Companies
11. Association of Investment Management Companies
12. Thai Private Sector. Collective Action Against Corruption
13. Partnership Against Corruption for Thailand
14. Thai Listed Companies Association
15. Thai Investor Relations Club, Thai Listed Companies Association
16. Thai Company Secretary Club,
Thai Listed Companies Association
17. Risk and Internal Control Club,
The Association of Thai Securities Companies
18. Human Capital Management Club,
The Association of Thai Securities Companies
19. CSR Club, Thai Listed Companies Association

General Information



Company Name

TISCO Financial Group Public Company Limited



Registration Number

0107551000223



Business Type

Finance and Banking



Telephone

0 2633 6000 or 0 2080 6000



Type of company

Listed company on the Stock Exchange
of Thailand



Facsimile

0 2633 6800



Business area

Thailand



Website

www.tisco.co.th



Head office address

48/49 TISCO Tower, 21st Floor,
North Sathorn Road, Silom, Bang Rak,
Bangkok 10500



Driving Business towards Sustainability



1. Sustainability Policies and Goals

Thailand and the world faced significant challenges in 2022 because of the COVID-19 epidemic situation. Since the current situation shows signs of improvement, with a commitment to conduct business stably and sustainably and contribute to the enhancement of economic, social, and environmental, which assist customers through difficult times, TISCO Group drives and integrates sustainability development into its operations. Environmental, social and governance (ESG) issues are all addressed. TISCO Group has pushed forward and integrated tangible sustainable development into its operations through ESG. Key ESG topics are considered in TISCO Group’s decision-making process and policies are formulated for sustainable development as well as responsible lending. In addition, the Company has drawn up Sustainable Banking strategies for all its subsidiaries to embrace. Details of these strategies are as follows:

Environment (E)

Operate businesses with environmental responsibility through resource optimization, reduction of waste generation from business operations, and support for environmentally friendly businesses



Social (S)

Promote social well-being through financial literacy while creating new opportunities for people to access various innovative financial services at branches and online channels for a better quality of life














Governance (G)

Foster a strong corporate governance and risk management culture by promoting the principles of corporate governance and risk management at all levels, supporting anti-corruption guidelines, preventing TISCO Group from being used for money laundering or terrorism funding, practicing socially/ environmentally responsible lending, conducting fair operations, and reducing household-debt in a way that enables TISCO Group to operate sustainably with satisfactory returns and growth



The sustainability goals and strategies are as follows:

Sustainability Strategy 2023-2025

SD Framework	 Environment	 Social	 Governance
Goal 	Being a responsible corporate citizen to support low carbon economy	Being a responsible corporate citizen to promote social well-being	Being a responsible corporate citizen to create sustainable growth for all
Commitment 	We are committed to reducing GHG emission, waste management and preserve the environment	We are committed to collaboration with employees, business partners and society to increase prosperity	We are committed to strong risk management culture and integrated ESG in business process
SD Policy and Stakeholder Engagement 	<ul style="list-style-type: none"> Managing environmental impacts of our business operation Supporting the environmentally friendly business and Bio-Circular-Green Economy (BCG Model) Integrating climate change considerations into risk management 	<ul style="list-style-type: none"> Ensuring financial products are responsible to ESG in corresponding to every customer's life stage, digital lifestyle and smart retirement Promoting financial inclusion, financial literacy and social well-being Promoting recognition of responsibilities to all stakeholders 	<ul style="list-style-type: none"> Enhancing Risk Management Ensuring Data Governance & Data Protection Promoting good governance and supplier management with responsibility and fairness Disclosing ESG performance in line with international standard
Sustainability Strategic Focus 	Loans Support new and emerging technologies in green transitions (EV & spare part, Hybrid and Clean Energy)	Customer Centricity, Digital Banking, Debt Consolidation, Responsible Lending, Road Safety and protection	Governance, Risk and Control
Sustainability Contribution to the Nation 			

Sustainability Long-Term Target 2023-2025

Pathway to Sustainable Banking "Partner of Choice" for All

Environment 

Business Operation GHG Emissions Reduction Target **20%*** in 2030 pledged to "Net Zero" by 2050

Support the environmentally friendly business and circular economy

100% of Project Finance incorporated with ESG assessment

 10% penetration to EV Sales Volume

 Green Office

Social 

Awarded by external organizations for human resource management nationally or internationally

0 Case of Human Rights Violation

85% Employee Engagement Score

80% Excellent Service Customer Satisfaction

90% Retention Rate

Provide financial literacy to all stakeholders 500,000 persons per year

100% of Retail Loan approved with consideration on household debt

Debt Consolidation and Lower interest financial product for household debt relief 5,000 persons per year

Governance 

 CG Excellence

 THS ESG Excellence

Maintaining Prudent Tier 1 capital ratio to risk-weighted assets in accordance with Basel III and sufficient for business operations

No significant warning issues/ findings on TISCO from regulators

No significant non-compliance issues related to Market Conduct

No significant issues on Data Governance & Data Protection from regulators

100% of Suppliers acknowledge supplier code of conduct with ESG

Note: *Compare with 2017 base year

The Sustainability Framework, which was approved by TISCO Group’s high-level executives, has provided the basis for TISCO Group’s three-year Sustainability Roadmap. Reviewed on a regular basis, the Sustainability Roadmap sets the operational guidelines for all companies under TISCO Group. Both the Sustainability Framework and the Sustainability Roadmap are key to driving TISCO Group towards sustainability in a tangible manner.

To support TISCO’s Sustainable Development, TISCO Group has established a Sustainability Development Working Group with a sustainability operating structure defined as follows:








Sustainability Structure of TISCO Group




The Working Group is responsible for drawing up an implementation framework based on the Sustainable Development Policy and presenting it to management for consideration and approval. The process designed to establish relationships and encourage participation among all stakeholders in order to improve the sustainable operations plan while maintaining good industry practices. The approved framework serves as guidelines for a Sustainable Development Roadmap that fully addresses the detailed activity plans and success indicators. The roadmap aims to monitor performance and gather data for reporting and public-disclosure purposes.

2. Management of Impacts on Stakeholders in TISCO Group's Value Chain




TISCO Group has accorded importance to the disclosure of management and value-creation related to six types of capital, namely financial capital, manufactured capital, intellectual capital, human capital, social and relationship capital, and natural capital in the pursuit of stability and sustainability in the short, medium and long terms. Material topics are addressed through the management of resources and all six types of capital through the Sustainability Framework and the Sustainability Roadmap. TISCO Group has adopted such an approach to ensure work efficiency, the comprehensive creation of value for all stakeholders, and ESG-balanced business operations.

 Input	 Output
<p>Financial Capital</p> <p>Total assets: 265.414 billion baht Total equity: 42.791 billion baht</p> 	<p>TISCO is committed to creating value for all stakeholders by delivering products and services to stakeholders that best address their needs and promote long-term relationships. The Company has developed and offers the following customer-centric products and services:</p> <p>1. Retail Banking</p> <p>Developing products that best address market demand for retail customers and SMEs; opening branch offices and online channels to reach customers in remote areas; educating customers on managing their own money and debts; introducing credit and insurance products in line with customer demand so as to improve quality of life</p> <p>2. Corporate Banking</p> <p>Providing various financial products and services by considering loans and environmental and social impacts; providing financial consultation to corporate customers to enhance their business capabilities</p> <p>3. Wealth & Asset Management</p> <p>Selecting the best products in each investment category for investors and offering high-quality advice from experts; aiming to be a leading investment advisor that is recognized for comprehensive wealth management solutions</p>
<p>Manufactured Capital</p> <p>External resources crucial to business operations Development of products and services that are crucial to encourage growth and business operations</p> 	
<p>Human and Intellectual Capital</p> <p>Employee skills and knowledge, technology and innovations Total employees: 5,090 persons</p> 	
<p>Social and Relationship Capital</p> <p>Engagement and relationships with stakeholders</p> 	
<p>Natural Capital</p> <p>Natural resources used for business activities</p> <ul style="list-style-type: none"> • Power consumption: 5,682,527 Kw/Hour • Water consumption: 30,320 cubic metres • Paper used: 83 tons 	

The aforementioned disclosure of management and value creation is in line with the framework set by the Securities and Exchange Commission and the Stock Exchange of Thailand. This framework encourages listed companies to improve business information disclosure, in line with international practices, by considering ESG. TISCO also believes it is important to cooperate with the overall financial industry in improving business operations under sustainable banking business practices. This is considered crucial to promote the sustainable growth of the organization and at the same time support the BCG economy model.

 Result	 Stakeholders' benefit
<p>Financial Capital</p> <p>Net income: 18,305 billion baht Net profit: 7,224 billion baht Average return on equity: 17.2%</p>	<p>TISCO creates value for investors and employees through dividends and return on investment. The Company drives the grassroots economy and enhances financial health through relevant products and services that cover all areas.</p>
<p>Manufactured Capital</p> <p>TISCO Bank: 54 branches "Somwang Ngern Sang Dai": 450 branches</p>	<p>TISCO has invested in technology and IT infrastructure that can be used as tools to develop products and services. TISCO delivers impressive financial experiences to customers and ensures convenient and speedy access to services.</p>
<p>Human and Intellectual Capital</p> <p>Developing and improving 769 working processes using Power Tools, which cuts 62,247 work hours; Developing 202 super users from 57 units Developing products and services, such as TISCO My Wealth, TISCO My Car Freedom, etc.</p>	<p>TISCO is committed to developing employee capability to support their career development. This brings benefits not only to employees but also to shareholders, investors, and the general public as people are the crucial factor in sustainably driving organizational growth.</p>
<p>Social and Relationship Capital</p> <p>NPS score is 37 Investment in community: 44.9 million baht</p>	<p>TISCO continuously involves shareholders by collecting and using their opinions and comments to improve products and services and by properly responding to their concerns. This allows TISCO to operate our business with responsibility and to deliver products and services that best address the needs of customers and the general public.</p>
<p>Natural Capital</p> <p>Greenhouse gas emissions (Scope 1): 264.912 CO₂ equivalent tons Greenhouse gas emissions (Scope 2): 3,307.799 CO₂ equivalent tons</p>	<p>TISCO makes great efforts to reduce natural resource consumption and the impact of our business operations on the environment. The company fully complies with laws and regulations related to the environment in order to reduce the impact of our operations on climate change.</p>

3. Sustainability management in corporate governance, social and environmental aspects

Sustainability framework	2022 Indicators	2022 Performance	2023-2025 Goals
Corporate governance 	Corporate governance and upholding good and accepted business ethics	Excellent corporate governance assessment of 96 out of 100 points from IOD.	Excellent evaluation scores by external agencies
	Data breach cases with customer impact	0 case	0 case
	Promoting sustainability with partners	Conduct a safety driving training program with partners who provide document delivery services	Conduct a safety driving training program with partners who provide document delivery services.
	Implementation of responsible lending guidelines	All corporate financial loans are assessed for social and environmental impact	100% of corporate financial loans are assessed for social and environmental impacts.
Social 	Customer Satisfaction (Net Promoter Score: NPS)	37%	45%
	Educating interested customers and general public with financial knowledge	526,954 persons	Over 500,000 persons per year
	Building financial skills in younger generations to support growth in the "Somwang Ngern Sang Dai" brand	"Karn Ngern Somwang Camp" Project, with 31 children participating	At least 1 project per year
	Providing education opportunities to children	TISCO Ruam Jai 12 Project saw the construction of a building and canteen for Ban Khlong Sipsam School, Sakaew, with a total value of 9,344,515 baht	At least 1 project per year
	Investment in communities	Total investment of 44.9 million baht	Ongoing projects
	Creating a happy organization	87% employee satisfaction	Over 85% employee satisfaction
		93.4% retention rate	Over 90% retention rate
Zero complaints related to labour issues and human rights		Zero complaints related to labour issues and human rights	
Environment 	Power consumption efficiency	207.48 Kw-Hour per square metre	Under 250 Kw/Hour per square metre and over 3% reduction from 2022
	Water consumption	30,320 cubic metres per year	Under 30,000 cubic metres per year and over 5% reduction from 2022
	Paper consumption	83 tons, a 24.55% reduction from the previous year	Under 100 tons per year and over 3% reduction from 2022
	Greenhouse gas emissions from head office building (Scope 1 & 2)	19.37% reduction in Greenhouse gas emissions from head office building (Scope 1 & 2) from the base year	Over 14% reduction in Greenhouse gas emissions from head office building (Scope 1 & 2) from the base year (2017)
	Lending service for EV	Extending loans for 1,325 EV cars, representing 13.69% of newly registered EVs	Loans for over 10% of newly registered EVs
	Support for large-scale environmentally friendly lending projects	20.99% of large-scale lending projects	Over 20% of large-scale lending projects



Stakeholder Engagement

TISCO emphasizes building strong relationships with stakeholders and aims for sustainable development that benefits business and society. Focus is trained on fair treatment and creation of shared value that is beneficial to all stakeholder groups. In 2022, TISCO Group established work principles for executives and employees that offer guidance on stakeholder engagement. Various recommendations have been received from stakeholders, both inside and outside the organization, regarding the development of quality financial products and services. The approach comprises four important steps: (1) Studying TISCO's business model, strategy and business plan; (2) Identifying key stakeholders both within and outside our organization; (3) Assessing stakeholders' relations and prioritizing material topics; and (4) Identifying units in charge and selecting communication methods, engagement strategies and reporting channels that are suitable for each group of stakeholders.

1

Studying TISCO's business model, strategy and business plan

2

Identifying key stakeholders both within and outside our organization

3


Assessing stakeholders' relations and prioritizing material topics


4


Identifying units in charge, selecting communication methods, engagement strategies and reporting channels





TISCO classifies key stakeholders into 6 groups: shareholders, employees, regulators, business partners and creditors, customers and community and society. The table below shows the communication process, frequency of communication, expectations and implementation with each group of stakeholders.


Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Shareholders</p> <ul style="list-style-type: none"> • Institutional investors • Retail investors 	<p>Channels & Activities</p> <ul style="list-style-type: none"> • Investor roadshows and TISCO meetings with institutional investors and analysts • Tele-Conference with institutional investors and analysts • Information disclosure via SET Portal, print media, and TISCO website • Inquiries handled by the Investor Relations Unit • Online and offline analyst meetings • General and extraordinary shareholders' meeting 	<ul style="list-style-type: none"> Regularly Regularly Regularly Regularly Quarterly Annually 	<ul style="list-style-type: none"> • Strong performance and sustainable growth from TISCO • Reasonable return on equity and dividend policy • Transparent and fair business practices • Efficient risk management • Equitable and timely access to accurate TISCO information and updates 	<ul style="list-style-type: none"> • Business practices that are in accordance with TISCO's corporate governance and risk management policy • Business operations that embrace the risk-adjusted return model to maintain a favourable shareholder return rate • Disclosure of accurate and proper information to shareholders and investors • Invitations to annual general meeting and opportunities to express opinions/make recommendations
	Reports	Frequency		
	<ul style="list-style-type: none"> • News release to SET • Investor newsletter • Management Discussion and Analysis • Annual report • Sustainability report 	<ul style="list-style-type: none"> Regularly Quarterly Quarterly Annually Annually 		


Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Employees</p> <ul style="list-style-type: none"> • Permanent • Contract • Part-time 	<p>Channels & Activities</p> <ul style="list-style-type: none"> • Training for employees at all levels • Staff Newsletters • Organizing activities to support good relations, exchange and share experiences of employees, such as TISCO Space, Yammer and press releases in the organization • TISCO HR Helpline • Communication programs to instill knowledge, values and corporate culture for new employees • Contact channels for personal information, day off, Welfare Including listening to suggestions and share the compliments of employees through HR Chatbot • Mid-level management communication • Monthly online-offline meetings of executives at all levels • Direct communication from Top Management to Mid-level Management • Employee engagement survey 	<p>Regularly</p> <p>Regularly Regularly</p> <p>Regularly Regularly</p> <p>Regularly</p> <p>Weekly</p> <p>Monthly</p> <p>Monthly</p> <p>Annually</p>	<ul style="list-style-type: none"> • Career advancement • Remuneration, welfare and other fringe benefits • Knowledge and expertise development opportunities • Work-life balance • Attention to opinions • Recognition of value • Providing a safe working environment Fair, non-discriminatory and respectful treatment 	<ul style="list-style-type: none"> • Treating employees fairly, giving importance to human resource management/development and providing fair career-advancement opportunities • Providing appropriate remuneration and other benefits, improving welfare in response to employees' needs, particularly in regard to occupational health and safety • Designing learning platforms on leadership and professional skills, widening the reach of learning opportunities through IT • Promotion of health and wellness among the workforce through regular arrangement of sports and recreational activities • Improvement of work environment based on the principles governing occupational health and safety • Offering various channels to gather employee opinions, e.g. annual surveys on employee satisfaction, the online platform, and complaint-submission channels • Focusing on appreciation for colleagues' value through various appreciation expression channels • Sharing experiences among employees • Encourage and gather ideas for improvement and solving problems in the workplace from the frontline employees in order that implement corrective action and development at the point
	<p>Reports</p>	<p>Frequency</p>		
	<ul style="list-style-type: none"> • Monthly Human Resource Management reports • Annual report • Sustainability report 	<p>Monthly</p> <p>Annually Annually</p>		

Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Supervisory Authorities</p> <ul style="list-style-type: none"> • Bank of Thailand • The Securities and Exchange Commission Thailand • The Stock Exchange of Thailand • The Anti-Money Laundering Office • Office of Insurance Commission 	<p>Channels & Activities</p> <ul style="list-style-type: none"> • Communicate through Compliance function and Regulatory Reporting unit related activities such as examinations conducted by regulators, discussions between management and regulators on important issues 	<p>Regularly</p> <p>Regularly</p>	<ul style="list-style-type: none"> • Integrity, transparency, social and environmental responsibility • Business operations that comply with applicable laws and regulations 	<ul style="list-style-type: none"> • Development of business policies and guidelines in compliance with applicable laws and regulations • Establishment of a Compliance function to liaise with internal units and regulators • Continuous supervision of guidelines and regulations • Setting up a Regulatory Reporting unit to compile required regulatory reports • Preparing data and resources for regulators' examinations and inspections
	Reports	Frequency		
	<ul style="list-style-type: none"> • News release to SET • Annual report • Sustainability report • Regulatory reporting 	<p>Regularly</p> <p>Annually</p> <p>Annually</p> <p>Daily/ Monthly/ Annually</p>		

Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Business Partners and Creditors</p>	<p>Channels & Activities</p> <ul style="list-style-type: none"> • Meetings with business partners • Assessments of business partner satisfaction 	<p>Regularly</p> <p>Regularly</p>	<ul style="list-style-type: none"> • Transparent and fair selection of business partners • Equal and fair treatment for all business partners • Compliance with contractual obligations • Long-term relationships • Fair prices and a corruption-free procurement process • Repayment and interest received on schedule 	<ul style="list-style-type: none"> • Giving equal access to accurate, clear and adequate information • Declaring a Supplier Code of Conduct and Anti-Corruption Policy and operating in compliance with defined policy • Meeting with business partners to gather recommendations and complaints • Evaluating the performance of partners • Treating creditors, depositors, bondholders in accordance with the specified terms and conditions.

Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Customers</p> <ul style="list-style-type: none"> • Retail customers • Corporate customers • Wealth and Asset Management customers 	<p>Channels & Activities</p> <ul style="list-style-type: none"> • Individual meetings with customers • TISCO Contact Center • Site visits to corporate customers • Online-offline training and seminars arranged on economy, finance and investments for customers • Channels to get feedback and complaints from customers • Public Relations via various channels such as press releases, TISCO website and mobile application 	<p>Regularly</p> <p>Regularly</p> <p>Regularly</p> <p>Regularly</p> <p>Regularly</p>	<ul style="list-style-type: none"> • Products that are appropriately priced, with full and complete information disclosed • Responsive products to customer needs • Service excellence • Convenient access to financial products and services • Received timely and appropriate financial and investment advice • Well-versed in prevention of financial crimes • Securing customer information • Listening to customers' problems, if any, and providing solutions or remedial actions • Equal treatment for all customers 	<ul style="list-style-type: none"> • Expanding product range in response to customer needs • Complete and accurate disclosure of product information • Constantly improving sales-force capabilities in regard to financial literacy and service to customers • Increasing channels to access various financial products and services • Organizing training and seminars to educate customers and provide financial and investment knowledge • Listening to customer feedback and complaints via various channels • Surveys on customer satisfaction • Appropriate security measures for customers' personal information
	Reports	Frequency		
	<ul style="list-style-type: none"> • Economic analysis/ equity research • Investment advice • Annual Report • Sustainability report • Product catalogue 	<p>Regularly</p> <p>Regularly</p> <p>Annually</p> <p>Annually</p> <p>Regularly/ Quarterly</p>		

Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Community and Society</p>	<p>Channels & Activities</p> <ul style="list-style-type: none"> • Surveys on community/ public needs and encourage community involvement in social and environmental activities • Public relations communicate the project and invite interested parties to join the project <ul style="list-style-type: none"> - Educational support projects 	<p>Regular</p> <p>Yearly</p> <p>May</p>	<ul style="list-style-type: none"> • Ethical business operations with social & environmental responsibility • Providing support and sharing to improve social well-being • Stakeholders support activities and projects in terms of physical strength, mental strength, and capital, according to one's strength. 	<ul style="list-style-type: none"> • Participate in environmental and energy conservation by inviting employees, partners, customers, office building users, and partners to participate in the following projects: <ul style="list-style-type: none"> - Employees: participate in waste management by separating waste "We use We separate" - SET and listed companies: Care the Whale, Care the Bear project - Business partner: "Won" project • Continuously organizing activities to support and respond to the needs of the community, such as <ul style="list-style-type: none"> - Khao Sam Sip Subdistrict Community, Sa Kaeo Province: TISCO Ruamjai 12 project supports a school building and canteen to Ban Khlong Sip Sam School

Stakeholders	Communication	Frequency	Stakeholder Expectations	Implementation
 <p>Community and Society</p>		Jun. - Oct.		<ul style="list-style-type: none"> - Nationwide: Giving scholarships through TISCO Foundation and raising funds together with partners, executives, employees, and the general public in a special campaign “40 years of giving charity” will be used to buy smartphones for 4,040 students across the country in need. - 13 Thai provinces: delivering relief bags and drinking water to disaster victims in hard-to-access areas - People in the vicinity of Nonthaburi Province: TISCO Ruamjai 9 project hand over the Accident and Emergency Room for Bangyai Hospital - Supported cancer-treatment innovations via the Fund for Child Cancer Patients under the Royal Patronage of Princess Soamsawali Krom Muen Suddhanarinatha and the Cancer Immunology Fund of the Chulalongkorn University's Faculty of Medicine. - Communities around the head office, the 2nd office, Pakin Building and other provincial branches: 1,266,000 cc of donated blood that has been used to help 9,495 patients - Support products and services that bought products from social enterprises for using in various operations and activities.
	- “Somwang Relief” Activities	Sept. - Oct.		
	- Participate in the development of public health and support research on cancer treatment innovations	Nov.		
		Feb. 2023		
	- Blood Donations	Yearly		
	- Community-Friendly Business Network	Yearly		
	<ul style="list-style-type: none"> • Promoting financial literacy through <ul style="list-style-type: none"> - Debt Understanding 	Yearly	<ul style="list-style-type: none"> • Promote financial literacy among customers and members of the general public to ensure that they can properly select financial products/services in their daily life • In 2022, at least 130,000 people benefited from the activities. 	<ul style="list-style-type: none"> • Distributed in 75 provinces across the country as follows: <ul style="list-style-type: none"> - Retail Loan Customers: Provide debt advice by branch staff, and online quiz games There were 127,047 participants in the event. - People around the branch: organize training activities by branches in areas across the country and online quiz games There were 7,431 people interested in participating in the event. - Working age and students, 31 people: organized personal financial planning training camps for 5 days at head office and practical training at Somwang Ngern Sang branch near home. Ready to receive the opportunity to join TISCO employees. - Youth in 27 schools in 22 provinces across the country. Total of 29,723 participants participated in the activity: supporting high school students to establish clubs/financial camps in schools for contributing knowledge to encourage the importance of financial planning.
	- Smart Saving & Smart Use			
	- Somwang camp	2 generations per year (first pilot in 2022)		
- TISCO Financial Network Club	Oct. 2022 - Mar. 2023			
	Reports	Frequency		
	<ul style="list-style-type: none"> • Annual report • Sustainability report 	Annually Annually		



Identification of Material Sustainability Topics

TISCO Group has a clear process for identification and prioritization of material sustainability topics viewed as important to the financial business by internal and external stakeholders and leading financial institutions. The process takes into consideration topics which have received attention from the international community and global mega-trends and in line with the current situation to ensure that material sustainability topics appropriately address stakeholder's needs and create value for both the economy and society.

Related Operational Boundaries

Internal Boundaries

- TISCO Financial Group Public Company Limited**
- TISCO Bank Public Company Limited
 - TISCO Securities Company Limited
 - TISCO Asset Management Company Limited
 - Hi-Way Company Limited
 - TISCO Insurance Solution Company Limited
 - TISCO Information Technology Company Limited
 - TISCO Learning Center Company Limited
 - All-Ways Company Limited
 - TISCO Tokyo Leasing Company Limited*
 - HTC Leasing Company Limited*

External Boundaries

- Shareholders
- Customers
- Regulators
- Business partners and creditors
- Community and society



The process of identifying and prioritizing material sustainability topics is shown below:

Note: * Not included in the consolidated statements in accordance with Thai Accounting Standards



1. Identification of material sustainability topics

Identification involves consideration of material sustainability topics which have influence over TISCO Group's business operations, including sustainability strategy direction assessment, and the data-disclosure scope of the sustainability report. The process is as follows:

1. Collecting all material sustainability topics by:

- 1.1 Reviewing all material sustainability topics from 2021 and considering whether they remain significant for 2022
- 1.2 Studying sustainability trends related to TISCO Group's business through comparison with topics in the same industry and international community which have importance in terms of sustainability, as well as studying trends which hint at upcoming changes in the world; and
- 1.3 Gathering material sustainability topics from external stakeholders, for example through surveys of opinions among customers/target groups on innovative products and the service development process, data search and media information provided by official agencies.

2. Screening of all collected sustainability topics and presenting to the Executive Board Meeting including preparation of questionnaires

3. Sending out questionnaires with the purpose of gathering data for the prioritization of material sustainability topics based on the perspectives of each target group. The respondents are management team representing TISCO Group, delegates of units representing stakeholder groups with which the units are involved namely shareholders, customers, regulators, business partners, creditors, community and society. In 2022, there were a total of 3,572 stakeholders who answered the sustainability questionnaire



2. Prioritization

Prioritizing of material sustainability topics enables the company to formulate an operational plan that addresses the key concerns of stakeholders in an appropriate order. By 2022, TISCO Group has defined a total of 10 important sustainability topics, with reduced number of topics and more conciseness which were prioritized by:

2.1 Prioritizing of material topics received from survey results of the representatives of each stakeholder. Priority is distinguished by 5 levels – very low, low, medium, high and very high. The two axes of priority consideration are:

Horizontal Axis (X Axis) - sustainability related topics that are important to TISCO Group; and

Vertical Axis (Y Axis) - sustainability related topics that are important to stakeholders by analyzing the importance of stakeholders, namely shareholders, customers, regulators, business partners, creditors, community and society. The process of weighted arithmetic mean was used to determine the weight of each stakeholder that influences on the business process in order to reduce discrepancies and make information as realistic as possible.

2.2 Analysis of survey results

3. Validation

Validation is conducted to confirm that the prioritized material topics are important to each stakeholder and given appropriate priority. The result of prioritization is presented to the Sustainable Development Working Group for consideration based on related factors such as each stakeholder group's opinion,

completeness of the content, scope of information disclosure, and collection of data on desired performance. Completeness of the sustainability topics is revised before submission to the Management Committee and presented to the Corporate Governance Committee for consideration and approval. Validated material sustainability topics approved by the Management Committee will be applied for formulating a Sustainable development Roadmap appropriately.

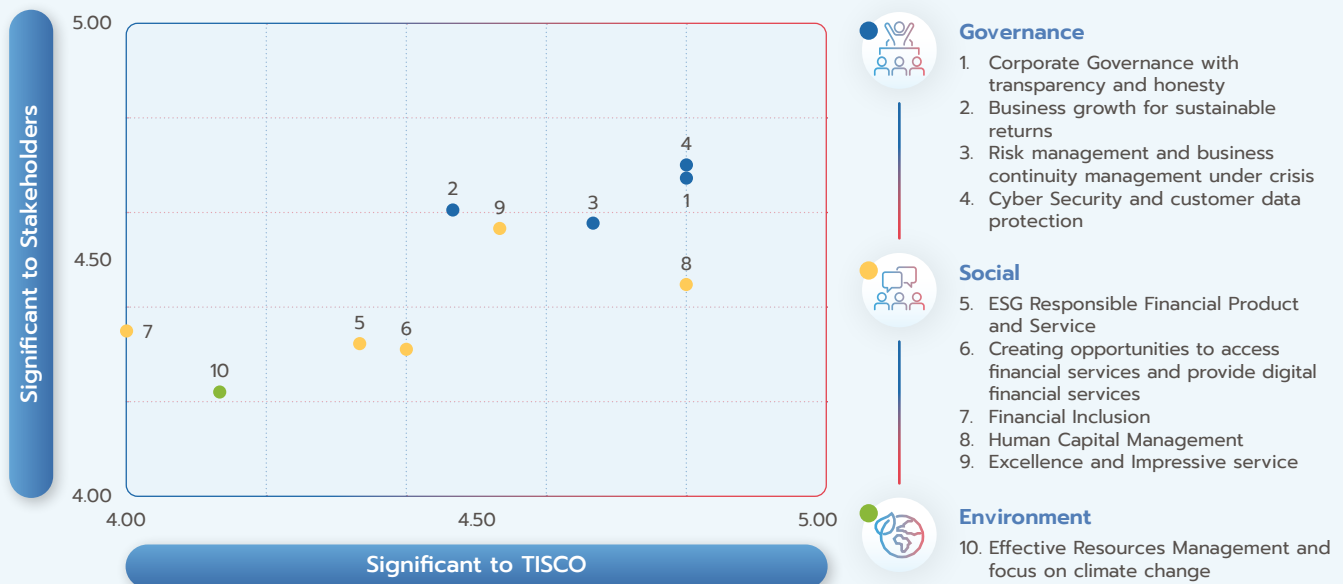
4. Review

After the publication of the previous report, TISCO Group applied all material sustainability topics, content, and recommendations to review once again in order to determine whether the order of priority remains appropriately in line with stakeholders desired. Such information will be integrated with the first stage of material topic identification and considered for content improvement in the next report.

Material Sustainability Topics

In 2022, TISCO Group identified 10 material sustainability topics through the process of material sustainability topic prioritization. All of them had appeared in the previous report. However, some of the topics were renamed to fit the current context and given a different ranking in terms of prioritization. These minor changes did not have any material significance on the overall content. The results of the 2022 prioritization of topics which are important to TISCO Group and stakeholders are shown in the chart below:

Prioritization of Material Topics



For 2022, material sustainability topics were the same as those covered in the previous year's report and have been addressed over time based on sustainability work plans. Implementation has been improved and revised to comply with the importance of the topics to TISCO Group and stakeholders. The latest topic prioritization is in line with the 21 topics in the Global Reporting Initiative (GRI), which can be summarized as follows:

Material Sustainability Topics

Material Sustainability Topics	Material Sustainability Topics according to GRI	Boundaries		Pages	SDGs
		Internal	External		
1. Corporate Governance with transparency and honesty	Anti-Corruption	All companies in TISCO Group	All external Stakeholders	32-37	
2. Business growth for sustainable returns	Direct Economic Value Generated and Distributed	All companies in TISCO Group	All external Stakeholders	See annual report	
3. Risk management and business continuity management under crisis	Risk Governance Framework	All companies in TISCO Group	All external Stakeholders	38-44	
4. Cyber Security and customer data protection	Customer privacy	All companies in TISCO Group	Customers, Regulators, and Shareholders	45-46	
	Cyber Security*		Customers, Business Partners, Creditors and Regulators	47-48	
5. ESG Responsible Financial Product and Service	Economic Outcome	All companies in TISCO Group	Shareholders, Customers, Community and Society	49-60	
	Financial Product Portfolio		Shareholders, Customers, Regulators, Community and Society	62-69	
6. Creating Opportunities to Access Financial Services and Provide Digital Financial Services	Digital Financial Product & Service*	All companies in TISCO Group	Customers, Community and Society	68-69	
	Indirect economic outcome	TISCO Bank Public Company Limited Hi-Way Company Limited		83-85	

Note: *These are new Material Sustainability Topics, in addition to GRI Standards and GRI-G4, financial service sector.

Material Sustainability Topics	Material Sustainability Topics according to GRI	Boundaries		Pages	SDGs
		Internal	External		
7. Financial Inclusion	Local community	All companies in TISCO Group	Customers, Community and Society	86-88	 
8. Human Capital Management	Employment	All companies in TISCO Group	-	71-74	  
	Occupational health and safety		78-79		
	Training and education		75-77		
	Diversity and equal opportunity	All companies in TISCO Group	-	74-75, 80-82	   
	Non-discrimination		Customers, Business partners and Creditors	74-75	 
Human Rights					
9. Excellence and Impressive Service	Marketing & Product Labelling	All companies in TISCO Group	Customers	65	  
	Customer Satisfaction			66	
10. Effective Resources Management and Focus on Climate Change	Green House Gas	All companies in TISCO Group	Customers, Business partners, Creditors and Community, and Society	94, 96-98	 
	Energy			93-94	
	Material			92	
	Water			94	
	Waste			95	
	Greening the Supply Chain	All companies in TISCO Group	Business partners, Creditors and Community, and Society	58-60	  
	Risk Governance Framework	All companies in TISCO Group	All external Stakeholders	38-39	

GOOD GOVERNANCE





Transparency and Accountability in Corporate Governance

Good corporate governance is a foundation for driving TISCO Group to manage own business with efficiency, transparency, and accountability under the responsible business operations framework and sustainable growth, leading to stakeholder trust and confidence, such as shareholders, customers, employees, regulators, partners, creditors, communities, as well as society. This will add value and worth to the business in the long term, while also strengthening and creating a competitive advantage for sustainable banking.

The Board of Directors' role and duty are to govern and monitor TISCO Group business operations in accordance with the international good corporate governance practices, banking industry code of conduct, laws, rules and regulations for financial institution and listed company in the Stock Exchange of Thailand including Thai Private Sector Collective Action against Corruption (CAC) guidelines. In addition, the Board of Directors is independent from the Management in making decisions for the highest interests of TISCO Group and its stakeholders. Every year, the Board of Directors reviews and approves the vision, mission, corporate strategies, business plan, and budget, as well as the direction of sustainable development of TISCO Group. Moreover, the Board ensures the existence of an effective internal control system and appropriate risk management framework and cooperates with the management in business undertakings in order to continuously attain the excellent performance with current and future risks taken into consideration.

To ensure that corporate governance is implemented under uniform standards and framework, the Board of Directors has formulated a corporate governance policy⁽¹⁾ to monitor and oversee the management of TISCO Group. Such Policy is designed on the basis of corporate governance principles at the international level, the Code of Conduct of commercial banks, and the rules and regulations governing financial institutions and listed companies on

the Stock Exchange of Thailand (SET). The Corporate Governance of TISCO Group is conducted through the principles across five areas, namely rights of shareholders and their equal treatment, roles of stakeholders, information disclosure and transparency, responsibilities of the Board of Directors, and integrity and the Code of Conduct. Other corporate governance practices include compliance with the laws, rules and regulations as well as the Code of Conduct on finance and investment announced by regulatory authorities, such as the oversight policy on fair customer service which has been implemented universally throughout the entire Group, including among directors and senior executives. TISCO has also clearly expressed our pledge to fight against corruption under the Thailand's Private Sector Collective Action against Corruption (CAC).

The Board of Directors is responsible for business strategies and monitoring business performance on a regular basis. This includes establishing the essential policy, a code of conduct for directors and employees, and ensuring TISCO Group has effective mechanisms for control, supervision, and audit under good corporate governance principles and long-term value creation for TISCO Group by emphasizing responsible, equitable, and transparent business operations.

Moreover, the Board of Directors therefore appoints subcommittees, namely the Executive Board, the Risk Oversight Committee, the Audit Committee, the Nomination and Compensation Committee, and the Corporate Governance Committee to assist in studying and screening important matters that need to be closely monitored in each area and submitting opinions to the Board of Directors. Each committee has a specific structure and charter that identify scope of authority, roles and responsibilities and best practices⁽²⁾.

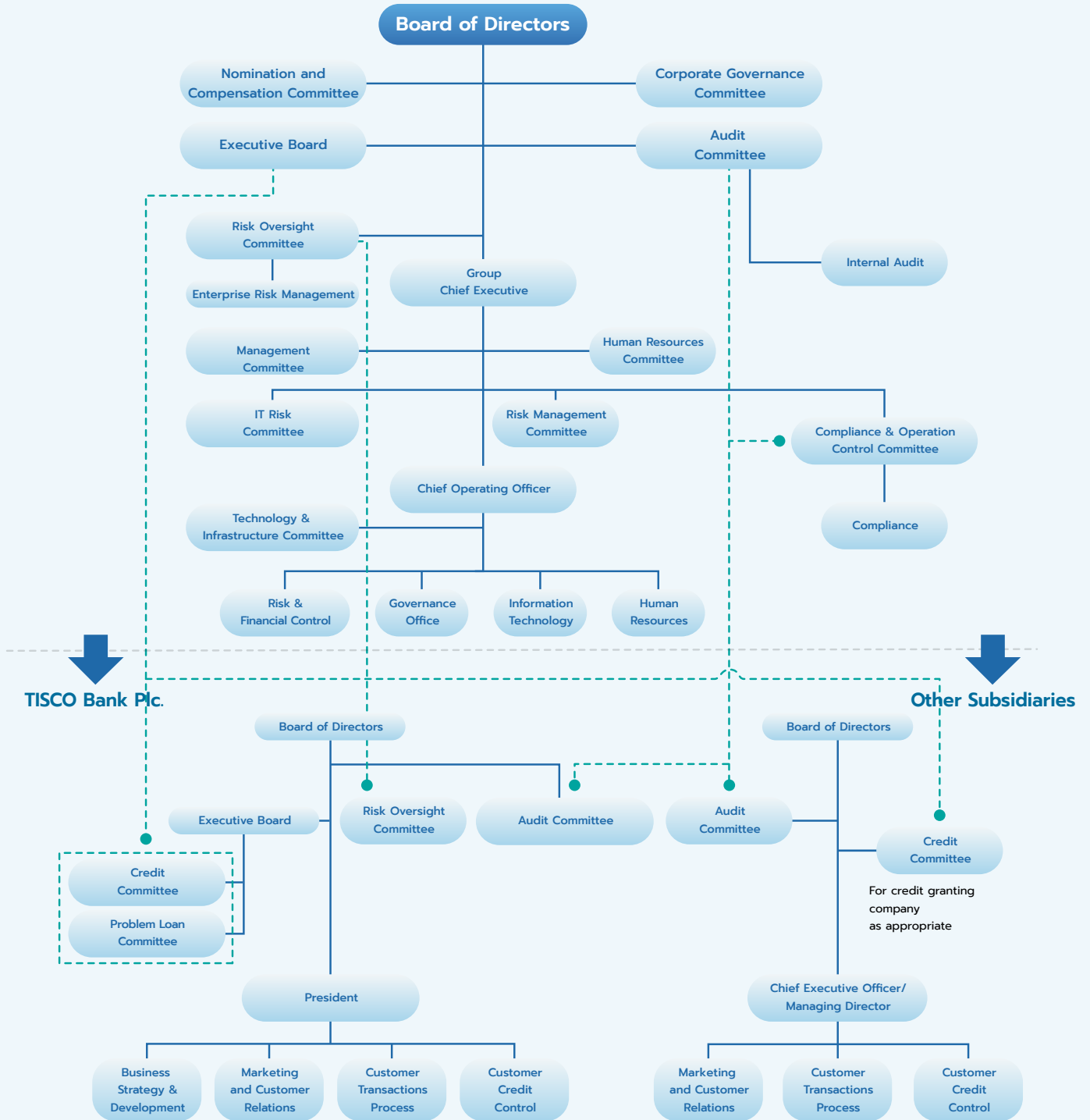
TISCO Group's Corporate Governance structure is shown in the following figure:

Notes: ⁽¹⁾TISCO Corporate Governance Policy and Banking Industry Code of Conduct can be viewed on the website at www.tisco.co.th.

⁽²⁾Details of roles and responsibilities and charters of the Board of Directors and the subcommittees can be viewed in the Annual Registration Statements and Annual Report 2022 (Form 56-1 One Report).

Governance Structure

TISCO Financial Group Plc.



Note: Please see detail at www.tisco.co.th



The Board of Directors recognizes inclusivity and diversity as key mechanisms in supporting business operation, auditing, and balance of power including avoiding a situation whereby a single individual has absolute power in decision making. TISCO Group places significance on nomination criteria and selection process of highly qualified directors on a fair and equal basis with no discrimination against gender, age, nationality, ethnicity, religion, marital status, educational background, work experience, skills, knowledge or independence, and other different aspects in accordance with the laws and social context. This is to promote diversity of the Board of Directors that would bring a greater breadth of perspectives and opinions, benefitting all stakeholders.

Thus, director nomination, the Board of Directors shall consider qualified candidates based on proposals submitted by shareholders and directors including the directors' pool. The board skill matrix is also applied to the assessment of the skills and expertise of directors to ensure the right fit for the business strategy and sustainable development while taking into account the diversity factors elaborated above. In 2022, the structure of Board of Directors

consists of thirteen members: five independent directors, four non-executive directors, and four executive directors, with the proportion of female representing 23 percent of the total number of directors.

TISCO Group conducts an annual performance review for the Board of Directors and subcommittees to increase the effectiveness of performance. That is an important tool in evaluating the appropriateness of the board structure and the effectiveness of board's performance in according to the good corporate governance practices. The Board of Directors will analyze the results, recommendations, and observations in order to take them into consideration for appropriate application to the business environment and operations going forward.

The 2022 Board of Directors self-assessment has been conducted by the Nomination and Compensation Committee in both Board of Directors performance self-assessment, the individual self- and cross-assessment, which was reviewed and approved by the Board of Directors⁽³⁾.

Note: ⁽³⁾ Performance on Corporate Governance is reported in the Annual Registration Statements and Annual Report 2022 (Form 56-1 One Report).



Oversight of Fair Customer Service

Underlining our commitment to conduct business with transparency and fairness, TISCO Group incorporates the Market Conduct practices announced by the Bank of Thailand into our fair customer service policy. This policy takes into account the benefits of our

customers and governs our customer service practices from start to finish. The Group's fair customer service policy covers the nine major factors seen below and ensures equitable practice for our customers, in line with the Bank of Thailand's guidance as follows:

9 Guidelines for Customers Fair Treatment



To cultivate awareness and ensure compliance with the corporate governance principles, we have designed a process that allows staff to learn the practices while under strict supervision, starting from the orientation of new staff. A clarification meeting is subsequently arranged to ensure that all staff understand the correct operating procedures, including training on the processes related to our products, from pre-sales to ongoing sales and after-sales services. Practices and requirements are clearly set out so that all staff can study and comply. All employees are required to take a test annually through our e-Learning system to update their understanding of these processes. In addition, a specific department is tasked with overseeing and supervising the practices as well as with the implementation of the Three Lines of Defense to monitor, control and prevent potential risks.

TISCO Group's corporate culture fosters work responsibility, with personnel instructed to strictly honour Market Conduct and provide complete and accurate information to customers for their decision-making. TISCO Group's employees shall not force customers to buy anything. Such protocol is set for TISCO Group to win the public trust and to grow sustainably and solidly.

Moreover, TISCO Group continues to monitor its operations and develop tools for enhanced services with the aim of ensuring that every customer gets fair and appropriate products/services in accordance with its Market Conduct.





Anti-Corruption

TISCO Group operates business with transparency, fairness and verifiable by adhering to international practices and related regulations. With commitment to operate business in ethic, it has a good corporate-governance and responsibilities to all stakeholders, social and environmental. The problem of corruption is one of the social problems that every organization must solve together. Corruption is a major problem in Thai society and has affected the development of the country and the elevation of the quality of life.

TISCO Group has continuously pushed for anti-corruption policies and guidelines in all its units and cultivated values in employees, until it becomes a strong corporate culture, especially No Gift policy that may lead to unfair approval or service. Including the anti-corruption guidelines are part of the compulsory key performance indicator test in annual performance evaluation of employees. In 2022, a total of 4,824 staff or 100 percent of TISCO Group's total staff attended online classes. TISCO Group has also published its anti-corruption policy on its website under the Corporate Governance section so as to comprehensively disclose information to related parties. For more information on the policy, please visit www.tisco.co.th



TISCO Group also extends anti-corruption business operations to partner companies by sending suppliers code of conduct to every partner so as to make TISCO Group's intentions clear. Every partner is asked to acknowledge the content of the code and to comply with it. To monitor partners' compliance, TISCO Group requires its partners or service providers to assess their anti-corruption practices.

In addition, TISCO has promoted a transparent and verifiable business ecosystem to serve as a good norm for people in society by declaring intention and joining as part of the Thai private sector's fight against corruption since 2010. In 2022, TISCO Financial Group Public Limited and 3 affiliated companies consisting of TISCO Bank Public Company Limited, TISCO Securities Company Limited and TISCO Asset Management Company Limited were certified for the 3rd renewal of being a member of the Thai Private Sector

Collective Action against Corruption (CAC) and participated in the online event CAC NATIONAL CONFERENCE 2022 via CAC Facebook Page (<https://facebook.com/ThaiCAC>) held on December 9, 2022. TISCO also participated in creating a "Success Story" video clip to publicize and motivate organizations to priorities on Anti-Corruption with the belief that conducting business with ethics is the foundation to enable the organization strong and sustainable development.



Whistleblowing Policy

TISCO Group has formulated a Whistleblowing Policy that covers the processes and channels involved with expressing grievances. The policy includes measures to protect whistleblowers. The policy and grievance channels are communicated to third parties and our employees, respectively.



Third Parties

Communicate through the corporate website

Irregular practices that may qualify as corruption, illegal practices or violations of the corporate rules and regulations, including but not limited to inappropriate behaviours, could be sent by letter to:



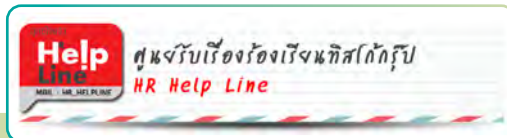
Chairman of the Audit Committee or the Compliance Function
48/49 TISCO Tower,
North Sathorn Road, Silom,
Bangrak, Bangkok 10500



For Employee

Communicate through intranet and related training

TISCO Group has established the HR Help Line as another independent channel to listen to employee grievances. Senior Executives have been appointed to represent the HR Help Line to ensure transparent and impartial review and operation. It has a right protection and maintain complainant information or whistleblower in accordance with the TISCO Group's practices of whistleblowing and grievance filing.



TISCO Group recognizes the importance of complaints and grievances received from the various channels. We examine these grievances on a transparent basis to deliver justice to every concerned party. After such an examination, if a staff is found to be involved in a violating practice, he/she will be subject to disciplinary action in accordance with our work rules and regulations. In 2022, there were no grievances regarding irregular practices among staff filed through the channels.



“The biggest problem in Thai society is corruption that causes our country to lose the opportunity to make advancement. Join us as an important mechanism against corruption.”

Mr. Sakchai Peechapat
Group Chief Executive
TISCO Financial Group
Public Company Limited

“TISCO invites organizations to join as part with Thai Private Sector Collective Action Against Corruption to eliminate corruption in society and create an ecosystem of business with transparent and verifiable, which is a good norm for people in society”



Mr. Metha Pingsuthiwong
President and Chief Operating Officer
TISCO Bank Public Company Limited



“Being a part of the Thai Private Sector Collective Action Against Corruption continuously for more than 10 years is a reflection of the Company's determination to conduct business honestly and sustainably.”

Ms. Pavinee Ongvasith
Chief Executive Officer
TISCO Asset Management
Company Limited

“Anti-corruption starts from all of us. Let's join together as an anti-corruption alliance with Thai Private Sector Collective Action Against Corruption to take the first step towards sustainability for all of us in society.”



Mr. Paiboon Nalinthrangkurn
Chief Executive Officer
TISCO Securities Company Limited





Emerging Risk

TISCO Group is aware of and prepares to deal with emerging risks and mega trends, constantly monitoring changing landscapes and intensifying fluctuations. It has also analyzed risk factors that may affect or damage its businesses for risk-management purposes. Such efforts are made to efficiently handle or reduce adverse impacts from the risks both in short term and in long run.

In the year 2022, TISCO Group identified emerging risks and issued risk-management guidelines as follows:

Emerging Risks	Description of Risks	Potential Business Impact of Risks	Mitigating Actions
 <p>Emerging Diseases</p>	<p>Emerging diseases are defined as infectious diseases having been recently recognized and recurred within a population, and also whose incidence has increased significantly, including infectious diseases become resistant to drugs or common treatments such as bird flu, SARS, and coronavirus disease (COVID-19).</p>	<p>In 2022, although the COVID-19 epidemic situation is likely to improve, the economy starts showing recovery sign mainly due to economic activities slowly return back to normal. Tourism and related businesses start to resume their businesses after the declaration of COVID-19 becoming an endemic disease. However, the mutation of the virus made the epidemic of COVID-19 to reappear from time to time.</p>	<p>TISCO Group keep monitoring the epidemic situation to assess risk and impact analysis and also maintaining the preventive measures and reviewing business continuity plans under emergency situations in the event of a new epidemic situation. Furthermore, it also prepared to respond to the government and Bank of Thailand's economic-stimulus packages. For SMEs, TISCO Group offered debt reduction, repayment postponement and debt restructuring so as to enhance their cash flow. It even provided soft loans and set up a Corporate Bond Stabilization Fund (BSF) to limit the impacts of COVID-19 on the stability of the private bond market.</p>
 <p>Financial Landscape Risk</p>	<p>Digital transformation and new business models are taking shape these days as a result of digital disruption. Technologies and consumer behaviours have been changing fast. In the wake of the COVID-19 outbreak, a New Normal has materialized with people significantly changing their lifestyles and demanding a greater level of digital services. This development has not only given rise to a new dimension of financial innovations which transcends the traditional services we had been accustomed to, but has also reshaped the financial landscape. This is a prelude to decentralized finance, which has inevitably had a direct impact on the role of financial institutions.</p>	<p>Development of technology that connects every mechanism within the economic and financial system create both opportunities and risk for bank in order to remain competitive in the market, while new players joining the fray may be required to comply with different rules and regulations governing each business.</p>	<p>TISCO Group has studied all these changes and prepared to deal with them. It has developed financial products and digital channels with modern technologies such as Cloud computing. TISCO Group has always accorded importance to studies the alternative way to utilize the development of digital technology and its risk assessment towards service enhancement in a changing competitive environment.</p>

Emerging Risks	Description of Risks	Potential Business Impact of Risks	Mitigating Actions
 <p>Climate Change</p>	<p>Natural disasters caused by environmental changes which tend to occur more frequently and intense lead to increasing climate change risk.</p>	<p>Climate change risk have impact on physical risk which directly affect the business sector through supply chain, for instance, flooding which results in damages to business of the bank’s customers. Moreover, there are indirect impacts from transition risk which affect the rules and regulations for long term solutions to environmental problems, especially the transition to a low-carbon economy which may affect the cost of doing business in various ways and may have impact on the corporate image as well.</p>	<p>TISCO Group recognizes the importance of climate change risks which may affect the corporate image and may lead to financial loss both directly and indirectly. TISCO Group has started integrating environmental impact management into the operating system, while implementing environmentally friendly processes which include activities that have impact on energy savings and reducing emissions of greenhouse gas. In addition, TISCO Group participates in encouraging communities in which the company operates business in order to promote a shared environmental management, while also increasing awareness among employees to make the most valuable use of resources.</p>
 <p>Cyber Risk</p>	<p>Nowadays, societies have become increasingly dependent on digital technology, while the COVID-19 situation has also driven a ‘Cashless Society’ lifestyle. Therefore, the bank developed the work system by applying various technologies, such as Cloud Computing, which includes cooperation with various business partners to develop products and services on electronic channels Including mobile channels as well. Therefore, cyber threats are an important issue and tends to increase, cybercrime has changed the attack pattern to be faster and more sophisticated, whether it is deceiving customer information (Phishing), psychological deception (Social Engineering), unauthorized programs. Malicious programs or ransomware attacks and others are gradually becoming more violent in the digital world.</p>	<p>Cyber threats affect both customers and banks. This can damage banks on many levels, such as disruption of banking services, financial loss, customer data leak and loss of customer trust in the bank. In addition, in case of leakage of customer information or breaches of customer data may result in the Bank being subject to penalties according to the Personal Data Protection Act.</p>	<p>TISCO Group has established risk management to deal with cyber threats with 3 measures:</p> <ol style="list-style-type: none"> 1) Set guidelines for managing information technology risks systematically and continuously. 2) Procurement and development of detection and surveillance tools. This includes dealing with new and complex cyber-attacks and 3) Creating an organizational culture to ensure continuous cyber-threat awareness at all levels from the board of directors, executives and employees to control the risks that may occur to the level acceptable to TISCO Group (Risk appetite). In addition, TISCO Group has continuously developed to upgrade the security to meet international standards such as ISO27001 (Information Security Management Standard).

Risk Management

TISCO Group has given priority to a corporate risk management which balances the need to expand the business and generate returns appropriately with risk exposure. We have developed standard risk management tools by implementing internal simulation models that comply with relevant rules and regulations. TISCO Group has issued clear risk management structure and policy to handle any situation efficiently. Although the crisis from the impact of the COVID-19 epidemic has begun to subside and the economy tends to improve over the past year. TISCO Group still spend efforts to mitigate the suffering of affected customers through various assistance measures such as debt restructuring, reducing the installment payment and exemption of fee, etc. In the meantime, TISCO Group also maintains high levels of capital funds and reserves to cope with the risks increase under such crisis. In this regard, the Risk management has operated continuously under the principle of caution to comply with Risk Governance Framework. The risk management framework also extended its oversight to revise its risk management policy to cover Environment, Social and Governance (ESG) risks and other emerging risks from the rapid social and environmental changes. TISCO Group has prepared various risk mitigation plans which covers emerging risks that have a direct impact to the group. In order to ensure the continuation of TISCO Group operation, business continuity plan (BCP) has been prepared. In addition, liquidity contingency plan has been prepared in case of necessity to deal with risks that may affect the group's liquidity, and a recovery plan has been set in advance to support stability and problem solving to cope with liquidity crises, as well as to restore financial status in case of problems that may severely affect the capital position.



Risk Management and Oversight Structure



The structure of the Risk Management and Oversight and the roles and responsibilities of relevant committees and units are designed on the three lines of defense concept. Based on the risk management structure, the Board of Directors of TISCO Financial Group Public Company Limited and the Board of Directors of TISCO Bank Public Company Limited are tasked with overseeing overall risk supervision and internal control within the Group. An Executive Board has been established to oversee strategic risks, overall corporate risks and risks by type. Senior Executives and each committee acting as an advisory body to each business unit are responsible for corporate strategic risks and departmental risks.

For risk oversight, the Board has established the Risk Oversight Committee, which consists of experts with competence in financial institution risks to provide advice on the Risk Oversight Framework for financial institutions and to assure management's compliance with the Risk Management Policy and Strategies. As for specific risk assigned subcommittees and representatives, such as the Credit Committee, the Problem Loan Committee, and the Compliance and Operation Control Committee, are entrusted to handle such tasks as may be necessary from time to time. The entire risk management system is reviewed by the Audit Committee through the Internal Audit Function, which reports directly to the Board of Directors, in order to enhance risk management efficiency.

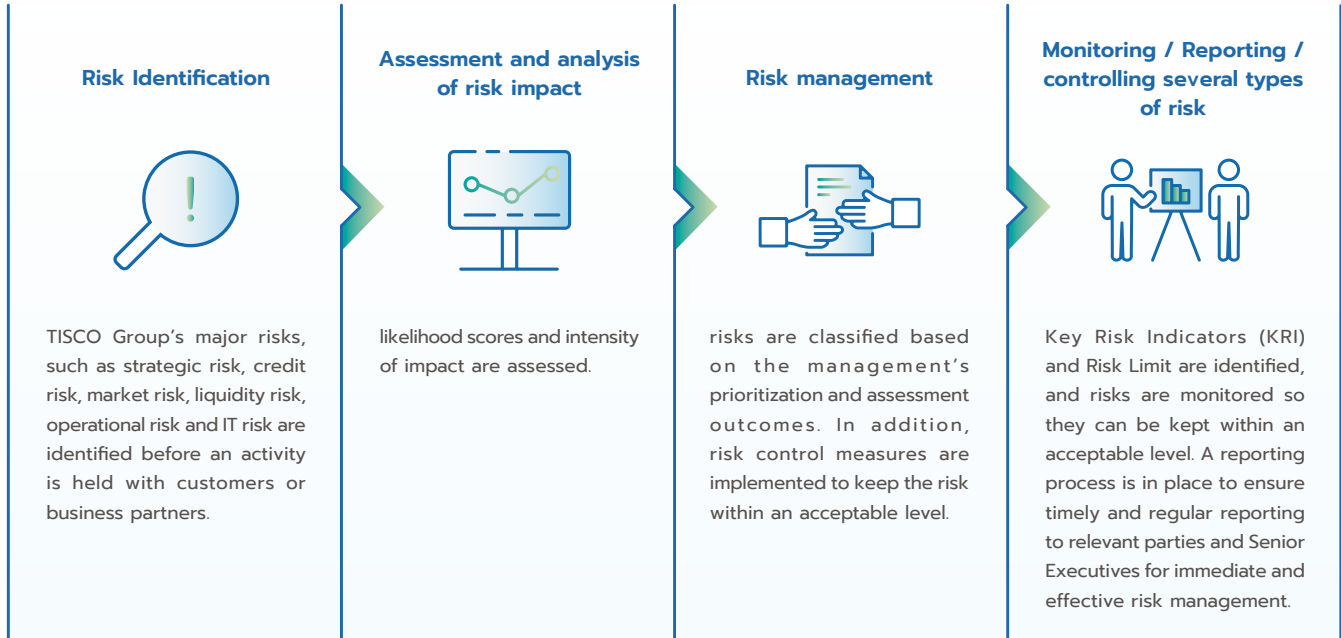
Risk Management Structure and Process





Risk Management Process

TISCO Group has set up risk management guidelines and processes comprising following four elements:



Promoting a Culture of Risk Management

Aside from its effective risk management structure and process, TISCO Group also underlines the importance of promoting a culture of risk management among directors, management, and staff through communication and training courses and by incorporating risk management into all operations.

Communication

TISCO Group communicates its risk management policy and criteria through several channels, including the intranet and notice boards. In addition, management, employees and the Risk Management Function communicate through meetings and other channels to provide updates on risk management practices and emergencies.

Training

The Board has attended external training courses and seminars focusing on cyber security, organization sustainability, and security awareness.

Senior Executives have been informed of new or changed regulations and revised risk management guidelines, through participation in meetings, for example the Risk Management Committee, the Compliance and Operation Control Committee and the Technology & Infrastructure Committee.

Employees have attended various training events through the Learning Management System (LMS) such as anti-corruption rules and regulations. In 2022, 4,824 employees received the training.

Promoting a Culture of Risk Management within the Organization

TISCO Group requires every unit to be responsible for the management of its own risks. In addition, each function must operate within a maximum risk threshold set by the Risk Management Committee. This is aimed at creating a culture in which everyone is responsible for corporate risk management. Meanwhile, the Enterprise Risk Management Function is tasked with overseeing risk management and supervision in each area. Overall risk management activity is reported to the Board or a related Committee to ensure that the entire organization has appropriate risk management in accordance with the policy. Furthermore, to create awareness and participation in risk management among employees, TISCO Group has incorporated the risk management process into employees' Key Performance Indicators (KPI), especially in business units that engage in customer service.



Business Continuity Management

TISCO Group, as a financial service provider, pays serious attention to business continuity so as to curb any adverse impacts from interrupted operations or service delivery. In this regard, TISCO Group has prepared a centralized business continuity management framework. Featuring both policy and guidelines on business continuity, this framework is also subject to regular reviews. A Crisis Management Team has been set up and tasked with the role of reviewing and approving plans to respond to emergencies, which are proposed by the Business Continuity Management Team (BCM Team). Responsible for assessing emergencies, BCM Team is made up of various sub-teams that handle different aspects

of emergencies. For example, there is a sub-team for system recovery, a sub-team for cyber-attack responses, and a sub-team for internal and external communications. It is also necessary to communicate with outsiders, namely government agencies, customers, communities, and the public in times of emergencies.

Since developing guidelines and plans on emergency responses, recovery plans, and post-emergency plans, TISCO Group has tested its implementations every year. Also, it has assessed the risks of incidents that may affect its operations on a regular basis. Risk and emergency assessments always take account to business impacts, as well as the safety of employees, customers, and relevant parties. Both internal and external risks are considered. Emergencies, for example, could be an epidemic, a natural disaster, or an IT-system failure that is triggered by a cyber-attack. The main goals are to maintain safety and reduce the risks of possible losses. In an event that an emergency prompts the implementation of BCP, TISCO has a backup operations center, IT backup system and facilities to accommodate all its units' operations.

In light of the recent pandemic, TISCO Group is aware of the risk of emerging diseases spreading in the future. Therefore, it has prepared plans and facilities that support the Work from Home mode. Such plans and facilities can be activated not just in the cases of emerging diseases but also in the cases of any other emergency that makes it difficult for employees to travel to or access offices such as floods, demonstrations, and fires. With these plans and facilities, TISCO Group can manage business



continuity and the safety of relevant parties with greater efficiency. As to the possibility of external service providers becoming unable to provide services, TISCO requires that its chosen suppliers whose services may significantly affect its operations to prepare BCP to ensure uninterrupted service for TISCO Group. If they fail to provide services, TISCO Group may consider replacing them in a bid to ensure that its customers receive services without any interruption.

Apart from BCP, TISCO Group has prepared emergency-response plans out of its concerns for the safety of employees, customers and relevant parties. As parts of BCP, these plans prescribe measures that must be taken in times of internal and external emergencies such as epidemics and natural disasters for the main purposes of upholding safety and reducing the risks of losses. Insurance has also been taken out for coverage of damages caused by natural disasters, with the sum insured reaching approximately 450 million baht.

New Products and Operational Processes



Step 1

New Business / Product Proposal

1



Step 2

Endorsement from Management in charge

2



Step 3

Analysis of Strategy and Risk concerning environment, social and governance

3



Step 4

Approval in principle to proceed by Chief Financial Officer or Chief Governance Officer

4



Step 5

Ratified by authorized committee

5



Step 6

Business unit to proceed

6



Guidelines Update for New Products and Operational Processes

Under the guidelines, new products or operational processes under the TISCO Group's Risk Management Policy including ESG assessment must be initially approved by responsible executives or authorized representatives prior to Chief Financial Officer or Chief Governance Officer's approval. However, before a new product is launched or a new process is implemented, a business unit must proceed in line with appropriate Risk Management Guidelines and explain how it will manage such risk to the Risk Management Committee or the Compliance and Operation Control Committee for approval. If a new business or product or operation process involves credit issues, a related business unit must seek approval on the basis of the required credit approval guidelines.



Integration of Data Governance and Data Management

As regulations, laws, and technology change, business operations must be adjusted, especially data governance and management. TISCO Group believes that building data governance is a journey, not a destination. Therefore, we continue to strengthen our overall data governance capabilities. TISCO Group realizes and prioritizes that both Data Quality and Data Protection are paramount to Data

Management unless it does not breach the policies and/or related laws, particularly the Personal Data Protection Act (PDPA), which fully took effect on June 1, 2022, and ensures our use of data is safe, secure, and of good quality to be responsible according to the goal. In 2022, data governance and data management were performed as follows:

Data Management Expansion in 2022

The review of the data governance policy, guidelines, and standards of data governance and data management accord to the data lifecycle as create, store, use, publish, and destroy, and suitable for the data classification under the principles of "need to know" and "least privilege," which are reviewed every year or whenever there are significant changes.



Leverage knowledge and understanding and building awareness among involved high-risk parties and stakeholders through seminars, training, workshops, and the corporate social network, including a mandatory test that is arranged for employees across the organization.

Adopt data governance and set standards for data management involving the new system or application together with the gradual compulsion of the significant existing system according to the roadmap.



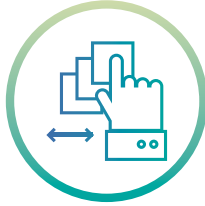
Follow up and report the data governance and data management performance that cover the risk assessment to the committee quarterly for the launched application this year.

Provide additional data security with data encryption and/or to protect the accessibility of the data repository from an unauthorized person.



Build and expand the capabilities of the data governance platform for ease of management and control, convenience of operation, and to reduce the redundancy that exists in each application. The data governance platform is implemented, such as the data retention platform, the metadata store, the data quality platform, and so on.

Data Privacy Expansion in 2022



Expand the capabilities of relevant applications such as the Consent and Data Subject Rights Management System.



Add on the Personal Data Protection Impact Assessment (DPIA) process to cover the personal data processing for the new project or new business operation processes or change the original work process. Although this process is not defined in the Personal Data Protection Act.



Check and report to subcommittees on TISCO's PDPA Readiness of Personal Data Protection Act. These processes had been completed before the PDPA was effective.



In 2022, TISCO Group **did not receive any complaints from the regulator or customers related to significant data breaches.**





Cyber Security

Nowadays, the financial and banking sectors' business model has adopted technology and information technology systems to drive business operations in product development, service channels, technology infrastructure, and information exchange on the Internet broadly. With those key factors, many organizations expose themselves to various types of cyber security threats. For this reason, TISCO Group has set cyber security as a priority in our operational goals. We underline the importance of cyber security, cyber risk management, and the protection and control of customers' data both in traditional print form and electronic media. The risk management on which we focus includes preventing, detecting, and responding with measures to handle complaints or damage from cyber threats. TISCO Group has also announced an IT safety policy and practices that are universally applicable throughout the entire organization.

TISCO Group incorporated IT governance into our internal organization, where a structure, roles, and responsibilities to properly supervise IT risk are identified from the level of the board to the senior management, who give priority to promoting and enhancing risk management. The other mechanism includes the three lines of defense mechanisms to systematize IT risk management and ensure governance continuity.

TISCO has put into place a process that covers cyber security in all shapes and forms to minimize risk and damage from cyber-attacks, focusing on confidentiality, integrity, and availability. Our information security processes encompass application programs, system networks, storage computers, access to data processing, and data distribution, including maintaining the confidence of customers using our services. TISCO Group has adopted the framework of ISO/IEC 27001:2013 (ISMS: Information Security Management Systems) for Data Center to be used as a guideline for information security management systems and cyber security maturity assessment according to the NIST (National Institute of Technology) Cybersecurity Framework of the United States in order to ensure that the system is ready to detect cyber threats, prevent and respond to attacks quickly according to international standards. At the same time, TISCO assigns a Security Operations Center (SOC) team which is IT security expert to monitor an organization's entire IT infrastructure 24/7 to detect cybersecurity events in real time and address them as quickly and effectively as possible.

1st Line of Defense

refers to IT operational staff who oversee IT tasks and the internal management of IT safety.

2nd Line of Defense

points to a unit responsible for risk management, supervision and monitoring of the overall enterprise risk, which is tasked with managing both the IT risk and the Operation Risk

3rd Line of Defense

refers to units responsible for auditing that can independently review operation performance, IT operation and IT risk management and supervise legal and IT regulatory compliance.

IDENTIFY

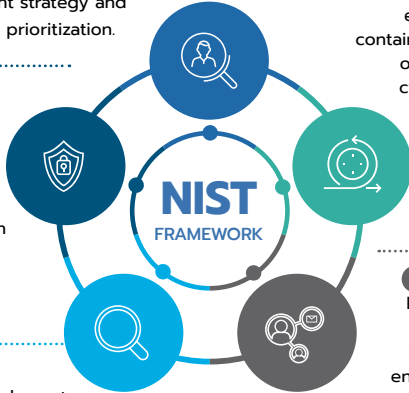
Identify, understand, and analyze critical systems, assets, data and information that are at risk of cyber-attack with a focus on risk management strategy and security control prioritization.

PROTECT

Develop and implement the appropriate safeguards to limit and contain any potential cybersecurity event.

DETECT

Develop and implement a process to identify the occurrence of a cybersecurity event in order to detect cyber-attacks in a timely manner.



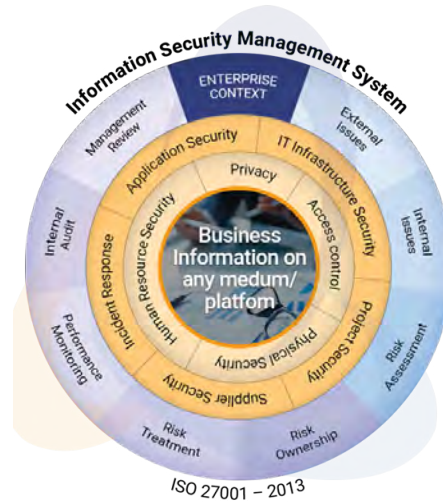
RECOVERY

Establish a process to handle the occurrence of a cybersecurity event and to contain the impact of a potential cybersecurity event.

RESPOND

Develop and implement a process that ensures timely recovery from a cybersecurity event for the sake of business continuity.

NIST Cyber Security Framework



ISO/IEC 27001 Framework

To minimize cyber threats, TISCO also focuses on user understanding and awareness. Therefore, a cyber drill is held regularly to simulate a cyber-attack incident. For a reason, A cyber drill is an opportunity for management, IT, and business workers to rehearse a cybersecurity incident response procedure. Through a variety of channels, such as the company website and social media, we regularly communicate with our customers about cyber security in an effort to improve their comprehension of potential cyber-attack threats, raise awareness of them, and increase the security of their access to financial IT services.

Scammer ก๊วยร้ายทางออนไลน์

Scammer คือ ตัวร้ายที่ใช้อุปกรณ์อิเล็กทรอนิกส์ในการหลอกลวงผู้อื่น โดยมีจุดประสงค์หลักในการหลอกลวงจนอาจเสียหายหรือ โดนใช้ความผิด ความผิด และความผิด เป็นเครื่องมือในการทำให้เหยื่อหลงเชื่อ โดย Scam มีรูปแบบการหลอกลวงที่หลากหลาย

Scammer อัดรีดเงิน
เป็นการหลอกลวงให้เหยื่อโอนเงินไปให้ Scammer โดยอ้างว่าเป็นการโอนเงินไปให้หน่วยงานราชการ หรือหน่วยงานที่เกี่ยวข้อง

Scammer ฝากเงิน
เป็นการหลอกลวงให้เหยื่อฝากเงินไปให้ Scammer โดยอ้างว่าเป็นการฝากเงินไปให้ธนาคาร หรือหน่วยงานที่เกี่ยวข้อง

Scammer ฝากเงิน
เป็นการหลอกลวงให้เหยื่อฝากเงินไปให้ Scammer โดยอ้างว่าเป็นการฝากเงินไปให้ธนาคาร หรือหน่วยงานที่เกี่ยวข้อง

ป้องกัน Scammer ด้วย 3 วิธี

1. ตรวจสอบข้อมูล: ตรวจสอบข้อมูลก่อนโอนเงินหรือโอนเงินไปให้ใครก็ตาม
2. ตรวจสอบเว็บไซต์: ตรวจสอบเว็บไซต์ก่อนโอนเงินหรือโอนเงินไปให้ใครก็ตาม
3. ตรวจสอบบัญชี: ตรวจสอบบัญชีก่อนโอนเงินหรือโอนเงินไปให้ใครก็ตาม

รู้จัก Ransomware ก๊วยร้ายทางไซเบอร์ ที่ป้องกันได้

Ransomware เป็นไวรัสประเภทหนึ่ง ที่ยึดระบบการทำงานของคอมพิวเตอร์ หรือโทรศัพท์มือถือ ฯลฯ ของเหยื่อ ไม่ให้เหยื่อใช้งานได้จนกว่าเหยื่อจะจ่ายเงินค่าไถ่เพื่อแลกกับการเข้าถึงข้อมูลของเหยื่อ

โดยปกติแล้วการแพร่กระจายของไวรัสจะมาจากอีเมลในเชิงธุรกิจ หรือไฟล์แนบที่แนบมาในอีเมล หรือไฟล์แนบที่แนบมาในโซเชียลมีเดีย และมักมีจุดประสงค์หลักในการขโมยข้อมูลที่สำคัญของเหยื่อ

5 วิธีป้องกัน Ransomware

1. อัปเดตโปรแกรมป้องกันไวรัสเป็นประจำ และอัปเดตโปรแกรมป้องกันไวรัสเป็นประจำ
2. ตรวจสอบว่าข้อมูลที่สำคัญทั้งหมดมีสำรองไว้หรือไม่
3. ตรวจสอบว่าข้อมูลที่สำคัญทั้งหมดมีสำรองไว้หรือไม่
4. ตรวจสอบว่าข้อมูลที่สำคัญทั้งหมดมีสำรองไว้หรือไม่
5. ตรวจสอบว่าข้อมูลที่สำคัญทั้งหมดมีสำรองไว้หรือไม่

รู้ยัง? มุกใหม่ของแก๊งคอลเซ็นเตอร์

อย่าหลงเชื่อ แก๊งคอลเซ็นเตอร์ที่จะหลอกลวงให้ส่งไปรษณีย์ เช่น Team Viewer, AnyDesk หรือ Remote Desktop app อื่นๆ เพื่อใช้สำหรับควบคุมการใช้งานบนเครื่องของคุณ

เมื่อเจอผู้คอลโทรลเวลาว่างอย่าเชื่ออะไรที่เขาพูดหรือพูดอะไร

แจ้งความกับตำรวจทันที หรือแจ้งความกับตำรวจทันที

1 ไม่หลงเชื่อกับคนที่เราไม่รู้จัก หากพบคนวางสายทันทีที่ไม่ต้องไปคุยด้วย

2 อย่าเชื่อคำพูดที่อ้างว่าเป็นเจ้าหน้าที่ของหน่วยงานต่างๆ ควรโทรกลับไปยังหน่วยงานที่เบอร์กลางของหน่วยงานนั้นๆ

3 อย่าติดตั้ง APPLICATION (แอปฯ) ที่เราไม่รู้จักบนมือถือหรือที่มือถือที่ติดตั้ง

Our 2022 evaluation shows no complaint regarding the safety of customers' data, loss or interference of their data, attempts to change, edit or exploit the information, or of data access by unauthorized staff.



Socially and Environmentally Responsible Lending, Investment, and Financial-Product Development

Sustainable Banking

TISCO Group places importance on creating a balance in business operations in economic, social and environmental dimensions. Environment, Social and Governance (ESG) challenges today pose risks to businesses and everyday life. Therefore, all sectors must adopt sustainable development guidelines and work together to achieve sustainable business and social development.

As a financial intermediary that provides funds to the business and public sectors, TISCO Group attaches great importance to a prudent credit approval process in order to reduce risks and impacts such as climate change on ESG. TISCO Group has also formulated a Responsible Lending Policy as a guide to which executives and employees in related departments should adhere. Designed to ensure the effective management of risks and impacts on ESG, this policy covers four areas, namely: 1. Corporate leadership for responsible lending; 2. Participation of stakeholders; 3. Internal mechanisms for implementation; and 4. Transparency. This policy serves as a guide for handling retail loans, SME loans and corporate loans. TISCO Group has reviewed and improved its Responsible Lending Policy to ensure ESG risk factors are part of the lending criteria. In addition, TISCO Group has drawn up an exclusion list/prohibited list that identifies individuals and corporates involved in the following illegal business activities:

Exclusion List/Prohibited List

<p>1</p> <p>Offences Relating to Gambling</p>	<p>2</p> <p>Offences Relating to Embezzlement</p>	<p>3</p> <p>Offences Relating to Human Trafficking</p>	<p>4</p> <p>Offences Relating to Narcotics</p>	<p>5</p> <p>Offences Relating to Terrorism</p>
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Responsible Lending Policy

<p>1</p> <p>Corporate leadership for responsible lending</p>	<p>2</p> <p>Participation of stakeholders</p>	<p>3</p> <p>Internal mechanisms for implementation</p>	<p>4</p> <p>Transparency. This policy serves as a guide for handling retail loans, SME loans and corporate loans</p>
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Following loan approval, TISCO Group actively implements a loan spending monitoring process to ensure that the money is spent according to the declared purpose. A monitoring process is put in place to regulate compliance with the loan request. A loan review process and continuous monitoring of the debtor's debt-servicing capability, along with control mechanisms and monitoring operations are established. Particular emphasis is placed on businesses with high environmental and social risks and impacts or in a Highly Sensitive Sector.

Responsible Financial Service



Retail Loan

TISCO Group operates its businesses based on a responsible financial services concept. It has supported the government's policy to resolve household debt problems through the Responsible Lending Directive (RLD) by providing financial literacy to communities and by offering loans that take into consideration benefits and fairness to customers in order to transform informal debts into the formal financial system. In addition, to reduce household debts, TISCO Group seeks to ensure that loan applicants can afford debts or still have money to live without difficulty even after debt-payment installments. TISCO Group has prepared the following plan:

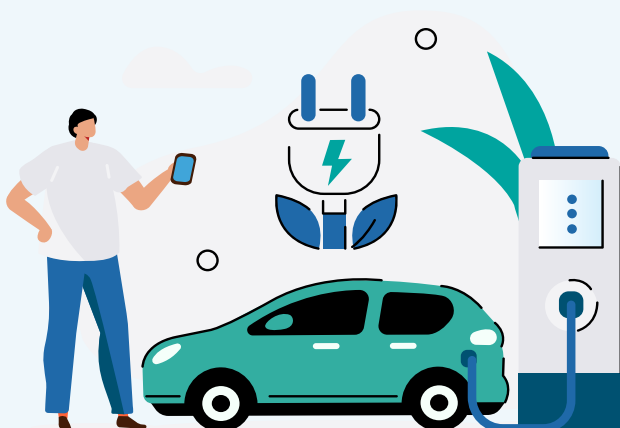
1. Review loan policies and practices
 - 1.1 Responsibly offering financial products and services with a focus on retail-loan customers' affordability;
 - 1.2 Assessing potential risks to both TISCO Group and customers by not encouraging customers to borrow beyond their needs;

- 1.3 Providing accurate and complete information in line with credit conditions and process, and Market Conduct by requiring staff involved in loan-request review and approval to have knowledge and expertise in relevant policies and guidelines. Such provision ensures TISCO Group's compliance with the regulations of the Bank of Thailand, the Anti-Money Laundering Office, and relevant authorities. In addition, TISCO Group honours the Know Your Customer (KYC) principle, an assurance that TISCO Group will not in any way support illegal activities or materially cause negative environmental and social impacts.

2. Contribute to the creation of a learning society by giving knowledge to and developing service staff with the ultimate goal of ensuring their understanding of applicable regulations and requirements.
3. Conducting activities to promote financial literacy among customers and the public.



Loan Support for Alternative-Energy Vehicles



Pollution continues to worsen. Global warming has become a global problem, just as the PM2.5 threat continues to undermine human health. Exhaust fumes from oil-fueled vehicles are a main cause of air pollution. Aware of the problem, TISCO Group – as a provider of car loans – has supported alternative-energy vehicles such as hybrid cars, Plug-in Hybrid Electric Vehicles (PHEV), and Battery Electric Vehicles (BEV). TISCO Group has fostered collaborations with EV manufacturers and importers so as to prepare a comprehensive range of services for customers. The move also supports Thailand's policies and guidelines on greenhouse-gas (GHG) emission reduction as the country seeks to achieve Carbon Neutrality by 2050 and Net-Zero GHG Emissions by 2065.

In 2022, TISCO Group supports electric vehicle financing through outstanding partners who are pioneers in the electric vehicle market in Thailand with a hire-purchase of up to 25% of popular electric vehicles.



Corporate Loan and SMEs Loan

TISCO Group has supported large enterprises that pursue the UN Sustainable Development Goals and low-carbon economy. The support is in the form of the following loan categories:

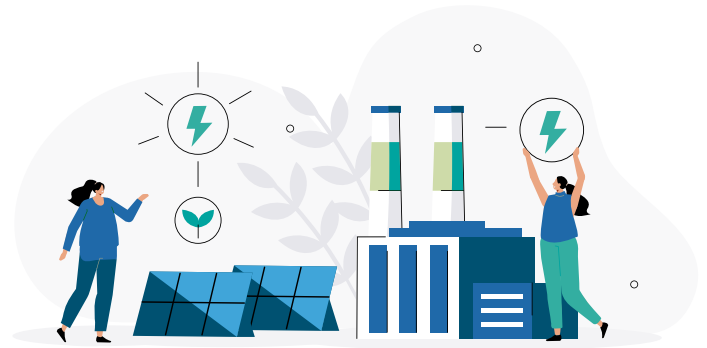


Loans for Green Energy Businesses

TISCO Group continues to support the green energy sector through promotion of electricity generation and increase in energy reserves to satisfy the country's energy consumption, reduction of use of natural resources, and minimization of environmental impacts resulting from the use of fossil fuels that pollute the ecology and impacts from climate change. Our goal is to provide expert advice and project loans to alternative energy power producers. In approving such loans, we consider the following risk factors:

- Risk from alternative energy power plant construction, the construction period, investment sum and technology of the electricity generation
- Risk from raw materials in the case of a biomass power plants
- Volatility from weather/natural conditions that could affect solar farm projects, hydro power plants and wind power plants

- Effects on surrounding communities both during the construction and after the power plant construction is completed
- Protests from villagers/people at the site that could affect the project's operations



An operator is required to submit a project feasibility study that contains technical details and financial estimates audited by an independent expert in the energy sector who has been approved by TISCO. The potential borrower must convince TISCO that raw materials are adequate for the operation of a biomass power plant and that weather and natural conditions that may affect a solar farm project, a hydro power plant or wind power plant project are not severe enough to have a material effect on operations. In addition, the project must be fully compliant with the application process for permission to operate a power plant. Follow-up for an energy business license will be undertaken when construction is complete. In addition, construction progress and costs of construction are carefully monitored in accordance with the project milestones and its budget so as to ensure there is satisfactory evidence that the borrower who has been approved to operate an energy business has duly complied with the laws governing the seeking of approval to build a power plant as well as all laws related to the energy business. The borrower must also prove that he/she/it is able to pay off the loan based on the loan repayment schedule. In the event that the loan is approved but complaints are made by those affected by the project, the borrower must provide clarification and show how the conflict will be managed. TISCO will temporarily delay its loan disbursement until the debtor's planned actions to resolve the conflict are approved.

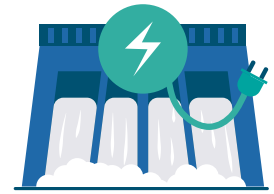
TISCO Group has long provided financial support to large green energy businesses. In 2022, TISCO Group continued to finance green businesses and maintain good ties with these customers. Moreover, it explored opportunities to respond to the financial needs of large corporations active in this business. The amount of loans to green energy businesses that help reduce environmental impacts were as follows: 1) Loans for solar-power generation; 2) Loans for hydropower generation having the combined amount of 9,314 billion and accounting for 20.99% of all corporate loans. This amount was 158 million baht higher than the previous year. Moreover, TISCO Group in 2022 released a letter of intent to consider providing more than 30 billion baht in loans to enterprises interested in becoming Feed-in-Tariff (FiT) solar-power or wind-power producers

between 2022 and 2030, pursuant to the Energy Regulatory Commission's Announcement. Forecasts suggest that TISCO Group will approve new loans for green businesses in the amount of approximately 1.6 billion baht in 2023.

As COVID-19 has affected Thai and global economy, liquidity problems have been faced by both the business and service sectors. Several companies have gone out of business. Others have laid off staff or reduced the number of work hours to lower operating expenses. In such situations, TISCO Group is ready to support customers via debt-relief measures in line with the Bank of Thailand's guidelines on assistance for customers to reduce economic impacts from the COVID-19 crisis.

Loans for solar-power generation and hydropower generation having the combined amount of

**9,314 billion and
accounting for 20.99%
of all corporate loans.**





TISCOASSET - Sustainable Investment

TISCOASSET focuses on operating business in a responsible investment approach by incorporating environmental, social, and governance factors (ESG) as part of investment and decision-making in order to mitigate negative impacts as well as to contribute positive social outcomes.

TISCOASSET still applies the "Universal Investor" concept for the firm's investment management, with the belief that a good economic outlook will lead to higher investment portfolio values in the future with appropriate risk diversification, not only focusing on individual

company or industry profits, but also focusing on Impact Investing, an investment that generates returns and has a positive impact on the world and society.

Shared value represents the coming together of market potential, societal demands and policy action to create a more sustainable and inclusive path to economic growth, prosperity and well-being. The SDGs provide an opportunity for companies to create value for both their business and society through:

- Developing products and services, technologies and distributions accessible by low-income consumers;
- Improving in supply chains which are ethical, inclusive, resource-efficient and resilient;
- Improving skills, opportunities well-being and hence productivity of employees, contractors and suppliers;
- Investing in environmental-friendly infrastructure projects.



Source: United Nations Global Compact, KPMG International

As an asset manager, we incorporate these goals to our investment decision as part of a diversified portfolio as well as to meet demands of impact investors. SDGs seem to fit with provident fund's mandate, whose investment horizon is long term in nature. So do the value creation by investee companies. TISCOASSET adopt good practice principles, policies and frameworks to guide business transactions and investments, price assets reflecting ESG risks and opportunities and be an active owner. Here are examples of opportunities for shared value for each goal as follows:

- **SDG 1: No Poverty - End poverty in all its forms everywhere**
 - Encourage investee companies to create jobs for local communities through their value chain;
 - Innovate to develop new investment products (e.g. micro-credit, micro-saving or micro-insurance), services or platforms accessible by everyone equally.
- **SDG 2: Zero Hunger - End hunger, achieve food security and improved nutrition and promote sustainable agriculture**
 - Focus on investments, both in primary and secondary markets, and financial products/services that do not violate human and land rights, contribute to food price volatility, or encourage speculative trading in food commodities;
- **SDG 3: Good Health and Well-Being - Ensure healthy lives and promote well-being for all at all ages**
 - Provide and/or raise capital for investment in healthcare institutions;
 - Encourage investee companies to support healthy employees, families,

communities and nations by ensuring healthy and safe work environments.

■ **SDG 4: Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all**

- Collaboration with development financial institutions and governments to raise and/or invest in innovative financing for education projects;
- Expand access and use of personal savings and loan products to help families plan for and finance education costs;

■ **SDG 5: Gender Equality: Achieve gender equality and empower all women and girls**

- Encourage investee companies to increase the share of women on company Boards and senior roles, and invest in policies and programs which support women in the workplace;

■ **SDG 6: Clean Water and Sanitation: Ensure availability and sustainable management of water and sanitation for all**

- Consider water risks as part of investment evaluation criteria and stimulate the adoption of priced-in externalities in financial statements to show environmental and social impacts and societal value creation;
- Engage with investee companies with high water consumption to reduce their own and their suppliers' water usage and to avoid releasing effluent.

■ **SDG 7: Affordable and Clean Energy: Ensure access to affordable, reliable, sustainable and modern energy for all**

- Invest in, and raise capital for, renewable energy developments such as wind farms and solar power projects to accelerate the transition to an inclusive low-carbon economy;
- Engage with investee companies to disclose their environmental impacts regarding to their business operations, and to reduce their environmental footprint and decouple growth from energy use.

■ **SDG 8: Decent Work and Economic Growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**

- Work with key stakeholders as well as investee companies to develop practical solutions to promote decent works in the organization;

■ **SDG 9: Industry, Innovation and Infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation**

- Invest in, and raise capital for, transportation, renewable energy and communications infrastructure to contribute to the development of resilient cities;
- Ensure infrastructure projects invested are aligned with the environmental-friendly initiatives.

■ **SDG 10: Reduced Inequalities: Reduce inequality within and among countries**

- Encourage investee companies to build the awareness on diversity and equality issues in the workplace as well as along the value chain.

■ **SDG 11: Sustainable Cities and Communities: Make cities and human settlements inclusive, safe, resilient and sustainable**

- Collaborate with city or community stakeholders to analyze and increase the resilience of interdependent systems, such as transport infrastructure and utilities, which underpin resilience of individual assets;

■ **SDG 12: Responsible Consumption and Production: Ensure sustainable consumption and production patterns**

- Encourage investee companies to utilize ideas from the circular economy to create new business opportunities which enable them to use less raw materials, produce less waste and operate more cost-effectively through recycling.

■ **SDG 13: Climate Action: Take urgent action to combat climate change and its impact**

- Invest in, and raise capital for, climate risk mitigation, climate resilience and climate adaptation including climate and green bonds, and other debt and equity instruments;
- Integrate climate risks into investment analysis and decision making;
- Evaluate and encourage investee companies to evaluate the risk of "stranded assets" and consider global exposure limits or divestment across industry segments such as fossil fuel energy generation, coal mining, coal transportation infrastructure and unconventional oil extraction;

SDG 14: Life below Water: Conserve and sustainably use the oceans, seas and marine resources for sustainable development

- Adopt position statements, guidelines and policies which drive sustainability within clients and investee companies regarding to the blue economy concept, the sustainable use of ocean resources for economic growth, improved livelihoods, and jobs while preserving the health of ocean system.

SDG 15: Life on Land: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification and halt and reverse land degradation and halt biodiversity loss

- Share data, research and tools to increase understanding of the dynamics and value of ecosystem services to send an economic signal for increased investment in the protection and restoration of natural habitats which will in turn reduce investment risks.

SDG 16: Peace, Justice and Strong Institutions: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

- Collaborate with other institutional investors on emerging or controversial issues to promote responsible business in high-risk areas, ensuring investee companies see a clear correlation between responsible business and availability and pricing of capital;

SDG 17: Partnerships for the Goals: Strengthen the means of implementation and revitalize the global partnership for sustainable development

- Strengthen the link between investee companies and societal value creation and align the organization's value creation strategy to the Sustainable Development Goals;
- Adopt good practices principles and guidelines which better align business practices with the SDGs;
- Engage in multi-stakeholder initiatives advancing sustainable development.

Three-step Approach to Incorporate SDG outcomes in Fundamental Equity:

Step 1

Identify Material Issues

We start by focusing on the most material factors to the stakeholders, communities in which the company is operating in and these will vary by company or industry. The following questions shall be answered as part of the company's evaluation.

- a) What does the company do?
 - Products or services and what their potential contributions or detractors to relevant SDGs
- b) How does the company operate?
 - The linkage between the production processes and relevant SDGs
- a) Any controversies in the past, present or future expected?
 - This would focus on whether the controversy may pose risks to the company and how the company tackles with this issue.

Next, we set priorities of the outcomes aiming to have the impact to the stakeholders, communities, regarding to the investment to any potential company. However, the further engagement to the investee company is required to deliver such outcomes successfully.

This step will enable fund managers to narrow down the stock universe to be invested to deliver the selected set of SDGs outcomes.

Step 2

Stock Screening

Fund managers then follow the traditional fundamental research of individual companies.

Step 3

Portfolio Construction and Risk Analysis

Fund manager will construct and maintain the portfolio according to the strategic investment plan.

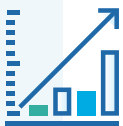
We proactively urge listed companies to adopt "Externalities" as one of the factors in risk management to mitigate negative impacts. At the same time, listed companies are expected to operate their business in parallel with the Sustainable Development Goals set by the United Nations.



TISCO ESG Investment Fund – TISESG



Fund managers continue to implement socially responsible investment strategies (SRI) and streamline processes through an ESG integration process of analyzing both qualitative and quantitative ESG data with the aim of generating sustainable returns, reducing ESG risks that may occur with the listed company in the investment portfolio.



TISCO Thai Well-Being Equity Fund – TISCOWB



TISCOASSET continues to focus on maintaining the standard of creating sustainable investment opportunities both domestically and internationally for investors through mutual funds. The thematic fund continues to gain traction as they invest in companies based on trends related to ESG factors such as renewable energy – environmentally friendly, investing in utilities – for the better lives of people, hospitals or pharmaceutical companies for health and sickness benefits, or generating income for the community by operating a business that uses local raw materials, etc. At the same time, it is also about raising awareness and understanding the relationship between capital investment and its use in order to post a positive impact on those operating businesses.

TISCOWB was established in 2019 to provide more options for those interested in investing in companies listed on the Stock Exchange of Thailand, enhancing the Thai people quality of life and playing the dominant role in driving Thailand economy in the future. The fund's main objective is to create a positive social and environmental impact under the concept of "Well-being", while creating a return that takes into account risk-adjusted return in the long run.



ESG Products

By incorporating ESG (environment, social and governance), emerging trends, and the Group's vast industry knowledge, TISCO is able to create financial products that bring value to both business and civil society.

TISCO Mortgage Saver

The Mortgage Saver home loan is a financial product designed to fulfil a customer's various financial management needs. Merging a home loan account with a savings account, the Mortgage Saver product allows for withdrawal of funds in excess of the loan payment amount. Payments from the same account can be made in any amount towards the loan from the same account, without restrictions.



- **Reducing customer burden by centering all activity on the same account**

For wiser account management, Mortgage Saver allows the use of a single bank account. This helps customers pay less interest, allowing them to become a homeowner more quickly.

- **Easier funding, lower interest**

Money from a customer's deposit account can be moved to the home loan account. This not only reduces the interest burden but also enables customers to pay-off the loan with less worry.

- **Funds in a Mortgage Saver account can be withdrawn as liquidity or for spending**

Customers are able to save as much as 50% on their interest expenses by placing their savings in a TISCO Mortgage Saver account which allows them to pay off the loan in installments that are higher than the amount required. Simultaneously functioning as liquidity, the excess funds can be withdrawn by customers for spending purposes or in case of emergency.

- **24-hour convenience**

Customers may withdraw funds in excess of the amount required to pay-off each installment in cash to cover their expenses 24/7 through our ATMs.

Customers of the TISCO Mortgage Saver home loan enjoy the following benefits:

- (1) Reduced interest burden, Customers can become a homeowner more quickly as the interest rate scheme helps reduce both the principal and interest. Advanced loan payment lowers interest and shortens the mortgage period.
- (2) Flexible financial management, Customers can schedule payments to their home loans while away, e.g. traveling abroad or dealing with important business. Any overpayment will be drawn to pay the installment on the due date to help maintain customer credit.
- (3) Superior financial management and the product allows customers to withdraw funds in excess of their installment payment, the account can work as a family reserve or as business working capital in case of emergency. In short, TISCO Mortgage Saver product offers customers an opportunity to expedite their home loan payments while also allowing access to emergency liquidity.

For more information, please go to:

<https://www.tisco.co.th/th/personal/loan/home-loan.html>



Sustainable Supply Chain Management

TISCO Group has made a commitment to all stakeholders, including customers, employees, business partners in the same industry, communities, and surrounding societies, to advance the organization towards sustainable development and to continuously improve the service that focuses on social care and the environment in order to satisfy and be able to live together sustainably in a better environment as well as external service providers in terms of production and distribution of materials and equipment, and services related to the services of TISCO group (hereinafter referred to as business partners).

TISCO recognizes the importance of business partners. with the aim of growing both in terms of business and caring for society and the

environment at the same time. TISCO Group has established a Supplier Code of Conduct to serve as a framework and guidelines for business partners to conduct business with TISCO Group. Encourage partners to conduct business with TISCO Group in order to be able to grow while creating sustainability for all stakeholders in all dimensions. The practices focus on three main areas, as follows:

Section 1 Business Integrity

Section 2 Responsible Business Practice

Section 3 Social & Environmental Responsibility

Please see detail as www.tisco.co.th

Green procurement process



Business partners sign an acknowledgment of the Code of Conduct for TISCO Group Business Partners



Classification of trading partners according to their importance to business operations



Supplier selection based on ESG criteria



Examination and monitoring of compliance with TISCO Group's Supplier Code of Conduct. as well as labour practices as required by law



Assessment of operational efficiency of suppliers

TISCO Group categorizes business partners according to the importance of their work. and used as a guideline in determining the operational framework, starting from the selection of trading partners. Participation in doing business with each other as well as the withdrawal of the joint venture in considering the selection of business partners. In addition to screening the qualifications of partners for quality and price, TISCO Group conducts a risk assessment before using the service. It also considers the ability of partners to perform according to the specified supplier code of conduct. The business partners must sign to acknowledge the requirements specified in the business partner code of conduct before providing services. Including requiring business partners to disclose guidelines on ESG operations.

Once becoming a business partner, TISCO Group continues to monitor business partners' actions in terms of service quality, transparency, honesty, fairness, and anti-corruption. In addition, the consistency in taking care of society and the environment of partners including the

protection of personal information, comply with relevant laws. Including the importance of choosing materials that are environmentally friendly. Employees and workers are taken care of as required by law. No human rights violations These data will be used to assess the quality of the service provided. In addition, TISCO Group has used the information to review the risks at regular intervals, organized according to the importance of the work. This is to manage the risk to an acceptable level. Comments or suggestions are also given to improve the quality of service. The results of the supplier assessment each year are taken into consideration for the continuity of service. This ensures that the procurement process is a business process that creates value for the organization while reducing social and environmental impacts.

In 2022, the quality assessment and supplier risk review found that one supplier was unable to perform as expected by TISCO Group. Therefore, there is a change in trading partners. without affecting the operation.



Classification of Suppliers

TISCO Group classifies suppliers on the basis of their priorities in each type of service. Suppliers who are distributors of goods or services are classified on the basis of quantity of goods or services they have procured each year as follow:

Details of Number of Suppliers and Outsourcing						
Detail	Number of non-IT suppliers (item)			Number of IT suppliers (item)		
	2020	2021	2022	2020	2021	2022
Suppliers	127	120	65	127	109	126
Outsourced	175	182	204	16	11	12
Total	302	302	269	143	120	138

TISCO Group has 18 significant business partners who are judged on the type of services they provide. All these business partners have passed TISCO's ESG and personal data protection criteria. Evaluations of these aspects are conducted, and the results submitted to relevant committees during the first half of each year.



Operations

Our Sustainable Development Roadmap (SD Roadmap) sets the following goals for supply chain management:

2022 Goals

- Evaluating the effectiveness of partner services covering all ESG practices and personal data protection
- Sending the Suppliers Code of Conduct to new and major suppliers for signing and acknowledgment
- Visiting site to randomly verify compliance with the Supplier Code of Conduct for key partners

Operational result in 2022

- Delivered the Self-Assessment on ESG Practices and Personal Data Protection to 422 (100%) partners. The results of the assessment will be compiled and presented to the relevant subcommittees in the first half of 2023
- Current business partners received a cumulative number of 407 Supplier Code of Conduct and 401 cumulative signed acknowledgment (98.5%) of the Supplier Code of Conduct.
- Online visits site in accordance with the measures to prevent the spread of COVID-19

Long-term Goals for 2023 - 2025

- Acknowledging 100 percent of supplier to follow the Supplier Code of Conduct
- Activating terms in the Supplier Code of Conduct into the Service Agreement with major suppliers
- Supporting and building partnerships with partners in conducting business in accordance with ESG guidelines

As of the end of 2022, TISCO Group has delivered the Supplier Code of Conduct to a total of 407 suppliers, of which 401 suppliers have signed the acknowledgment. However, TISCO has examined the information about the business operation policy for the unresponsive business partners to ensure that they are in line with TISCO's supplier code of conduct.



Partner Operations Support

TISCO Group places great importance on treating business partners to trade agreements and contracts. The policy is to determine the credit term (the period of credit that the counterparty allows the purchaser of goods or services to pay later) is often set at 30 days, however this might vary based on the agreements reached between TISCO Group and the counterparty. trade based on the circumstances The actual average time of supplier debt payback falls within the TISCO Group-specified credit term. However, in the selection of business partners, TISCO Group does not do business with business partners that illegal business or is an organization that creates pollution to society and the environment beyond the legal standards. All business partners must be able to fully comply with TISCO Group's Supplier Code of Conduct. Including TISCO Group encourages business partners to join the anti-corruption network.

Creating Sustainable Projects with Partners

Collaboration with Thai Honda Co., Ltd.

"Somwang Ngern Sang Dai" a brand of microfinance loans Operated by Hi-Way Company Limited a company in TISCO Group collaboration with Thai Honda to organize a basic driving skill training program for "Pro Service" messenger delivery service provider of TISCO Group. to review fundamental motorcycle driving techniques increase road user proficiency accident prediction for truly safe driving and contributing to society's effort to lower traffic accidents



The "Won" Project

TISCO Group promoted the "Won" project with partners to extend social responsibility. The group joined hands with TPBI Public Company Limited in providing a drop-off venue for the public to dispose of plastic bags and clean plastic film for recycling in a bid to reduce plastic waste. In 2022, TISCO group sent 128 kg of used plastic to the "Won" project which could be recycled as plastic pellets of 112 kg weight.

Performance	2020	2021	2022
Amount of stretched plastic waste (kilograms)	462	198	112

Fighting Global Warming with the Use of Cool Mode Fabric for Staff Uniform

TISCO Group joined the global warming campaign by providing staff with uniforms that are made from "cool mode" innovative fabric that offers good ventilation and allows wearers to feel comfortable when in an air-conditioned room at a temperature of more than 25 degrees Celsius. This helps reduce the use of electricity from air conditioners, which directly and indirectly lessens the release of greenhouse gases. TISCO Group was given a certificate by the Thailand Textile Institute and the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO) to signify its support in helping fight global warming through the use of the cool mode fabric.



Joining Juristic Person of TISCO Tower in the Calendar Donation

TISCO Group joined with the Yommarat Condominium juristic person to organize the "Give us your unused desk calendars" activity by accepting donations of the old desk calendars and collecting them to deliver to the Foundation for the Blind in Thailand under the Royal Patronage of His Majesty the King. The foundation used the old calendars to create media for teaching Braille to the visually impaired. Setting up a pick-up point for the calendars to facilitate those who are interested, allowed them to donate the calendars. The campaign also promoted recycling and waste separation at the TISCO Tower.

SOCIAL





Impressive and good service

The COVID-19 outbreak over the previous two years had a direct impact on Thailand's population's income and economy. TISCO Group is still operating responsibly, keeping a watchful eye on the issue and including measures to alleviate suffering especially for retail customers, corporate finance and SMEs such as extending the debt repayment period, debt restructuring projects to return the car to end the debt, and measures to solve long-term debt by refinancing and debt consolidation, etc. Despite the difficult situation, TISCO Group has continued to create products and services that truly answer the needs of customers and business partners. In addition, TISCO Group has fostered a socially and environmentally responsible ecosystem. It has collaborated with leading organizations in Thailand in developing and presenting appropriate financial products/services that come with good value for money and in offering good opportunities/alternatives to customers. TISCO Group, furthermore, has provided customers with complete and adequate financial product information for their purchase decision making in compliance with laws and Market Conduct guidelines, all while protecting customers' personal data, upholding information security, ensuring data accuracy, and preventing the abuse of customers' personal data. Customers, therefore, have continued to trust TISCO Group and use its services over the long term.

Customer Relationship Policy

Striving for a policy to provide services that respond to the eclectic needs of customers in each business group, TISCO Group has set up its business structure manned by people with expertise in each customer segment, namely, private banking, corporate banking, retail banking and asset management.

Private Banking Customers

TISCO has been a leader in the private banking business for more than half a century. Thanks to our past success as a top advisory house that has helped answer all saving and investment requirements through banking, equity and asset management services under "TISCO Wealth".

In 2022, TISCO Bank Public Company Limited launched Thailand's first retirement advisory hub that is the center of financial planning advice for retirement at TISCO Bank's Gateway Ekamai branch. Keep up with the world's changing by delving into both investment planning and megatrends businesses selected from mutual funds of various leading asset management companies and risk prevention planning for health expenses that have been insured by leading insurance companies in Thailand in one place. In addition, there are also outstanding services, namely, customers can bring investment portfolios and existing insurance policies to receive advice from experts as well. At the same time, TISCO Group continues to produce analysis and investment strategies from TISCO's House View that are reliable from the TISCO Economic Strategy Unit (TISCO ESU) to recommend strategies to meet the needs of customers



covering all types of assets. To provide excellent service in financial and investment advisory by relationship manager (RM), TISCO Group has focused on improving the quality of customer care team and strived to go beyond industry standards. In addition to all RM's having a single license, TISCO Bank also aims to have officers who pass Associate Financial Planner Thailand qualification (AFPT) at least 1 full-time in each branch. Moreover, TISCO Bank also encourages RM to develop itself with Certified Financial Planner (CFP) examination, up to 30 percent of RMs are currently CFP Licensed. In the future, TISCO's financial advisory service platform will focus on Hybrid Advisory that a combination service "Quality personnel" along with the use of "technology" to develop online channels. Since only AI technology may not be enough to answer the question specially some products our customers need advice or in-depth explanations.

Corporate Loan Customers

Due to high uncertainty in both local and international economic conditions and the fact that corporate clients still continue to seek financial services to expand their different business activities,

almost all financial institutions are eyeing corporate banking, and this leads to intensive competition. TISCO has actively responded to this situation by differentiating ourselves through the “Total Solution” strategy, which refers to the exclusive experiences of our staff coupled with a flexible corporate structure so that our client service units can collaborate well with one another. The strategic team, the analysis team, the credit team and the corporate banking team work together under a management structure that prioritizes team collaboration as well as dedicated relationships with customers so that we can understand them thoroughly. As a result, success is not limited to an outcome where we can respond to customer’s demands based on their requirements on a specific occasion, but also a true understanding of why they need financing, which comes only through collaborative brainstorming. In the end, this results in a sound and healthy collaboration on the basis of genuine customer understanding, which manifests as an appropriate offer of financial products or services to suit a particular circumstance.

Customers are not only offered the right solution, but the strategy also helps resolve their bottlenecks in a timely, comprehensive and flexible manner. This in turn induces our customers to stick with us as a Lifetime Partner. Thanks to this Total Solution management, flexibility is created, and solutions evolve based on changing circumstances. What is offered to a particular customer has been exclusively analyzed and designed in a customized manner before being proposed to the client, which narrows our dependence on existing on-the-shelf products.

Retail Loan Customers

TISCO Group offers a wide range of financial, investment and insurance products to retail customers. Our focus is to develop products and services that respond to the ageing society and retirement-age customers while expanding our deposit customer base and developing technology to further facilitate these services. The details are as follows:

Retail customer product



1. Saving products

TISCO Group offers a variety of deposit products in all ranges of financial activities to promote flexibility. The Group has developed TISCO My Wealth application to enhance service channels. Functions to accommodate payments through Thai QR Code and PromptPay are actively embraced to facilitate banking services for customers.

2. Investment and insurance products

TISCO Group focuses on our investment and insurance advisory service designed on an open architecture through which mutual funds, life insurance and health insurance of various companies are offered. We also focus on enhancing the quality of our RM (Relationship Managers) to provide effective financial, investment and asset management services. So far, TISCO Group has provided eclectic mutual fund products that respond to the different risk exposure levels of our customers. For example, TISCO Group offers health protection advisory services by curating health insurance products from leading insurance companies with expertise in health insurance before comparing packages for customers and offering post-sales services. The Group also offers a brokerage auto insurance service to leading car manufacturers.



3. Loan products




TISCO Group offers a variety of loan products to accommodate customer needs with hire purchase products dominating our retail loan customer category. The Group’s hire purchase and other retail loan approval standards are systematically managed through the credit scoring procedure, which is developed from our internal database. This process can systemize loan approval criteria, increase loan approval efficiency and reduce the loan approval time required to respond to customer needs. Aside from the hire purchase products, the Group also offers housing loans, consumer loans and other loans without collateral requirement. Aside from the auto hire purchase, TISCO Group also offers motorcycle hire purchase, car registration loan and other services to suit the various needs of customers under Hi-Way Co., Ltd. financial products through the “Somwang, Ngern Sang Dai” under TISCO Financial Group, Hi-Way Co., Ltd. provides services through nationwide, thus enabling the firm to access customers in all regions.



TISCO's loan services have also expanded to cover other groups of customers so that they can further benefit from them. As of end of 2022, our loan portfolio amounted to 219,004 million baht, which can be classified into industry sectors and business sizes as follows:

Percentage of Loans (By Industry)	2020	2021	2022
Agricultural and Mining	653	804	799
Manufacturing and Trading	28,081	20,698	26,097
Public Utilities and Service	16,489	14,655	21,042
Personal Consumption	160,999	144,820	145,114
Real Estate and Construction Business	18,590	21,973	25,952

Percentage of Loans (By Business)

	2020	2021	2022
 Retail Loans and Micro Finance	177,343	158,674	160,332
 Small and Medium Enterprises (SMEs)	10,035	8,474	14,303
 Large Corporations	37,434	35,802	44,369



Asset Management Business

TISCO Group's expertise in asset/fund management has been renowned for more than 30 years. We have an investment team comprising experienced fund managers with more than 10 years of fund management expertise in Thailand as well as investment planners ready to provide advice to investors with different risk appetites. As a result, we have developed mutual funds with diverse investment policies, ranging from equity funds to flexible mixed funds, mixed funds, debt instrument funds, specific funds and retirement management funds (RMF). Private fund management is offered to high-end investors who wish to adjust their investment portfolios. The provident fund management is ready to offer wealth creation to customers wanting to enjoy financial freedom following their retirement. TISCO My Fund and Line @TISCO My Funds have been developed to offer a versatile online platform to customers and those interested in investment activities as well as financial and investment knowledge anytime and anywhere.

Securities Customers



Determined to be a premium broker, TISCO Securities has accorded importance to the quality of its services and in-depth analyses. Market-insight articles must be timely, reliable, and accessible to all groups of investors. A database is available so that investors can access a complete range of relevant information and keep pace with fast-changing investment situations. Currently, TISCO Securities has developed service-delivery channels that respond to the changing trends of investors in availing themselves of the digital selling/buying platform. The "TISCO Guru Plus" application has been launched. Its users, both new and experienced investors, can use the app to scan stocks. One

of its outstanding features gives useful advice to investors so that they can conveniently choose stocks that resonate with their investment styles. This application assesses investors' past investment behaviors before recommending what they may be interested in. Moreover, this app identifies future trends from the perspective of TISCO Securities' analysts. Thanks to such support, investors will feel like they have analysts and personal wealth advisors by their side around the clock. Notifications are automatically sent when stocks investors are monitoring have any movement or their price reaches the target. Moreover, this application allows investors to conveniently monitor news and stocks in their portfolio or stocks of interest.

Marketing Communications

More solid evidence of TISCO Group’s status as a top advisory house lies in its efficient communication with customers and the public. Backing up such communication are its database of knowledge related to financial planning, investments, products, debt management, and a variety of services. TISCO Securities communicates over various channels including via marketing staff, branch staff, the Contact Center, TISCO Bank’s website, and the websites of all TISCO Group’s business units. Customers can therefore access important information. Moreover, TISCO Group has attached importance to online communications. For example, it has communicated through LINE Official Account, Facebook Fanpage: TISCO, and YouTube: TISCO Fun(d) station. These communication channels have delivered financial-planning knowledge, news updates, and lifestyle content to each group of TISCO Group’s customers. Via these channels, TISCO Group has also presented its new products and services, answered inquiries and provided information to customers on the basis of two-way communication. A variety of communication channels to provide product/service information aims to ensure that customers can access key information quickly. When they have inquiries, customers can contact TISCO marketing staff, branch staff, the Contact Center, social media, TISCO Bank’s website or the website of any of TISCO Group’s business units.



In 2022, we found no complaint in relation to non-compliance with marketing communication.

Customer Satisfaction Survey

True to its corporate value of Customer Priority, TISCO Group focuses on developing appropriate financial products/services in response to customers’ needs. The development takes into account financial products used by customers, financial transactions, as well as service-use behaviour. In the development process, TISCO Group also surveys customers’ demands for products and customer pain points as it strives to deliver what suits customers’ best.



TISCO Group also handles defensive customer-relationship management via its Contact Center, which provides product/service information, solves customers’ service-use problems, and listens to customers’ opinions and recommendations for service quality improvement. In addition, TISCO Group efficiently manages complaints through the designated complaint receiving channels, a system of clear-cut officials/units to review and resolve the complaints, and a system to monitor complaint response. A clear timeframe is set, as laid out in the Service Level Agreement (SLA), in which TISCO Group guarantees to get back to customers regarding their complaint. Complaints that have been received shall be analyzed against guidelines for service quality improvement. Actions on the complaints are summarized and reported to the executives of relevant units and relevant subcommittees.

Feedback & Complaint Channels



TISCO has agreed to an SLA that clearly sets financial-service standards in terms of acceptance and response to complaints.

The efficiency of the Contact Center staff is constantly monitored for example via customer satisfaction surveys undertaken through an automatic response system, monitoring of staff conversations with customers, and review of the Abandon Rate and Complaint Rate for the purpose of further enhancing service quality. TISCO Group has integrated modern technology in support of its Contact Center operations, and this aims to reduce the waiting time of customers, the volume of calls on hold and the Abandon Rate. With the integration, TISCO Group has developed a Corporate Chatbot based on conversations between customers and staff to create automatic provision of product information and answers to general inquiries.

 Receiving and handling complaints	 Action Timeframe
Complaint acknowledgement	
Complaints received via Contact Center	Immediately
Complaints made directly to staff at the Head Office or at TISCO Bank branches	Immediately
Complaints submitted on our website: www.tisco.co.th	1 business day
Complaints submitted via e-mail to webmaster@tisco.co.th	1 business day
Complaint letters delivered by postal services	7 business days
Providing information on outcome and progress on the resolution of issues for all channels	
TISCO resolves the issues or informs the customer(s) about the progress and estimated time required to handle the issue should it not have already been resolved.	15 business days



In 2022, TISCO Group's Call Center has scored between 96-97 points out of a possible 100, with its mistake rate standing at 0.0052%

Customer Satisfaction Survey

In 2022, TISCO Group conducted a customer satisfaction survey in January 2023 with a strong commitment to customer centricity. Provide services that respond to the needs of various consumers along with the Customer Satisfaction Survey. The questionnaire is designed to focus on TISCO Group's services in terms of marketing mix or marketing strategy (Touch Points) including products, time of service, promotion and various service channels such as branches, call centers, LINE applications by defining a sample of 1,500 customers from various business groups, including 1. Hire Purchase 2. Loan against Auto License 3. Mutual Fund 4. Deposit 5. Securities Brokerage and 6. Motorcycle Hire Purchase

In summary, TISCO customer satisfaction 2022 score was 8.45/10 from the target 8/10 and Net Promoter Score (NPS) was 37.

Customer satisfaction	2022 Survey results	2023-2025 Target
Net Promoter Score	37	45
Customer Satisfaction Score	8.45/10	8/10

The feedback from customer satisfaction surveys is valued by TISCO Group, which sends the recommendations to the appropriate people for their acknowledgment and consideration. Next year, we will improve and track outcomes to deliver better service to customers and all stakeholder groups in order to satisfy and impress customers which is considered part of the promotion "Providing products and services that are suitable for clients" in accordance with TISCO Group's business guidelines.

Educating Customers through Financial Literacy: “Sustainability That is Deeper than Just Presentation of Products and Services”

With expertise and understanding of customer needs, TISCO Group transfers financial knowledge to customers according to the needs of each group. Through application to the introduction of new products and services including seminars and activities related to financial knowledge, we believe that customers should manage their finances in their own best interests. It will help TISCO's business operations grow sustainably in the long run. There are various forms of knowledge-sharing activities for customers such as publishing financial and investment analysis reports via mail as well as through social media, for example, Facebook and the LINE official account in order to reduce social distance. After the epidemic situation began to recover in the second half of the year, people began to organize seminars to update the investment situation, offer financial products and economic analysis for customers.

Topics of the seminar will focus on investing in new trends in the New Normal era and adjusting portfolios to suit the current investment situation, which most of the customer groups are still interested in viewing continuously in all channels, approximately 399,907 people as follows:

Providing Financial Knowledge via Seminars and Online Channels

	Number of Time (s)	Number of Participants (people)
1. TISCO Securities Company Limited: Private Client Group	238	19,000
2. TISCO Asset Management Company Limited: Mutual Funds & Private Funds Business	111	372,235
3. TISCO Asset Management Company Limited: Provident Fund Business	25	8,672

Example of Financial Literacy Promotion



1. TISCO Securities Company Limited: Private Client Group

- Seminar TISCO Talk All Trends
- Seminar Wanwiwat by TISCO
- TISCO SEC Market Insight

2. TISCO Asset Management Company Limited: Mutual-Fund & Private-Fund Businesses

- Recession: Is it good to invest in dividend stocks with Dr. Niwet Hemvachiravarakorn
- If investing in SSF/RMF, why not wait until the end of the year?
- Look into Vietnam fund portfolios with Dr. Niwet and fund manager



3. TISCO Asset Management Company Limited

- Seminar "Tips for tax deduction Plan well and have money left over."
- Seminar "Good Life, Happy 55+ Season 7, Happy Retirement, New Normal"
- Seminar "Shop good funds with tax returns, RMF & SSF"



Creating Digital Products and Services

Nowadays, technology has played an important role in livelihoods. The clients would like to have quick and convenient ways which can respond to their needs. TISCO Group has continually focused on developing products, services and digital solutions with the Customer Journey to deliver products and services that meet the needs of customers and support comprehensive access to financial services. TISCO Group focuses on building long-term relationships with existing customers, expanding new customer base, as well as supporting public relations communications through marketing materials that can reach customers more widely and quickly, such as

Development of online service channels

To facilitate and align with the lifestyle of customers or consumers, TISCO Group has launched conversations through social media such as LINE Official Account, Facebook, automated chat programs, etc. Also, selling insurance through online channels, www.tiscoinsure.com, etc., to make it easily accessible to customers or users anytime and anywhere.

In 2022, TISCO Asset Management has focused on developing channels to facilitate members to access provident fund-related services (PVD). We encourage provident fund members to have effective retirement financial planning. Therefore, we have developed a LINE Official Account channel under the name Freedom by TISCO PVD to facilitate 679,000 TISCO provident fund members from more than 4,900 employers. It is easier to check provident fund information. We also collect privileges from TISCO Group in various fields, including articles to provide useful knowledge to members, and inquiries related to provident fund services anytime, anywhere.



Application Development

TISCO Group is constantly developing systems or applications for providing services via mobile phones or tablets to increase the efficiency of services and facilitate customers to verify their data conveniently and quickly, such as



TISCO My Wealth Application

Following the launch of the TISCO My Wealth application at the end of 2021, TISCO Bank has continuously developed the functionality of TISCO My Wealth to help clients complete the entirety of both deposit and investment services. Currently, clients can open

an online mutual fund account via the TISCO My Wealth application once and can trade mutual funds from 14 leading asset management companies immediately. It allows clients who want to invest to start investing on their own without having to come to the branch. This, in addition to reducing the risk of COVID-19 disease, reduces the energy consumption of paper-based transactions to digital transactions, and also reduces the energy expenditure of travel to bank branches. At present, bank customers make more than 1 million digital transactions annually.

TISCO My Car

TISCO My Car is one of the cares of the services that TISCO provides the customers. It is an application that serves leasing loan customers, credit limit increase, secured loan, and hire purchase. In 2022, there were more than 200,000 customers using TISCO My Car on average per month. The developer team is constantly improving the service model and application performance.

Therefore, customers are given the convenience of accessing information and managing their own credit accounts anytime, anywhere, and staying informed. In addition, customers can check loan information, accrued installments, historical payment history, car insurance information, receive notifications when payment is approaching, inform them of changes in delivery address, and easily pay installments via QR CODE or BARCODE. It also provides electronic receipt services such as receipts/statements and credit books, reducing paper consumption and statement preparation costs by 442,000 baht per month.



Investment Transaction Application (TISCO My Funds)



TISCO Group has developed the service efficiency of TISCO My Funds application to increase the convenience for their customers who use e-Invest services. Customers can buy, sell and switch funds of asset management companies which TISCO has a policy of investing both domestically and internationally through the application "TISCO My Funds". Also customers can check the port and transaction status anytime, anywhere.

Creating society through innovation

1. Co-create a learning society through financial innovation (Innovative Finance)

TISCO Group focuses on the development of technology and the creation of new technologies to help in the work and enhance the service for customers. In 2022, We have held up an event called Grill the Data to promote Data Community. It provides knowledge on the application of technology and important lessons in TISCO Group's operations, and the sharing of experiences from technology experts.



2. Participate in the BANTAO Web Platform for Social Technology during the COVID-19 Pandemic



From focusing on technology development, TISCO Group was honored as a speaker to educate and share experiences at the Dev Mountain event held at Chiang Mai University led by Khun Tula Rodsalab (Head of digital banking & business innovation) presenting topic "Simplicity is the key to unleash potential of innovation" which talked about simplicity is at the heart of creativity and innovation, and ease of use in the customer's field of use, while expressing the experience of implementing innovation methodology, developing innovation and service that resonates with customers. Also, Khun Narueporn Hemmasuth (Senior technology engineer) presented topic "From Crisis to Opportunities with DevOps & Cloud" which talked about the story of the Bantao project, in which TISCO Group has used technology to manage data to help customers during the COVID-19 pandemic, enabling them to take care of customers effectively, reducing traveling to branches which could risk exposure to the virus with more than 150,000 contracts being entered into by customers seeking relief.

Another interesting aspect of the event was a hackathon competition with code writing throughout the train journey from Bangkok to Chiang Mai, where TISCO Group won the 2nd runner-up prize and the commendation award.







Employee's Quality of Life and Well-being

TISCO Group devotes much attention to human resource management which we consider as the most valuable and important in driving the organization to reach the vision: "Create the opportunity for lives". We are the organization which grow with quality. We have determined the general policy in human resource that cover every entity to ensure the same standard. TISCO Group also values employee's welfare in the aspect of developing specialty skills, giving benefits and suitable welfare, security, hygienic, working environment and adherence to the principles of treating employee according to TISCO Group's values.

In 2022, The spreading of the COVID-19 situation has been improved which has affected people's lifestyle to be more relaxed from getting contacted the virus. As the result, there are more social gathering activities happen under the principal of caution in hygiene. TISCO Group has ease restrictions of work-from-home and gradually has

the employee to come back to the office under social distancing interventions. At the same time, we also dedicate in researching on adapting the working live of the employee both work-from-home and hybrid thought the situation is unwinding in order to meet the needs of lifestyle nowadays.

TISCO Group continuously has an employee satisfaction questionnaire within the organization every year and operation with the organization's consultants in order to consider the standard of employee welfare to be on the same level with the other organizations in the same industry. We continually join employee relation survey which operate by Kincentric (Thailand). In 2022, Hi-Way Company Limited, was awarded with Kincentric Best Employers Thailand Hall of Fame. It is the award which will be given to the best employer in Thailand for over 3 years within the 20 years of this award being awarded in Thailand.

2022 Result		Performance Goals 2023-2025
 Employee Satisfaction	87%	85% or higher
 Retention rate	93.4%	> 90% or above average
 Training attendance	65.2%	80% or higher
 e-Learning	100%	100%

Overall Operation

TISCO Group foresees that supporting the employees in learning and self-development as well as assisting the employees to adapt their lifestyle to the situation and environment which effect their living and hygienic will enhance working efficiency, increase employee's working performance, and promote employee's satisfaction and work happiness. In 2022, TISCO Group has average 19.47 hours of training hours for each person per year. The training attendance rate is 65.2% (this is not including online training which has 100% attendance rate). However, considering the variable which reflect the employee's satisfaction shows that employee retention rate is good, 93.4%, and effect employee's relationship towards the organization at 87%.

Employment

TISCO Group promotes diversity and equality of employee's treatment. There is no discrimination in recruitment, welfare allocation, progress in career path, employee's retention, and employee's development. All of the aforementioned are based on the equality and respect for gender diversity, age, education, nationality, ethnicity, skin color, religion, sexual orientation, and disability. We give our employees the opportunity to express their opinion towards work creatively. TISCO Group thinks highly of recruiting employees from graduated people or first entry level of employees for working in the first entry level in our company. We also promote career path growth within the organization complying with TISCO Group's policy which emphasize on the promotion or having in-house recruitment before seeking for candidates from the outside whom have knowledge and qualification which meet the organization requirements which has the adaptation in business environment.

In 2022, although the COVID-19 protocol has been loosen, TISCO Group still think highly of safety in recruitment process. We allow more candidates to have an on-site interview after having preliminary interview via telephone or video conference. Once the candidates

come to the office of our organization, we will implement measures to prevent the spread of COVID-19.

In terms of employees' selection, in order to maintain business operation under the organization's value, we not only select the employees from the quality, TISCO Group also select the employees by using an attribute evaluation to find the concordance between the candidates and the company's value and culture. The evaluation also helps decreasing personal opinions during the consideration stage.

In the aspect of improving people with disability's quality of lives, TISCO Group supports employment through Thai Red Cross Society nationwide and Northeast Autistic Aid Center of 49 people with budget of 5,598,005 baht. In addition, there is a direct employment: full-time employees and contract employees of 4 people.

For information on the rate of change of employees and the total number of employees of TISCO Group by age range, gender and other diversity criteria are as follows:

Changes in employees		New Hire						Exit					
		2019		2020		2021		2019		2020		2021	
		Number (People)	%	Number (People)	%	Number (People)	%	Number (People)	%	Number (People)	%	Number (People)	%
Number of Employees		5,013		4,879		5,090		5,013		4,879		5,090	
Change in number		436	8.70	387	7.93	817	16.05	211	4.21	267	5.47	337	6.62
Gender	Male	163	3.25	152	3.12	285	5.60	97	1.93	104	2.13	132	2.59
	Female	273	5.45	235	4.82	532	10.45	114	2.27	163	3.34	205	4.03
Age Range	Age < 30 years	313	6.24	253	5.19	561	11.02	110	2.19	120	2.46	125	2.46
	Age 30 – 50 years	113	2.25	129	2.64	241	4.73	101	2.01	142	2.91	202	3.97
	Age > 50 years	10	0.20	5	0.10	15	0.29	0	0.00	5	0.10	10	0.20
Work Location	Head office	186	3.71	185	3.79	431	8.47	115	2.29	111	2.28	199	3.91
	Bangkok and Metropolitan Region	57	1.14	44	0.90	65	1.28	23	0.46	30	0.61	40	0.79
	Provincial branches	193	3.85	158	3.24	321	6.31	73	1.46	126	2.58	98	1.93

Notes: 1) Number of employees means permanent and contract employees.

2) Number and resignation rate does not include retirement, early retirement, death, not qualified, disclaim, contract termination and termination of all kind.

3) Percentage in the table is calculated against full number of employees in each year.

Total number of Employees categorized by Management Level and Business Line

Criteria Composition Staff	2020										2021										2022									
	Position			Business Line			Total(2)	%	Position			Business Line			Total(2)	%	Position			Business Line			Total(2)	%						
	Directors	Executives	Non-Executives	Retail	Corporate	Wealth and Asset Management			Corporate Support	Directors	Executives	Non-Executives	Retail	Corporate			Wealth and Asset Management	Corporate Support	Directors	Executives	Non-Executives	Retail			Corporate	Wealth and Asset Management	Corporate Support			
Total ⁽¹⁾	12	119	4,894	3,237	46	1,014	716	5,013	100	13	115	4,764	3,150	44	996	689	4,879	100	10	114	4,976	3,356	45	977	712	5,090	100			
Gender																														
Male	9	69	1,710	1,193	13	201	372	1,779	35.49	10	67	1,657	1,154	11	204	355	1,724	35.34	10	68	1,689	1,179	10	200	368	1,757	34.52			
Female	3	50	3,184	2,044	33	813	344	3,234	64.51	3	48	3,107	1,996	33	792	334	3,155	64.66	3	46	3,287	2,177	35	777	344	3,333	65.48			
Age Range																														
Age < 30 years	-	-	1,385	1,058	14	209	104	1,385	27.63	-	-	1,128	873	10	162	83	1,128	23.12	-	-	1,233	1,001	10	132	90	1,233	24.22			
Age 30 - 50 years	3	59	3,201	2,014	27	703	516	3,260	65.03	3	53	3,295	2,107	28	710	503	3,348	68.62	1	50	3,362	2,166	27	712	507	3,412	67.03			
Age > 50 years	9	60	308	165	5	102	96	368	7.34	10	62	341	170	6	124	103	403	8.26	12	64	381	189	8	133	115	445	8.75			
Nationality																														
Thai	9	119	4,891	3,237	46	1,012	715	5,010	99.94	10	115	4,762	3,150	44	994	689	4,877	99.96	10	114	4,974	3,356	45	975	712	5,088	99.96			
American	-	-	1	-	-	1	-	1	0.02	1	-	1	-	-	1	-	1	0.02	1	-	1	-	-	1	-	1	0.02			
British	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Japanese	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-			
Taiwanese	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-			
New Zealand	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Indonesian	-	-	1	-	-	1	-	1	0.02	-	-	1	-	-	1	-	1	0.02	-	-	1	-	-	1	-	1	0.02			
Mexican	-	-	1	-	-	-	1	1	0.02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			

Notes: ⁽¹⁾ Number of employees means permanent and contract employees.⁽²⁾ Not including directors

Remuneration and Welfare

TISCO Group's policy is to offer attractive remuneration through a fair and attractive structure. TISCO is focusing on long-term savings to strengthen the financial health of our employees at retirement age. Details are as follows:











Short-term employee benefits: These include salary, wages, bonus, all fixed and variable incentives, awards (classified into two categories: (1) remuneration based on duties and responsibilities; and (2) performance-based remuneration) and social security insurance.

Post-Employment and Other Long-Term Benefits for Employees: TISCO Group has a provident fund and offers to match employees' monthly contributions to the fund at the rate of 5, 10 or 15 percent of their salary, depending on the choice each employee has made on a voluntary basis.

and keep pace with changing market conditions. Remuneration is determined based on external pay levels as well as internal fairness. TISCO Group placed an importance on integrating technology into the human resource management by improving MY HR application which has additional features for employees to key in the tax deduction for personal income tax calculations (Lor Yor 01), giving employees another channel to prepare their annual tax filings. In addition, TISCO Group has developed an HR Chatbot or "Nong Tem Jai" to provide services as a LINE Application. Through this service, employees enjoy greater convenience in accessing such data as their firm's regulations, welfare, HR process, as well as their personal data including leave information, work time, annual work targets and performance.

At TISCO Group, the pay system is based on industry rates with clear scales and job categories to ensure appropriate salaries

Regarding staff welfare, we offer the following to full-time and contract employees:

TISCO Group Welfare	Welfare by Employment Category	
	Permanent	Permanent
 Medical fee	✓	Welfare for medical expenses in case of COVID treatment 30,000 baht / 1 infection
 Uniform, Annual physical checkup and First aid room	✓	✓
 Compensation Fund	✓	✓
 Life insurance and accident-related medical coverage	✓	(For jobs with frequent outside working)
 Funeral assistance	✓	✓
 Provident Fund	✓	-
 Financial support for license application for specific professional job	✓	✓
 Loans and funds sourcing for employees such as Car hire purchase benefit, Motorcycle hire purchase benefit, Housing loans or house renovation and repair, Emergency loans and Loans to relieve burden of living	✓	-
 Education fund	✓	-
 Long service rewards	✓	-

Besides, TISCO Group allows female employees to take maternity leave of up to 98 days for each pregnancy including holidays during the leave period and still earn salary for no more than 45 days for natural birth and up to 60 days for caesarean delivery. Also, employees may ask to be assigned to another job on a temporary basis either during pregnancy or after childbirth in line with the Children's Rights and Business Principles of the United Nations International Children's Emergency Fund (UNICEF), the UN Global Compact and the Save the Children for the safety of expectant employees and for their children's right to proper upbringing by their mothers.

Statistics on retention rate of employees after maternity leave

 Maternity Leave Cases 	Number of Employees (People)		
	2020	2021	2022
Number of employees with maternity leave rights	3,059	3,155	3,333
Number of employees exercising right of maternity leave	131	131	125
Number of employees returning to work after maternity leave	125	129	122
Number of employees returning to work after maternity leave and continuing to work 12 months thereafter	128	113	115
Return to Work Rate ⁽¹⁾ upon end of maternity leave (%)	95	98	98
Retention Rate ⁽²⁾ post maternity leave and continuing to work 12 months thereafter (%)	98	90	89

Notes: For 2014, the year that data was first collected, until 2019, updated historical data uses the number of female employees eligible for maternity leave not over 50 years of age in calculation.

⁽¹⁾Return to Work Rate = (Number of employees returning to work after maternity leave/number of employees exercising the right to maternity leave) x 100

⁽²⁾Retention Rate = (Number of employees returning to work upon end of maternity leave for the subsequent 12 months/number of employees back to work when maternity leave ends of the previous reporting period) x 100

Non-discrimination

TISCO Group offers a wealth of opportunities for internal employees to grow within the organization by taking into consideration performance outcomes, abilities, and qualifications that reflect our corporate culture, one in which everyone is treated equally and is subject to the same standards organization-wide.

We also take business equality into consideration through our guidelines which are drawn up to avoid discrimination against customers and suppliers. For example, to avoid conflict of interest, employees with authority are not allowed to take care of clients whom the employees have a personal relationship. Suppliers are also selected on a fair and transparent basis with clear procurement policy and practices by setting up a Procurement Committee to supervise the procurement. In 2022, there were no complaints relating to discrimination.

Human Rights Protection

TISCO Group has ethically conducted its businesses. In compliance with the laws, TISCO Group has strictly employed persons who have already reached maturity. No underage person is hired except for special-status employees such as those working for TISCO Group under internship programs or agreements made between TISCO Group and educational institutes. Also, TISCO Group has conducted its businesses in a socially responsible manner with regard for all groups of stakeholders based on the principle of good governance and the code of ethics. On human rights protection, TISCO Group has a specific policy and guidelines to promote human rights and prevent rights violations across all business activities. Moreover, TISCO Group complies fully with relevant laws and international standards, especially the United Nations Global Compact (UNGC). If an employee feels his/her rights are affected or notices a violation against human rights, he/she can lodge a complaint with TISCO Group's complaint-receiving center or the HR Help Line in accordance with the clear guidelines on the handling of complaints.

For Human Rights Risk Assessment related to employment, TISCO Group identifies four factors for assessment: Discrimination, Working Conditions, Occupational Health and Employee Privacy which the assessment results indicate that the risk is low level. In 2022, no complaint related to any human rights issue was filed.

Motivation and Retention of Employees

TISCO Group places importance on maintaining a long-term relationship to promote a strong corporate culture. placing a focus on providing personnel with the opportunity to develop along with the growth of the organization's operations. The focus is on enhancing employee performance consistently in line with the organization's business plan. The results of such an assessment will give the company information to analyze and design a strategy to improve the performance and develop the potential of each employee appropriately. Such assessments of performance and employee performance should be conducted on a regular basis. According to the job position and the level of competency related to the work of employees, including adjusting the compensation of employees

in line with labour market conditions and employee potential.

Also, TISCO Group is well aware that possibilities for growth and compensation are only two factors that influence how happy employees are at work. Hence, striving to encourage process and operational tool improvement to help staff members function effectively and support managers Provide a productive workplace for the team.

Succession Plan

Smooth management is a result of well-planned succession, especially for critical positions where management and supervisors collaborate to analyze positions that need successors and effectively express required qualifications of would-be candidates. This includes selecting and assessing the readiness of potential employees before including them in the succession plan, which must be reviewed annually and every time organizational restructuring takes place as well as monitoring the development of critical potential and the retention of these employees.



Human resources improvement

TISCO Group is aware of the necessary of all level employees' skills improvement. This is one of the factors which help our organization handling challenges in the present effectively. Since 2021, TISCO Group has thinking highly of preparing our employees to be able to handle and deal with the change by improving the knowledge and digital skills. In the past, 202 super-users from 57 departments were able to use power tools to solve problems or improve their work and their own teams, resulting in a total of 769 flows of power tools workflows, reducing the duration by 62,247 hours.

In 2022, TISCO Group will continue to develop and improve work processes with a focus on increasing productivity within the organization (Lean) to help reduce time. This includes reducing workflows that don't create value, or complex work until delivering value to customers quickly through educational programs to increase the efficiency of work processes by communicating to each agency to send representatives to participate in lean office application courses so that trained employees can apply the principles of lean to consider the waste of their own work processes and improve their work processes to deliver valuable products or services to customers. TISCO Group has developed a total of 138 Lean Leaders covering all departments within the TISCO Group by 2023.

Improving the knowledge and digital skills. In the past,

202
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57 departments



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In addition, the TISCO Group continues to focus on developing and conducting training courses to address the organization's problems and strategies. To develop current knowledge and technology in accordance with the nature of each job position and prepare for the business of the future, effective communication for Compliance, time management skills and job incentives for employees, broker renewal training, financial planning, and licensing courses with a focus on educating employees on the areas necessary to perform their tasks, especially training in accordance with professional standards, which are necessary to obtain and register to perform duties in accordance with official regulations. This enables the Company's employees to provide financial services and advice to customers on an ongoing basis.



Leadership Development Program

The program is provided to enhance the level for all executive groups to learn and understand the role of leadership, learn to understand the principles and be able to adapt and adjust the way of work in a new way to keep up with changes and to adapt the application to effectively achieve the goals.



Courses for senior and middle-level executives

include Digital Entrepreneurship in ASIAN, Artificial Intelligence & Machine Learning, Future of Digital Infrastructure and Cyber Security Issues & Defenses for Financial Sector.

Courses for junior executives

include the TISCO Leadership Program;

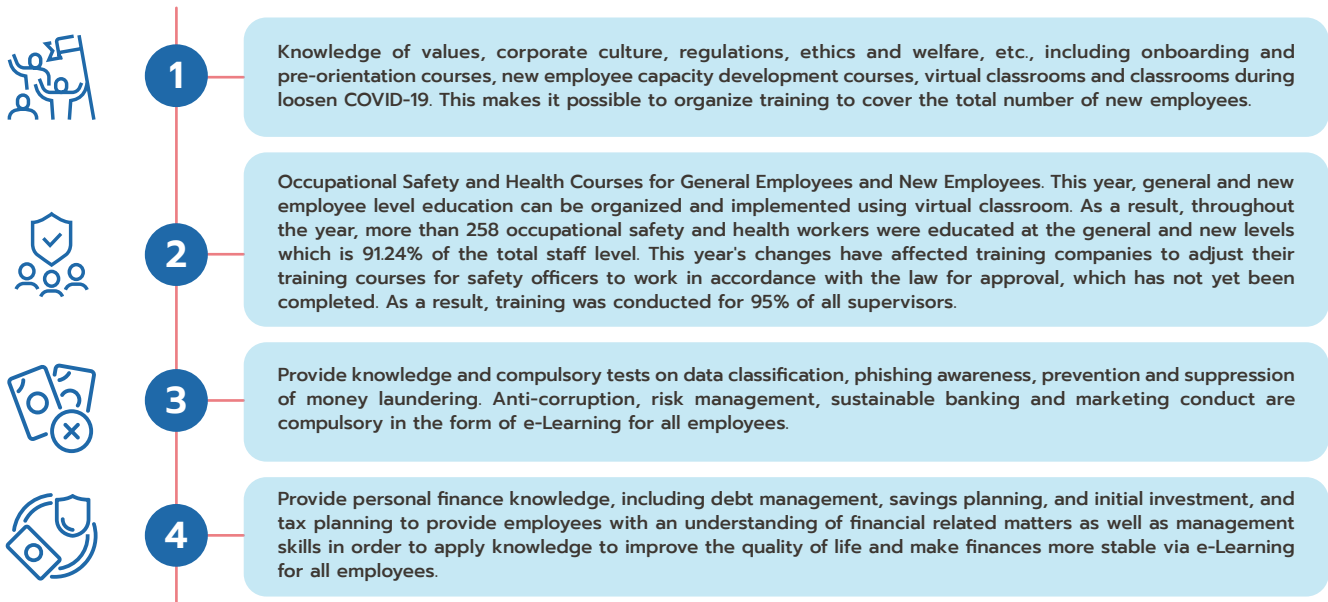


The curriculum for Executive Trainee Development Program




is designed to develop the knowledge and skills of the group of employees in line with the organization's clerical strategy to grow into the executives of the organization in the future. The participants will not only be developed in one area, but will be molded to have a well-rounded knowledge, along with developing communication skills and building good relationships with others through joint projects with participants from other units.

In addition to the knowledge that must be developed to keep up with the times, different learning styles, whether e-Learning through Skill's More, TISCOSPACE, Virtual Classroom, or hybrid training from within the organization are provided compulsory to be consistent and comprehensive in accordance with the law, regulations, and responses to policies and strategies of agencies and organizations, such as:

Mandatory It is divided into 4 knowledge categories:



Average training hours per person per year

Training details	2020	2021	2022
Average training hours (hours/person/year)	24.55	21.77	19.47
 Average training hours by gender (hours/person/year)			
Male	23.30	20.97	18.85
Female	25.24	22.02	19.79
 Average training hours by position (hours/person/year)			
Management Level ⁽¹⁾	27.51	25.59	25.42
Non-management Level ⁽²⁾	24.48	21.56	19.33
 Average training hours by business (hours/person/year)			
Retail Banking	25.79	22.91	16.93
Corporate Banking	14.63	21.79	11.56
Wealth and Asset Management	26.46	18.81	27.49
Corporate Support	16.87	16.35	20.93

Notes: ⁽¹⁾ Management Level means function-head rank to managerial rank.
⁽²⁾ Non-management Level means employees under function-head rank.



Occupational Health and Safety

TISCO Group has formulated an Occupational Health, Safety and Environment policy and practices to ensure the safety and well-being of staff and third-party service providers who work on our premises and those in contact with us. This is in compliance with the Occupational Health, Safety and Environment Act, B.E. 2554 (2011) and the Ministerial Regulation prescribing the Occupational Health, Safety and Environment Management Standards, B.E. 2549 (2006).

The Occupational Health, Safety and Environment Committee has been set up to review the Occupational Health, Safety and Environment policy and plans as well as off-site safety to prevent and reduce accidents, danger, illness and work-related disturbance or unsafe workplace. The Committee reports and advises on measures or guidelines to improve the Occupational Health, Safety and Environment practices in compliance with the laws and standards. It reviews training projects or plans relating to workplace safety, surveys workplace safety practices, checks accident statistics at least once a month before, reporting the outcome annually, identifies obstacles and problems and offers performance-related advice to the Committee once it has been in office for one full year. The Committee consists of the chairman, who can be the employer or his representative in a managerial

position; an employer representative at the supervisory level; an employee representative; a work safety professional; and an employer representative at the supervisory level as both member and secretary. The employees are permanent employees and contract employees. About 92 percent of the permanent and contract staff are entitled to take part in the Welfare Committee.

TISCO Group realizes that all of employees must understand and cooperate with correct practices, following the safe working procedures in order to minimize risks to others and themselves. TISCO requires all new staff to attend accident prevention and workplace safety training in the form of e-Learning through the SKILL MORE system. This coursework is one of the conditions for new workers to pass their probation. In addition, accident prevention information is distributed through various channels ranging from HR News, Safety Together, Health Tips, Health Alert and Knowledge Management (KM). Other related projects include examining the workplace through ergonomics and risk assessment of the workplace environment.

During COVID-19 outbreak, TISCO has accorded serious importance to employees' safety by formulating the following measures:



Protection

- Work-from-home mode was made available to some groups of employees. For those who still worked inside offices, partitions were installed between desks;
- Different work schedules were prescribed so as to reduce risks from the use of public transportation during rush hours;
- Limiting the number of elevator users per ride; providing alcohol gel at service points, and increasing the frequency of door/contact point cleaning;
- Conducting online educational training for employees; and
- Refraining from holding events with a huge number of participants such as New Year celebrations and health runs.



Helping

- COVID-19 vaccines were procured for all employees;
- Requiring employees to undergo COVID-19 tests with Antigen Test Kits on a regular basis;
- Providing hospitals and hospital;
- Requiring employees to report their health risks to supervisors, with the health conditions of employees on a surveillance or watch list being monitored on a daily basis; and
- Providing employees with TeleMedicine services

2022 Result

Number of sick leave days is
3.3 days per year
per person

In-patient rate was
5.9% per year

Occupational disease rate
decreased more than
2.28%
compared with
the previous year

2023-2025 Goals

Number of sick leave days is
3 days per year
per person

In-patient rate is no more than
8% per year

Occupational disease rate
decreased or equal to
5%
compared with
the previous year



Outcome

From the injury statistics report Occupational disease and the number of people who died as a result of employee work in 2022 showed no work-related deaths.

Items Unit	Jan-Dec 2022					Total for the Group
	By gender		By location			
	Male	Female	Head Office	Bangkok and Metropolitan Region	Provincial Branches	
Injury Rate: IR People per work hour: 200,000 hours	0.00	0.00	0.00	0.00	0.00	0.00
Lost Time Injury Rate: LTIR People per work hour: 200,000 hours	0.00	0.00	0.00	0.00	0.00	0.00
Lost Day Injury Rate: LDIR Lost days per work hour: 200,000 hours	0.00	0.00	0.00	0.00	0.00	0.00
Occupational Disease Rate: ODR People per work hour: 200,000 hours	4.30	1.25	2.85	3.48	0.60	2.28
Absentee Rate: AR Percent	1.33	1.41	1.37	1.28	1.48	1.39
Number of Sick Leave Days	8,070.00	17,845.00	15,197.00	3,202.00	7,516.00	25,915.00
Working hours leave from illness unrelated to work Days X 7.30 hours	58,911.00	130,268.50	110,938.10	23,374.60	54,860.80	189,179.50

- Notes: 1) The number is calculated based on the International Labor Organization (ILO): ILO-OSH 2001 standard.
 2) Lost time injury means any injury that causes at least one day absence (starting from the day of accident)
 3) Lost day injury rate, earlier called "Lost Day Rate"
 4) Work hour calculation is based on employee self-service time record of permanent and contract employees from January - December 2022. Work hours, including overtime working hours, total number of employees resigning during the year, are calculated based on actual work hours during employment period.

TISCO Group cares about our employees and also gives priority to potential threats resulting from trespassing and ill-intentioned violence, which includes theft, protests and demonstration, terrorism and others. For this reason, we implement safety and space access control measures by classifying space safety and requiring visitors to register when entering the controlled space. Rights and access control are supervised through a control system, including security personnel, warning equipment, and CCTV. An emergency plan is

made for BCM staff and visitors to the TISCO Office to comply with measures to protect life and property and minimize risk.

For the event of a natural disaster so severe that it affects life and work of employees. TISCO Group has considered adjusting the operational requirements and providing assistance measures on a case-by-case basis to alleviate suffering and reduce the risk.



Creating an organization of happiness

TISCO Group aims to create a "happy organization" with a focus on employee relationships. Knowledge development for employees creating opportunities for career growth and creating a good working environment in line with corporate values. TISCO Group believes that human resources are the most important resource. When employees are happy at work, they can pass that happiness on to the outside society, moreover, the most important thing is to create good people and talent for TISCO Group.



Happiness from good health by focusing on the health of employees. Balancing happy living and working effectively

In 2022, due to the covid-19 pandemic, TISCO group continued to take care of the employees during the pandemic by providing antigen test kits (ATK) for employees to check regularly and implementing social distancing measures to reduce office congestion, including switching sites and work from home, as well as measures to keep all office buildings safe. Although in the fourth quarter of 2022 which measures will be loosened according to the situation, TISCO Group still communicated with employees about precautions, including establishing measures to take care of infected employees and risk employees to reduce the spread of the epidemic in the office.

For employee health care, TISCO Group provides annual health check-ups so that employees can know their own health and prepare the right health care plan. This includes arranging doctors to come to the head office so that employees can make appointments for diagnosis and receive health advice from doctors. In addition, lectures were given to employees on health-related topics, including depression and diseases caused by snoring and sleep apnea too.



For mental health care in situations where activities cannot be held normally, TISCO group has adapted the activities to online channels. Each agency holding weekly meetings (Morning Talk) to give their bosses the opportunity to inquire about the well-being of employees. Open Corner activities encourage employees to have a meet-and-greet event for communicating and exchanging stories. It's creating learning from a friend's experience. It also relieves work tensions and builds relationships with peers within the agency. In addition, there is also a weekly program to share experiences and knowledge from fellow employees through online channels, both in terms of knowledge and lifestyle.

Financial care is one of the main factors in today's employee lifestyle. TISCO Group is committed to ensuring that employees have as much security and financial independence as possible. Therefore, various policies are in place to promote long-term savings and investments, provide provident fund benefits, and provide loan benefits where necessary, as well as providing personal financial planning education to employees on a regular basis.



Enjoying a good working atmosphere and relationships by creating a good working environment, taking into account happiness, executive-employee relationships, teamwork, and access to self-worth and others.



TISCO Group regularly conducts employee feedback surveys to use data to improve employee care. In 2022, TISCO conducted two surveys, the first of which was a survey of Kincentric. Kincentric Thailand, a leading human resources consultancy, surveyed 4,881 employees, representing 99.9% and found that TISCO employees had an engagement score of 87%, increasing 1% from two previous years and 13% higher than the average of Thai companies in the same industry. There were 82% of agility working environments, 86% of engaging leadership, and 83% of strong talent focus. The aforementioned demonstrates the success of driving the organization in a quality way that not only aims to generate business growth, but also focuses on caring for and creating opportunities for employees. The results are in line with an annual employee survey conducted within the organization called TISCO Satisfaction Survey conducted annually, with 2022 scores of 8.48 out of 10, up from 0.21 points last year.

In the past year, TISCO Group by Hi-Way Co., Ltd. was awarded a special Hall of Fame honor on the occasion of the 20th anniversary of the Kincentric Best Employers Award. Outstanding Employer of Thailand 4 times in 2005, 2009, 2019, 2021, and in 2005, we also won Best Employers in Asia. In addition, TISCO Group has been awarded the Best Employer award in Thailand twice, with TISCO Bank awarded in 2013 and TISCO Group awarded in 2021.



Having the pleasure of being in an organization with a good corporate culture by promoting and maintaining a strong corporate culture by integrating the values of the organization into the human resource management process.

TISCO Group focuses on promoting and carrying on strong corporate values and culture by passing on that culture from seniors to the next generation of employees in order to create a commitment of employees to the culture and values of the organization for sustainable effect. New employees are given a direct cultural transfer from their supervisors from the first day of work. Values are integrated into the human resource management process and communicated with employees through activities and training courses. Starting with orientation and skills training in various fields, reward employees who meet TISCO Group's values and are exemplary employees, and the results of reflecting employee values are measured annually. Employee opinion poll shown that TISCO Group's corporate culture was strong and saw the behaviour of the people in the organization in line with their values, scoring 8.68 points out of 10. The Evaluation reflects values in the annual employee test. In 2022, 99% of employees understood behaviours that aligned with their values, which are a reflection of TISCO Group's values. In addition, the selection of employees for work and the consideration of adjustment of positions have also taken values and corporate culture as the main factors for consideration, as well as to communicate to employees to recognize, understand and connect corporate values with behaviours and to integrate knowledge of such matters into activities at all levels continuously. Employees who start new jobs will be able to express their values through orientation courses. Communicating how MIRACLE were implemented in the workplace through interviews with outstanding employees, including the transfer of work experience to achieve organizational values from retired employees, to promote the transmission of desired behaviours from generation to generation, and to encourage employees to behave in line with corporate values.

In addition to TISCO Core Value, TISCO Group recognizes the promotion of a culture of growth mindset and adapting to change, daring to think, and daring to act. It's open for everyone to create

new ways of working. The Growth Mindset will make work more comfortable and faster. The process is shortened and more accurate, and technology is used to increase the potential of work in various fields through the OASIS project, which is based on open, adaptive, sharing and implement. Within this process, there are various activities that promote learning and hands-on opportunities for employees, such as open corners, open channels for exchanging experiences with each other, and micro project contests that allow employees to think and act to improve work processes. This gives employees the courage to make adjustments, creating new workflows, and working at full capacity.

TISCO Group values listening to employees' opinions and providing opportunities for everyone to participate through a variety of channels, both directly and indirectly. We provide channels for communication between management and employees. We set up a complaint center "HR Help Line". It is used as a channel for employees to make suggestions, grievances, or send information about actions that are contrary to the transparency which they witness. The channel is also open for report of irregularities or actions that may be considered corruption, including unfair labour practices. The list of grievances or whistleblowers will be kept confidential in accordance with strict procedures to ensure that employees and all stakeholders are treated with transparency and fairness. All Employees can report complaints through the HR Help Line by submitting a letter, email or telephone call at the number posted on the organization's intranet. In 2022, there were no complaints or complaints from employees in said matters.

From the continuous practice and care of employees in accordance with the aforementioned operational guidelines. This results in an invaluable and experienced workforce. In 2022, TISCO Group employed 65% of employees who have over five years of working experience in the company reflect the result in the commitment to making TISCO Group a happy organization.



TISCO Group also focuses on establishing a policy to provide, employ or use up to 95% of local resources.

Financial Services for Sustainable Living

One of TISCO Group’s goals is to take part in enhancing the economy of remote, non-urban communities and to provide them with comprehensive access to financial services through our branches, websites and online or mobile banking applications. We aim to develop financial products and service channels for those in the lower-income group to gain access to reasonable interest rates that match their debt service capability as well as to working capital for business and personal use during emergencies. We have delivered these services through the Somwang Ngern Sang Dai Brand of Hi-Way Company Limited, our subsidiary. Somwang’s branch expansion not only opens up access to capital resources for small operators but also promotes local employment, local procurement and the use of local resources, which effectively drives the local economy

TISCO Group also focuses on improving the quality of life of people in the community by creating jobs and distributing income to the community through businesses by establishing a policy to provide, employ or use up to 95% of local resources. Employees who are employed under Hi-Way Co., Ltd. will receive equal compensation and other benefits in all areas. The company also employs contractors to produce materials or equipment from people in the community and nearby areas. It is selected based on prerequisites such as choosing a contractor who is legally registered for business and conducting business with social and environmental considerations, etc. We also use the resources of that community to do business. This will increase employment rates in the community and diversify the income of more people in the community. In 2022, TISCO Group initiated the "Camp Somwang Create Opportunities" project, a financial literacy activity. One of TISCO Group's sustainable social solutions models to align with the growth of TISCO "Somwang Ngern Sang Dai". Therefore, the goal of recruiting the younger generation is a huge boost, and one of the goals of the camp is to organize the camp creating opportunities by recruiting employees to support this growth. Because if the credit service provider employees have good financial skills, it is not only a good role model for customers and people in the community, but



It also supports responsible lending services, and this first generation is considered a success. There are young working-age people coming to participate in the event from all regions across the country. For the purpose of applying financial knowledge and skills to yourself. This includes expanding to help people in the community and the opportunity to work with "Somwang Ngern Sang Dai" at a branch near you.

In addition, "Somwang Ngern Sang Dai" has organized a campaign "It's easy to order quickly, any car is fulfilling." 10 years anniversary continue to deliver fulfillment throughout Thailand. Any profession can borrow quickly, the limit is fully organized, there is no fee for using the loan amount, no guarantor, and do not check credit bureau history. This is presenting with marketing strategy "Music Marketing" with the song "Som Wang Leaw ka (Shape Ba COVER)" by choosing the song "Shape Ba" by Khun Hi Apaporn Nakornsawan A popular country singer, the lyrics are adapted to relate to Somwang's products and services and make it contemporary music, fun, with Khun Denkhun Ngamnatte who become the lead actor in the music video, which create fun connecting brands with target audiences, especially consumers in the digital age, and even more so with the use of digital marketing to create content that resonates through Somwang's digital platforms and social networks.



Launched "Easy Money Order" service, giving life to order more than ever.



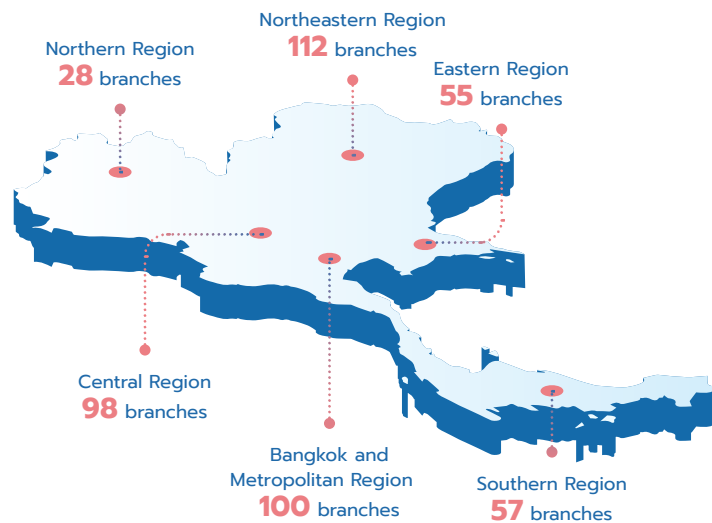
On the occasion of 10th anniversary, "Somwang Ngerm Sang Dai" has introduced a new service, "Easy Money to Order", special services that will facilitate the customers of fulfilling goods. Loan cash can be withdrawn from the revolving credit line anywhere without reapply for new loan via both online and offline channels, such as Mobile Application "TISCO My Car", Call Center (TISCO Bank is the service provider) including Somwang Ngerm Sang Dai branches throughout the country. In the future, there are plans to develop the service through various digital platforms, where customers can do it themselves. This is a new type of service that helps to fulfil and increase convenience to meet the needs of customers who need financial liquidity more quickly, building on the "Break through the crisis, get a foothold" campaign that allows customers to pledge their car registrations to access loans without considering your occupation; quick approval knowing the result within 2 hours, no need for support nor checking the credit bureau history; giving a maximum limit of 250,000 baht and installment payments up to 60 installments; reward to customers throughout 2022 (*Terms and conditions are as specified by the Company)

For the past 10 years Somwang, we are committed to fulfilling our promise to be with all Thais. It is part of creating opportunities to access funding in the system professionally and fulfilling the client's wishes. This is especially for low-income, self-employed people such as small traders, general contractors, as well as maintaining convenient and fast service standards. With the support and confidence of our customers towards Somwang, this is the motivation for us to create new products and services to support Thai people to live better lives.

Currently, Somwang provides services related to pledged loans with 2-18 wheelers vehicles, including cars, motorcycles, pickup trucks, and big bikes. We also provide insurance brokerage services including car insurance, motorcycle insurance, accident insurance, as well as health and disease insurance. We offer a wide range of services both online and offline. It focuses on serving retail customers in provinces where it is difficult to access financing. Clients can apply for a loan for professional purposes or as a reserve for emergency spending without relying on informal loans and access to professional financing. Interest rates are as required by law. At the same time, insurance education is also provided to customers in order to raise awareness to the customers regarding risk management.

You can follow up on information or ask for additional activity details via LINE @Somwang, Facebook สมหวัง เงินสั่งได้, Website www.somwang.co.th, Call Center at 02-123-4000, or contact Somwang at all branches nationwide.



Even though Thailand is in the period of the COVID-19 epidemic, TISCO Group planned to open a full-branch format of Somwang Ngerm Sang Dai in all regions nationwide especially in primary and secondary provinces even though the country was facing the coronavirus outbreak. The goal was to offer a channel, through Somwang, for the public and especially those in the lower-income bracket, to gain easier access to financial resources and to facilitate those in remote communities so that they didn't need to travel far. In 2022, resulting in a total of 450 branches of Somwang at year end throughout Thailand. Branches can be grouped regionally as follows:



“Somwang Ngern Sang Dai” in the form of secured retail loans, with credit consideration criteria determined by the customer’s spending habits, the ability to repay debts, and the purposes for obtaining loans for customers who support or align with sustainable community development. For example, loans for business establishment, expanding business, or the burden or reduced income due to the COVID-19 pandemic. In addition, there is a lending policy for existing

customers with a good history of installment payments with higher loan amounts or lower interest rates. The company aims to provide loans to existing customers with access to financing and maintain a customer base. In 2022, Somwang’s outstanding loans increased by 26.0 percent from the previous year, while new loans increased by 58.6 percent.

Secured Retail Loans under the “Somwang Ngern Sang Dai” brand

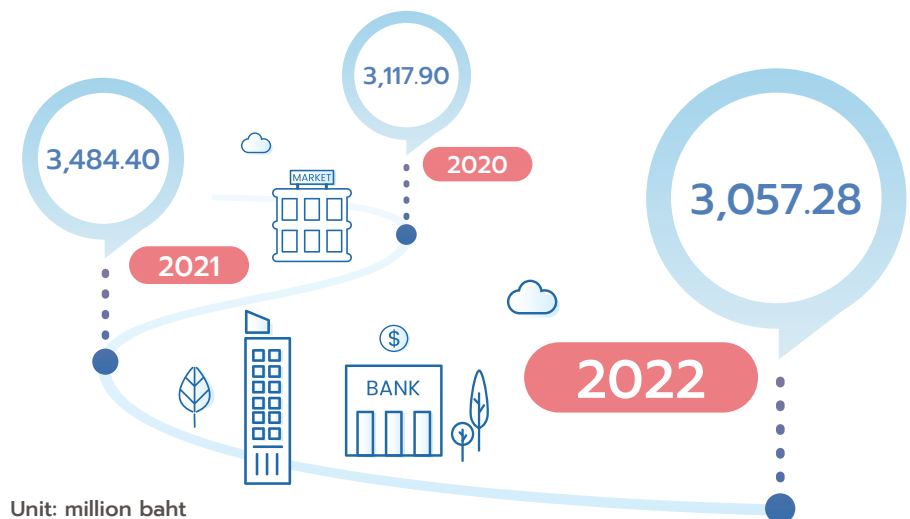
Unit: million baht	2020	2021	2022	% growth
 Secured Retail Loans Outstanding	18,041	17,923	22,579	26.0%
 Newly extended credit	8,309	10,301	16,339	58.6%



The Bank has approved the credit limit for customers at the end of 2022, **the amount of loans amounting to 3,057.28 million baht. It accounted for 3,347 cases**

During 2022, TISCO Bank Public Company Limited has joined various projects with the Small Industry Credit Insurance Corporation to support and create financial access opportunities for SMEs and small entrepreneurs for customers who may lack collateral or insufficient collateral. The Small Industry Credit Insurance Corporation provides support through credit guarantee mechanisms to meet the need for working capital during the economic recovery from the economic crisis during the COVID-19 pandemic. The Bank has approved the credit limit for customers at the end of 2022, the amount of loans amounting to 3,057.28 million baht. It accounted for 3,347 cases

Loan Amount Guaranteed by the Thai Credit Guarantee Corporate (TCG)





TISCO for Society

TISCO Group has accorded great importance to being a good corporate citizen while operating an ethical business. It has therefore supported and helped society, including the underprivileged, with the aim of promoting their development and self-reliance. In addition, it has delivered long-term value to relevant parties through CSR in process, after process, and as process activities. Its CSR activities have benefited the underprivileged at all times, with TISCO Group as main sponsor and its staff volunteering as organizers. The details are as follows:

TISCO Group as main sponsor



Promotion of Financial Literacy



Community Friendly Business Network



Provision of Educational Opportunities



Support for Public Health & Other Causes



TISCO Foundation



1. Promotion of Financial Literacy

● Microfinance Customers

1.1 Understanding Debt, Year 3

Launched in 2019, this project has educated customers and people interested in loan products about financial threats. In 2022, the project prepared Knowledge Unit 3 on the theme of “How not to become poor while being in debt”. Included in the unit were tips on how to stay away from debt-induced poverty. The unit aimed to raise self-awareness and debt understanding before any decision to take out loans. Staff at TISCO branches provided knowledge to customers and prospective customers in one-on-one sessions. Moreover, the knowledge was shared online via LINE, Facebook, and websites to promote financial literacy among people. In 2022, 127,047 individuals received knowledge via this project.



Financial Knowledge for the Public	Target	Results
2020	100,000	112,516
2021	110,000	107,959
2022	130,000	164,201

1.2 Smart Saving, Smart Use

This project has given knowledge to people in the neighbourhoods of TISCO Group and its branches across Thailand and features a short course on personal financial planning. The course presents content on three main topics, namely, Saving, Debt Management, and Financial Threats & Risks. The project involves both on-site and online activities. The Online Unit of Knowledge embraces the theme “New Lifestyles, What to Know to Avoid Risks” with six subunits, namely 1) Financial Management to Have Enough Money for Use; 2) Lucky to have Savings for Emergencies; 3) Rule of 3 Nos; 4) PDPDA; 5) Smart Saving; and 6) Know This Before You Save Money. Online content is presented over Line, Facebook, websites, and YouTube. Both the on-site and online activities of the project include games to encourage participants to answer questions to win souvenirs as assurances that participants really receive knowledge and understanding in line with the project’s objectives. In 2022, the project organized a total of 37 on-site activities in 20 provinces with 1,757 participants while its online activities covered 5,674 participants in 75 provinces. Therefore, the project covered 7,431 participants during the year.



● New Generation

1.3 ‘Somwang for Opportunities’ Financial Camp

In 2022, TISCO Group expanded its financial literacy promotion efforts to university students, working-age people, and aspiring first-jobbers with the aim to equip them with financial skills and encourage them to start financial planning early in their careers. The expansion also complemented TISCO Group’s plan to expand its Retail Loan services under the “Somwang Ngern Sang Dai” brand, which promises to upgrade community economies in remote areas. Due to the prolonged COVID-19 outbreak, several businesses slowed down to the point that they had to lay off some staff. “Somwang for Opportunities Financial Camp” was launched to address public needs and deliver internship experience in Micro Finance to people who were exploring career choices. Included were also opportunities to work for TISCO Group. This financial camp piloted two formats:



- 1 • Training course in personal financial planning, life skills for new-age world and digital marketing: Conducted over five days, it was free-of-charge; and
- 2 • Three-week internship at a branch with allowances
At the end of practice session, participants were given Design Thinking assignments and presented ideas to develop communities and local products paving the way for financial innovations that suited people’s lifestyles and needs. A contest was also held to promote participation. In 2022, “Somwang for Opportunities Financial Camp” had one batch of participants. This batch had 31 members. TISCO Group plans to conduct this camp for two batches of participants each year from 2023 onward.



● Youth

1.4 TISCO Financial Camp Network Club

TISCO Group continues to support schools that have joined the TISCO Financial Camp in spreading knowledge in local communities. To maintain momentum, TISCO Group has invited these schools to set up financial-planning clubs/associations and tasked them with the mission of promoting financial discipline. By raising locals’ awareness of the importance of savings and household bookkeeping, such a mission gives families a shield against crises. In 2022, 27 schools in 22 provinces joined the network. Their activities benefited 29,723 people.

Moreover, TISCO Group has organized various other activities to promote financial literacy among other groups of customers, namely, corporate customers, wealth customers, fund-unit buyers, staff, and the public. TISCO Group has chosen key topics that match the changing situation for these free activities in support of people's financial planning. (More detail page 67)



2. Community-Friendly Business Network

TISCO Group has supported community products / services or bought products from social enterprises, which use their profit for community benefits as part of a community-friendly business network. In collaboration with Thaiptat Institute, TISCO Group has offered communities opportunities to serve as suppliers in the hope of fostering their self-reliance. Community products have been used for TISCO Group's activities on a regular basis. In 2022 for example, TISCO Group bought handicrafts from the Udon Thani-based Northeastern Center for the Mentally Retarded, organic eggs from Tankhun Organic Farm, which is a farmers' group in Nakhon Pathom province, beverages and snacks from APCD Foundation's 60 Plus Bakery and Café, and tie-dye fabrics by Rempa Remma Occupational Group, Ban Ko Klang Community, Krabi province.



3. Provision of Educational Opportunities

TISCO Group has given educational opportunities to children and youth for the purpose of improving Thai citizens' quality and efficiency, as these make up the fundamental foundation for Thailand's sustainability-oriented development. The opportunities are given in the forms of scholarships for cash-strapped students via TISCO Foundation and school-development grants via the "TISCO Ruam Jai" Project. These grants are for the construction / improvement of school buildings and the procurement of educational supplies for schools in need across Thailand. TISCO Ruam Jai Project has chosen one school beneficiary each year to encourage locals to send their children or grandchildren to school. The implementation of the project is mainly funded by TISCO Group. Its executives and staff have also provided contributions alongside other donors. In addition, the project has received donations of construction materials from TPI Polene Public Company Limited and Lighting & Equipment Public Company Limited.



In 2022, TISCO Ruam Jai 12 prepared the construction of a school building and canteen for the Ban Klong Sibsam School in Moo 3, Khao Samsib subdistrict, Khao Chakan district, Sa Kaeo province. This school has teaching potential. In Academic Year 2023, its number of students will also increase due to the government policy of merging small schools. Its old building, however, is dilapidated. Its structure is insecure with rundown walls and flooring. Thanks to TISCO Ruam Jai 12, it will get a new two-storey building that features 12 classrooms plus a canteen that can seat 260 people. Also provided under the project will be educational supplies for the higher number of students. The morale of its personnel has therefore been increasing. The construction work, which started in July 2022, are scheduled for completion in March 2023 under the budget of 9,344,515 baht.



4. Support for Public Health & Other Causes

● **4.1 Donation of an Emergency Ward:** In 2022, TISCO Group gave a new emergency ward to the Nonthaburi-based Bangyai Hospital. Developed and improved under TISCO Ruam Jai 9, the hospital's emergency ward underwent a revamp in 2021. Its space size was increased from 75 square metres to 1,012 square metres to comply with the Emergency Care System (ECS) standard. This new ward is able to handle up to 180 emergency patients a day and responds to the Public Health Ministry's policy to develop big hospitals around Bangkok.



● **4.2 Support for Cancer Research & Innovative Therapies:** TISCO Group has given more recovery opportunities to cancer patients for eight consecutive years by donating part of the sales fee income from its mutual funds and healthcare products to the CU Cancer Immunotherapy Fund of Chulalongkorn University’s Faculty of Medicine and the Thai Children Fund under the Royal Patronage of H.R.H. Princess Soamsawali Krom Muen Suddhanarinatha, Ramathibodi Hospital. Financial donations towards better opportunities for cancer patients totaled 2,454,850 baht in 2022.

● **4.3 Blood Donations:** TISCO Group has collaborated with the Thai Red Cross Society in conducting blood-donation events on a quarterly basis at its headquarters on North Sathorn Road and its branch at Pakin Building on Ratchadaphisek Road. Blood-donation events have also taken place at various other branches in support of TISCO Group’s goal of donating at least 1,000,000 CC of blood a year. In 2022, TISCO Group’s blood donation activities successfully raised 1,260,000 CC of donated blood via nine events in Bangkok, Krabi, Phuket, Surat Thani, Songkhla, and Trang. The donated blood helped a total of 9,495 patients.



● **4.4 “Somwang Relief” Activities:** In 2022, heavy downpours hit many areas in Thailand. Coupled with geographical landscape and other environmental factors, these weather conditions caused flash floods, run-offs, and overflows in many zones. TISCO Group urgently carried out Somwang Relief activities. Its branches in provinces worked with local authorities in delivering 1,700 relief bags and 2,400 bottles of drinking water to disaster victims in hard-to-access areas of 13 Thai provinces.



In addition, TISCO Group has conducted various other CSR activities in collaboration with its partners. For example, it has supported the operations of the Foundation of the Mentally Retarded of Thailand, the Anandamahidol Foundation, and the Special Olympics Thailand Association.



5. TISCO Foundation

Established as a non-profit organization in 1982, TISCO Foundation has a mission to help and develop society while supporting TISCO Group’s business operations. The missions cover three areas: scholarships for students, medical-benefit grants for impoverished and disabled patients, and occupational grants for cash-strapped people. Donations to the foundation mainly come from TISCO Group, including its executives, employees and customers, as well as the public. Receipts issued by TISCO Foundation are tax-deductible pursuant to the Finance Ministry’s Announcement No. 135.

Operating Results	1982-2021		2022	
	No. of Grants	Financial Amount	No. of Grants	Financial Amount
1. Scholarships	150,625	514,089,377 baht	9,834	40,258,000 baht
2. Medical-Benefit Grants	1,117	6,986,459 baht	10	210,333 baht
3. Occupational Grants	410	3,882,416 baht	12	194,325 baht
Total	152,152	524,958,252 baht	9,856	40,662,658 baht

See more details www.tiscofoundation.org

Special Activities to Mark “40 Years of Giving#MakeEveryPlaceClassroom”



TISCO Group recognizes that increasingly advanced technologies and the COVID-19 outbreak have changed the educational landscape. In such a situation, students without digital tools are deprived of various learning opportunities. While smartphones have become indispensable, they have also proved unaffordable for many families. In marking its 40th anniversary, TISCO Foundation organized special activities on the theme “40 Years of Giving#MakeEveryPlaceClassroom”. Through the activities, funds were raised to procure learning devices for 4,040 junior secondary students across



the country with the goals of enhancing their access to up-to-date knowledge and preparing them for the future. With these devices, the students are able to search for new knowledge anytime, anywhere. As part of the activities, a bank account was created to accept donations between June and October 2022. Procurements were carried out in batches to cover all intended recipients before the end of December. Moreover, the special activities included training on how to live in the digital world, how to protect one’s privacy there, and also how to fend off financial threats. Training was conducted both at schools and online through collaboration with Total Access Communication Company Limited or dtac.

The special activities received solid support from 38 partners including AIA Company Limited, Viriyah Insurance Public Company Limited, Bangkok Insurance Public Company Limited, as well as 800 executives, staff, and members of the general public. Together, their donations totaled 15,302,712 baht.

TISCO Group has delivered value to society including stakeholders namely shareholders, employees, government agencies, private entities, and communities via its business operations and other activities. For example, TISCO Group has paid out dividends to shareholders, provided welfare to employees, developed its staff, and contributed to community development. In all, its distribution of economic value and wealth to stakeholders in 2022 can be summarized as follows:

 Direct Economic Value Generated and Distributed	 Amount (million baht)		
	2020	2021	2022
(1) Direct Economic Value Generated			
● Revenues	22,562.9	21,167.8	20,475.4
(2) Direct Economic Value Distributed			
● Operating Costs	2,405.1	2,261.7	2,181.8
● Employee Wages and Benefits	5,288.4	5,727.0	6,103.7
● Payments to Providers of Capital	9,340.1	6,924.1	7,467.1
● Payments to Government	2,298.1	2,403.0	2,455.4
● Community Investment	41.9	47.2	44.9
(1) – (2) Economic Value Retained	3,189.4	3,804.8	2,222.5

ENVIRONMENT





Managing TISCO Group’s Environmental Footprint

TISCO Group is committed to reducing environmental, community, social impacts and value chains through our business operations, which support the UN’s Sustainable Development Goals (SDGs) and sustainable development work across economic, social and environmental dimensions. We strive to promote business accountability, actively integrating environmental impact management into our environmentally friendly operations, which are then translated into activities that directly minimize the use of energy and the emission of greenhouse gases (GHG). In addition, TISCO Group helps promote collaborative environmental management with community partners as well as raising staff awareness for maximum resource use, disseminating information on environmental conservation to all stakeholders and supporting green activities. In 2022, TISCO Group’s environmental operations based on our Sustainability Roadmap (SD Roadmap) were as follows:

Minimizing energy and the use of other resources

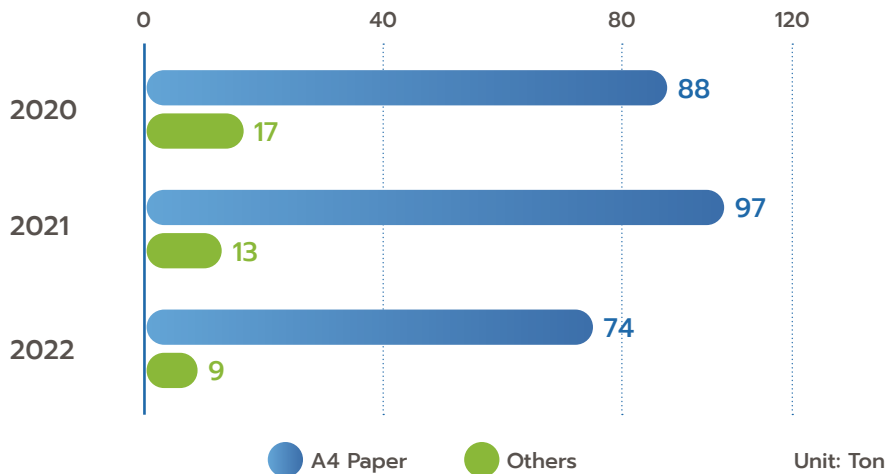


1. Less paper consumption

Paper is a consumable resource required in the internal operations of most financial business activities. Underlining the importance of smarter use of paper, we have developed our products and services so that they respond to the lifestyle of digital-age customers through the paperless concept. Services on digital platforms are offered on our mobile applications which allow customers to access and keep records of financial documents on their smartphones rather than in paper form. Meanwhile, we have improved the system by making it leaner and more efficient and managed to reduce corporate expenses, raising employees’ awareness through various environmentally friendly activities and enhancing the development of e-learning media.

TISCO Group has set a goal to reduce paper consumption in 2023-2025 by no more than 100 tons per year. In 2022, it was found that the amount of paper used in TISCO Group’s operations at the head office decreased from 2021 by 24.55 percent.

Amount of paper used in overall operation of TISCO Group as at Head Office





Between 2015-2022, the VDI was able to reduce the use of accumulated power by **1,200,086.98 kilowatt-hour** or equivalent to **3,600,260.93 baht**



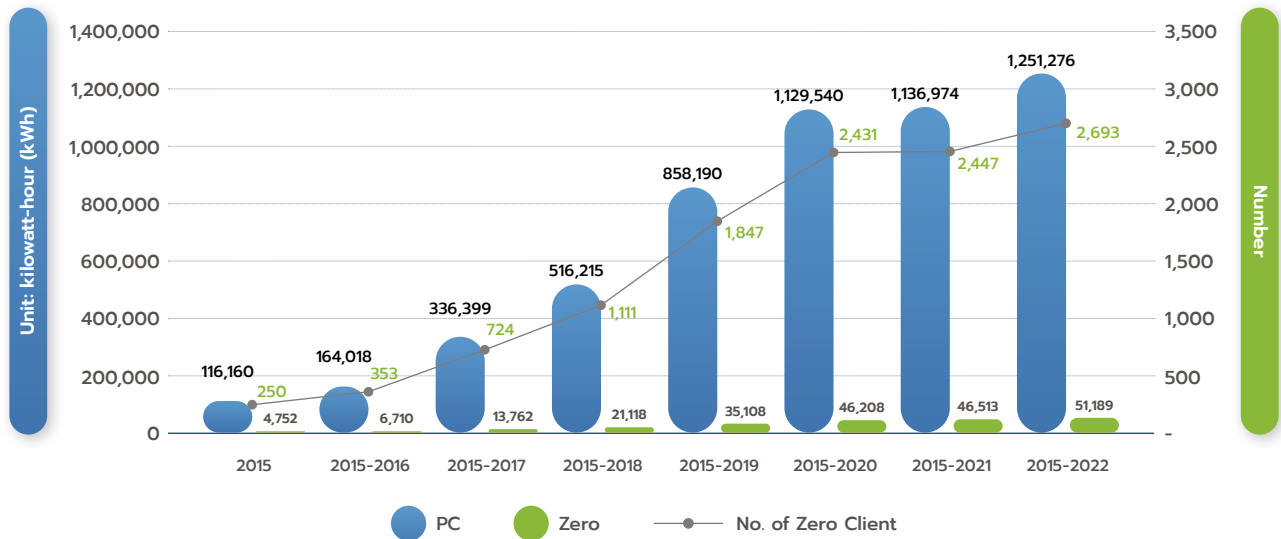
2. Energy Conservation

2.1 TISCO Group's management of energy consumption and conservation

Well aware of the importance of smart energy consumption, TISCO Group has actively promoted and implemented an energy consumption and conservation plan, which not only minimizes our consumption of electricity, but also directly and indirectly reduces impacts from climate change incurred by corporate energy consumption.

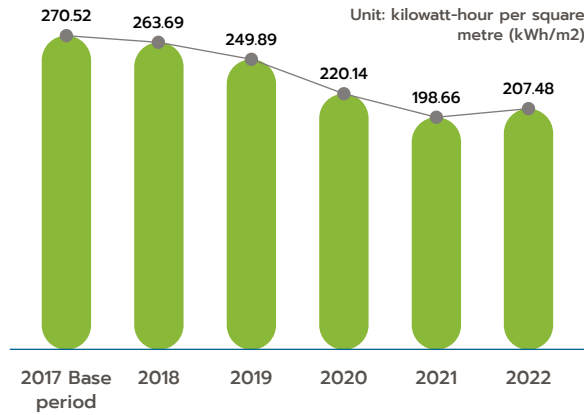
We have implemented the Virtual Desktop Infrastructure (VDI) project to enhance computer efficiency and improve energy consumption. The project helps reduce the electricity needed by conventional personal computers (PC) from the 220 watts consumed by an individual PC to a mere 9 watts per Zero Client desktop. Under this project, we started to replace old conventional PCs with new VDI computers in 2015 and have continued every year since then. So far, up to 2022, about 2,693 PCs have already been replaced. In 2022, only 246 Zero Client desktops were procured to retire the old energy-consuming PCs from the system. Since the staff needed to work from home (WFH) during the outbreaks, the need to change the PCs significantly decreased. The 246 Zero Client desktops translated into a cost saving of 2,029,500 baht on machines. Between 2015-2022, the VDI was able to reduce the use of accumulated power by 1,200,086.98 kilowatt-hour, or equivalent to 3,600,260.93 baht. TISCO Group will continue to implement and adjust our plan to replace the PCs with the Zero Client desktop.

Cumulative power consumption rate of PC compared to Zero Client

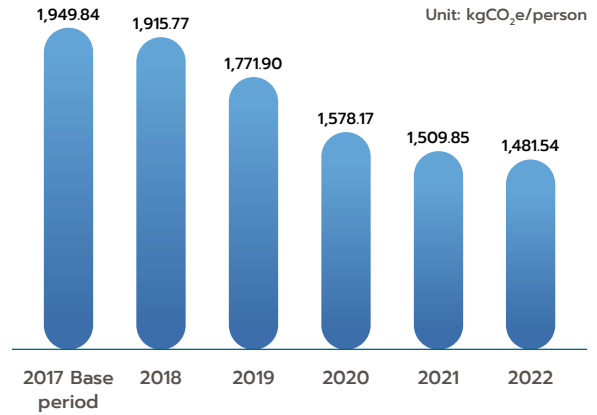


Furthermore, TISCO Group also replaced lightbulbs in the building with LED bulbs to reduce energy consumption and to align with the Zero Client desktop campaign through which employees are constantly reminded of smart energy use. TISCO Group has set a target for electricity consumption in 2023-2025 not exceeding 250 kilowatt-hours per square metre. In 2022, it was found that the electricity consumption rate of companies in TISCO Group operating in TISCO Tower was 207.48 kilowatt-hours per square metre. Also, there is an increase in electricity consumption of 241,683 kilowatt-hours per year which represents an increase in electricity consumption by 4.44 percent compared to 2021. The increase in electricity consumption is a result of the relief measures of the epidemic situation of COVID-19, employees return to work in this building more than 90 percent.

**Energy Consumption Rate of All Subsidiaries of TISCO Group
Currently Operating inside TISCO Tower Building**



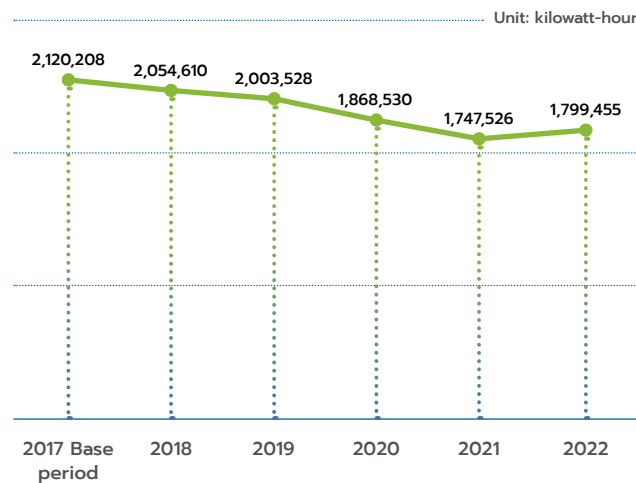
**Average of greenhouse gas emissions
per person**



2.2 TISCO Group's management of energy consumption and conservation with partners

In underlining the importance of lower energy consumption and better energy conservation, we take this endeavour to heart by working internally and with our partners. We have joined with the Yommarat Juristic Person, an entity that manages TISCO Tower whose management committee is appointed by the joint owners of the building, for energy conservation. The building management actively reflects ongoing effective energy consumption and conservation, as witnessed by the Best Practice Award: Energy Management and Sustainability given to us by the Thai Facility Management Association in 2016 in recognition of the building's energy management excellence.

**Electric Energy Use Rate in TISCO Tower Building
at its Common Area**



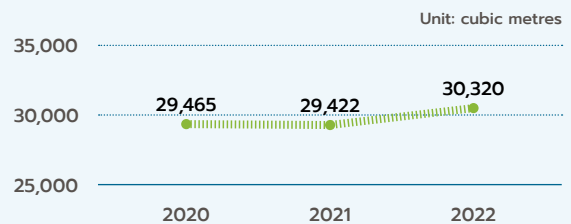
In 2022, the amount of electricity used in common areas was **1,799,455 kWh per year, an increase of 2.97% compared with 2021.**



3. Water Consumption

TISCO Group places great importance on resource utilization with the utmost benefit. But due to the COVID-19 outbreak condition, routine hand washing is still required for staff members to maintain excellent hygiene. TISCO Group has set a target to reduce water consumption in 2023-2025 not exceeding 30,000 cubic metres per year. In 2022, it was found that water consumption throughout the year was 30,320 cubic metres, more than the target, increasing by 3.05% compared with 2021.

Water Consumption







4. Waste Management

TISCO Group strives to standardize waste management resulting from our operations to reduce pollution, promote re-use and recycling, and enhance environmental awareness among employees to take this green habit out of the corporate environment into family and community settings not only actions that occur within the establishment. In 2022, TISCO Group has implemented the following projects:

TISCO Eco Society: We Use, We Separate

TISCO Group continues to pursue projects for the environment in line with sustainability goals to change the behavior of employees and create a culture of resource and environment conservation in the organization. Moving forward with the project "We use, we separate", participation has been expanded to the condominium juristic person as well as surrounding shop communities to realize environmentally friendly consumption. In addition to being a foam-free area, it also extends to other TISCO premises as well. The campaign focuses to adjust 3 main behaviors, namely 1. carrying cloth bags 2. recycling waste separation, and 3. Separating food waste. In 2022, the project has received good cooperation from employees and building users to reduce greenhouse gas emissions by 7.667 tCO₂e, equivalent to planting 807 large trees. It can create added value from the recyclable waste passed on to the purchaser to properly dispose and reuse amounting to 8,090 baht which was donated to TISCO Foundation that can help the needy according to its objectives. Moreover, it has also been honored to certify the amount of greenhouse gas reduction from the Thailand Greenhouse Gas Management Organization under the project to support activities to reduce greenhouse gases (Low Emission Support Scheme: LESS).

Certification from Thailand Greenhouse Gas Management Organization	The amount of greenhouse gases can be reduced (tCO ₂ e)		
	2020	2021	2022
 1. Replacement of electrical equipment for increasing efficiency*	374.681	331.359	0
 2. Waste separation for recycling	3.576	20.110	7.667
Total	378.257	351.469	7.667

Note: *TISCO Group has replaced all electric lighting equipment in every office since 2019 and requested certification according to the criteria for 3 consecutive years. Therefore, there is no certification effect in 2022.

Care the Whale: Circular Based Waste Management

TISCO Group has joined the Care the Whale project in 2021 to show its readiness to reduce global warming by bringing waste from operations back to the recycling process. It efficiently manages and reduces the impact on the environment as well as creates a balance that promotes the circular economy. This is in line with the TISCO Eco Society project that has been implemented continuously. In 2022, TISCO Group also collaborates with Osotspa Public Company Limited, one of the members of this project for recycling glass bottles. It will be piloted at TISCO Tower before expanding to other offices in the following year.



5. Greenhouse gas emissions reduction and Climate Change Management

Climate change has quickly become one of the most pressing global issues of our time. Although banks themselves are not key contributors to climate change, they may play an indirect role when lending money to industries whose operations do have direct environmental impacts.

With this in mind, TISCO Group has integrated social and environmental care in its business operations and produced guidelines on how to deal with social and environmental issues as follows:

1

Establishing a process of analyzing and assessing ESG risks as well as issues related to social and environmental impacts that may arise from credit underwriting in accordance with the responsible lending policy. (Page 49-51)

2

Giving loans and investing responsibly by taking environmental, social and good governance issues into account in the credit approval process, as well as formulating investment policies that are socially and environmentally responsible under good governance. (Page 52)

Operation results

As part of our SD Roadmap, TISCO Group has focused its attempt to reduce the GHG emission through the “Care the Bear: Change the Climate Change by Eco Event” project held by the Stock Exchange of Thailand (SET), which is also part of the UN’s SDGs to achieve Goal #13: Climate Action.



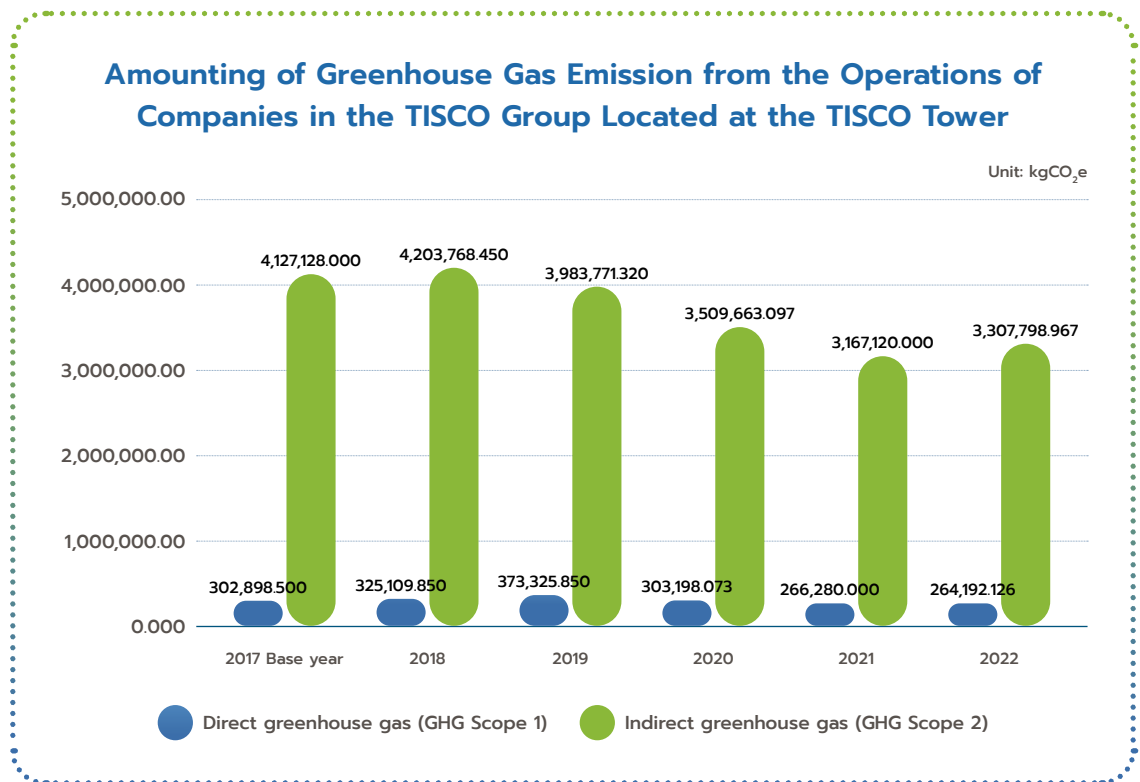
Operation and Management

- Integrate social and environmental management in the organization’s business activities.
- Set a target to reduce greenhouse gas emissions by 14% compared to 2017 (base year) as a target of the 2023-2025 action plan

In 2022, TISCO Group has implemented the following projects:


Reducing greenhouse gas emissions from operations in TISCO buildings

In 2022, GHG emissions from operations in TISCO buildings decreased by 19.37% compared to 2017 (base year), but increased from 2021 by 138,591.092 kg.CO₂e (scope 1 and 2 only) as a result of the relief measures of the COVID-19 epidemic situation which more than 90% of employees returned to work in TISCO buildings.



Collaboration project with the Stock Exchange of Thailand, "Care the Bear: Change the Climate Change by Eco Event"

Organizing activities to reduce global warming problems by campaigning to change behaviour leading to reduction of greenhouse gas emissions. Both on-site and online activities such as organizing meetings, training, seminars, etc., using 6 Cares, namely 1. Campaign to travel by public transport or travel together. 2. Reduce the use of paper, plastic from various documents and packaging. 3. Refrain from using foam from packaging or foam for decoration. 4. Reduce energy consumption from electrical equipment or switch to energy-saving devices. 5. Design using decorative materials that can be recycled and 6. Reduce food waste left at events. The Stock Exchange of Thailand has prepared an evaluation form for project members to measure create new behaviours for the organization Increase operational efficiency, reduce costs, create a tangible and sustainable society and environment. In 2022, TISCO Group organized a total of 103 Eco Events, reducing greenhouse gas emissions by 25.719 tons of carbon dioxide equivalent. or equivalent to planting 2,858 big trees

Results of Care the Bear project	 The amount of greenhouse gases can be reduced (tCO ₂ e)				
	2018	2019	2020	2021	2022
Organizing activities to reduce greenhouse gas emissions	7.603	4.320	1.232	0.950	25.719



6. Environmental Conservation

TISCO Group realises that natural resources are utilised for living both directly and indirectly as important components of economic development. The excessive use of natural resources, however, has negative impacts on the environment, leading to global warming and other environmental



problems that many parts of the world are currently facing. In the past 2 years, Thailand and the world have experienced major problems from the spread of COVID-19, therefore, the discontinuation of the annual tree planting activities due to social distancing requirements. TISCO instead produced online media to raise awareness and create the conservation culture within the organisation. We encouraged the employees' participation in separating waste, reusing, and proper waste management as well as minimizing paper use. At the same time, TISCO Group paid serious attention to the security of information that was managed by the group, especially in the process of shredding documents or papers. There are no longer used or expired. This was to ensure that no information contained in the management of TISCO Group would be leaked. TISCO also allowed representatives the right to observe the destruction of documents. We also considered reusing paper where appropriate.



GRI Content Index

GRI Standard	Disclosure	Page number(s) And/or URL(s)	Omission		
			Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
GRI 101: Foundation 2016					
General Disclosures					
GRI 102: General disclosures 2016	Organizational profile				
	102-1 Name of the organization	SR P. 14			
	102-2 Activities, brands, products, and services	SR P. 7-11			
	102-3 Location of headquarters	SR P. 14			
	102-4 Location of operations	SR P. 14			
	102-5 Ownership and legal form	SR P. 14			
	102-6 Markets served	SR P. 7-11, 16			
	102-7 Scale of the organization	SR P. 7-11, 12			
	102-8 Information on employees and other workers	SR P. 13, 71			
	102-9 Supply chain	SR P. 58-60			
	102-10 Significant changes to the organization and its supply chain	SR P. 12			
	102-11 Precautionary Principle or approach	SR P. 40-42, 44, 95-96			
	102-12 External initiatives	SR P. 14			
	102-13 Membership of associations	SR P. 14			
	Strategy				
	102-14 Statement from senior decision-maker	SR P. 2-3			
	102-15 Key impact, risk, opportunities	SR P. 2-3			
	Ethics and integrity				
	102-16 Values, principles, standards, and norms of behavior	SR P. 6, 33-34 www.tisco.co.th/content/dam/tiscobank/download/about-tisco/corporate-governance-policy-th.pdf			
	Governance				
	102-18 Governance structure	SR P. 17, 32-34, 41, 45-46			
	102-19 Delegating authority	SR P. 15-17, 32, 34, 41			
	102-20 Executive-level responsibility for economic, environmental, and social topics	SR P. 2-3, 17, 32, 34			
	102-22 Composition of the highest governance body and its committees	SR P. 17			
	102-23 Chair of the highest governance body	SR P. 17			
	102-24 Nominating and selecting the highest governance body	SR P. 17			
	102-26 Role of highest governance body in setting purpose, values, and strategy	SR P. 17			
	102-29 Identifying and managing economic, environment, and social impacts	SR P. 15, 20			
	102-30 Effectiveness of risk management processes	SR P. 20, 38-39, 41-42, 44			
	102-31 Review of economic, environmental, and social topics	SR P. 15, 20			
	102-32 Highest governance body's role in sustainability reporting	SR P. 17, 27-28			

GRI Standard	Disclosure	Page number(s) And/or URL(s)	Omission		
			Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
Stakeholder engagement					
102-40	List of stakeholder groups	SR P. 22-26			
102-41	Collective bargaining agreements	SR P. 74			
102-42	Identifying and selecting stakeholders	SR P. 21-26, 28			
102-43	Approach to stakeholder engagement	SR P. 22-26, 64-66			
102-44	Key topics and concerns raised	SR P. 22-26, 64-66			
Reporting Practices					
102-45	Entities included in the consolidated financial statements	SR P. 5, 27-28			
102-46	Defining report content and topic boundaries	SR P. 27-28			
102-47	List of material topics	SR P. 28-30			
102-48	Restatements of information	SR P. 5, 74-75			
102-49	Changes in reporting	SR P. 7, 28-30			
102-50	Reporting period	SR P. 5			
102-51	Date of most recent report	SR P. 5			
102-52	Reporting cycle	SR P. 5			
102-53	Contact point for questions regarding the report	SR P. 5			
102-54	Claims of reporting in accordance with the GRI Standards	SR P. 5			
102-55	GRI content index	SR P. 99-104			
102-56	External assurance	SR P. 5			
Material Topics					
Risk Management					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 38-42		
	103-2	The management approach and its components	SR P. 38-42		
	103-3	Evaluation of the management approach	SR P. 38-42		
Climate Change Management					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 93-97		
	103-2	The management approach and its components	SR P. 93-97		
	103-3	Evaluation of the management approach	SR P. 93-97		
Economic Performance					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 49-56		
	103-2	The management approach and its components	SR P. 49-57		
	103-3	Evaluation of the management approach	SR P. 50-57		
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	SR P. 18-19, 89-90		
	201-2	Financial implications and other risks and opportunities due to climate change	SR P. 43, 50-51		
	201-3	Defined benefit plan obligations and other retirement plans	SR P. 73		

GRI Standard	Disclosure	Page number(s) And/or URL(s)	Omission		
			Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
Indirect Economic Impacts					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 83-84		
	103-2	The management approach and its components	SR P. 83-84		
	103-3	Evaluation of the management approach	SR P. 83-85		
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	SR P. 18, 83-85		
Anti-corruption					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 36-37		
	103-2	The management approach and its components	SR P. 36-37 www.tisco.co.th		
	103-3	Evaluation of the management approach	SR P. 36-37		
GRI 205: Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	SR P. 36		
	205-3	Confirmed incidents of corruption and actions taken	SR P. 37		
Materials					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 92		
	103-2	The management approach and its components	SR P. 92		
	103-3	Evaluation of the management approach	SR P. 92		
GRI 301: Materials 2016	301-1	Materials used by weight or volume	SR P. 92		
Energy					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 93-94		
	103-2	The management approach and its components	SR P. 93-94		
	103-3	Evaluation of the management approach	SR P. 93-94		
GRI 302: Energy 2016	302-1	Energy consumption within the organization	SR P. 18, 93-94		
	302-3	Energy Intensity	SR P. 93-94		
	302-4	Reduction of energy consumption	SR P. 93-94		
	302-5	Reductions in energy requirements of products and services	SR P. 93-94		
Water					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 94		
	103-2	The management approach and its components	SR P. 94		
	103-3	Evaluation of the management approach	SR P. 94		
GRI 303: Water and effluents 2018	303-5	Water consumption	SR P. 94		
Emissions					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 95-97		
	103-2	The management approach and its components	SR P. 95-97		
	103-3	Evaluation of the management approach	SR P. 95-97		
GRI 305: Energy 2016	305-1	Direct (Scope 1) GHG emissions	SR P. 95-97		
	305-2	Energy indirect (Scope 2) GHG emissions	SR P. 95-97		

GRI Standard	Disclosure	Page number(s) And/or URL(s)	Omission		
			Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
Employment					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 70		
	103-2	The management approach and its components	SR P. 70, 73		
	103-3	Evaluation of the management approach	SR P. 70		
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	SR P. 19, 71		
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR P. 73, 75		
	401-3	Parental leave	SR P. 74		
Occupational Health and Safety					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 78-79		
	103-2	The management approach and its components	SR P. 78-79		
	103-3	Evaluation of the management approach	SR P. 78-79		
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	SR P. 79		
	403-2	Hazard identification, risk assessment, and incident investigation	SR P. 78		
	403-3	Occupational health services	SR P. 73, 75, 78		
	403-4	Worker participation, consultation, and communication on occupational health and safety	SR P. 78		
	403-5	Worker training on occupational health and safety	SR P. 78		
	403-6	Promotion of worker health	SR P. 80-82		
	403-7	Prevention and mitigation of occupational health and safety impacts direct linked by business relationships	SR P. 79-82		
	403-8	Workers covered by an occupational health and safety management system	SR P. 78		
	403-9	Work-related injuries	SR P. 79		
	403-10	Work-related ill health	SR P. 79		
Training and Education					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 75-77		
	103-2	The management approach and its components	SR P. 75-77		
	103-3	Evaluation of the management approach	SR P. 75-77		
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	SR P. 77		
	404-2	Programs for upgrading employee skills and transition assistance programs	SR P. 77		
	404-3	Percentage of employees receiving regular performance and career development reviews	SR P. 70		
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 70		
	103-2	The management approach and its components	SR P. 70, 74		
	103-3	Evaluation of the management approach	SR P. 70, 74		
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	SR P. 72, 74		

GRI Standard	Disclosure	Page number(s) And/or URL(s)	Omission		
			Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
Human rights assessment					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 74-75		
	103-2	The management approach and its components	SR P. 74-75		
	103-3	Evaluation of the management approach	SR P. 74-75		
GRI 412: Human rights assessment 2016	412-1	412-1 Operations that have been subject to human rights reviews or impact assessments	SR P. 74-75		
Non-discrimination					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 70		
	103-2	The management approach and its components	SR P. 70, 74		
	103-3	Evaluation of the management approach	SR P. 70, 74		
GRI 406: Non-discrimination 2016	406-1	Incident of discrimination and corrective actions taken	SR P. 70, 74		
Marketing and Labeling					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 62, 64-66		
	103-2	The management approach and its components	SR P. 62, 64-66		
	103-3	Evaluation of the management approach	SR P. 62, 64-66		
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	SR P.62		
	417-3	Incidents of non-compliance concerning marketing communications	SR P. 64-66		
	FS15	Policies for the fair design and sale of financial products and services	SR P. 14, 42, 44 www.tisco.co.th/content/dam/tiscobank/download/about-tisco/corporate-governance-policy-th.pdf		
	FS16	Initiatives to enhance financial literacy by type of beneficiary	SR P. 67, 83-84, 86-88		
Customer Privacy					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 47-48		
	103-2	The management approach and its components	SR P. 47-48		
	103-3	Evaluation of the management approach	SR P. 47-48		
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR P. 47-48		
Product Portfolio					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 62-64		
	103-2	The management approach and its components	SR P. 62-64		
	103-3	Evaluation of the management approach	SR P. 62-64		
	FS6	Percentage of the portfolio for business lines by specific region, size (e.g. Micro/SME/Large) and by sector	SR P. 64		
	FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	SR P. 64, 84		
	FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	SR P. 18, 50-52, 62-64		

GRI Standard	Disclosure	Page number(s) And/or URL(s)	Omission		
			Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
Local Communities					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 83-84		
	103-2	The management approach and its components	SR P. 83-84		
	103-3	Evaluation of the management approach	SR P. 83-84		
	FS13	Access points in low-populated or economically disadvantaged areas by type	SR P. 83-84		
Cyber Security					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 47-48		
	103-2	The management approach and its components	SR P. 47-48		
	103-3	Evaluation of the management approach	SR P. 47-48		
Innovation Management					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	SR P. 68-69		
	103-2	The management approach and its components	SR P. 68-69		
	103-3	Evaluation of the management approach	SR P. 68-69		

Reader's Survey for TISCO Sustainability Report 2022

TISCO Financial Group Public Company Limited



1. General Information about the Reader

1.1 Which stakeholder group do you identify as?

- Customer
- Employee
- Shareholder
- Investor
- Business Partner
- Regulator
- Educational Institution
- Mass Media
- General Public
- Other (Please specify)

1.2 What is your main interest in TISCO Sustainability Report 2020

- To know TISCO
- Education and Research
- Other (Please specify)
- To study/monitor CSR beneficial to social and environment
- For investment information

2. Please rate your level of satisfaction with TISCO Sustainability Report 2020

2.1 The Contents

- | | | | |
|--|----------------------------|------------------------------|---------------------------|
| Provide an overview of TISCO's business | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |
| Cover material topics of your interest | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |
| Complete for understanding of TISCO Group's sustainability development in economic, social and environment | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |
| Adequate for acknowledgement and decision-making | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |
| Clear | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |

2.2 Presentation of report

- | | | | |
|------------------------------------|----------------------------|------------------------------|---------------------------|
| Easy to understand | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |
| Good Layout | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |
| Overall presentation of the report | <input type="radio"/> High | <input type="radio"/> Medium | <input type="radio"/> Low |

3. Other suggestions for improving future editions of our Sustainability Report

3.1 Has this report comprehensively addressed issues you are interested in?

- Complete
- Incomplete, if you need additional information
(Please specify issues you wish to read for the next Sustainability Report)

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3.2 Other comments/suggestions:

.....

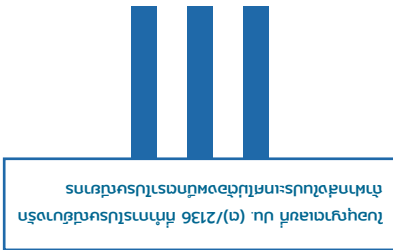
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*TISCO Group would like to thank you for your cooperation.
Your inputs are valuable to TISCO Group's sustainability development
and also to the improvement of the next Sustainability Report.*

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ក្រុមហ៊ុន ធីតា អ៊ិនធើណែត
៤៨/២ ទីផ្សារហិរញ្ញវត្ថុ
(ស្រុក) ភ្នំពេញ កម្ពុជា
លេខប្រតិបត្តិការប្រតិបត្តិ



"Art reflects national glory."

TISCO is proud to contribute to the expression of society's prosperity through collectible art.

"TISCO" was established in 1969 as the first finance company in Thailand. The office, located at Boonmitr Building, Silom Road, coupled with the vision of the management at that time, was the origin of the collection of art, which was later known as the "TISCO Art Collection".

Mr. Sivaporn Dardaranandam, Chief Executive at the time, who initiated the decoration of the artwork in the office, organized an art exhibition to invite honored guests and customers to visit in the first year. Thereafter, TISCO organized several exhibitions, inviting Thai artists to perform, purchasing works to support the artists, and bringing the pieces to decorate the enlarged office. This activity continued for many years. Although it was no longer held as an exhibition, TISCO continues to buy art and supports contemporary Thai art to this day.

TISCO's collection of art is different from other institutions since it does not consider the artist's reputation as a first factor. The intention is to encourage Thai artists to have the opportunity to create good works. They are selected based on the quality of each work. As can be seen in TISCO Art Collection, there are early works and throughout the development of the works of many famous artists. With so many artists' diverse styles of work, the value of this collection is being mentioned today.

And the years to come, art collection will continue to be one of TISCO's missions in couple with operating on a stable and sustainable basis.

www.tiscoart.com

Enso Movement, the piece by Somsak Chaotadapong

Honoured the latest national artist by creating art which reflects expertise of Colorist Artist and always create a new phenomenon in art.



Enso Movement

Enso is a circle drawn by a single undetermined line for the practice of mental meditation in Zen. A circle is a simple, complete shape that encompasses the meaning of emptiness and infinity. It symbolizes enlightenment, power, and the universe. Like TISCO Bank logo, it represents movement, opportunity, progress, and success, which inspired me to write the Enso Movement.

Sacred Flower, the piece by Touchmaporn Chanjurussang

Trending young artist who is internationally known as "Pomm Chan" has created a unique contemporary pattern with many global brands as well as fine arts. The pieces are immediately in demand among collectors.



Sacred Flower

The inspiration is from the concept of "Together We Achieve More". This imaginary flower blends from three kinds of flowers: Carnation, Tiger Lily and Anemone. It has a new meaning that conveys love, stability and, happiness of life.



Sustainability Report