

Safeguards

Provided Company's safeguard for whistleblowers as follows:-

- (1) Committed to protect any Employee who has made a disclosure on wrongdoings involving other Employees.
- (2) in raising a concern, the Whistleblower shall not be subjected to any discrimination or unfair treatment.
- (3) If the Whistleblower believes that he/she has been subjected to discrimination, retaliation, threats or harassment for making the disclosure, he/she may highlight the matter to the Designated Recipient.
- (4) The Company shall ensure details of the Whistleblower and all relevant matters pertaining to the report would be kept confidential so long as permitted by the relevant laws.

Provided Company's safeguard on filing complaint as follows.

- (1) check evidence and related compliant documents from the Recipient
- (2) propose to the Audit Committee for consideration on fact.
- (3) provide additional investigate on violations the rules, process, fraud or corruption or disciplinary action for employees.
- (4) report to Audit Committee of Maybank Group.

(Conflict of Interest, Preventive Policy regarding use of Confidential Information and Anti-Corruption Policy are shown in the Good Corporate Governance Page 104)

Business Ethic

As the Board of Directors focuses on "Good Corporate Governance", Maybank continues to emphasize the importance of transparency, integrity and accountability in all its processes and endeavours. Ethics have always played a large role in the history of the company.

Ethic are a key part of our good governance policy. The Board of Directors has set up operational guidelines for employees at all levels to acknowledge this component of our good governance policy.

The purpose of the Code is to:

- uphold the good name of the Maybank Group and to maintain public confidence in the Organization.
- maintain public confidence in the security and integrity of the banking system;
- maintain an impartial and unbiased relationship between the Maybank Group and its customers; and
- uphold the high standards of personal integrity and professionalism of the Maybank Group staff.

Coverage of the Code

1. Conflict of Interest
2. Misuse of Position
3. Misuse of Information
4. Integrity and Accuracy of Records/Transactions
5. Fair and Equitable Treatment
6. Relationship with Customers
7. Confidentiality
8. Making Public Statements
9. Social Media Usage
10. Integrity of the Banking System
11. Required Knowledge and Compliance
12. Pecuniary Embarrassment
13. Avenue to Express Viewpoint or Complaint
14. Prohibited Conduct of Person in Possession of Inside Information
15. Money Laundering and Terrorism Financing
16. Computer Crimes
17. Sexual Harassment
18. Dress Code

The Important Change and Development of Policy Guideline and Corporate Governance System from previous year

To be in compliance with good corporate governance (CG Code) as mentioned, the Company has established the CG Policy. The Policy has been approved by the Board of Directors and communicated to all employees throughout the Company. There is also a channel which the Company can provide information regarding good corporate governance to all employees via Company's Intranet.

For the Year 2023, Company was rated the evaluation point of corporate governance with "5-Star" in this regards, the Company was given "excellent score" for the Rights of Shareholders, Roles of Stakeholders, Equitable Treatment of Shareholders, Disclosure and Transparency, Responsibilities of Board of Directors and. The Company shall improve and disclose of information as derived from the suggestion in accordance with corporate governance guidance / corporate governance code (CG Code) by The Securities and Exchange Commission, Thailand. For the year 2023, the Company had followed to practice all the 8 CG principles (CG Code) as following:-

The Board of Directors has emphasized on good corporate governance. The Good Corporate Governance Committee was established to determine and specify monitoring and evaluation guidelines since 2018 onwards and to promote implementation of, and compliance with CG Code and adopted into good corporate governance policies. For the CG Code can be classified into 8 principles as follows:

	<u>CG Code</u>	<u>CG Principles</u>
<u>Principle 1</u>	Establish Clear Leadership Role and Responsibilities of the Board	(5) Responsibilities of the Board of Directors
<u>Principle 2</u>	Define Objectives that Promote Sustainable Value Creation	(5) Responsibilities of the Board of Directors
<u>Principle 3</u>	Strengthen Board Effectiveness	(5) Responsibilities of the Board of Directors
<u>Principle 4</u>	Ensure Effective CEO and People Management	(3) Roles of Stakeholders
<u>Principle 5</u>	Nurture Innovation and Responsible Business	(3) Roles of Stakeholders
<u>Principle 6</u>	Strengthen Effective Risk Management and Internal Control	(3) Roles of Stakeholders
<u>Principle 7</u>	Ensure Disclosure and Financial Integrity	(4) Disclosure and Transparency
<u>Principle 8</u>	Ensure Engagement and Communication with Shareholders	(1) Shareholders' Rights (2) Equal Treatment to Shareholders

The Company has disseminated its good corporate governance policies via its website to show its intent to operate under the good corporate governance practices to ensure its operation transparency. Employees are given a written good corporate governance manual and urged to work ethically and be in compliance with good corporate governance policies.

To ensure that all employees understand the rules, regulation, code of business conduct, and do the right thing right. The company had conducted to all employees to do the rules and regulations testing on company's intranet and had evaluated the level of understanding of employees from the testing results to improve the communication to employees to understand and aware of their role in promoting corporate governance. In addition to employees shall do the rules testing as a part of key performance indicators (KPI) and the employees who had joined to work during the year, they shall do the rules testing which is considered to be a part of the performance evaluation. The company also encourages employees to aware the compliance culture which is the key performance indicators (KPI).

In the Year 2023, compliance with good corporate governance policies was evaluated. The results of evaluation indicate that the Company was in compliance with most of the specified guidelines and policies in which all directors of the Company attended the Annual Shareholder Meeting and Extraordinary General Meeting of Shareholders including Chairman of the Board of Directors, Chief Executive Officer, Chairman of Audit Committee, Chairman of Nomination and Remuneration Committee and Chairman of Corporate Governance Committee.