

# SUSTAINABILITY REPORT 2024



## 3. Sustainability Development Report



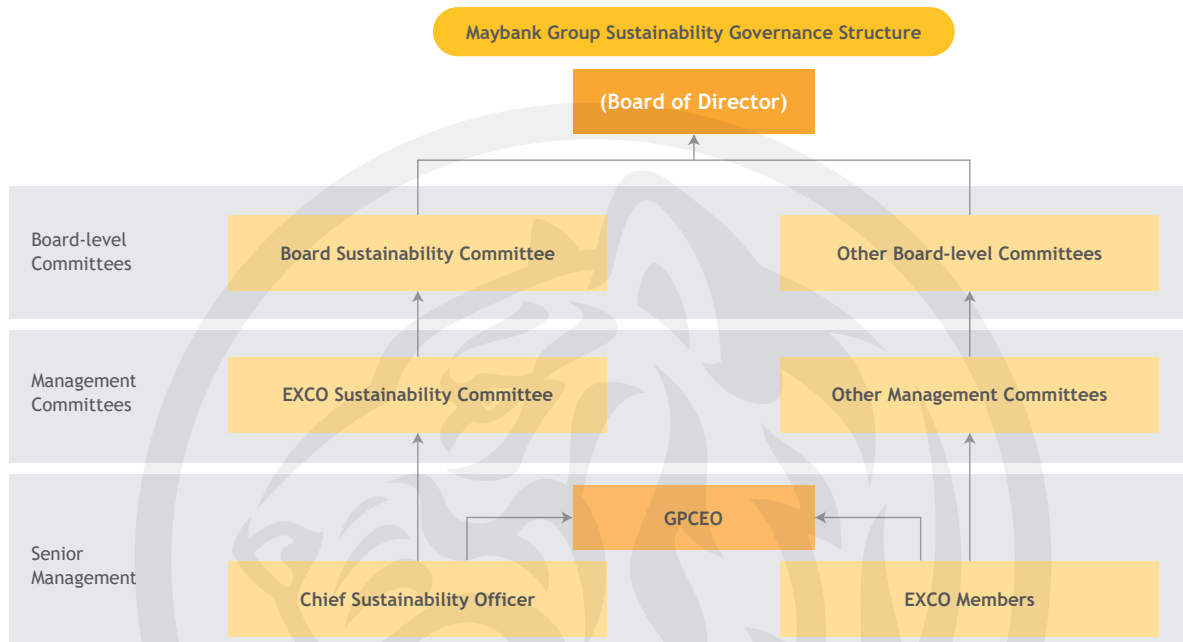
Maybank Securities (Thailand) Public Company Limited (“MST”) Sustainability Report details our sustainability strategy, approaches, initiatives and highlights on performance in 2024 that impacted our business operations, including economic, environmental, social and governance.

Furthermore, we elaborate on our achievements in relation to our overarching sustainability strategy, and aligned with Maybank Group’s mission of Humanising Financial Services, in accordance with the Group’s M25+ strategy.

### 3.1 Sustainability Development Policy and Goal

#### 1. Sustainability Governance

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



With clear direction and strong leadership from the top, the Company executes sustainability initiatives and integrates sustainability considerations into its business and operations. While the ultimate governing body is the Maybank Group Board, the Company has its own internal governance that supports the overall sustainability objectives and strategies of the Maybank Group. The Company internal governance is detailed in Page 85 of ONE Report.

#### 2. Sustainability Policy

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

3. Sustainability Growth Strategy and Goal

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

A. Maybank Group’s Sustainability Pillars

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

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

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

 <b>RESPONSIBLE TRANSITION</b> Enabling transition to a low-carbon economy by balancing environmental and social imperatives with stakeholders’ expectations. ..... <ul style="list-style-type: none"><li>• Supporting the Transition to a Low-Carbon Economy</li><li>• Developing Sustainability-Focused Products and Services</li><li>• Systemic Risk Management</li><li>• ESG Integration in Financial Analysis</li><li>• Engaging our People in Sustainability</li><li>• Business Ethics</li></ul>	 <b>ENABLING OUR COMMUNITIES</b> Building community resilience across ASEAN and undertaking responsive action to promote economic development and social well-being. ..... <ul style="list-style-type: none"><li>• Empowering Communities</li><li>• Financial Inclusion</li><li>• Climate Resilience</li><li>• Transparency and Trust</li><li>• Diversity, Equity and Inclusion</li></ul>	 <b>OUR HOUSE IS IN ORDER &amp; WE WALK THE TALK</b> Leading by example with good management practices and ensuring that Maybank’s ESG strategy is based upon a strong foundation. ..... <ul style="list-style-type: none"><li>• Governance and Compliance</li><li>• Privacy</li><li>• Our Supply Chain</li><li>• Our Environmental Impact</li></ul>
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## The Pillar 1: Responsible Transition

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

Areas of strategic focus include:

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

## Pillar 2: Enabling Our Communities

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

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

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

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



1.	Mobilising THB 611.61 billion (RM80 billion) in Sustainable Finance by 2025
2.	Improving the lives of two million households across ASEAN by 2025
3.	Achieving a carbon neutral position of our own emissions by 2030 and net zero carbon equivalent position by 2050
4.	Achieving one million hours per annum on sustainability and delivering one thousand significant United Nations Sustainable Development Goals (UN SDGs)- related outcomes by 2025

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

#### Policies & Practices

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

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

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

### 3.2 Sustainability Development Policy and Goal

In FY2024, Maybank Group conducted an updated materiality assessment to ensure our material matters remain relevant to our business, its impacts, and align with stakeholder interests and concerns. This assessment was enhanced by adopting the double materiality principle, addressing two perspectives: financial materiality, which examines how external factors affect our business performance (outside-in) and impact materiality, which considers how our activities influence the environment and society (inside-out).

This year, Maybank Group consolidated 19 material matters into 15 to sharpen our focus and better address the Group's critical areas and stakeholder priorities. A new material matter, Biodiversity and Nature, was identified to reflect its increasing importance in supporting ecosystem resilience and long-term sustainability. These material matters were streamlined and redefined based on key frameworks, standards, and industry trends, including Bursa Malaysia's sustainability reporting requirements (Common Sustainability Matters), Global Reporting Initiative (GRI) Standards, Sustainability Accounting Standards Board (SASB), the United Nations Sustainable Development Goals (UNSDGs), as well as global analyst reports from CDP, FTSE ESG, S&P Global, and MSCI ESG Index.

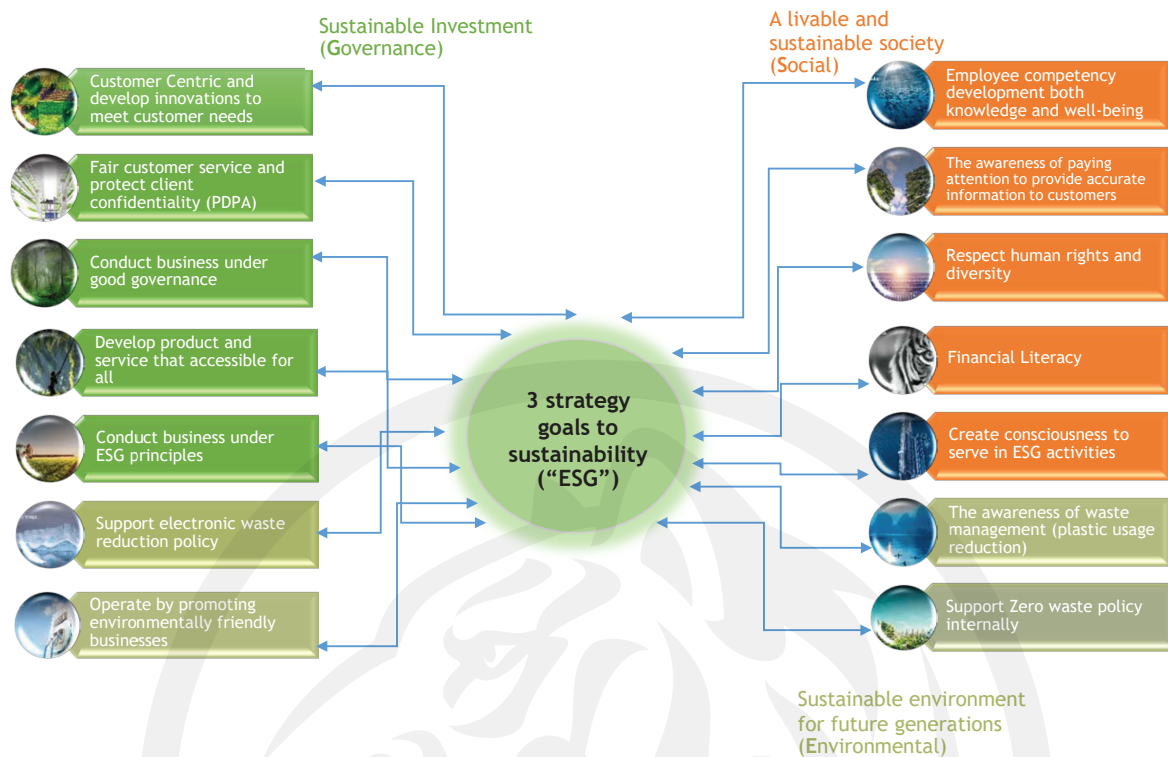
The highest priority material matters span nearly all key stakeholder groups, including employees (Employee Well-being and Future Fit Talent and Culture), customers (Customer Excellence), regulators (Good Governance and Conduct, and Business Integrity and Ethics), and the broader community (Community Empowerment). This alignment highlights Maybank Group's commitment to addressing stakeholder expectations holistically.

3.2.1 Business Value Chain

Stakeholders in Business Value Chain



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



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

### 3.2.2 Stakeholder Engagement

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

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

## Investors

Engagement Channels	<ul style="list-style-type: none"> <li>• Conferences and organising online opportunity days</li> <li>• One-on-one and group meetings with EXCO members</li> <li>• Dissemination of information and disclosure of materials on our website at <a href="http://www.maybank.co.th">www.maybank.co.th</a></li> <li>• Annual General Meetings (AGMs) and Extraordinary General Meetings (EGMs)</li> <li>• Annual integrated and sustainability reports</li> </ul>
Objectives for Stakeholders	<ul style="list-style-type: none"> <li>• Ensure sustainable earnings and stable dividend stream through revenue growth and strategic long-term investments, capital optimization, sweating of assets, diligent management of asset quality and liquidity and prudent risk management.</li> <li>• Proactively manage risks as a result of macroeconomic volatility.</li> <li>• Embed sustainability considerations into investment practices.</li> <li>• Prudent and effective technology investments and partnerships, to remain ahead of emerging competition</li> </ul>
Metrics and Data We Track	<ul style="list-style-type: none"> <li>• Key annual financial guidance.</li> <li>• Long-term sustainability commitments under M25+.</li> <li>• Long-term financial outcomes under M25+</li> </ul>
Our Response	<ul style="list-style-type: none"> <li>• 2024 financial performance shall be disclosed via Electronic Listed Companies Information Disclosure (ELCID) within the specified period.</li> </ul>

## Regulators

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



Metrics and Data We Track	<ul style="list-style-type: none"> <li>• Conformance and compliance with regulatory expectations</li> </ul>
Our Response	<ul style="list-style-type: none"> <li>• Compliance Monitoring and testing conduct based on significant activities and align with regulatory requirements</li> <li>• Establishment of customer on boarding process on the Know Your Customers: KYC and Customer Due Diligence: CDD Policy related to AML/CFT, risk management and mitigation plan, suspicious transaction reporting, record keeping.</li> <li>• Second renewal for joining Member of the Thai Private Sector Collective Action Against Corruption (CAC) certification program on Anti-Corruption</li> <li>• Conduct training/e-learning on Cyber Security Awareness for employees to raise awareness on IT emerging risk during December 2024 for 750 staff.</li> <li>• Conduct training/e-learning to staff on Anti-Bribery and Corruption Policy and Procedure during November - December 2024 for 767 staff</li> <li>• Conduct training/e-learning to staff on Anti-Money Laundering and Counter Terrorism and Proliferation of Weapon of Mass Destruction Financing (AML/CFT/CPF) during December 2024 for 750 staff.</li> <li>• Conduct awareness training to staff on the PDPA laws.</li> </ul>

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

Our Response	<ul style="list-style-type: none"> <li>• There are 3 projects that impact sustainable future for our community;             <ol style="list-style-type: none"> <li>1. Waste Segregation Project into the regular recycling process. Throughout 2024, the Company has participated in bringing 2,223.85 kilograms of materials back or equivalent number into the recycling process to reduce greenhouse gas emissions by 10,790.84 kgCO<sub>2</sub>e. These can be comparable to planting 1,130 trees. Moreover, on 21 December 2024, the Company have additionally delivered 6,859 items of IT and non-IT equipment to the Project. While our goal for waste collection of the year 2024 was set 1,500 kg. but in 2024, MST could gain in total 2,223.85 kg. over than expected.</li> <li>2. Prudent resource management by swapping out the equipment utilized in head office and nationwide branches to energy saving appliance continually. In 2024, 1,700 LED lightbulbs were replaced by fluorescent lightbulbs at branches across the nation, and inverter systems were replaced by air conditioners at some branches. This resulted in a reduction of electricity consumption by showing as follows:                     <ul style="list-style-type: none"> <li>• In 2023, save 7.79% when compared with the year 2022; and</li> <li>• In 2024, save 8.61 % when compared with the year 2023</li> </ul> </li> <li>3. Office rental area received the LEED standard (Leadership in Energy and Environmental Design) certification. MST considered global warming reduction when deciding whether to lease the office space at Park Silom Building in June 2024. The building must be certified by the U.S. Green Building Council (USGBC) to ensure that its design and construction are met with the standards of the LEED Gold Certificate. This is to serve as a guideline in assessing green buildings by emphasizing the efficient use of resources within the building and reducing negative environmental impacts.</li> </ol> </li> </ul>
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Suppliers	
Engagement Channels	<ul style="list-style-type: none"> <li>• Check History/Background, Business operations, financial status, Company policies, and various activities. Including news from all suppliers carefully before deciding to work together.</li> </ul>
Objectives for Stakeholders	<ul style="list-style-type: none"> <li>• Maybank is committed to working with suppliers who follow the law, respect fair employment practices, and align with our Group Human Rights Policy. We encourage suppliers to be honest and trustworthy, while considering both the environment and individuals' interests. Protecting data and information and conducting business sustainably in an ethical manner are also top priorities.</li> </ul> <p>We expect our suppliers to operate responsibly, respecting human rights, maintaining transparency, and reducing their environmental impact. Suppliers should meet Maybank's standards for sustainable practices and environmental stewardship, including energy and water use, emissions reduction, waste management, climate risks, deforestation, biodiversity, and labour practices.</p>

Metrics and Data We Track	<ul style="list-style-type: none"> <li>Suppliers working with Maybank are required to comply with our standards by completing an ESG Assessment. This includes providing information about the company, such as its policies, vision, sustainable practices, financial status, and anti-corruption measures.</li> </ul>
Our Response	<ul style="list-style-type: none"> <li>Maybank's Supplier Code of Conduct (SCoC) sets out the expectations for all suppliers to operate legally and ethically, while respecting individual rights and reducing environmental impact. To ensure compliance, we conduct a Supplier ESG Assessment for all new suppliers, those renewing contracts, and those involved in tender processes. This helps raise awareness among suppliers and promotes sustainable practices across our value chain. After the assessment, we perform an ESG Risk Evaluation to identify which suppliers meet our criteria and which need further review. Maybank is dedicated to supporting our suppliers' sustainability efforts and will offer help to those needing guidance to improve their ESG practices.</li> </ul>

Employees	
Engagement Channels	<ul style="list-style-type: none"> <li>Dialogue sessions with EXCO and other engagement initiatives (e.g. town halls, roadshows, coffee talk sessions)</li> <li>Regular electronic communication (e.g. emails, newsletters and portals), as well as virtual and social media channels</li> <li>Feedback platforms</li> </ul>
Objectives for Stakeholders	<ul style="list-style-type: none"> <li>Ensure a safe, caring and engaging work environment to enable work-life integration and successful navigation through the pandemic and beyond.</li> <li>Enable greater flexibility in performing daily functions via access to tools and arrangements that allow employees to work remotely with minimal interruption.</li> <li>Advocate diversity, equity and inclusion (DEI).</li> <li>Power a bionic workforce equipped with the right skills, capabilities, competencies and mindset to remain relevant.</li> <li>Build next-gen capabilities.</li> </ul>
Metrics and Data We Track	<ul style="list-style-type: none"> <li>Employee training and development, including number of training hours logged</li> <li>Workforce diversity, equity and inclusion metrics</li> </ul>
Our Response	<ul style="list-style-type: none"> <li>In 2024, 2,164 participants attended key training and development programs including technical skills and soft skills.</li> <li>The number of employees in 2024 comprised 41% as Male and 59% as Female. The Company's workforce is diverse and consists of various nationalities, i.e. 5 employees from Malaysia.</li> </ul>

### 3.3 Managing Sustainable Environment

#### 3.3.1 Policy and Guideline for Sustainable Environment

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

Furthermore, the Company consistently carries out prudent resource management by swapping out the equipment utilised in head office and nationwide branches. In 2023, 1,700 LED lightbulbs replaced fluorescent lightbulbs at branches across the nation, and inverter systems were replaced for air conditioners at some branches. This allowed the Company to save 7.79% on electricity consumption in 2023 and in 2024, the Company reduced electricity costs by 8.61% in comparison to the previous year.

#### 3.3.2 Activities for Sustainable Environment (Waste sorting, recycling and upcycling)

##### 1) Waste Segregation into the recycling process regularly.

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

Throughout 2024, the Company participated in bringing 2,223.85 kilograms of materials back into the recycling process, or equivalent number to reduce greenhouse gas emissions by 10,790.84 kgCO<sub>2</sub>e. and these can be comparable to planting 1,130 trees.

## 2) Waste delivery project with Recycle Day



บริษัท รีไซเคิลเดย์ จำกัด

115/10 ถนนสุขุมวิท 21 (สุขุมวิท) แขวงคลองเตยเหนือ เขตวัฒนา กรุงเทพมหานคร 10110  
โทรศัพท์ : 0105564088955 โทรสาร : 095-090-8899

### รายงานผลการดำเนินงานกิจกรรม

ชื่อสมาชิก : Maybank Securities (Thailand) Public Company Limited เบอร์สมาชิก : 081 - 408 - 9935

ช่วงเวลา : มกราคม - ธันวาคม 2567

เทียบเคียงการลดคาร์บอนไดออกไซด์ : 10,790.91 Kg CO2 eq

มีการรับทั้งสิ้น : 2,223.85 กิโลกรัม

เทียบเคียงการปลูกต้นไม้ : 1,135 ต้น

ประเภทของปริมาณ (กิโลกรัม)	มกราคม	กุมภาพันธ์	มีนาคม	เมษายน	พฤษภาคม	มิถุนายน	กรกฎาคม	สิงหาคม	กันยายน	ตุลาคม	พฤศจิกายน	ธันวาคม	ปริมาณรวม
กระดาษเยื่อ	2.00	0.00	0.00	0.95	0.35	1.20	1.20	1.05	1.60	1.90	4.55	0.95	15.75
หนังสือ	46.10	67.05	19.65	132.80	0.00	27.80	0.00	0.00	0.00	0.00	0.00	0.00	293.40
กล่องกระดาษแข็ง	8.40	4.60	36.45	34.25	40.25	37.35	88.50	59.05	54.20	60.95	60.75	72.60	557.35
กระดาษขาว	0.00	83.00	0.00	16.50	21.65	0.00	0.00	0.00	36.15	74.80	26.50	0.00	258.60
พลาสติกบรรจุภัณฑ์และพลาสติกอื่นๆที่ไม่ใช่	2.80	3.00	1.30	2.50	1.55	0.20	2.25	2.10	4.05	9.80	3.95	2.50	30.80
ขวดแก้ว	6.20	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	6.20
ขวดนม HDPE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.70	0.00	0.00	1.40	4.10
พลาสติกยืด (ไนล่อน)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.75	2.55	6.30
โลหะ/อลูมิเนียม/สแตนเลส	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
กระดาษรวม	106.45	93.00	119.40	47.45	90.40	56.15	65.80	115.75	10.50	39.50	233.45	72.30	1,050.15
พลาสติกรวม	0.30	0.00	1.45	0.45	3.85	5.70	3.70	3.00	17.95	4.65	11.70	7.05	59.80
หนังสือพิมพ์	0.00	0.00	0.00	0.00	0.00	5.30	0.00	0.00	0.00	0.00	0.00	0.00	5.30
ขวด PET	3.90	3.20	4.65	13.35	16.25	19.20	24.70	23.40	21.15	25.10	19.65	14.40	188.95
เครื่องดื่มใช้แล้วทิ้ง	0.60	8.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.65	0.00	10.75
ปริมาณรวม	132.65	195.30	163.25	112.95	174.30	152.70	186.15	204.35	148.30	216.70	365.95	171.25	2,223.85





On 21 December 2024, we delivered IT and Non-IT equipment with 6,859 Item to recycle by disassembling them to remove or recycle properly aiming for reducing environment impact and also complying with the electronic waste regulation.



RECYCLEDAY CO., LTD.  
155/10 Sukhumvit 21 (Asoke) Rd. Khlong Toey Nuea, Watthana, Bangkok 10110  
Tel : 095-090-8899 E-mail : recycleythailand@gmail.com  
Website : www.recycleythailand.com



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Certificate of Waste Collection

January 7, 2025

To: MAYBANK SECURITIES (THAILAND) PUBLIC COMPANY LIMITED  
999/9 Rama 1 Road, Pathumwan, Bangkok 10330

Subject: Confirmation of Waste Pickup & Distribution

This document certifies that Recycleyday Co., Ltd. has successfully collected and appropriately transported waste from MAYBANK SECURITIES (THAILAND) PUBLIC COMPANY LIMITED

Date	Category	Destination	Weight	Unit
21.12.2024	Used appliances	Recycle Factory	6,589	Item
Total Used appliances			6,589	Item

All collected waste has been transported and disposed of in accordance to requirement and standard with Department of Industrial Works (DIW).

(Chiamun Chewarich)

Chief Executive Officer & Co-Founder



RECYCLEDAY CO., LTD.

155/10 Sukhumvit 21 (Asoke) Rd. Khlong Toey Nuea, Watthana, Bangkok 10110

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### 3) The Bottle Caps Donation for Upcycling to Study tables

In commemoration of World Environment Day, the Company partnered with Silpakorn University to address waste management issues by repurposing reusable materials and kicked off an initiative in raising environmental awareness called, “The Bottle Caps Donation for Upcycling to Study tables” on 5 June 2024 which was World Environment Day. The campaign started from 5 June to 15 November 2024 whereby we deliberately promoted to all MST employees countrywide.

With the unwavering support from our Maybankers, the donation brought us 68 Kilograms of plastic bottle caps. These will be upcycled to 8 sets of study tables for donation to underprivileged children.



### 3.3.2 Leasing of LEED-Certified Green Building Office Space

We recognize the urgent need to mitigate climate change, MST has sought and considered to lease office space at Park Silom since June 2023. The building has been certified by the U.S. Green Building Council (USGBC) about construction and design according to standard of LEED Gold Certificate, a globally recognized benchmark with focus on resource efficiency and minimizing negative environmental impacts.

The building incorporates the following LEED and WELL Certificate design features:

- Reduce greenhouse gas emissions
- Conservation of construction materials by prioritizing environmentally friendly options
- Energy and water conservation, as well as minimizing wastewater discharge
- Promotion of occupant well-being through the provision of drinking water to all staff
- Installation of PM 2.5 air filters
- Implementation of a VAV (Variable Air Volume) system to maintain optimal temperature
- System of insulated glass for the building's facade
- Green spaces surrounding the building



## 3.4 Managing Sustainable Society

### 3.4.1 Policy and Guideline for Sustainable Society

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

### 3.4.2 Activities for Sustainable Society

In 2024, the Company conducted several activities in support of a sustainable society, covering the following aspects:

#### A. Enhance internal and external corporate communication to foster a deeper understanding of sustainability.

##### • Newsletter

To foster a deeper understanding and awareness of ESG principles in all dimensions—environmental, social, and governance. The Company has implemented consistent communication of ESG-related information to employees through its weekly electronic newsletter, "Catch Up."

The "ESG Tips" section, a key feature of the newsletter, is carefully curated to be concise, clear, and engaging. It offers diverse content, including guidelines on personal income tax planning, updates on the Company's ESG initiatives, and actionable tips for sustainable living, ensuring relevance and accessibility for all employees. According to employee feedback, this initiative has played a crucial role in enhancing their knowledge, awareness, and application of ESG principles in both their professional and personal lives, thereby aligning the workforce with the Company's sustainability objectives.



In 2024, the Company expanded its communication channels to online platforms to ensure that information about the company is accessible to customers and the general public comprehensively and consistently.





- **Fostering the Agile way through Agile Quick Start Pocket Book**

In fostering the Agile way, Human Resources Department distributed ‘Agile Quick Start Pocket Book’ to all employees nationwide. Our 8-page pocket book is to unlock the power of effective Agile frameworks and ceremonies like Daily Stand-ups, Kanban, and Retrospective. These will enhance each team in Collaboration & Communication, Issue Resolution and Project Visibility.



- **Auction Fundraising to support Maybankers who were flood victims in Chiang Mai and Chiang Rai province**

According to the flood situation in the northern region, the incident affected people living in the areas of Chiang Mai and Chiang Rai provinces. This included our employees who live in the area.

Human Resources department organized an auction fundraising on 31 October 2024 to support Maybank employees who were affected by floods in Chiang Mai and Chiang Rai.

The donation amount is THB 64,128 which is sent to our Maybankers as Flood relief support.



## B. Educating Clients, Investors, youth and public

### 1. Regular investment education activities for clients and investors

- **Tiger Talk**

The Company is committed to promoting knowledge and understanding of financial products, services, and emerging technologies for customers, investors, and the general public. It believes that accurate knowledge and understanding enable individuals to effectively apply insights for efficient investment practices. In 2024, the Company enhanced its social media content on Facebook and YouTube by introducing live programs to reach a wider audience. "Tiger Talk Weekly" airs every Monday from 9:30 to 9:45 a.m., and "Tiger Talk - ATM" broadcasts Monday to Friday from 1:15 to 2:00 p.m. These programs are designed to provide free educational content for investors and interested viewers, focusing on financial goal-setting, investment planning, risk assessment, investment timelines, and an understanding of the diverse range of investment products available today (Multi-Asset), such as mutual funds, offshore investments, TFEX, Thai and international stocks, and derivatives.

The initiative aims to empower viewers to achieve their financial goals through sustainable and efficient investment practices, fostering a deeper understanding of the modern financial landscape.





- **Be the Change**

The Company has partnered with The People program, which advocates for sustainability under the concept "Be the Change." Mr. Arapat Sangkarat took the stage to share his vision for sustainable investing, focusing on development across three key dimensions:

- Transferring investment knowledge from within the organization to the public.
- Achieving investment goals for all investor groups to ensure long-term wealth and security.
- Starting with internal cultural transformation to become trusted financial advisors, developing and selecting diverse investment products, and expanding opportunities for Thai people to access investments under the concept of Democratizing Investment.

This initiative emphasizes providing accurate and safe investment knowledge to both investors and the general public equally, fostering a more inclusive and sustainable investment environment.



- **Tiger Club**

The Company organized special activities for Tiger Club members. In addition to basic financial knowledge, the Company places significant emphasis on educating Maybank customers who are members of the Tiger Club, particularly those interested in derivative products, which are complex and require a thorough understanding before investing. To address this, the Company organized Exclusive Online Classes to provide foundational knowledge on derivative products, available online at no cost. Throughout 2024, a total of 11 sessions were conducted.





2. Organized educational activities for existing customers and target customer groups of Maybank.

- The Mastering Your Investment program was organized to provide financial education to both existing Tiger Club members and target customer groups of Maybank, reaching over 100,000 individuals nationwide. The program consisted of five specialized seminar sessions covering key investment topics, including: “Begin Your Financial Freedom”, “Connect the Dots for Big Opportunity”, “Discover the Hidden Gems of the Thai Stock Market”, “Expand Your Investment Horizon”, “Master Your Port with Multi-Assets”



- The Jump Start: Seize Every Opportunity in the New Investment Era project and the BUFF Finance Talk Show were designed as live talk shows held at EARTHLAB Cinema, 9th Floor, CentralWorld. The sessions were also made available for on-demand viewing through various platforms, including Facebook, social media channels, Key Opinion Leaders Network, and other online platforms. These initiatives align with Maybank Thailand's vision to provide financial education combined with entertainment, making complex investment concepts accessible and engaging while promoting equal investment opportunities. With a focus on simplifying financial knowledge for a broader audience, the events attracted over 600 in-person participants and garnered more than 5 million views across social media and online platforms.



3. Organized investment education activities for academic institutions.

- Financial Literacy to Young Investors:

The Company collaborated with educational institutions to provide knowledge to students and young individuals, fostering awareness of the importance of financial planning, preparation for secure future investments, and effective investment strategies. In 2024, the Financial Literacy to Young Investors initiative, as part of the Cahaya Kasih - Maybank Volunteerism Program 2024, was conducted at the University of the Thai Chamber of Commerce, King Mongkut's Institute of Technology Ladkrabang, and Thai-Nichi Institute of Technology.

## Cahaya Kasih - Maybank Volunteerism Program 2024 “Financial Literacy to young investors”



13 September 2024, at University of the Thai Chamber of Commerce (UTCC)



2 October 2024, at King Mongkut's Institute of Technology Ladkrabang (KMITL)



4 October 2024, at Thai-Nichi Institute of Technology (TNI)



- **Cashville Kidz Programme:**

This program aims to cultivate positive financial management practices among future leaders aged 9-12 years. It has been implemented across the ASEAN region, benefiting over 370,000 students to date. For its inaugural launch in Thailand, the program was introduced in five schools, engaging approximately 764 students.



### “Cashville Kidz (CVK) Program”





- **eMpowering Youths Across ASEAN (eYAA) Cohort 4 - 2024**

The eYAA programme has impacted close to 60,562 community members via 293 youth volunteers and 25 Civil Society Organizations/Social Enterprises since 2018.

Leading up to the ASEAN Day celebration on 8 August 2024, the ASEAN Foundation and Maybank Foundation recently launched its latest 5-day regional capacity-building workshop for its eMpowering Youths Across Asean (eYAA) Programme at the ASEAN Studies Centre at the Chulalongkorn University in Bangkok. The workshop was a critical element of the eYAA programme structure which provides an experiential and educative learning platform for youth through social volunteerism, allowing them to implement ideas and advocate solutions to grounded issues in local communities across ASEAN.



4. **Organized a seminar in collaboration with the Deputy Prime Minister and Minister of Finance.**

- Maybank organized the national seminar "Thailand Outlook: Where Policy Meets Progress" at the InterContinental Bangkok, providing a platform for the Deputy Prime Minister and Minister of Finance to outline the direction of Thailand's economy. The event aimed to create a space for exchanging economic knowledge and perspectives between policymakers, business leaders, and investors.



The seminar was graced by Mr. Phichai Chunhavajira, Deputy Prime Minister and Minister of Finance, who presided over the opening ceremony and participated in the discussion. It also attracted 26 leading institutional investors and retail investors from across the country, with a total asset under management of over 6 trillion baht. This event highlighted the power of the investment community in driving Thailand's progress toward a stable and sustainable future.

- In 2024, Maybank is focused on providing equitable and ongoing investment opportunities for all individuals, whether professional investors or retail investors. Guided by its vision and commitment, the bank strives to make investment accessible to all groups. This vision emphasizes the development of three core areas: the provision of investment knowledge, the conduct of business in accordance with principles of good governance, and the promotion of sustainability within society.

### C. Fair Employment Practice

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

#### Remuneration

In line with Maybank Group, Maybank Securities (Thailand) or MST's total rewards management remains core to our remuneration approach and practices and is strongly aligned with our business strategies and values, and serves to foster a performance-oriented culture that delivers long-term sustainable returns for our stakeholders. We have in place a comprehensive Total Rewards Strategy which forms a holistic and strategic component of our integrated Talent Management Framework, which enables differentiated rewards for talent retention and attraction by providing the right remuneration, benefits and career development/progression opportunities at the right time for our people to achieve personal and professional aspirations. At the same time, it ensures we are positioned to increase staff engagement, drive positive outcomes and deliver exponential business results responsibly.

The frameworks are anchored in the principles of pay for performance and affordability, ensuring our workforce is rewarded equitably, reasonably and in line with relevant indices. We are driven to remaining competitive against our peers in the market, while embracing the principle of differentiation to contribute positively to diversity, balance and relevance.

Our commitment to fairness, respect and equality in all our business practices, including remuneration of our employees, fosters a work environment where all employees are valued and rewarded fairly for their unique and invaluable contributions.

MST's remuneration policies and practices are governed by sound principles and reviewed periodically to ensure alignment with regulatory requirements to reinforce risk sensitive remuneration practices. The aim is to attract, motivate and retain talents by enabling differentiated rewards to drive high performance culture that deliver exponential business result responsibly.

### Benefits & Well-being

The company believes in promoting employees' well-being through the provision of financial security, healthcare coverage, paid time off, employee loans at preferential rates, and other perks and benefits to support work-life integration. The benefits, which blend all elements including cost optimisation and employee/job needs, are reviewed regularly in order to remain competitive in an increasingly dynamic business landscape.

Our approach is holistic, intertwining sustainability principles with the well-being of our employees. This is to cater to our employees' physical, mental and emotional well-being, as well as their financial, social and career needs, underscoring our dedication to fostering a supportive and well-rounded work environment.

### Providing Appropriate Welfare for Employees

We offer extensive support to our employees through benefits that help to alleviate burden of expenses and foster wellbeing. The benefits offered include:

- Subvention, such as subvention for funeral of employee's spouse or parents and other allowances.
- Loans, such as housing loans, auto loans and etc.
- Funds, such as provident funds, workmen's compensation fund and social security fund.
- Health and life insurance. The Company provides life insurance for all employees and health insurance for both employees and their family members.

### Development and Career Opportunities

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

For the year 2024, the Company has organised the following important activities to build good employment relations and training for business operational enhancement:

1	Certifies Financial Planner (CFP) training, from February to October 2024
2	Upskill Investment licenses training, from February to November 2024
3	Policy Awareness for new employees, from February to November 2024
4	M25 Unlimited Potential (M25UP) Program, from May to July 2024
5	PDPA Awareness, September 2024
6	Proper business conduct for Investment Consultant, September 2024
7	Credit Risk Management and Operation Risk Management for all ICs, November 2024
8	Civil and Criminal sanctions related to the improper conduct of ICs, September 2024
9	Strategy Day, November 2024
10	The Management of Client's properties when Clients becomes an Incompetent Person or Passed Away, December 2024

### Development and Career Opportunities

Key Capability Development	Learning type	Avg. training hours/year	%
1. Investment Analysis/ Financial Planning	Online	15	38%
2. Business Conduct/Law & Regulations/Compliance/ Risk Awareness/Policy Awareness	Online	12	30%
3. Digital capability and Data Security Awareness	Online	2	5%
4. Team Management/Leadership	Online/Workshop	5	12%
5. Communication skill/Customer-focused service	Online/Workshop	3	7.5%
6. ESG and Financial Sustainability	Online	3	7.5%

