

Sustainability REPORT



2022

TRINITY WATTHANA

Message from the Chairman

From the situation of the spread of the COVID-19 virus that has continued since 2020, year 2022 remained a challenging year for the company's business operations. Although the situation began to subside in the middle of the year, but it must be admitted that doing business in the present must take into account the volatility, new risks, and the situation of global economic uncertainty. The company adjusts our business strategy to be in line with the current situation. At the same time, it is important to focus on business operations and develop a sustainable organization that covers 3 aspects: Environment, Society and Governance (ESG - Environment, Social, and Governance).

Furthermore, in 2022, the company learns about sustainable development of the company. The ESG committee is responsible for making employees understand and realize the importance of ESG that can lead to things that adhere to in the work process in the same direction and achieve the company's goal of long-term sustainable growth, including having to take into account the stakeholders and the impact on the business chain to lead the organization to grow steadily and sustainably.

In the environment aspect, the company operates its business with regard to the impact on the environment and instilling in employees the consciousness of resource utilization to maximize benefits, and publishes the company's environmental policy for employees to be aware to bring it as a framework for joint environmental responsibility. In addition, the company also participates in the Care The Bear project of the Stock Exchange of Thailand to be a part of changing behavior of reducing greenhouse gas emissions from various activities of the company.

In the social aspect, the company still focuses on providing investment knowledge and disseminates financial knowledge to customers and the general public continuously. Even in the past year, seminars or training could not be organized. due to the spread of the COVID-19 virus, but there are still digital activities organized through online channels on the company's social media continuously, including using financial expertise to provide advice for the best benefit of customers by offering unlimited mutual fund products for the convenience of accessing various companies' products in the form of One Stop Service and improving the company's website to be able to open a full version of online trading account to facilitate customers.

◀ **"TRINITY"** has always given importance to conducting business under the principles of good corporate governance, transparency, ethics and providing fair services to customers and still focuses on providing financial knowledge to customers and the general public continuously and operates its business with regard to the impact on the environment. ▶

In employee aspect, the company pays attention to the health of employees and their families, especially during the outbreak of the COVID-19 virus. The company has strict policies for protection such as a screening test for employees who come to work in the head office and branches, as well as modifying the work style to closely suit the epidemic situation. At the same time, it encourages employees to improve new work processes by applying RPA (Robotic Process Automation) technology to work in order to improve the work process to be more efficient.



In governance aspect, the company has always given importance to conducting business under the principles of good corporate governance, transparency, ethics, and providing fair services to customers. As a result, the company has been evaluated at an excellent level (Excellent CG Scoring) and is ranked among the TOP QUARTILE of listed companies with a market value of not less than 1,000 million baht in the Corporate Governance Report of Thai Listed Companies: CGR) for the year 2022, which was assessed by the Thai Institute of Directors Association (IOD) and has also been assessed “Excellent and deserves to be an example” from the shareholders' meeting organized by the Thai Investors Association.

In 2023, it is expected that the spread of the COVID-19 virus in Thailand and around the world should subside respectively, however, the company will continue to monitor the situation closely and be prepared for change and adapt to the economic, social and environmental impacts that may follow so that the business can continue steadily and continue to be sustainable.

On behalf of the Board of Directors I would like to thank the shareholders and all stakeholders that entrusted confidence and always supported the company well. The company will continue to strive to create continuous growth for the business and create good returns for shareholders, presenting new investment innovations to investors, taking care of employees to work happily. This will result in efficient service for investors and customers. We wish you all be blessed, and may God protect you and your family to have complete health and strength, and be prosperous.

Mr. Pakhawat Kovithvathanaphong

Chairman

About this Report

Guidelines for the preparation of this report

Trinity Security Group publishes a development report for sustainability annually in order to present what it has accomplished in terms of sustainable development to stakeholders so that they are kept informed on its progress in terms of sustainable development. This report will be distributed in March, 2023.

As such, the 2022 sustainable report covers disclosure of the company group and affiliate companies on environmental, social and governance (ESG) aspects and the report is in line with the standards of the Global Reporting Initiative (GRI Standards) which includes such information as corporate information, management approach and operation indicators with crucial impact in 2022 and linking us with corporate operations and 2030 Sustainable Development Goals (SDG 2030).

Time frame for revealing information in the report

The information found in this report covers per annum operations from January 1, 2022 until December 31, 2022 and the method used conforms to those used by GRI Standards where the level of information revelation follows with the main criteria and applies to the information of the company group and companies in its affiliates as follows:

1. Environmental information covers the performance of Trinity Watthana Public Company Limited and Trinity Securities Company Limited and is applicable to the main office and certain branches.

2. Social information covers the performance of Trinity Watthana Public Company Limited and Trinity Securities Company Limited and is applicable to both the main office and branches, Trinity Intelligence Plus Company Limited and Trinity One Company Limited.

3. Governance information covers the performance of Trinity Watthana Public Company Limited and Trinity Securities Company Limited.

The information in all three areas applies only to employees and does not include temporary or outsourced staff.

Assurance of the report

Financial information that appears in this report come from financial statements and information shown in the annual report for 2022 of Trinity Watthana Public Company Limited which has been audited by a certified accounts auditor. Content and information other than the financial information shown in the report have, however, yet to be certified by an external agency.

Contact information:

Trinity Watthana Public Company Limited

179 Bangkok City Tower Building 25th, 26th-29th floors, South Sathorn Road, Tung Maha Mek Sub-district Sathorn District, Bangkok 10120 Telephone: 0 2343 9500 Fax: 0 2343 9690

COMPANY OVERVIEW

GENERAL INFORMATION:

Company name: TRINITY WATTHANA PLC.

Listed name: TNITY

Sector: Finance & Securities

Type of business: Holding company

HEAD OFFICE:

179 Bangkok City Tower 25-26, 29
South Sathon Road, Sathon
Bangkok 10120

Company Registration No: 0105542027071

Paid up capital : 1,072,024,230 MB.

NUMBER OF EMPLOYEES:

223 Employees (as of December 31, 2022)

TOP MANAGEMENTS:

Mr.Pakhawat Kovithvathanaphong - Chairman

Mr. Charnchai Kongthongluck - CEO

Dr.Visit Ongpipattanakul - Managing Director

TELEPHONE:

0-2343-9500 or 0-2088-9100

WEBSITE: www.trinitythai.com

FACEBOOK / YOUTUBE:

Trinity Securities Group

LINE OFFICIAL / TIKTOK:

Trinity Securities



About “TRINITY”

Trinity Securities Group operates business under good corporate governance, taking into account all groups of stakeholders, and establishes a corporate culture or Trinity DNA to instill in the employees the organization to have a professional work attitude in order to build a strong corporate culture that is consistent with the vision, mission, and business strategy of the company.

Vision

“A securities company that strives to deliver returns that are better than the market average to stakeholders under the principles of good corporate governance and sustainable management.”

Mission

- To provide a financial and investment advice focusing on delivering good investment returns for our clients.
- To manage matters in ways that create value added to the shareholders.
- To develop competency and provide adequate compensation for the staff.
- To ensure that its management falls under good corporate governance and ethical standards.
- To act responsibly and to participate in and support activities that benefit society and help protect the environment.

Corporate Culture (Trinity DNA)



Beyond Expectation Determined in delivering investment returns and/or services that are better than the market’s average value or the standard value that exceeds the client’s expectations in order to create a good impression and satisfaction for being Trinity’s client.

Consistency Services Determined to serve our clients consistently and to ensure that all clients receive the best service possible.

Walk the Talk	Keeping one's word and promises made to each client, co-workers including the administrators. Remain determined to fully make use of one's knowledge and expertise in order to keep to that word/promise.
Pride in Career	Maintaining pride in one's career and in the task one is responsible for, taking pride in being a part of the Trinity family, being determined to work to the best of one's ability for the clients, for oneself as well as for the company.
Ever Learning	Continue to achieve self-development, displaying a thirst for knowledge, searching for answers to what one doesn't know, strive to keep learning and to share the knowledge gained with one's co-workers for one's own benefit as well as for the client and corporate stakeholders.
Integrity	Offering one's service to all groups of clients with sincerity and honesty, showing friendship and good will, taking care of the clients' assets as though it were your own, not being just the person offering the service but the receiver of that service and that the client's benefits should always be the priority.
Compliance Culture	Placing importance on good governance, behave in accordance with the rules and regulations of the company as well as other relevant agencies, maintain a transparent process from the beginning until the end of the process.

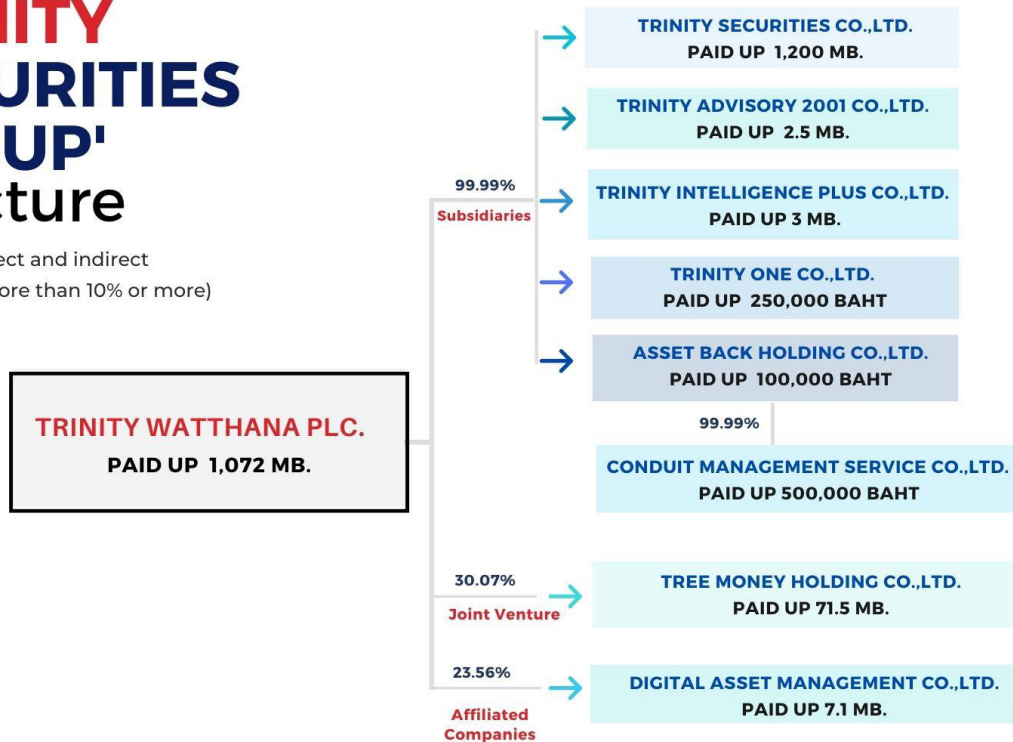
History of the company and the type of business it conducts

Established in 2001, Trinity Watthana Public Company Limited was registered and transformed into a public company in 2005. Its main business is as a holding company with Trinity Securities Company Limited as the core company and a 99.40 per cent investment value ratio. The company's paid-up capital is currently 1,072,024,230 baht.

In addition, Trinity Watthana (Public Company) Ltd. also holds 99.99 percent of its shares in 4 subsidiary companies namely Trinity Securities Company Limited, Trinity Intelligence Plus Company Limited, Trinity One Company Limited and Asset Back Holdings Company Limited along with 2 associate companies, Tree Money Holding Company Limited and Digital Asset Management Company Limited.

TRINITY SECURITIES GROUP' structure

(including direct and indirect holdings of more than 10% or more)



Businesses operated by the Group

(1) **Trinity Securities Company Limited.** with 1.2 billion baht registered capital conducting businesses in these 7 areas: brokerage of securities, sales of securities, investment advisor, securities distribution, loans and loaning out of securities, borrowing and lending assets for trading futures contracts and management of personal funds. It also has the approval of the Securities Exchange Commission and the Stock Exchange of Thailand to offer advice on financial matters as well as to be a representative for sales and buying back of unit trust as well as representative of debenture holders.

(2) **Trinity Intelligence Plus Company Limited.** With a 3 million baht registered capital the company offers consultation on setting up internal control systems, risk management and setting up accounting systems and internal auditing for companies registered in the Stock Exchange of Thailand as well as small and medium sized companies with plans to be registered in the Stock Exchange of Thailand in the future.

(3) **Trinity One Company Limited.** having a registered capital of 250,000 it operates business in investments in various ventures.

(4) **Asset Back Holdings Company Limited.** with a registered capital of 100,000 baht and having invested in Conduit Management Services Co. Ltd. with 500,000 baht registered capital at the rate of 99.99 percent. It was set up with the objective of managing asset conversion securitization for other companies (Securitization).

(5) Tree Money Holding Company Limited. with a registered capital of 71.5 million baht is a joint venture with the main objective of operating the business in investments in a minor company that offer credit at the provincial level under the supervision of the Ministry of Finance (PICO Finance) and other related businesses.

(6) Digital Asset Management Co., Ltd. Paid-up capital of 7,116,700 baht. It is an associated company with the purpose of establishment and conducting business in providing comprehensive Wealth Management services through the website and applications on mobile phones.

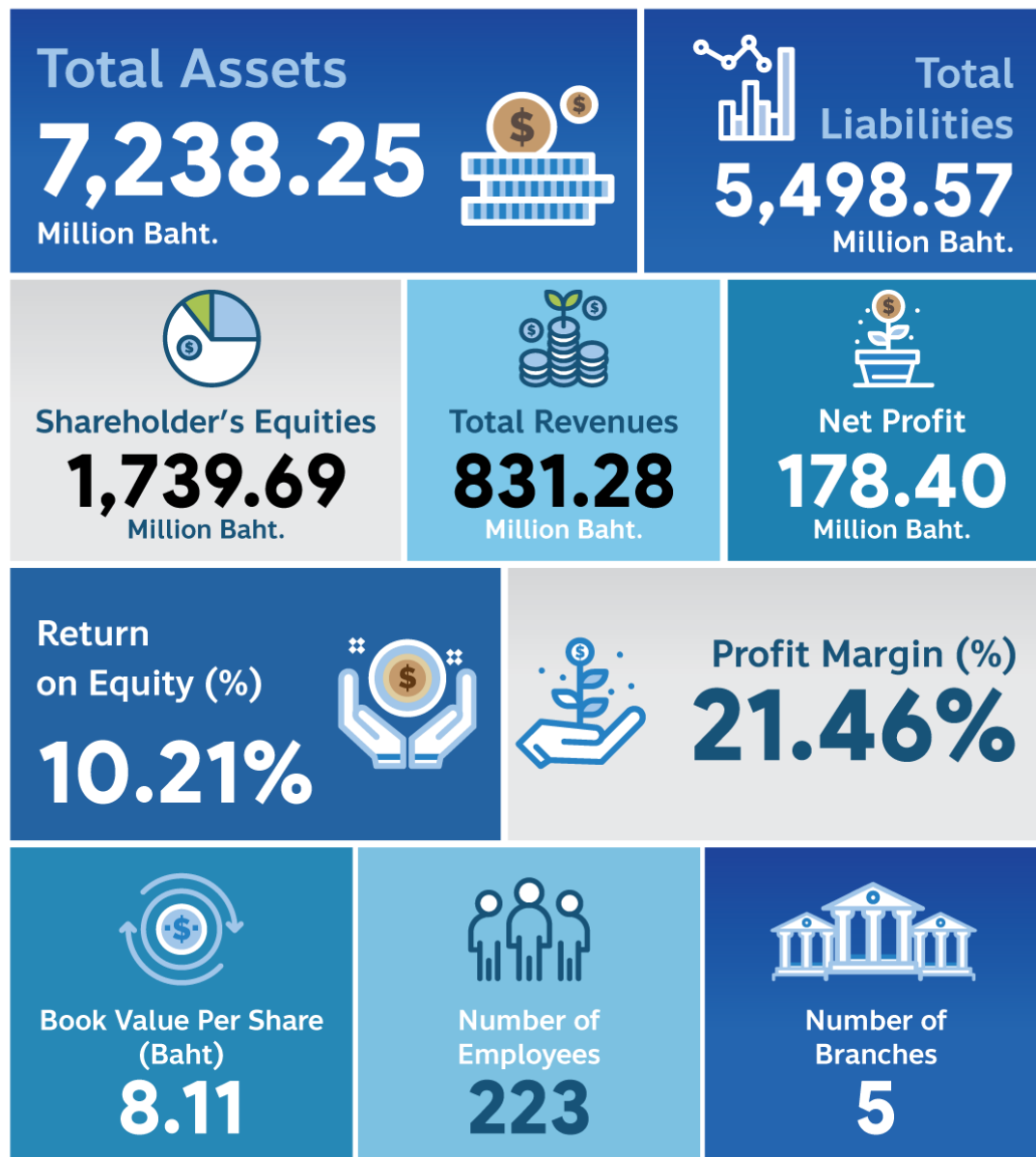
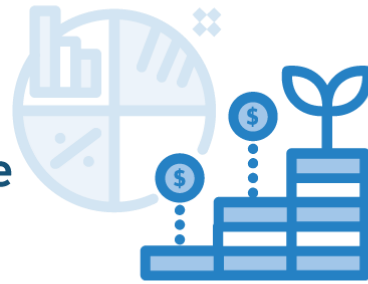
Awards received:

1. The company received Excellent CG Scoring or five stars and was placed at the top quartile of companies with less than 1 billion baht registered funds announced in the 2022 survey of registered Thai companies organized by the Thai Institute of Directors Association (IOD).
2. The company was also assessed at the 2022 general meeting of ordinary share holders and received a full 100 points by the Thai Investors Association, the Thai Listed Companies Association and the Securities and Exchange Commission of Thailand.

Summary

of the company performance

(As of December 31, 2022)



Driving business with sustainability

Trinity Securities Group places its emphasis on developing and presenting new and diverse forms of financial services in order to create stable and sustainable growth for the business while providing good yields upon investments for its clients and shareholders and demonstrating concern for environmental, social and governance impact. Moreover, since it is a Holding Company its business movements need to show flexibility and agility to enable various business and investment expansions that can diversity the company's income structure without having to rely on its main income from the securities business or any one business in particular.

During the past year the Trinity Group has launched financial products that correspond with the four main strategies that propel the company's businesses as follows:

1. Expanding its investments to other businesses in order to diversify its income base so as not to rely mainly on the securities business such as PICO finances and Tree Money Holding Co. Ltd. both of which have plans to be registered in the Stock Exchange of Thailand and to enter into joint investments with Classic Ausires Investment Advisory Securities Co. Ltd. by presenting the "Omthong" service through the "Savvy" platform that enables small scale investors to be able to invest in gold with greater ease and safety with the use of Blockchain technology. The company also invests in Thai herbal processing business and healthy food by supporting in the form of credit to Thai Freeze Dry Co., Ltd. or TFD.

2. Increasing income from fees collected from transactions private funds (p division) and private banking. The goal is to increase the size of assets being managed to 5 billion baht from the current 4 billion baht in the private funds management business. For investment banking division, the company is a financial advisor to bring companies to be listed on the stock market, including Thai Eastern Group Holding Public Company Limited (TEGH) Bless Asset Group Public Company Limited (BLESS) Knight Club Capital Public Company Limited (KCC) and is a co-underwriter of IPO including BIO Science Animal Health Public Company Limited (BIS) Thachang Green Energy Public Company Limited (TEGX) I-Tail Corporation Public Company Limited (ITC) Precise Corporation Public Company Limited (PCC) and Betagro Public Company Limited (BTG).

3. Expand opportunities for new investments abroad so as to increase investment options for our clients via the Trinity Asian Private Fund (ex-Japan) for investments in stocks in Asian countries (except Japan) and via Vietnamese SSI-SCA funds which is a leading securities company in Vietnam so clients can invest in Vietnamese stocks as if they were Vietnamese nationals (without any Premium which reduces the cost of investment).

4. Increase the opportunities to invest in alternative assets through Cryptocurrency for two centers dealing with buying and selling digital assets i.e. Bitkub Online Co., Ltd. and Satang Corporation Co., Ltd. It also helps to facilitate clients who wish to open accounts and has consistently provided them with the knowledge and information needed.

Policy and sustainability objectives

Trinity Watthana (Public Company) Ltd. and its affiliate companies have issued a policy of sustainable operations that comply with the principles of good governance (ESG) in line with the United Nation's Sustainable Development Goals. As such, its purpose is to be used as a guideline for the internal management of the company and its affiliates so as to apply it to their business operations in a substantial and sustainable manner in the long run. At the same time, it is also beneficial to the company's main stakeholders.

Sustainability Goals and Strategies

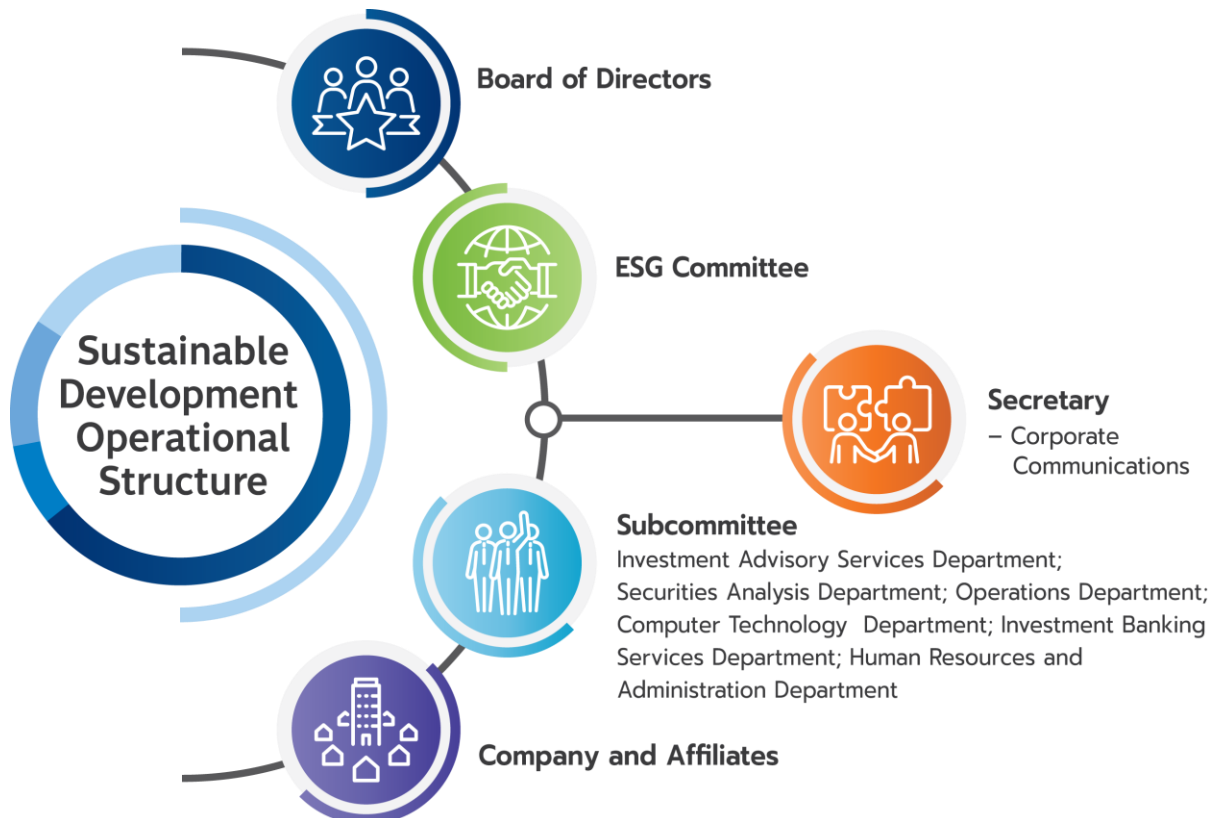
	Goals for 2022	Sustainability Strategies
environmental	1. Operating the company's business in a manner that is mindful toward the environment and with the least environmental impact possible.	<ul style="list-style-type: none"> - Organize orientation programs for newly recruited staff to create awareness toward environmental impact Once a year. - Hold a meeting with staff representatives to be informed of the company's environmental guidelines and policies twice a year.
	2. Hold campaigns to encourage staff to carry out activities that reduce the impact on the environment.	<ul style="list-style-type: none"> - Organizing 3R activities 1 activity per trimester which are: <ol style="list-style-type: none"> 1. Energy reduction activities such as electricity, water and fuel. Campaign for the use of various forms of alternative fuels. 2. Paper reduction activities. 3. Activities related to garbage and waste 4. Activities related to Greenhouse gas emissions.
Social	1. Equal treatment for staff and labor employees and create a Happy Workplace.	<ul style="list-style-type: none"> - Arrange opportunities for company executives to be able to listen to the staff in the TRINITY Town Hall (At least twice a year). - Set up a Committee to Enhance Employee Relations (HR Partner) by selecting representatives from various work sections to present their ideas on human resource management. (Meeting takes place every trimester and committee term is 2 years each time)

	Goals for 2022	Sustainability Strategies
		<ul style="list-style-type: none"> - Apply the learning system via online platforms so that staffs are able to acquire knowledge anywhere at home or at work. (Organized regularly each year and the staff members surveyed must not be less than 85 percent of the total number of staff)
	2. Develop training courses for employees of the company to improve their knowledge and increase their skills in new forms of investment in accordance with the company's growth.	<ul style="list-style-type: none"> - Training and developing the capability of employees at all levels. (Number of training hours must not be less than 12 hours per year) - Apply the learning system via online platforms so that staff are able to acquire knowledge anywhere at home or at work. (Once every trimester)
	3. Encourage staff to understand and perceive the importance of good institutional.	<ul style="list-style-type: none"> - Organize activities to encourage staff to understand and remember how to conduct themselves in a way that will promote effective work to achieve the goals set by the organization (at least 2 activities per year) - Organize activities so that the staff understand and perceive the importance of ESG at least one activity per year)
	4. Offer training on knowledge on investment and new forms of investment innovations.	<ul style="list-style-type: none"> - Organize training courses to disseminate knowledge to clients, investors and members of the public (at least once every trimester.)
governance	1. Operating our business in accordance with principles of ethics and good governance.	<ul style="list-style-type: none"> - Hold Opportunity Day activities, providing information on the company to investors and the public. (At least once a year less than 90 percent. - Management of work under the principles of good governance. A company that is assessed in the Top Quartile of the CGR report. - Hold shareholder's meetings which will be assessed by the AGM Checklist Scoring no less than 90 percent.

	Goals for 2022	Sustainability Strategies
	2. Invent and develop new financial products and/or develop processes Customer Service Procedures.	<ul style="list-style-type: none"> - Invent and/or discover financial innovations or improve the process and procedures so that they are modern and efficient and respond better to the needs of clients and investors and Having annual revisions of service process to increase efficiency of service for example the opening of accounts for online securities trading and consider the possibility of introducing the RPA (Robot Process Automation) to the work process in order to lessen human error for greater efficiency and to increase work performance speed.
	3. Emphasize and efficiently manage risks.	<ul style="list-style-type: none"> - Conduct training courses for staff offering programs related to risk management to instill in them risk management consciousness for the organization. (At least once a year) - Set up a Risk Management Working Group that is responsible for risk tactics and the company's overall risks. - Develop management information in Dash Box format for greater efficiency and for greater speed in receiving information in risk management.
	4. PDPA: Personal Data Protection Act.	<ul style="list-style-type: none"> - Implement a policy for personal data protection on the part of clients, employees and related persons so as to follow the Personal Data Information Act to be announced June 1, 2022. Announce a policy for the personal data protection by May 2022 and prepare a manual and practical guidelines.

Sustainable Development Operation

The company has set sustainable development (SD) direction in correspondence with its vision, missions and values and has implemented strategies towards its goals. Achievements have been periodically evaluated to ensure these strategies well respond to the organizational goals in the current competition and changes. To support this operation, the company has appointed an Environmental, Social and Governance (ESG) committee with the following operational structure:



Board of Directors

- Sets SD policies and roadmap
- Supervises SD operations towards its goals

ESG Committee

- Sets ESG policies and operational plans within SD framework
- Supervises the subcommittee in their operations and activities within SD framework in accordance with the organization's strategic plans

Subcommittee

- Plans ESG activities in accordance with the ESG Committee's policy framework and roadmap.
- Develops knowledge and understanding of ESG and SD among all staff members of the organization.
- Operates ESG activities according to plan with constant evaluation of their outcomes.

Company and Affiliates

- Responsible for management according to plan
- Follow-up on operational outcomes

The company has set up an ESG Committee with the company's Managing Director as its chairperson and representatives of executives from many departments as its members. ESG Subcommittee comprises representatives from many departments such as Investment Advisory Services Department, Securities Analysis Department, Operations Department, Computer Technology Department, Corporate Communications Department, Human Resources Department and Administration Section, with the Corporate Communications Department as the ESG Committee's Secretary.

The ESG Committee sets ESG policies and operational plans within SD framework and supervises the subcommittee in their operations and activities within SD framework in accordance with the organization's strategic plans.

The ESG Subcommittee plans and organizes ESG activities according to plan with constant evaluation of their outcomes. In addition, the ESG Subcommittee develops knowledge and understanding of ESG and SD among all staff members and proposes policies and strategies for SD framework to the company's executives.

The approved ESG operational framework for sustainable development is then developed into a roadmap that corresponds with the company's sustainable strategy and used as an achievement indicator of its operation according to plan. Information is later collected into a report available for public access. This process focuses on the development of the company's relationship with its stakeholders and their participation towards the development and improvement of sustainable activities according to the overall industry's good practice principles.

Trinity Group's business value chain

The Trinity Security Group maintains a business value chain with environmental, social and governance (ESG) aspects all of which contribute significantly to the company's strategies for sustainable business operations by aiming to respond to the expectations of stakeholders in all sectors. It covers every process in the business value chain by applying technology to create a strong basis on which to develop the potentials of its business partners and allow its clients growth alongside each other in a strong and sustainable manner.

Primary Activities The business value chain comprises 5 activities as its primary activities which are all connected in accordance with the context by which the company operates its business overall i.e.

1. Management production factors

1. Capital Most of the company's capital is a short-term revolving fund deriving from the business of brokering assets.

- Fund raising – funds raised on the part of shareholders through the Stock Exchange of Thailand, issuance of short-term debenture and bill of exchange.
- Funds for loan in order to purchase or sell assets.
- Short-term investment in securities with liquidity and long-term investments to increase revenues generate returns.

2. Loans as in short-term loans from financial institutions and applying for credit from financial institutions in order to expand services.

3. Human resources are at the driving force for the company's transactions and it is for this reason that it places great importance on human resource management by applying the Happy Workplace policy to ensure that its employees are working in a happy environment and area able to use their knowledge and ability to efficiently serve their clients and respond adequately to their needs.

2. Operations

1. Creating financial products

- Developing financial products and services that respond to the needs of the target customers.
- Data analysis for stocks, financial information of the company that is raising funds and in need of financial advice in accordance with good professional standards.
- Offering professional advice and acting as financial and investment adviser to clients while conforming with rules, regulations and ethics of the related government agencies.

2. Development of sales system.

- Developing a system for opening of accounts for trading of stocks from filling in documents to the more efficient E-Opening system.
- Improving and modernizing the trading system in line with current technologies.

3. Distribution of financial products and services

- Developing channels that provide access to services and systems of communications with clients in diverse ways to facilitate and speed up transactions. The company also has offices and branches in Bangkok and upcountry provinces for added convenience for their clients.
- Systems for service and data management enable clients to be able to process transactions through the use of modern technology.

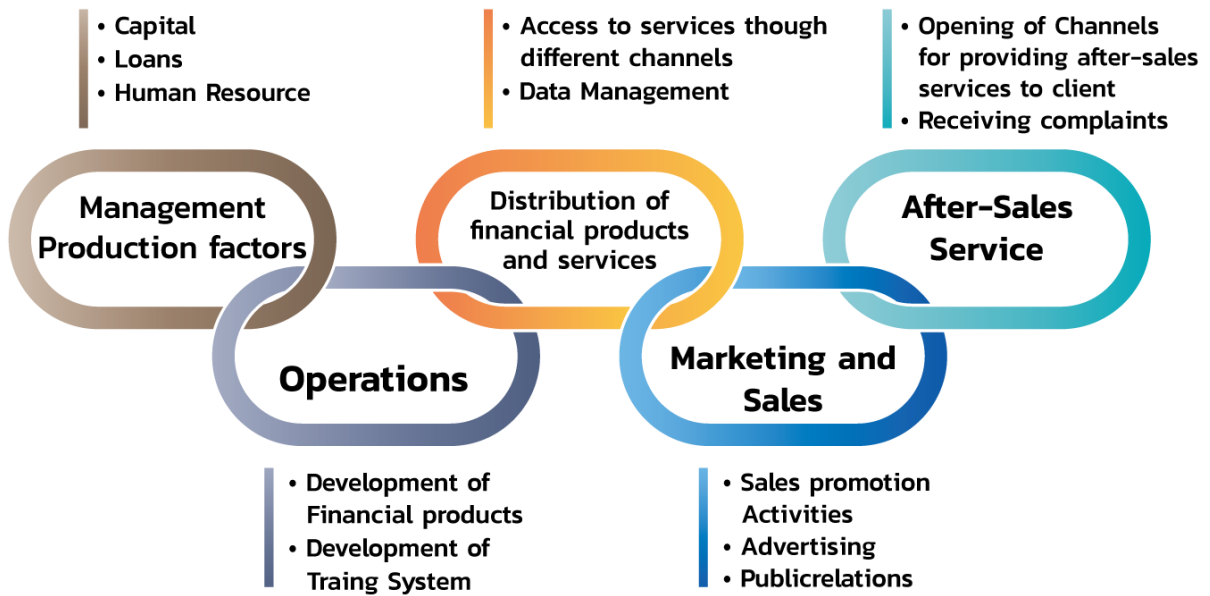
4. Marketing and Sales

- Sales promotion activities to encourage greater interaction between the company and its clients for example training course and seminars that provide knowledge and information to clients, the media and investors on a regular basis.
- Advertising that increases recognition for the company's brand and financial products. The ads appear both online such as the company's social media and websites as well as offline in various publications.
- Publicizing matters related to various financial products to clients and investors via the company's different communication channels.

5. After-sales services

- Having an agency that handles customers' complaints and suggestions and processes them for relevant sectors to take action.
- Taking into consideration ideas voiced by the clients and survey their needs regularly so as to make changes and improvements as needed in order to improve the work process to ensure greater efficiency.

Business Value chain in the Company's main Activities



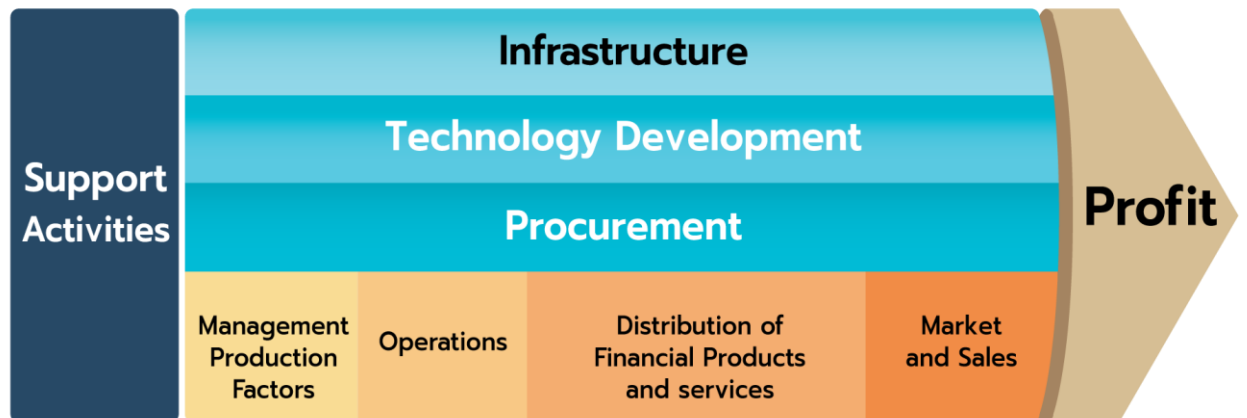
Support Activities

1. Infrastructure the company has developed and improved many important operational systems to keep them constantly up to date. This is to enable us to serve our customers rapidly with precision and accuracy with such systems as stock trading, stock operations system, computer technology system, management data system, risk management data system, customers' investment data system, accounting and finance system, human resource data management system, communications system both within and outside the company etc.

2. Technology Development Improvement of servicing process by applying the use of modern technology to respond to the needs and the changing business world as well as to study, research and/or find business partners in order to together develop and to always present new alternatives of financial products and/or new formats for customers and investors in order to increase their options and opportunities.

3. Procurement: Procure good quality of work tools and equipment efficient with transparency and fairness to business partners without discrimination and has a guideline for selecting business partners, namely selecting business partners with the potential to jointly operate in a sustainable manner, delivering on time or providing good quality of service, having no evidence that it is a company that commits labor and human rights violations and is a partner who supports anti-corruption, which is a guideline that the company has always adhered to.

Company's Business Value Chain



The Company's Relationship and Respond to Stakeholders

The company values the analysis of its stakeholders' demands and believes that their participation is fundamental to the company's understanding of their demands as well as current operation leading towards future development. The company has integrated this participation into its business operation. The specification of stakeholders and types of their participation are in accordance with their priority and mutual impact. The types of their participation range from informal discussions, meetings and seminars to assessment surveys and questionnaires to ensure that the company's operation meets their demands and expectations.

This analysis of the stakeholders' demands has enabled the company to understand their demands and expectations and to develop products and services to closely meet the demands of each group of stakeholders. The company realizes that the development of the stakeholders' participation is signification for the good mutual relationship. Consequently, the company has clearly set up practice guidelines and service standards for the stakeholders' confidence and prevention of risks and impacts on the company's image, reputation and business operation in accordance with the company's code of conduct and business ethics.

The company values the stakeholders' expectations, interests and concerns, listens to their suggestions and allows them to share their opinions. In order to effectively respond to their demands, the company organizes meetings and analyzes expectations and demands of each group of the stakeholders with the surveys on two groups of them as follows:

1. Employee Engagement Survey is regularly conducted on a yearly basis with the company's recognition of the importance of its staff members, or key stakeholders. In 2022, 80 percent of staff members answer the E-Survey and the engagement score is 87 percent, higher than the industry's average.

2. Customer Survey is not conducted in 2022 as customers find it more convenient to share information with Investment Consultants.

Analysis of the Company's Stakeholders

The company categorizes its stakeholders into 2 groups as follows:

1. Internal stakeholders: staff members and shareholders;
2. External stakeholders: customers; investors; partners and creditors; regulators; society, community and environment.

The details of these 2 groups of stakeholders are in the following Analysis of the Company's Stakeholders Table, with details of their expectations and the company's response to them

Analysis of the Company's Stakeholders Table

1. Internal Stakeholders

Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
Staff	<ul style="list-style-type: none"> - Market-competitive salary, welfare and benefits. - Career advancement opportunities. - Study and self-development opportunities. - Balance between work and private life. - Listening to staff members' opinions. - Fair and non-discriminatory practice. - Full access to the company's news. - Recognition and value of staff members. - Good and safe work environment. - Good citizenship, social and environmental awareness. 	<ul style="list-style-type: none"> - Set up a policy to ensure staff members' happiness at work for efficient customer service, applying "Happy Workplace" concept in care of staff members and their families. - Apply staff members' suggestions from Employee Engagement Survey in the company's planning and implementation of development. - Allow staff members to share opinions and to learn of human resource management policy from an HR Partner, a staff representative, for diverse information from different departments, age groups and genders. - Promote and supervise ethical practice - Develop and promote staff members' knowledge of their work and their potential development. - Treat all staff members fairly and equally in accordance with human rights principles—non-discriminatory practice regarding their birthplace, ethnicity, language, gender, physical condition or political opinion. - Ensure all staff members' eligibility for promotion based on their knowledge and efficiency with fair process. - Reconsider staff members' salary and benefits. - Organize Trinity Town Hall for executives to have the opportunity to communicate closely with employees in the company. - Encourage employees to participate in doing good deeds for society through the Trinity Volunteer Club. - Promote staff members' environmental awareness with 3R and ESG projects.

Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
Shareholders	<ul style="list-style-type: none"> - Profitable performance and sustainable growth. - Good return and appropriate dividend for shareholders. - Good governance. - Transparent, straightforward and Verifiable disclosure of information. - Effective risk management system. - Provide shareholders the opportunity to participate and express their opinions and present important issues, which should be included as an agenda in every shareholder s' meeting, including jointly nominating a person to be elected as a director of the company when the term expires. 	<ul style="list-style-type: none"> - Treat shareholders and respect their rights, as defined by The Securities and Exchange Commission, Thailand (SEC) and The Stock Exchange of Thailand (SET). - Treat all shareholders equally. - Adhere to good governance. - Efficiently implement the dividend payment policy as defined. - Improve the company's communication channels for easier and more convenient access to information. - Supervise effective organization of shareholders' meeting, encouraging them to exercise their rights. - Publicize shareholders' rights in proposing matters for the shareholders' general meeting and nominating members of the Board of Directors in the company's website.

2. External Stakeholders

Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
Customers	<ul style="list-style-type: none"> - Profitable performance and sustainable growth. - Good return and appropriate dividend for shareholders. - Good governance. - Transparent, straightforward and Verifiable disclosure of information. - Effective risk management system - Allowing shareholders to share their opinions and enlist important matters in the agenda of shareholders' meeting as well as to nominate members of the Board of Directors. 	<ul style="list-style-type: none"> - Ensure that staff can provide customers with investment information according to analytic reports methodologically processed with professional standard. - Have regular staff training and strict audit system to ensure that employees strictly comply with rules and codes of conduct. - Constantly update trading system and services to better meet customers' demands. - Provide customers with convenient and prompt access to news and information on investment, financial products and investment knowledge by diversifying communication channels, namely Email, Line, website, Facebook, Telegram and Tiktok - Promote paperless practice to curb global warming by Email submission of reports.

Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
		<ul style="list-style-type: none"> - Develop energy- and resource-saving practices such as IPO and bond subscriptions by phone. - Organize staff training in Personal Data Protection Act (PDPA) and hold meeting of related parties to update work system and reports in accordance with the legal requirements.
Investors	<ul style="list-style-type: none"> - Profit/return on investment. - New financial products to meet investors' demands. - Access to complete, reliable and up-to-date investment information for better investment decision. 	<ul style="list-style-type: none"> - Ensure that staff can provide customers with investment information according to analytic reports methodologically processed with professional standard. - Provide investors with convenient and prompt access to news and information on investment, financial products and investment knowledge by diversifying communication channels. - Continuously organizing training sessions for general investors
Partners	<ul style="list-style-type: none"> - Transparent and fair selection of Partners. - Equal and fair treatment of all Partners. - Practice in strict accordance with mutual terms and contracts. - Good work system and clear, non-individual-based contact process. - Fair price and transparent procurement system. 	<ul style="list-style-type: none"> - Adhere to transparency, fairness and equality principles in treatment of partners. - Set procurement and hiring procedures with appointment of committees in some cases for fair treatment of partners. - Inform partners of anti-corruption promotion policy. - Comply with loan, product and service purchase conditions of contract agreement.
Creditors	<ul style="list-style-type: none"> - Treat creditors with fairness and has set guidelines for creditors to be responsible in terms of guarantees, capital management ,and measures to prevent debt default 	<ul style="list-style-type: none"> - Determine measures to prevent debt default to ensure fairness to creditors. - Comply with the conditions of the guarantee, capital management, and measures to prevent debt default
Competitors	<ul style="list-style-type: none"> - Transparent and legal business Operation. - Do not make agreements with competitors or other business operators that are monopolized or reduce competition in the market - Follow the agreement of the Association of Securities Companies. 	<ul style="list-style-type: none"> - Join Thailand's Private Sector Collective Action Coalition Against Corruption (CAC). - Support company executives to participate in the development of securities industry by serving in SET's and ASCO's committees and working groups.

Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
	<ul style="list-style-type: none"> - Jointly develop the securities industry for progressive growth - Set guidelines for treatment of competitors in order to avoid various disputes that may arise. During the past business operation, the company has never had any disputes with competitors 	
Regulators	<ul style="list-style-type: none"> - Good governance. - Fairness, transparency and social and environmental responsibility. - Information disclosure and readiness for inspection. - Legal business practice in compliance with relevant principles. - Internal communication of relevant laws and principles. 	<ul style="list-style-type: none"> - Summarize rules and regulations for staff members and ensure their observation prior to effective date. - Share opinions on new rules and regulations. - Summarize relevant rules and regulations for Board of Directors. - Regularly update Compliance Manual to be used as Employee Operating Manual. - Utilize staff members' knowledge and competency in finance and investment.
Society, Community and Environment	<ul style="list-style-type: none"> - Ethical business operation with social and environmental responsibility. - Support and sharing for overall improvement of living condition. - Good citizenship and payback to the public and society in one way or another Provide the public with financial knowledge for their everyday use. - Environmental protection 	<ul style="list-style-type: none"> - Provide the public with financial and investment knowledge in "Happy Money in Happy Workplace" project at the offices of interested companies. - Promote social and environmental awareness among staff members through various activities. - Develop work system with concern for its environmental impact. - Support executives' and staff members' public services in committees and working groups of organizations for national and public benefits.

Setting an important agenda on sustainability

In 2022, The Company has compiled issues related to stakeholders both internal and external by placing importance on the aspects mainly related to securities industry in comparison with sustainability global standards. There are also assessments of risks that are both in the present and anticipated risks that could happen which might affect the company's business operations. These matters would be ranked in terms of their importance and to determine the procedures for the operations to appropriately respond to the needs of stakeholders in each group.

Processes and procedures for assessing key sustainability issues is an action to consider the topic of sustainability, which affects sustainability Strategic direction as well as the appropriate scope of information disclosure in the sustainability report. The steps to proceed in order are as follows:

1. Specifying the key points

- Reviewing the points in the Sustainability Report found in the 2021 annual report in order to find out whether the key points on sustainability in the previous year have had continued significance in 2022.
- Study the sustainability trends related to business operations by comparing them with the same industrial points with particular emphasis on the points given international attention in the context of sustainability and global changes.
- Compile the main points on sustainability derived from stakeholders within and outside the company such as Employee Engagement Surveys carried out by the Human Resource Section and from Customer Surveys by way of an account executive and/or a marketing executive who oversees clients' accounts.
- Bring together all points and after scrutiny present them to the company's board of executives and stakeholders for consideration and approval.

2. Prioritization of material issues

- In 2022, the key sustainability topics remain the same as in the 2021 report, with continued implementation of the sustainability action plan, coupled with development and improvement of the action plan to be appropriate and in line with the priorities set for the company and stakeholder groups. In this regard, the determination of sustainability topics complies with GRI guidelines, totaling 10 topics as shown in the figure.



By adjusting the topics to be more concise in order to match and be close to what the company has prioritized and actually perform. The key sustainability topics remain the same as in the 2021 report and are prioritized by:

- Analyze and review information deriving from surveys of company's stakeholders.
- Ranking in terms of importance on the subject of sustainability according to survey results deriving from representatives of stakeholders in each group and divided into 3 levels low, medium and high and dividing the perspectives into dimensions:

The Horizontal : Vital issues to the company

The Vertical : Vital issues to stakeholders

1. Inspection

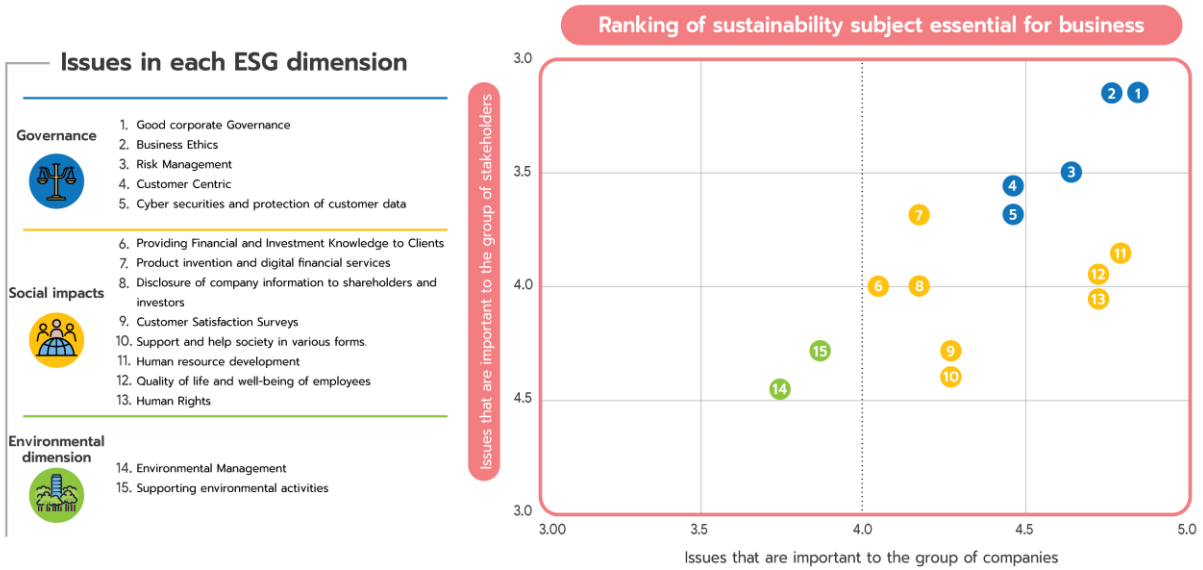
- Confirm that the sustainability topics are prioritized in the previous step important to each stakeholder group by clarifying the importance of sustainability issues to all departments of the company to acknowledge the opinions of stakeholders and to be used as a guideline for operations in line with the needs of stakeholders.
- Check the completeness of the sustainability topic and report material issues on sustainability to the management team, and the ESG Committee consider and disclose in the sustainability report and on the Company's website.

2. Considerations and revisions

- The company prepares the considerations and revisions process after this report has been disseminated and presents them to the stakeholders in order to hear their opinions and suggestions for improvements or alterations in the next report.

Key Sustainability topics

In 2022, the company screened issues that are important to sustainable organizational development (Material Topic) related to the economy, society and environment. The importance of each issue has been rated according to the opinion survey of the ESG committee and from internal and external stakeholders. There is a high, medium, and low level of importance from 2 issues, which are issues that are important to the group of companies. and issues that are important to stakeholder groups.



Good Corporate Governance



The company emphasizes on good corporate governance as a securities business requires trust and credibility from all involved parties. A favorable corporate image and business performance contribute to long-term growth. Therefore, the company regards good corporate governance as the foundation. Roles and responsibilities of the board members promote and accentuate good corporate governance which in turn fortifies transparency and compatibility. The business will then thrive and yield profits to shareholders in the long term.

The board members are responsible for deliberating the principles of good governance under the guidance of the SEC and the company's regulations. The corporate governance policy, which has been announced to and enforced on all employees, is periodically reviewed and revised according the circumstances.

As the Trinity Wattana Public Company Limited operates as a Holding Company comprising six subsidiaries and associated companies and one joint venture, one of the company's board members is appointed to be a representative in a subsidiary. Any decision that has a significant Impact on the company requires an approval from the board.

The company also appoints its management executives to also act as a board director of the associated companies. Any transaction between a subsidiary or an associated company and an involved party requires an approval from the company's board of directors. A representative must request for an approval from the board of directors while revealing related documents, collecting data and consolidating the budget within the timeframe.

Data governance calls for the board members, management executives and employees of the Trinity Wattana Public Company Limited and the subsidiaries to strictly follow the Compliance Manual which lists related regulations, for example, workplace ethics and employees' purchases of securities. The company has established the "Data Governance" guideline to avoid conflicts of interest and protect clients' data.

Business Ethics

The company has always valued ethical business practices and regarded them as basic practices in the company's business ethics manual. To demonstrate the commitment to transparency and standardization, the company has integrated business ethics in workplace ethics to which all employees must strictly adhere. Moreover, the company promotes good government awareness among employees through the orientation training, educational training, internal communication and personal reminders for board members, management executive and employees to steer clear from any violations of laws, rules, and regulations that put corporation reputation at risk.

Workplace Ethics

1. *Professional Integrity*: Maintaining appropriate professional integrity and implementing the principle of equal treatment in service provision.
2. *Attentiveness and Caution*: Maintaining professional standards which include resourcefulness, competence and attentiveness.
3. *General business practices*: Strictly complying with the law, regulations and standards that are related to securities and/or futures businesses.
4. *Customer Data*: Collecting sufficient customer data to gauge the client's status and investment goal, and giving comprehensive investment advice sufficient to facilitate the decision making process of the particular clients and other clients alike.
5. *Conflicts of interest*: Avoiding possible conflicts interests within the company and within the company group. If there is a conflict of interest, the company's member is required to treat clients fairly and equally, a procedure which may be achieved by revealing certain information, under by the confidentiality regulations, by refusing service or by any other appropriate means, without taking advantage of the clients.
6. *Customer asset protection*: Keeping customer assets appropriately separate from those of the company and identifiable.
7. *Financial stability*: Being confident in the company's status and having the ability to meet its debts and continue operations.
8. *Corporate structure and internal control structure*: Establishing the corporate structure to uphold efficient management. There is a strong internal control system and proper recording of information. as well as having a process of recruiting personnel with sufficient knowledge and competence to perform their duties. The members must determine the rules of operation to be in accordance with in accordance with applicable laws and regulations.
9. *Business and the greater good*: participating in team events for the greater good and valuing the benefit of the company over that of you.
10. *Solidarity with associates*: Refraining from any actions that would negatively affect associates or would lead to disunity.

11. *Solidarity with governing organization:* Overtly cooperating with governing organization and notifying the organization of any information that needs attention.

The company reviews business ethics and workplace ethics annually and updates the topics of ethics to stay relevant. In addition, managing executives of all levels are held responsible for any violation against business ethics done by their subordinate.

Corruption Prevention

The company places emphasis on preventing corruption as it is detrimental to economic growth. The policy to prevent and combat corruption provides guidance for and promotes trust in its business operations so the stakeholders can be confident of the company's transparency.

Preventive Anti-corruption Policies

The company established its anti-corruption policy and measures since 2015, received a membership approval from the CAC in April 2015 and earned its membership renewal in November 2018. Moreover, the company has been assessed by the SEC supported Thaipat Institute on the progress level of Thai listed companies with respect to anti-corruption called Anti-corruption Progress Indicators of 2016. The aforementioned achievements demonstrate the meticulously monitored practices of the anti-corruption policy.

The company has operated in accordance with the specified guidelines by having communication and regularly organizing training to educate employees. In 2022, the company has organized training on anti-corruption, included in the audit department's annual staff training. With all employees participating in the training, they have a measurement test in which the trainees must score at least 80% in the test, as well as assessing the internal control system to prevent the risk of corruption every time that the audit department checks on various work systems, according to the audit plan to ensure that the operations of various departments is in accordance with the internal control system set by the company. The Audit Committee approves the review of the assessment of work systems, policies and guidelines for the prevention and anti-corruption that have been determined to be appropriate and sufficient to prevent and combat corruption, according to the annual plan. In 2022, the company found no instances of misconduct relating to corruption.

The Company renewed its membership of the Private Sector Collective Action Coalition Against Corruption in 2021 and was certified by CAC (Thailand's Private Sector Collective Action Coalition Against Corruption) in the fourth quarter of 2021.

Anti-Corruption Guidelines

- 1) The company does not tolerate corruption in any kind of business, transaction or organization.
- 2) The company's directors, management executives and employees do not tolerate corruption whether it be for personal gains or favors for families, friends or acquaintances, whether directly or indirectly as they need strictly comply with anti-corruption measures.

- 3) The company communicates the anti-corruption policy since the beginning of an employment and gives follow-up trainings on a regular basis. Additionally, the company implements routine checks to monitor and assure compliance to this anti-corruption policy, and reviews operational guidelines and regulations to stay up-to-date with the evolving business, rules, regulations, and legal mandates.
- 4) The company will create and maintain the corporate culture that regards corruption as unacceptable in public and private sectors alike.
- 5) The company applies the zero-tolerance to corruption policy and complies with all anti-corruption laws.
- 6) The company has no policy to be involved with or support political corruption.
- 7) The company has no policy to support its staff from paying money to ensure facilitating from government officials.
- 8) The company has no policy to receive gifts from government officials, governmental organizations, private organizations, clients, associates, partners, counterparties or any other individuals on any occasion.

Whistle Blowing Policy

The company has prepared channels for receiving complaints from customers, including encouraging stakeholders to communicate or inform the Board of Directors on issues related to illegal activities, accuracy of financial reports, defective internal control system or violation of ethics. The company has established clear procedures to ensure that all complaints are treated fairly, promptly and appropriately, and the company has participated in the arbitration process of the Securities and Exchange Commission (SEC) to protect the rights of investors. It is an option that customers can claim damages with cost savings and reduce processing time. This can be notified through the Internal Audit and Supervision Department or the company's Directors or Audit Committee members who are not directly executives to order an investigation of the facts and report to the Board of Directors. The name of the whistleblower will not be disclosed to the executives. In 2022, the Company did not receive any complaints from customers from the points mentioned above

Whistle-blowing channels

- By E-mail sent to compliance@trinitythai.com or auditcommittee@trinitythai.com
- By mail delivered to the Chairman of the Audit Committee Trinity Securities Group 179 Bangkok City Tower, 25th - 26th, 29th Floor, South Sathorn Road, Thungmahamek, Sathorn, Bangkok 10120

Risk Management

Due to the importance of continuous corporate risk management, the company has established risk management policies to determine acceptable risk level and risk management measures for directors and management executives. Risk management is a factor when determining corporate strategies and operations to generate growth and profits for stakeholders in the long term and to prevent adverse effects on the company's business and stability. The company's strategies that are in line with standard guidelines and practices and the group risk management principles, incorporate the entire business group. The factors taken into consideration are strategic risks, credit risks, marketing risks, liquidity risks and operational risks all within the risk management framework which clearly assigns duties and responsibilities and dictates independent agencies. Each business unit is assessed according to its post-risk performance.

A key objective of risk management is to create awareness of corporate risk, assigned responsibility, competency to manage corporate risk, good governance and the emerging risk. This is integrated in the corporate strategy and operation. The company also realizes the importance of contributing to creating social value. For example, the Trinity Securities Company Limited integrates anti-corruption in the business and considers being certified and/or being declared a member of the Thai CAC as investment factors.

Effective resource management based on an acceptable level of risk in relation to best returns brings about success and the corporate group's competitive advantage. At the same time, the company also aims to bring about the highest returns for the shareholders in the long term.

The Risk Management Process

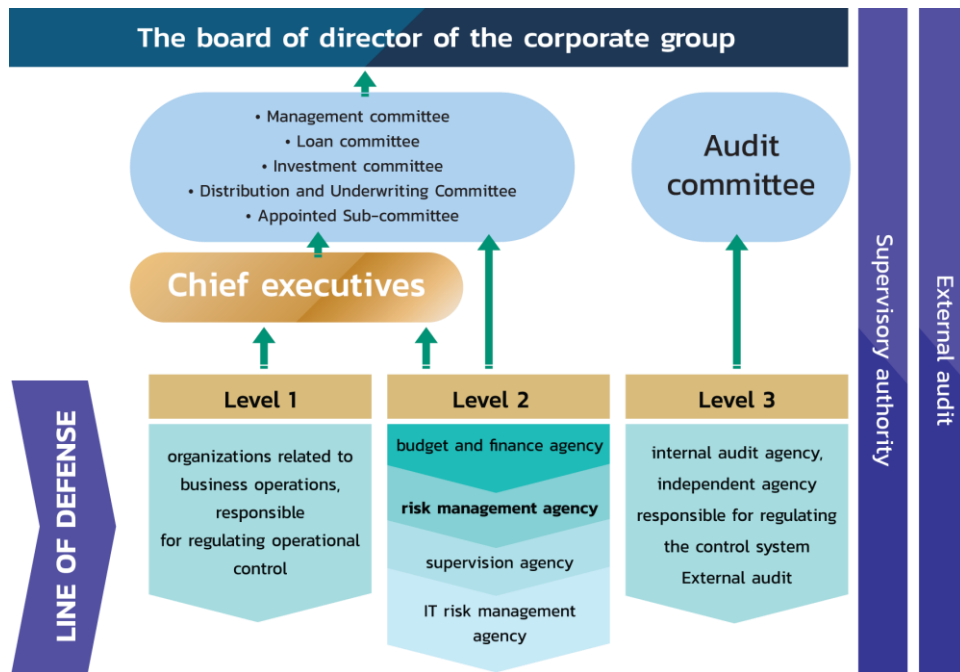
The company's risk management processes comprise risk identification, risk assessment, risk monitoring and control and risk reporting. The process remains up-to-date with the evolving environment and the international standards. Consistent overall risk management follow-ups provide feedbacks to increase the efficiency of the risk management system.

1. *Risk identification*: Risk identification is the act of indicating risk in terms of types, causes and factors, both external and internal. It also includes considering or predicting the risk at hand or plausible risk in the future.
2. *Risk assessment*: Risk assessment is the application of tools and methods to assess risk. The process needs to be examined, approved and reviewed within an appropriate time frame.
3. *Risk monitoring and control*: Risk monitoring and control assure the practices of the risk policy, risk guidelines and scope of risk. Reporting various types of risks comprehensively, timely and adequately in many aspects to ensure the most effective risk management.
4. *Risk reporting*: Reporting on risk needs to be comprehensive, in time and sufficient in multiple areas to optimize the efficiency of the risk management.

The Risk Management Structure

The company assigns the board of directors of the Trinity Watthana Public Company Limited to risk management and internal control of the company and associated companies. The board then appoints the operating committee of risk management to oversee strategic risk, overall corporate risk and itemized risk of each risk type. A chief executive of each business in the company acts as a consultant to supervise the strategic risk of each organization and each chain of command.

The management committee comprises the chairman and the chief executive who are specialized in risk in securities trading. In a thorough manner, the committee establishes for the company group the policy framework and risk management strategy which provide guidelines for the operating committee’s execution which is supported by members of the risk management team, for example, a loan committee which makes certain that the lending clients meet regulatory standards and a business continuity steering committee who determine the risks posed by cyberattacks and the covid-19 pandemic.



The company established an operating committee to protect clients’ personal information and establish cyber security. The director of computer and technology oversees the operation and supervises the application of technology is compatible with the business strategy, transaction volume, technological complexity and relevant risks. The SEC’s standards regard good governance, security as well as suitable information technology management as elements of the corporate risk management. The company’s risk management plan results in monitoring and effective corporate risk management in general. It can also be adopted as the company’s strategic plan and applied to the preventive measures and three-level risk control which is the main risk management framework. The company’s risk management needs to be ever-evolving to create financial sustainability.

Embedding Risk Awareness in Corporate Culture

The company places emphasis on raising an awareness of risk management among management executives and staff of all levels through the yearly specialized training on risk management topics, for example, the relevant regulatory and legal issues, operational risk management and corruption prevention. In 2022, 13 employees participated in the training. Moreover, the company plans on implementing risk management in the company values

Cyber security and protection of customer data

Nowadays, the company's business operations have to increasingly use digital channels in various forms in line with the changing behavior of customers. The company pays attention to security and protects customer data. During the past year, the company has expanded its services in digital format in order to be in line with the changing customer service behavior. The company has adapted and brought information technology to help facilitate data management both in terms of supporting a larger volume of data, variety of data formats, and velocity and veracity of the data. Lack of caution may affect the security of customer data.

As the company introduced information technology to help facilitate this, what followed was the emergence of cyber threats, which that day by day will become more violent and complicated. Security and protection of customer data are therefore extremely important.

The company places great importance on the use of customer information in business operations and builds confidence and trust in using the service. The company has set security measures and protects customer information by reviewing operational guidelines and improving the security preservation process in accordance with the Personal Data Protection Act (PDPA), effective from 2022 onwards.

Cyber Crime Prevention

The company acknowledges the importance of information security by establishing the IT standards for the entire company group to strictly control access, transfer and inspection of all levels, to safely manage the information and technology and to assure business continuity. To protect clients' data from security breaches and misuses, the company's preventive measures against cyber attacks stays up-to-date to meet the International standards and to be compatible to the business strategy and operation.

Key Technology Policies

1. *IT Infrastructure & Security*: Enhancing the efficiency, stability and security of the IT structure to ensure 24/7 availability
2. *Data Management & Data Privacy*: Enhancing the data management process to enable a complete data integration encompassing the internal data as well as the external data to answer to the needs of clients and internal users within the law
3. *Application Management & Application Security*: Enhancing the efficiency of the IT system to completely connect all internal networks to power the digital life.

4. *IT Governance*: Enhancing IT governance to improve and add value to the organization and to enable transparency in every process contributing to sustainability and stability
5. *IT Capability*: enhancing the knowledge and competences among staff to optimize effectiveness and efficiency of the IT development and integration enabling adaptability needed in the fast-paced industry.

The Company places great importance on the use of customer information in business operations, building confidence and trust for customers who use financial services. The company therefore sets and develops to enhance security measures and continuously protect customer information. It has prepared a digital security plan or IT Security Framework under the operational framework and standards in information technology management in order to operate effectively, such as NIST framework, COBIT5, CIS, OWASP, etc. under the standard law and guidelines related to IT Security, such as the Computer Act, Announcement of the Securities and Exchange Commission (SEC), General Data Protection Regulation (GDPR), and Personal Data Protection Act. The company has always reviewed the work guidelines to be up-to-date.

In addition, for information management and securing information systems to be able to conduct business continuously, the company also implements significant technology policies to control data access, transfers, and strictly monitors every step of the way, which is the same standard across the group. (This policy is already mentioned in the Cybercrime Prevention section.)

Educating Employees to Be Aware of Cyber Risks

The company has organized training to educate employees and make employees aware of cyber threats. The guidelines for practice and being aware of the cyber threats that come with various technologies are the following activities:

1. Computer Technology Department organize training for all employees on cybersecurity topics annually.
2. Cyber attack scenarios are created to executives and relevant employees so that employees can be aware of various types of attacks in order to test and raise awareness and to create awareness of potential cyber risks
3. The Computer Technology Department regularly produces various newsletters to create knowledge and understanding of cybersecurity.
4. Send emails or news alerts to employees in case of cybersecurity situations in various forms, such as examples of fake emails, observing Phishing Mail to employees and continue on a regular basis.
5. Send employee representatives to participate in the Cyber Exercise 2022 training organized by the Securities and Exchange Commission (SEC) for employees to be aware and to create awareness of potential cyber risks, including acknowledgment of duties and guidelines for the operation of each department in the event of a cyber threat situation.

Customer-centric Policy

In 2022 the Covid-19 pandemic disrupted the global economy and the year-long lockdown policy put a pause on the pre-pandemic life and traditional banking. As a consequence, the company has shifted online and rerouted all communications according to the New Normal protocols for customer convenience.

The company has also streamlined its operations with caution as the products and services are modified to meet the needs of various client groups. To provide clients with opportunities for better returns, the company continues to present new products and investment channels.

The company values honest feedbacks collected through customer relationships and situation analysis, and applies them along with its extensive experience in finance, to develop products and services. When making an investment decision, clients are provided with sufficient information and highest level of data protection.

Media Marketing

Being a securities business that offers many different financial products, the company needs established marketing channels and communication channels in order to offer effective, accessible and up-to-date information to clients and general investors. The company's means of communication are marketing executives, tellers, call center agents, a website, Facebook page and LINE Official Account.

The personnel responsible for news updates and lifestyle information include securities analysts, corporate communication officers, business development executives and online customer service administrators, all of whom have been trained to recommend new products and services, to answer questions and to connect with clients through prompt two-way communication.

Customer Satisfaction Survey

The company is dedicated to innovation and customer responsiveness when developing investment products and services. User behavior plays a role in evaluation and analysis in order to ensure the best solution and most satisfied customers. The aforementioned improvement would also enhance product development and customer service. Furthermore, the company's call center provides information on products and services solves customer service issues and obtain clients' feedbacks which are key in continual service improvement.

There is a designated channel to receive complaints from clients and promptly convey them to involved personnel and direct supervisors who then ascertains a solution and subsequently closure of the case after having informed clients within a timeframe.

To further improve service quality, the company schedules periodical system checkups and performance evaluation on call center personnel who stay thoroughly informed about various products through trainings and extensively prepared by stimulated conversations to effectively answer to different customer needs and questions.

Channels for Feedbacks and Complaints

- Channel 1 Personally filing a complaint at the head office or a branch by informing a representative or filling out the feedback form
- Channel 2 Mailing a letter of complaint or petition to the audit committee of Trinity Securities Company Limited, 179 Bangkok City Tower, Floor 25-26 and 29, South Sathon Road, Thung Maha Mek, Sathon, Bangkok, 10120.
- Channel 3 Filing a complaint with a call center agent via 02 343 9555
- Channel 4 Sending a complaint to compliance@trinitythai.com or auditcommittee@trinitythai.com
- Channel 5 Submitting a complaint via www.trinitythai.com or sending a message to the company's Facebook fan page www.facebook.com/Trinitysecuritiesgroup

Product development and providing financial services with social responsibility

- PROVIDING FINANCIAL AND INVESTMENT KNOWLEDGE TO CLIENTS.
- PRODUCT INVENTION AND DIGITAL FINANCIAL SERVICES
- DISCLOSURE OF COMPANY INFORMATION TO SHAREHOLDERS AND INVESTORS.
- CUSTOMER SATISFACTION SURVEYS.
- SUPPORT AND HELP SOCIETY IN VARIOUS FORMS.
- HUMAN RESOURCE DEVELOPMENT.
- QUALITY OF LIFE AND WELL-BEING OF EMPLOYEES.
- HUMAN RIGHTS .

The company emphasizes importance for customers to have access to variety of products and efficient financial services with the aim of providing customers with skills and knowledge and having the ability to invest, including being able to generate returns from investing in various financial products of the company, which will result in customers having a stable and sustainable financial status in the future. It also helps to improve the quality of life of people in society as well.

With awareness of the responsibility towards customers, the company has developed and offered a variety of financial products. In 2022, the company has the following actions.

1. Providing Financial and Investment Knowledge to Clients

As the company’s business operations lie in assets and finance, the nature of such business does not have a direct impact on the society and surrounding environments unlike factories or certain businesses. As a result, the company has received no complaints from the community regarding social or environmental issues so far.

Nevertheless, the company is determined to support activities that responsibly benefit the community, society, and the environment. As such, it has taken opportunities to engage with the community and society as the company’s capability and resources allow, including sharing knowledge in finance, investment, and various financial products. The purpose is to improve the quality of life

ขอเรียนเชิญท่านบรรณาธิการข่าว และสื่อมวลชน

กลยุทธ์การลงทุนในภาวะวิกฤตซ้อนวิกฤต

บริษัทหลักทรัพย์ ตรีดี จำกัด ขอเรียนเชิญท่านเป็นวิทยากรในหัวข้อ **"กลยุทธ์การลงทุนในภาวะวิกฤตซ้อนวิกฤต"** โดยมี **ดร.วิศิษฐ์ องค์กรพิพัฒนกุล** กรรมการผู้จัดการ บริษัทหลักทรัพย์ ตรีดี เป็นวิทยากรให้ความรู้เกี่ยวกับสถานการณ์การลงทุนในภาวะวิกฤตซ้อนวิกฤต โดยจะมีพิธีเปิดงานอย่างเป็นทางการในวันที่ 17 ตุลาคม 2565 เวลา 13.00 น. บริษัทหลักทรัพย์ ตรีดี จำกัด (สำนักงานใหญ่) ชั้น 25 อาคารทราเวลอดี ทาวเวอร์ 6, สาทร 11 แขวงนวมินทร์ เขตปทุมวัน กรุงเทพมหานคร

13.00 น. สัมมนาและลงทะเบียน

13.30 น. คุณณิศา ช่างระฤก รองกรรมการผู้จัดการ บริษัทหลักทรัพย์ ตรีดี จำกัด กล่าวต้อนรับ

13.35 น. ดร.วิศิษฐ์ องค์กรพิพัฒนกุล กรรมการผู้จัดการ บริษัทหลักทรัพย์ ตรีดี จำกัด

- ศึกษารายละเอียดสินค้าและแผนธุรกิจที่เกี่ยวข้อง
- ได้ดูภาพย้อนหลัง 2022
- กลยุทธ์การลงทุนในภาวะวิกฤตซ้อนวิกฤต

14.30 น. สัมมนาและเลิกงาน

หมายเหตุ
ขอความร่วมมือเรื่องชื่อของวิทยากร **ดร.วิศิษฐ์ องค์กรพิพัฒนกุล**
24 ชม. และแสดงต่อตราที่จุดลงทะเบียนเป็นต้นฉบับข่าวเท่านั้น

ข้อมูลเพิ่มเติมสำหรับสื่อมวลชน กรุณาติดต่อ
ดิฉันนพดี ประทีปสิงห์ (โตโย) โทร: 02-343-9604 / คุณนงเยาว์ (แอน) โทร: 092-415-9615

and enhance the potential of the people in the community and society, which will then positively affect the social conditions and the country's overall economy.

In 2022, despite the COVID-19 pandemic, the company continued to impart knowledge on finance to the general public in various forms as follows

1.1 Formulating securities analyses and offering investment advice

Trinity Securities Company Limited formulates securities analyses and professionally provides principle-based advice on investment and finance for clients and investors. The quality, accuracy and immediacy of the information is key when making an investment decision. Therefore, to ensure transparency in the process of selecting an analyst firm, the company's securities analysis report includes the Corporate Governance (CG) Score and the list of companies that have joined Thai Collective Action against Corruption (CAC).

1.2 Organizing online seminars on financial knowledge for clients.

The company has always organized trainings and seminars for clients and investors until the Covid-19 pandemic shifted all educational events online. In 2022, there were 7 technical training sessions on the use of Tradingview by the Business Development Department, and clients were about to learn about technical analysis, fundamental analysis and monthly investing strategies online through 24 seminars on Facebook and Youtube, 3 zoom sessions on financial literacy with Dr. Visit Ongpipattanakul and 2 zoom session with IT City Public Company Limited and Master Cool International Public Company Limited, a company that is registered in SEC.

Technical training sessions on the use of Tradingview by the Business Development Department

Seminar Topic	Number of Sessions
Tradingview for beginners	3
Get Started with Technical Charting Tools 4 Templates on Trinity Member	4

Online educational seminars for investors via Facebook and Youtube organized by Research Department

Seminar Topic	Number of Sessions
Technical analysis seminar led by Kamolchai Pholintawong	12
Monthly investing strategy led by Nuttachart Mekmasin	12

Seminar to present information of listed companies in the Stock Exchange of Thailand via Zoom

Seminar Topic	Number of Sessions
Turnaround IT with IT City Public Company Limited	1
KOOL's S Curve with Master Cool International Public Company Limited	1

Online educational seminars for investors led by Dr. Visit Ongpipattanakul

Date	Seminar Topic
February 21, 2022	Seminar on Thai Stocks in the Year of the Tiger "Khanong Tiger or Difficult Tiger" during the discussion on the topic "Best stocks according to investment trends in 2022"
October 28, 2022	The 7th Gathering of MAI people, CEO MAI meets investors in a discussion on the topic "Investment direction in 2023"
November 5, 2022	"Forecasting the future of Thailand 2023"(Economy and Investment)

1.3 Educating the general public on savings and investment.

The company has synthesized its knowledge, capabilities, human resource strengths, and resources into the investment knowledge and experience to share with the public through employees who are capable, determined, and willing to effect social benefits. The company's speakers prepare the information that is easy to understand, which they then present to the stakeholders, namely employees, clients, shareholders, surrounding communities, business partners, and general investors, at the stakeholders' place of business. The topics presented are geared not towards profits but towards building knowledge and understanding for investors. The speakers also recommend sources where investors can find out information to be used in their investment decision-making process and allow investors to ask questions. The endeavors are well received and serve to spread Trinity's reputation to a wider audience.

In 2022, the company continued its Happy Money in Happy Workplace project to share knowledge on savings and investment. However, due to the COVID-19 pandemic which caused many offices to have their employees work from home or not allow outsiders into the company to prevent disease contraction, the activity was held online on 1 occasion. The details are as follows:



Educating the general public on savings and investment in 2022

Date	Topic	Venue
July 2022	Guidelines for starting work for new graduate students in the field of economics	Bangkok University

2. Product invention and digital financial services

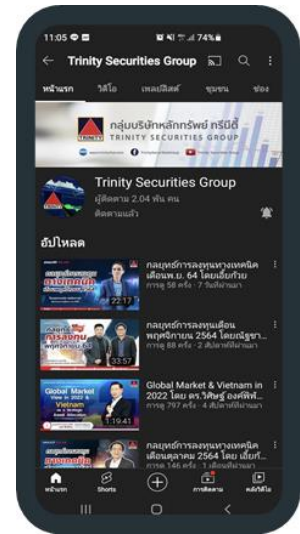
Since the outbreak of COVID-19 in 2020, it has made it inconvenient for customers to travel to participate in various activities of the company; the company has invented the product and digital financial services to support such situations and to increase access to financial services in order to make it more convenient. In 2022, the company has the following actions.

2.1 Developing platforms to present securities analyses through social media and Line@

To offer engaging, up-to-date and accessible securities analyses, the company has created new online platforms as follows: Youtube Facebook Line@ under the name of Trinity Securities Group. The three channels provide relevant financial and investment know-hows as well as related news in the form of analysis texts, images, infographics and videos including during the epidemic situation of Covid-19. The company foresees that customers and investors are unable to attend the seminar by themselves. The company produces video clips of technical webinars every month which has been satisfied by customers and many investors.

2.2 The application Trinity Member on Mobile

The company made adjustments on the Member on Mobile application, available on smartphones and tablets, to remain relevant. Clients can use the application to access the trading system, request to deposit or withdraw collateral, transfer stocks, edit personal information, and see real-time updates of both stocks and derivatives on the exchange portfolios and read about investment news and key analyses. This year the company has developed a chat system for clients to instantly communicate with the account marketing executive in order to be promptly assisted on daily trading, the ex-dividend date, etc.



2.3 Developing the company's website www.trinitythai.com

The company has developed an online securities trading system called Trinity E-Opening to make it easy for clients to open a securities trading account by them via www.trinitythai.com. The online registration process bypasses the time-consuming paper-based processes and increases the level of security by using a high-tech verification and identification method via National Digital ID (NDID). The NDID platform used for digital transactions between the company and clients, has been endorsed by the SEC and adopted by eight banks namely Siam Commercial Bank, Bangkok Bank, Krungsri Bank, Kasikorn Bank, Kiatnakin Phatra Bank, CIMB Thai Bank, Government Housing Bank and Government Savings Bank and has added a new NDID service provider, Advanced Info Service Public Company Limited (AIS), officially launched the service from December 7, 2022 onwards.

2.4 Cryptocurrency investment services

In 2019, the company opened the service as a selling agent, introducing customers interested in investing in digital assets to open an investment account through the digital asset trading center, Satang Corporation Company Limited. In 2020, the company has expanded the service through the digital asset trading center, Bitkub Company. Online Co., Ltd., adding one more location. In 2022, the company has not renewed the license to conduct transactions related to digital assets (Cryptocurrency) from the Securities and Exchange Commission (SEC), therefore, it is necessary to stop providing services as a selling agent with 2 companies first.

2.5 Efficient investment service on the platform called Trinity Smart Wealth

The company has offered efficient investment services on the platform called Trinity Smart Wealth since 2018, with investment portfolios for investors to choose from 2 types according to their needs: Mun Kong portfolio, medium-long term investment by using fundamental analysis data and Wongwai port, short-term investment using technical analysis data.

In 2022, the global economy was affected by the outbreak of COVID-19. It greatly affects the price of securities. This makes the company's securities analyst team who manages both portfolios must adjust strategies to deal with such crisis. As the Thai stock market is volatile, and with certain product limitations, it is unable to generate returns on investment for customers as expected. The company therefore has to cancel the Trinity Smart Wealth service for both portfolios from January 1, 2023 onwards

3. Disclosure of company information to shareholders and investors

3.1 Organizing Opportunity Day

In 2022, Trinity's President presented the company's information to shareholders, investors, analysts, and the general public in the Opportunity Day event organized by the Securities and Exchange Commission,



Thailand (SEC), on an online platform due to the COVID-19 pandemic.

The presentation included the company's overall information, quarterly turnover, business strategies and future operation plan, and plans for economic, social, environmental, and good governance activities. The audience was also allowed to ask questions for better understanding of the company's business. Those interested can watch the recording of this presentation on SEC's

website. Moreover, a summary of the information was put into a press release and sent to the press to be publicized to shareholders, investors, analysts and the general public.

3.2 Disclosing the company's turnover and business directions every quarter

The company regularly discloses information on its quarterly turnover, business strategies, and future operation plans in press conferences every year. However, due to the pandemic from 2019-2022, the company canceled such events and switched to sending out press releases to the press to be publicized to shareholders, investors, analysts, and the general public. In 2022, a total of 4 press releases containing the company's turnover and business directions were publicized every quarter via over 40 channels of media, online platforms, and print media.

4. . Encouraging executives and employees to participate in socially responsible causes

The company encourages executives and employees who are skilled and knowledgeable, with experience and expertise in the stock market to contribute to society. This includes collaborating with the government, associations, and clubs, as well as serving as consultants in educational institutions to create progress and growth to the industry and the country as a whole. The company's employees have taken part as committee members, consultants, working groups, and speakers in various government and private organizations as follows:

- Mr. Pakhawat Kovithvathanaphong**
- Vice President of the Thai Listed Companies Association
 - Consultant to the Association of Securities Companies committee
 - President of Human Capital Management Club
Thai Listed Companies Association
 - Subcommittee member for devising agreements and evaluating the operations of state enterprises operating in transport, State Enterprise Policy Office, Ministry of Finance
 - Adviser for the Master of Economics Program (Financial Economics), School of Development Economics (Part-Time Program)
National Institute of Development Administration
 - President of the committee for mentor recruitment and government officials appointment in the Public Service Executive Development program to be employed in private organization administration, Institute for Good Governance Promotion
 - Chairman of the working group to determine development plans and plans for enhancing the quality of personnel in securities companies the Stock Exchange of Thailand
 - Committee member and treasurer of Professor Sangvian Indaravijaya Foundation
 - Honorary committee member of the consultative committee for the government's securities sale, State Enterprise Policy Office
 - Judging committee member for the SOE Awards
State Enterprise Policy Office

- Subcommittee member for deliberating the Outstanding Collaboration for Development and Outstanding Services Awards 2021
State Enterprise Policy Office
 - Subcommittee member for evaluating the operations performance of state enterprises operating in transport, State Enterprise Policy Office
- Mr. Charnchai Kongthongluck**
- Vice President of Association of Securities Companies
 - Committee member of Association of Securities Companies
 - Chair of the Futures Industry Club
 - Committee member of Thailand Futures Exchange (TFEX)
 - Committee member of TSFC Securities Public Company Limited
 - Subcommittee chair of the Derivatives Investor Protection Fund (DIPF)
 - Subcommittee member for deliberating rules on intermediaries and market regulation, Securities and Exchange Commission
- Dr.Visit Ongpipattanakul**
- Honorary committee member of the Intellectual Property Management Committee, Thammasat University
 - Special lecturer in Master of Finance (MIF) program
Thammasat University
 - Committee member of Bachelor's and Master's thesis defenses,
Thammasat Business School
 - Special lecturer in the Business Valuation program, Real Estate Department, Thammasat Business School
 - Guest speaker on Money Chat
 - Guest speaker at College of Innovation, Rangsit University
 - Guest speaker at the Securities Analysts Association and the Stock Exchange of Thailand
 - Special lecturer in the Advanced Finance for Real Estate Developers course, Thai Real Estate Business School
- Ms. Niyada Changtrakul**
- Adviser to the Human Resource Management Club, Association of Securities Companies
 - Committee member of Human Capital Club,
Thai Listed Companies Association
 - Member of the working group to determine a human resource development and enhancement plan
Association of Securities Companies
 - Vice President of the EDP Foundation
 - Managing committee member of the Faculty of Arts
Chulalongkorn University
 - Vice President of the Faculty of Arts Alumni Association
Chulalongkorn University
 - Adviser to the President of Triam Udom Suksa Alumni Society

- Secretary of the Capital Market program students batch 25
 - Secretary of the students of the Good Governance on Medicine
 - Certificate program for high-level executives batch 8
 - Committee member of the Foundation for Good Governance on Medicine
 - Member of the property capitalization committee
Faculty of Medicine Vajira Hospital Fund
 - Secretary, Thai-Chinese Leadership Program (Wor Tor Jor Batch 4)
 - Human resource development Consultant for Bangkok
- Ms.Suwannee Limpanawongsaen**
- Consultant to the Compliance Club
Association of Securities Companies
 - Working group member on the Personal Data Protection Act,
Association of Securities Companies
 - Working group member on information exchange with the Legal
Execution Department, Association of Securities Companies
 - Working group member on overseas transactions,
Association of Securities
 - Working group member on net capital rule (NCR),
Association of Securities Companies

In addition, Trinity Group has joined forces with various economic and social partner organizations and network members in order to adopt policy, practices, and operational standards into the sustainability operations relating to the company's business. The partners are as follows:

Partner organizations or members

1. Thai Listed Companies Association
2. Association of Securities Companies
3. Thai Bond Market Association
4. Futures Industry Club
5. Thai Investor Relations Club, Thai Listed Companies Association
6. CSR Club, Thai Listed Companies Association
7. Thai Company Secretary Club, Thai Listed Companies Association
8. Thai Private Sector Collective Action Against Corruption
9. Partnership Against Corruption for Thailand (PACT Network)
10. Investment Banking Club, Association of Securities Companies
11. Human Capital Management Club, Thai Listed Companies Association
12. Human Resources Club, Association of Securities Companies

5. Forms of support for society

5.1 Education opportunities

- Scholarship and school supplies:** The Company has always placed importance on youths' education. In 2022, the company has organized public relations activities for employees and kind-hearted people for co-sponsoring scholarships for students and underprivileged students in Kindergarten to elementary level for encouragement. In 2022, the company offers scholarships as follows:

Month	School	Amount
January	Giving scholarships to Ban Suedang School, Sai Buri, Pattani	131,500
February	Giving scholarships to Bangkok School for the Blind	77,000
November	Giving scholarships to Phetchaburi Panyanukul School, Phetchaburi	569,667

- Lunch fund:** The Company patronizes Bangkok School for the Blind and regularly sponsors lunch for visually-impaired students at the school every year. In 2022, the company sponsored one lunch for 150 students, totaling 10,000 baht.

5.2 Donations to communities and society The company has formed the Trinity Volunteer Club to unite employees with a charitable mind and foster social consciousness. The club has organized different activities to cultivate social consciousness. In 2022, the pandemic rendered group activities outside the company impossible, limiting the activities to only donations, with the details as follows:

Month	Activities
February	Donate old calendars to Foundation for the Blind in Thailand
October	"Trinity invites you to do good" with 2 projects: donating second-hand items in good condition to Camillian Home for Children with Disabilities; and donating used clothes to Kalayana Rajanagarindra Institute

5.3 Support for religious activities/Thai public health system The company supports religious activities. And there is an annual Kathin ceremony every year to continue Thai traditions, for preserving Buddhism and for the prosperity of the company and its employees. In 2022, the company held a Kathin ceremony at Wat Huai Sam Phan Nam, Phetchaburi Province on October 30, 2022, and on the same day awarded scholarships Career Development Scholarship by purchasing teaching and learning equipment to Phetchaburi Panyanukul School, Phetchaburi Province, and donating medical equipment to Cha-Am Hospital, Phetchaburi Province, totaling 1,953,990 baht.

Human resource development

1. Policies and guidelines for employees

Trinity Securities Group places great importance on and responsibility to stakeholders such as employees, shareholders, customers, trading partners and creditors, competitors, social regulators, communities and the environment. The company have determined practices the as a guideline for executives and employees.

The company set policy and guidelines for fair treatment of employees/labour to be indiscriminate and provide equal opportunities to employees. In addition, the Company also places importance on human resource management, which is a valuable resource. It is important to drive the organization towards success according to the vision and mission of the company. The company has disclosed policy information and guidelines for fair treatment of employees/labour, covering all 5 issues, namely

1.1 Employment / termination with fairness

The company has an employment policy that focuses on equality by attempting to recruit, select, and appoint persons to vacant positions, considering the qualified person within the company first. However, the company reserves the right to consider recruiting and selecting and appointing persons in various positions from outsiders as they deem appropriate. The company will act with fairness taking into account the characters of each position, educational qualifications, experience, physical condition, and other requirements necessary for employees. The company also has Employee Referral Program, where employees can invite their acquaintances to join the company.

In 2022, even though the situation of the COVID-19 epidemic continues, the company still focuses on hiring and recruiting personnel with safe standard practices both with applicants and employees. The company emphasized on screening and preliminary interview by telephone or via video call first. After passing the preliminary interview, the applicant contacts the company's head office and provides strict implementation of measures to prevent the spread of COVID-19

In terms of layoffs, the company treats employees according to the fair termination policy, strictly in accordance with the Labor Protection Act 1998. In 2022, there were 24 employees who voluntarily resigned and 2 employees retired, representing a resignation rate of 11.66%.



However, the company considers 3 aspects of fair labor treatment namely:

1. Respecting human rights in the work place according to ILO's Declaration on Fundamental Principles and Rights at Work
2. Providing social security and appropriate working condition
3. Providing occupational health and safety

Basic Staff Information

There are 223 employees (excluding managing directors and temporary employees)

The total number of staff categorized into different employment types

	Year	Full-time staff	Contract staff	Total
 Male employees	2020	105	2	107
	2021	104	2	106
	2022	103	2	105
 Female employees	2020	123	1	124
	2021	124	1	125
	2022	117	1	118

Notes:

- 1) Full-time staff includes workers of all levels from executive, managerial to operational of different roles including Operations Director, Managing Director, Head of Department and full-time staff members.
- 2) Contract staff include all workers who are employed by Trinity to perform non-routine work in the employer's business or commerce, for a predetermined length of time, employed for a duration of time intervals with a preset end or level of achievement, or employed for seasonal work for a specified period of no more than two years with a signed contract since the start of the employment.

Total number of staff categorized into types of work

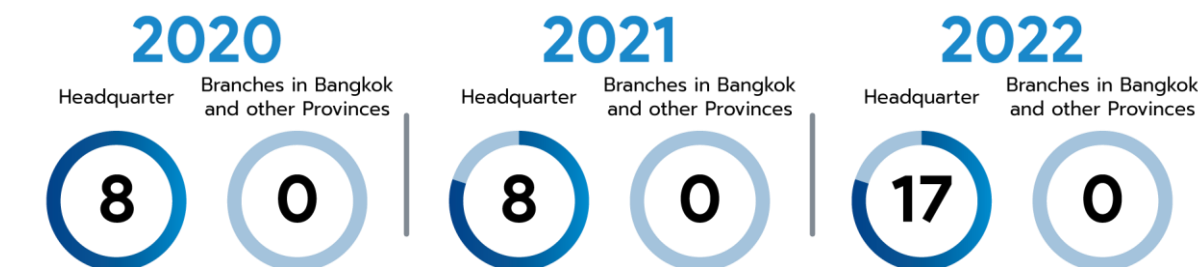
Staff Types	2020		2021		2022	
	Front Office	Back Office	Front Office	Back Office	Front Office	Back Office
Total	168	64	164	67	151	72
Male	83	24	81	25	76	29
Female	85	40	83	42	75	43

Total number of staff categorized into locations

2020	2021	2022		2020	2021	2022
Headquarter 96	Headquarter 95	Headquarter 96		Headquarter 105	Headquarter 105	Headquarter 102
Branches in Bangkok and other Provinces 11	Branches in Bangkok and other Provinces 11	Branches in Bangkok and other Provinces 9		Branches in Bangkok and other Provinces 20	Branches in Bangkok and other Provinces 20	Branches in Bangkok and other Provinces 16

Notes: The total number of staff includes full-time staff and contract staff excluding the board of directors and temporary staff.

Number of Interns



Note: The yearly number of interns excludes temporary staff.

Succession Planning

The company systematically executes succession planning, proven by the seamless transitions in leadership in the past. Directors and the HR department identify critical positions in need for a succession plan and determine potential candidates, within and outside the same department. If there are no internal prospects, the company resorts to the external talent pools and prepare for developing future candidates.

1.2 Compensation and Employees' Benefits

The company has a policy to pay appropriate compensation to employees and executives with fairness comparable to companies in the same business. There are practical guidelines for increasing employee remuneration based on the results of the annual performance assessment of employees. It is an assessment directly from the supervisor of the employee. In 2022, the company increased employee compensation 1 time.

In addition, there are various welfare benefits as required by law, such as social security and extra benefits from what is required by law, such as medical expense, and expenses like travel expenses, fuel expenses, taxi expenses, telephone expenses, financial aid in case of death of parents of employees, loan to help employees suffered from natural disasters such as floods, financial aid to employees from unexpected bad situations such as fire, and baskets for visiting sick employees, giving birth, etc.

In addition, the company also places importance on long-term savings and encourages its employees to have strong financial health. The compensation provided can be categorized as follows:

3.1 Compensation and short-term benefits are offered to reward performance and build morale on a basis of fairness. The compensation should correspond with the company's operation performance, achieve the department's goals/plans, indicate individual operation performance, and be competitive with the compensation and benefits offered by other companies in the same industry.

The form of compensation and short-term benefits provided to employees and executives include salary, wage, overtime, living expenses, bonus, incentive referral fees, and social security subsidy and welfare.

3.2 Post-employment benefits and compensation and long-term benefits are offered as an incentive and to encourage loyalty and long-term commitment with the company, as well as to build morale and motivate skilled employees who have growth potential to remain with the company.

The form of compensation and long-term benefits provided to employees and executives include a provident fund established in compliance with the Ministerial Regulations No. 162 (B.E. 2562). At present, the company's provident fund was established under the name "Registered TMBAM M Choice Provident Fund." Employees are entitled to the provident fund after they pass the probationary period and are officially employed. The employees can contribute to the provident fund at the same rate as the employers or can opt for the highest amount of 15%. The amount of contribution is voluntary and the employees can change the rate once a year. Employees will receive the money from the provident fund after their membership is terminated. The fund has appointed a committee consisting of committee members elected by fund members and appointed by employers to oversee and manage the fund, as well as determine the investment policy for all members. In 2022, there are 220 employees participating in the provident fund and the proportion of participating in the provident fund is 98.65%.

In 2022, the company has joined the Securities and Exchange Commission (SEC)'s "Happy Retirement Company Project" to educate employees about savings and investment and allow employees to choose their contribution to be up to 15% with which the company will contribute based on the employees' period of employment but no more than 15%. Employees are eligible to select their own investment plan in a Employees' Choice manner, with 7 Master Fund policies which are bonds, domestic equities, international equities, real estate futures, gold futures, and special assets.

There are 26 options of investment plans for employees to choose from, which can be changed every day via an online system of the provident fund manager. Combined with other long-term benefits provided to employees, such as compensation after termination of employment according to the labor protection law, employees will receive appropriate amounts of savings after retirement from the company, in accordance with the move towards an aging society.

The company conducts a survey of compensations and benefits with other securities companies every two years. The data from the survey is used in the consideration of appropriate adjustment of compensation and benefits. At present, the company is providing more welfare benefits to the employees than is required by law. The company has also developed the Benefit Management System (BMS) which handles medical expense claims to facilitate employees' claims of expenses for inpatient, outpatient, dental, and ophthalmological expenses.

Employee Benefits

Benefits offered by Trinity Securities Group	Benefits for employees	Benefits offered by Trinity Securities Group
Medical Expenses, influenza vaccination and generic medicine cabinet	✓	✓
Annual health check-up for employees, spouses, and children	✓	✓
Compensation funds	✓	
Life insurance and medical expenses in case of accidents	✓	✓
Funeral aid for employees and family members	✓	✓
Provident funds	✓	✓
Financial support for specialized training for employees requiring professional license	✓	✓
Loans or sources of loan offered for employees such as Accommodation loans, Accommodation loans from the Government Housing Bank (GHB), Emergency loans	✓	✓
Parking	✓	✓
Paid leave such as Paid leave for CSR commitments, Paid leave for religious retreats	✓	✓
Transport/Food support and Support for work during holidays	✓	✓
Tokens of appreciation for 15th and 20th anniversary	✓	✓

The company grants pregnant female employees a maternity leave of no more than 90 days per pregnancy, including existing holidays during the leave period, and no more than 45 days of pay. Pregnant female employees are eligible to request a temporary change of responsibilities in the same position before or after giving birth. A medical certificate signed by a medical doctor certifying that said employee cannot perform the current tasks is required for the company to consider giving the employee suitable responsibilities.

Return to work rate and retention rate after maternity leave

Cases of leave	Number of employees		
	2020	2021	2022
Number of employees eligible for maternity leave per year**	137	136	118
Number of employees who take maternity leave per year	2	-	2
Number of employees who return to work after maternity leave	2	-	2
Number of employees who return to work after maternity leave and remain at work for 12 months	0	-	2
Return to work rate (1) after the maternity leave (percent)	100	100	100
Retention rate (2) of employees who return to work after their maternity leave and remain at work for 12 months (percent)	0	-	1

Remark:

(1) Return to Work Rate = (The number of employees who return to work after their maternity leave / number of employees by gender who take maternity leave) x 100

(2) Retention Rate = (The number of employees who return to work after their maternity leave and who remain at work for 12 months afterwards / number of employees who return to work after their maternity leave in the previous report) x 100

In compliance with the Labor Protection Act B.E. 2541, the company has appointed a welfare committee consisting of 5 members to provide counsel and suggestions to Human Resources regarding the provision and improvement of welfare benefits for employees, as well as evaluate and monitor the improvement of employees' benefits for the good of the employees and the organization.

1.3 Personnel development of the company

The company has a policy to promote personnel development and focus on the development of knowledge and the ability of personnel to have expertise in their professions. The company offer a reward and have appropriate welfare. The company's personnel are instilled to follow the corporate culture (Trinity DNA) in order to apply them into the attitudes and behaviors that promote the organization's success and is a happy organization (Happy Workplace).

Employee Training

The company continuously provides training to enhance employees' knowledge to employees from the level of officers to high-level executives. The training offered exceeds the amount required by related government agencies. Moreover, the company encourages its employees to obtain needed permits in business in various fields by organizing training and/or tests, e.g. CFA/CISA, etc. The training is held both within the organization and outside through training/seminars with external organizations, which are considered based on annual performance evaluations, employees' competency evaluations, and requirements of the responsibilities. Not only does the company aim to enhance employees' knowledge and potential, it also hopes to ensure efficient services and quality suggestions from employees to customers and investors.

Training/seminar records in 2022

In 2022, the company organizes training courses for employees to increase their skills, 44 training courses with 388 participants totaling 2,986 hours, averaging 13.39 hours of training per person per year.

No	Training/Seminar	Participants	Hours	Expenses
1	Internal training/seminar	340	1,380	768,668
2	External training/seminar	74	1,239	604,018
	Total	414	2,619	1,372,686

Quality of life and well-being of employees

1. Creating a Happy Workplace (Happy Workplace)

The company strives towards a happy workplace and aims for its employees to treat the workplace as their second home. Thus, there are activities organized to foster love and bonding between employees and the company in various dimensions as follows:



Happy Body



The company regularly organizes activities that focus on caring for and monitoring employees' health every year. In 2022, the company specifically emphasized employees' vaccination and arranged for them to receive the vaccine from affiliated hospitals early on. Moreover, with employees' health in mind, the company implemented a work-from-home policy and provided equipment and work solution for

employees to continue their work at home without it affecting their services to customers and investors. For employees who needed to come to the office, the company had measures to ensure their hygiene and prevent disease contraction. Annual health check-ups were provided as usual but with more control in terms of schedule and venue to avoid crowdedness. Social distancing was emphasized and free flu vaccination was also offered.

In October 2022, the company informed all employees to return to work as normal, as the situation of the epidemic of COVID-19 has subsided. The company therefore has prepared a gift box to commemorate. Inside the box, there are equipment to take care of hygiene, including a hygienic mask, Andrographis paniculate medicine, alcohol and sweaters as a gift for returning to work and encouragement to welcome back to work in normal conditions again.

Happy Heart



The company organized different forms of charitable activities through the Trinity Volunteer Club to cultivate social consciousness and altruistic spirit in employees. In 2022, the company organized various charitable activities which a large number of employees participated in, namely:

- Providing lunch for and giving scholarships to visually impaired students at Bangkok School for the Blind.
- Giving scholarships to Ban Suedang School, Pattani, located in the three southern border provinces.
- Fostering employees' conservation spirit and reusing office supplies that are still in good conditions.
- The activity of separating A4 paper into 2 types: separating 1 used paper page to make a notebook and can be reused and separating 2 pages of used paper to be used as teaching aids and donate to the paper degradation plant to be brought into the recycling process.

Happy Brain



Even in 2022, the epidemic situation of COVID-19 began to unravel and soften, but the company still strictly considers the safety of the health of employees. The way of working for employees is therefore a mixed work style. There are still some employees working at home (Work from Home) and some returning to work as usual. However, the company still encourages employees to develop and learn continuously equally by training to provide knowledge organized by the company. There will be both online formats and on-site together every time. Therefore, all employees can participate in every training, which depends on convenience and the way of working of that employee. The number of training hours of employees in 2022 is on average 13.39 hours per person per year, which is more than in 2021, which has 11.34 hours of training hours per person per year.

Happy Soul



The company organizes merit-making events on important occasions, continuing throughout the year, with a large number of employees participating in the event every time. But in 2022, with the situation of the COVID-19 epidemic, the company has organized a merit-making ceremony at the company's head office on the occasion of the 21st anniversary of the company's founding for prosperity and as a morale booster

for the employees 2 times. The company also organized the Kathina Ceremony to maintain the good tradition and upholding religion like every past year. In addition to offering Kathina, the company also takes responsibility for society by donating money for the purchase of medical equipment to hospitals near the temple where the Kathina Ceremony as well as granting scholarships to students of schools under the jurisdiction of temples organized by the company.



Happy Money



The company educates employees about savings and investments under the Happy Retirement Company project. The company invited fund managers to present economic overviews, important information, fund performance to employees at least 2-3 times a year in 2022. Due to the situation of the spread of COVID-19, the company has organized 2 training sessions, 1 time in online form and 1 time in both online and on-site training.

Happy Family



While the company places importance on its employees' health, its healthcare does not only cover the employees, but also the employees' family members as well. Annual health check-ups are provided for employees' spouses and children, including flu vaccination funded by the company. Spouses and children are also eligible for inpatient medical expenses like the employees. In addition, the company organizes Family's Day activity, a trip for the employees' families to enjoy activities outside of the city. However, due to the COVID-19 pandemic in 2022, which required social distancing, Family's Day was not organized

Happy Society



The company allows employees to express their opinions through the HR Partner Committee, the Provident Fund Committee, and the Safety and Occupational Health Committee. Also, to ensure thorough communication of the company's news, high-level executives will make an appearance to discuss the company's operations, turnover, and industry conditions with the employees at least twice a year. In the period of heavy spread of the COVID-19, during which employees had to work from home, questionnaires regarding employees' mental health and well-being were conducted occasionally to evaluate the situation and offer help to those in need.

Happy Relex



Under normal circumstances, the company organizes employee recreational activities such as the company's anniversary, New Year's party, and annual trips to create a joyful atmosphere for the employees. However, in 2022, due to circumstances, the company's anniversary party and annual trip were canceled. However, the New Year's party was still held under the new normal regulations with social distancing and individual food and drinks to avoid contact.

2. Taking care of employees for a good quality of life and safety to work

The Company has a policy to support employees to have a good quality of life and work safely, including supervision of safety, occupational health and working environment to meet standards, and sees that the well-being of employees is extremely important in driving the organization towards success and growing continuously. The company has established a general policy on human resources covering all companies to have the same level of standards. The company pays attention to taking care of employees in terms of safety, occupational health and working environment and adhering to the principles of treatment towards personnel according to the corporate values of the group of companies.

2.1 Safety, Occupational Health, and Work Environment

The company has devised a safety, occupational health, and work environment policy that complies with the Ministerial Regulations on Administration Standards and Management of Safety, Occupational Health and Work Environment B.E. 2549 by requiring the Committee on Safety, Occupational Health and Working Environment for the following responsibilities:

- The committee on safety, occupational health, and work environment has been appointed to handle the policy and plans on occupational safety, including off-the-job safety, and reduce the occurrences of accidents, danger, illnesses, or work-related disturbances, as well as occupational risk.
- The committee is also responsible for reporting its annual operation performance and recommending to the company measures or ways to improve practices that will comply with the laws related to safety and occupational safety standards for the safety of employees, contractors, and outsiders who are on the grounds to conduct business.
- Any problems, obstacles, and suggestions about the operation of the committee should be identified and presented to the company.
- The committee's duties also include proposing regulations and manual on occupational safety and workplace safety standards and establishing a system of reporting unsafe workplace conditions to be implemented as a task for all employees.
- The committee is also responsible for considering training programs regarding occupational safety and training about duties and responsibilities in the safety of employees at all levels.

- The committee's role to promote and support activities related to occupational health, evaluate the in-house operations on occupational safety, survey the operations on occupational safety, and perform a monthly check of workplace accidents statistics.

Number of Members of Safety, Occupational Health, and Work Environment Committee

Employer representative at executive level	Employer representatives at managerial level	Employee representatives	Secretaries	Total
1	2	3	1	7

Types of injuries, occupational illnesses, and occupational fatality that occurred in 2022	Times		Lost days	
	Male	Female	Male	Female
Injuries				
Small injuries	0	0	0	0
Occupational Illnesses				
Hearing	0	0	0	0
Muscles and bones injuries	0	0	0	0
Vision	0	0	0	0
Lung competence	0	0	0	0
Fatality				
Occupational fatality	0	0	0	0

The company also realizes the potential danger from breaking in and entering, as well as robbery. Thus, it has put in place security measures including a space access control system at the doors on every floor, an access control system that determines and controls the access rights of employees in each department, CCTV installation, and 24-hour security guards. The company also has a business continuous plan, an emergency response plan which aims to protect lives and possessions and mitigate potential loss.

In addition, the company places importance on preventing money laundering crimes and requires a Know Your Customer and Customer Due Diligence, KYC/CDD practice to inquire facts about customers. The concern also extends to any transactions by suspicious customers or those belonging to high-risk occupations. The related departments will report such transactions to the Anti-Money Laundering Office to prevent such individuals from exploiting business transactions with the company as a way to commit money laundering crimes and fund terrorism.

2.2 Establishment of the HR Partner Committee to reflect the needs of various employees.

The company realizes that employees play a significant role in the securities business and contribute to the success and growth of the company. Furthermore, the company treats all employees fairly, equally and universally regardless of their race, language, religion, gender, age, social status, belief and political inclination.

The company does not discriminate against or favor any employees but provide opportunities for professional development based on one's performance, knowledge, skills and behaviors that are compatible with the organizational culture. The equal treatment is regulated by the corporate anti-discrimination guidelines. To further promote equality, the company has built the following employee feedback channels:

1. The HR Partner committee: The HR Partner committee comprises employees of different age and genders and from different departments to represent employees' varied needs. Members of the committee change every two years. The committee plays an important role in offering their valuable opinions on the human resources and in relaying news and information on the company's HR policies and roadmap to all employees. The HR Partner committees usually meet every quarter; however, there was no meeting in the entire 2022 as the Covid-19 outbreak made it necessary for most employees work from home.

2. Employee Engagement Survey: The Company has conducted the Employee Engagement Survey for 5 consecutive years. (See the 2022 survey results under the topic of "The Company's Relationship and Respond to Stakeholders.") The results of opinion polls and employee information remain confidential to allow candor which is most valuable for the company's development

In 2022, the company has improved the welfare of the company according to the request of the HR Partner Committee and surveying employee engagement or Employee Engagement Survey, for example, the company organizes Town Hall activities to discuss with executives about business strategy every quarter after acknowledging that employees want to know the goals in conducting business of the company. The company distributed ATK to employees on Friday for employees to check ATK before working on Mondays throughout the year 2022 to reduce employee concerns about the spread of COVID-19 at work. The company prepares an RO system for the reservation of newly issued ordinary shares and making an online trading account opening system after employees want the company to be able to conduct online transactions. In addition, the company has considered adjusting medical expenses for both outpatients (OPD) and inpatients (IPD), effective January 1, 2023 by using data on average medical expenses for the past 3 years and comparing with other securities companies.

Human Rights

Nowadays, human rights are a global concern, which is regarded as a part that affects business operations and it is a fundamental right and freedom that must be given equality, fairness and non-discrimination on the grounds of race, nationality, religion, sex, color, language or any other status. As for the business operations of the company, which is a financial institution, the company places importance on human rights in matters

of stakeholders such as employees, business partners, customers and related persons as well as the issue of safety in the workplace good environment and obtaining health promotion during a crisis?

In addition, with encouraging employees to have access to reasonable wages, adjusting the cost of living to reflect the overall picture of the domestic economy, promoting well-being and access to an appropriate income, the company aims to promote human rights risk assessment. This is something that the business sector must pay attention to and set guidelines for operating in accordance with comprehensive human rights protection principles according to international principles and laws of the country to prevent human rights violations from conducting business against all groups of stakeholders throughout the organization's value chain.

Human Rights Policies and Guidelines

The company's social policy and practices respect the Universal Declaration for Human Rights (UDHR) and the United Nations Guiding Principles on Business and Human Rights (UNGPs) which prioritize fair treatment and human rights to equality and non-discrimination. The organizational practices of employment, compensation, promotion, training and skill development are applied to all without regard to gender, accepting diverse gender identities (LGBTQI+), age, educational institution, race or religion. The company also promotes employment for the disadvantaged namely persons with disabilities, older adults and ex-offenders, to provide career opportunities and stable incomes for the groups and contribute to the national and global SDGs.

In 2022, the company has prepared a sustainability report in order to comply with the GRI guidelines and conduct a human rights risk assessment process in accordance with the UN Guiding Principles on Business and Human Rights. The Company conducts a comprehensive human rights assessment (Human Rights Due Diligence: HRDD), covering the operating areas of the company in the head office, branches and all business activities of the company as well as raising awareness of respect and compliance, international human rights principles for business partners and important partners through a variety of projects to prevent and avoid human rights violations of all stakeholders. At the same time, the company also assesses the cost of living for employees equally and fairly by establishing welfare measures to help employees and families affected by the COVID-19 epidemic, such as taking care of medical expenses for infected employees, etc. In the past year, the Company did not find any complaints of human rights violations.

Human Rights Due Diligence

The Company has set up a systematic human rights audit process. The scope covers the area of business activities of the company including activities related to market companies until the value chain covers all the company's stakeholders. The company considers human rights issues that are likely to be related to business operations. Key issues can be identified, including:

1. Economic, social and cultural rights refer to the right to work, right to receive food, right to standard health, right to study and right to receive welfare and social rights.

2. Civil Rights and political rights mean the right to life and liberty, legal equality, and freedom of expression. It also includes other forms of rights, including security, environment and customer rights. It covers stakeholders who are at risk of human rights violations such as employees, shareholders, customers, investors, trading partners, creditors, competitors, society and communities, including relevant vulnerable groups such as children, women, workers employed through recruitment agencies, the disabled, the elderly, and LGBTQ+ through listening to issues from relevant stakeholders to ensure that the company's business operations will not cause violations of human rights

The Company's human rights due diligence process consist of 5 steps:

1. Announce human rights policy. The announcement has been completed by various media of the company.
2. Assess the risks and human rights impacts which evaluated in the same industry group, operating area and stakeholders who are at risk of human rights violations.
3. After doing the risk assessment, the company determines risk management plans such as the company's sustainability management framework to reduce or control potential impacts.
4. Monitor and report of performance by specifying the follow-up period and evaluating the results as appropriate in each plan, including evaluating the efficiency of the management process, and disclosing performance and results of management to stakeholders
5. Correct and provide remedies for impacts through complaint mechanisms. When a company identifies that it contributes to negative human rights impacts, the company should correct it or engage in remediation through legitimate processes by establishing or participating in the establishment of grievance mechanisms for stakeholders who may be negatively affected by the company's activities.

Equal Opportunity Employment Policy

In addition, in 2022, the company has an employment policy that provides equal opportunities without discrimination, covering persons with disabilities and underprivileged groups, giving importance to the development of the quality of life of persons with disabilities therefore joining forces with the Thai Health Promotion Foundation and the Social Innovation Foundation in employing people with disabilities to work in the organization. The company has considered employing disabled people according to the royal Promotion Act 2550 and the amendment (No. 2) B.E. 2556, Section 35, by hiring a service contractor for 2 visually impaired people to perform massage for health and reduce office Syndrome symptoms for employees 2 days a week. In addition to helping the company to help promote the quality of life for the disabled without being a burden to society and family, the company also provides equal opportunities for people in society, and encourages people with disabilities to earn income to rely on themselves too.

For expenses that companies must remit under the Promotion Act to improve the quality of life of people with disabilities in 2007 at a rate of more than two hundred thousand baht per year, it has been transformed into works that are beneficial to people in the organization. It can be tangible in 2022, due to the situation of the COVID-19 epidemic begin to unravel. Therefore, visually impaired people can come to work in the second half of the year. However, the company continues to pay wages as usual for the full year. If the situation returns to normal, it is expected that in 2023, the visually impaired will be able to come to work as usual

Trinity Group's Environmental Management



Environmental Management Policy

Although the company's business operations do not have a direct impact on the environment nor cause significant pollution like factories or some businesses, the company realizes the importance of climate change and its effects on people's livelihood. Therefore, the environment has been a constant concern of the company. It has also established clear policies and practices regarding the environment and organized various projects as a manner of environmental management.

Practices Regarding the Environment

In 2022, the company devised environmental policy as a framework and as business practices to reflect its responsibility towards the environment. The main points of the environmental responsibility operations framework and practices include the following:

1. Strictly complied with the environmental regulations and standards
2. Organized activities to support the policy to reduce negative environmental impact
3. Include environmental issues in the risk assessment in management, operations, and business decision making
4. Develop and improve work processes so that there is little to no impact on the environment and encourage efficient and economical use of resources
5. Campaign for and encourage employees to develop social consciousness or join activities for the environment both at the workplace or at their personal residence
6. Prevent pollution or environmental damage from the company's operations or activities
7. Promote the purchase of products or services that are environmentally friendly or that affect the environment the least
8. Study the ways and processes that help reduce environmental impact from the company's activities

Plans for operations regarding the environment

In 2022, the company determined plans for environmental practices as a framework for operations regarding the environment. To ensure the fruition of such a framework, the plans have been established for operations until 2022. The purpose is to promote projects and activities that build environmental responsibility among employees and stakeholders and to keep track of the environmental operations to ensure they follow the plans.

The company had followed the plans efficiently. However, the COVID-19 pandemic caused some activities to fall short of the goals due to the employees working from home, especially training that required practice from the employees such as garbage sorting, styrofoam use reduction, public transportation promotion, etc.

In addition, the company has organized a training on the topic "Preliminary to corporate sustainability" for executives and employees to understand the principles and importance of corporate sustainability by organizing a total of 2 training classes for the back office department in the form of an E-Learning course from the Stock Exchange of Thailand by Mr. Anantachai Yoonprathom, director of the Sustainable Business Development Institute, as a lecturer in the lecture.

The company is committed to continuously fostering a consciousness about the environment in its employees. In 2022, the emphasis still falls on the 4 types of environmental management that relates to the company's business operations, which are reducing energy and environment use, reducing paper use, reducing garbage and waste, and reducing greenhouse gas emissions.

Trinity Group's Operations Plans Regarding the Environment

Operations plans 2022	
Reduce energy use	<ul style="list-style-type: none"> - Maintenance of LED lighting equipment at head office. For branch offices, the bulbs have not been changed to LED bulbs since there are no newly established branches and no office moves. - In 2022, the company saved electricity from 2021 by 13%, lower than the target set at 30%. - Public relations and campaigning for employees in the company to turn off the lights and computer screens during lunch break. - Create a project to reuse computers (Roll-out) by rotating the use according to individual needs.
Reduce paper use	<ul style="list-style-type: none"> - Maintenance of the equipment in the bathroom to be a device that reduces all water usage effectively. - Public relations and campaigning for company employees to use paper towels in the bathroom, 1 sheet at a time. - Organizing a paper REUSE activity where employees see the value of used single-sided A4 paper to create notebooks and make use them of for benefits.

Operations plans 2022	
	<ul style="list-style-type: none"> - Improving the process of working with third parties and operations within the organization to be paperless and turn to online contact channels such as SMS, EMAIL, Line@, Facebook instead. - Developing a system for opening a trading account from a form of filling out documents to an electronic account opening system (E-opening).
Reduce garbage and waste	<ul style="list-style-type: none"> - Public relations and campaigning for company employees to be conscious of littering and waste. - Organizing campaign activities to encourage employees to understand proper waste management, such as educating employees on how to separate waste and continuing activities for employees to use waste separation methods at their own homes. - Activity to reduce the use of foam and plastic food containers by using their own containers for food - Use of various office equipment to be worthwhile by bringing used office equipment but still in good condition to be reused for maximum benefit such as computers, printers, calculators, folders, envelopes
Reduce greenhouse gas emissions	<ul style="list-style-type: none"> - Educating employees about the impact of greenhouse gas emissions. - In 2022, the Company has 9 hybrid vehicles from 13 total vehicles, representing 61.5%, and plans to replace the company's vehicles using electricity and gasoline (Hybrid) by 2026. - Instructing the building department in charge of the office building to regularly inspect the air conditioning system according to the energy conservation plan. - Campaign for employees, customers and investors who travel to participate in various activities of the company to travel by public transportation more - Participating in the Care the Bear project, which is an event organizing project that takes into account the environment with the Stock Exchange of Thailand. All activities of the company both online and on site.

Operations plans 2023	
Reduce energy use	<ul style="list-style-type: none"> - Maintenance of LED lighting equipment at head office, and in September 2023, the company will move the head office building to a new location and will continue to install all LED lighting equipment in the branch office. If the branch office is moved or establish a new branch, the company will also change the bulbs to LED bulbs. - Setting a goal for the company to save at least 10% of all electricity in the company.

Operations plans 2023	
	<ul style="list-style-type: none"> - Public relations and campaigning for employees in the company to turn off the lights and computer screens during lunch break. - Creating a project to reuse computers (Roll-out) by rotating the use according to individual needs. - Organizing a computer donation project that is still in good working order to be donated to temples, schools or charitable organizations as well to use the available resources worthwhile and benefit the public.
Reduce paper use	<ul style="list-style-type: none"> - Switch restroom equipment to water-reduction kind for efficiency. - PR and encourage employees to use only one sheet of paper towel in the restroom and use as much toilet paper as needed. - Organize activities to promote the reuse of paper by turning single-sided A4 paper into notebooks for further use. - Conduct paperless communications and operations with outsiders and within the company and switch to using online communication channels such as SMS, e-mail, Line@, and Facebook. - Develop an online system for opening an account for trading assets (E-opening) to replace the paper-based one.
Reduce garbage and waste	<ul style="list-style-type: none"> - PR and campaign for employees to develop a conscience in throwing out garbage and waste. - Hold activities promoting the correct way of garbage sorting by educating employees how to sort garbage and extending the activities to encourage employees to adopt the practice at home. - Encourage employees to reduce the use of Styrofoam and plastic food containers and use personal reusable containers. - Efficiently manage office appliance use by bringing used office supplies which are in good condition back to use again for the utmost efficiency, e.g. computers, printers, calculators, binders, envelopes.
Reduce greenhouse gas emissions.	<ul style="list-style-type: none"> - Educate employees on the impact of greenhouse gases - Plan to change the company's cars to hybrid vehicles within 2026 - Ensure that the Premises Department in charge of office buildings perform consistent maintenance checks on air-conditioners in compliance with the energy conservation plans - Encourage employees, customers, and investors to use public transportation when commuting to the company for activities and events - Doing the Care the Bear project along with organizing every event of the company both online and on site

In 2022, the company was determined to reduce the negative impact on the environment in various aspects, including reducing the use of electricity, water, reducing garbage and waste, and reducing greenhouse gas emissions. Towards this end, the company organized activities related to the environment to foster social consciousness and social responsibility in the company's employees.

The "Trinity 3 Rs (Reduce Reuse Recycle)" activities were held to promote reduced use and reuse of resources, including seeking for materials or methods to reduce the use of resources as well as using materials to alleviate climate change. Various activities were organized for employee engagement and awareness, leading to social consciousness.

Environmental Management

1.1 Electrical and lighting management

Since 2019, the company plans to change the electric light bulbs in the workplace. from fluorescent light bulbs to energy-saving light bulbs, LED, continuously. Until 2022, the company can replace LED light bulbs in every area of the head office. Bangkok City Tower, 25th, 26th and 29th floor

After changing LED bulbs and modifying computer equipment in the computer room, as a result, the electricity tariff continues to decrease, especially during 2019 – 2020, and continues to decline even more during 2020 - 2022.

However, the company is well aware that the electricity cost has decreased, partly due to employees working from home (Work from home) during the COVID-19 epidemic, the company still expects to maintain the level of electricity bills not too high and to focus on with saving electricity in the workplace by considering the purchase of electrical appliances in the office that have quality power saving treasure and encouraging employees to use electricity more economically, such as turning off lights and turning off computer screens during lunch breaks and immediately after work

1.2 Computer system management

The computer technology department has established the policy and guidelines for computer procurement and preferences to ensure that employees have a suitable computer to perform their assigned responsibilities. The purchased computer should be of appropriate specifications and meet the ISO 14000 standards, which is a series of international standards to improve environmental performance while reducing its impact on the environment.

The company implements virtualization both on-premise and (only for the systems that are not related to the Personal Data Protection Act or PDPA) on a cloud system for more than 10 years to lessen the workload of the server and of the devices in the Data Center. The virtualizations help save electricity and reduce the work of the cooling system. As a result, in 2022 the company was able to save on the electricity consumption of the computer systems by 30 percent 30.

Additionally, the “Roll-out” project, starting since the company was founded, repurposes old computers to new users for whose tasks the devices are adequate. Older working computers are donated to a temple, school or charity

1.3 Water resource management

The company submitted a request for the lessor to change all bathroom accessories to the energy-efficient type such as water-saving flush toilets, sensor-operated urinal toilets, automatic soap dispensers and automatic sink faucets. The automation contributes to water conservation and reduces mindless water consumption. The toilet papers and paper towels have also been switched to the recycled kind and installed in all office bathrooms on floors of the headquarter at Bangkok City Tower.

The operation ensures the efficiency of water usage saves energy and reduces expenses. However, due to the work-from-home situation, the water consumption has reduced by 29 percent or by more than 48 units which is by 41 percent when compared to the usage in 2020.

Supporting environmental activities

1. Reducing the Use of Paper

As the company operates a securities trading business, paper is an absolute necessity for documenting or confirming transactions, such as documents for opening accounts, various contract papers, brokerage account statements, request forms, payment receipts, and other forms. Additionally, paper is also used to support the operations of various departments within the organization.

Due to the upward trend of paper usage, the company has taken the initiative to improve its working process with external parties as well as the internal operations of various departments with the goal of reducing and optimizing paper usage. To this end, the company has implemented the following guidelines:

- The company has added electronic channels for publicizing news and notifying customers of various transactions, such as SMS, email, Line@, and Facebook.
- Created the Trinity Member platform to enable customers to perform various securities trading transactions themselves via www.trinitythai.com, such as viewing their account statement, summary of return on investment, and summary of income received, etc.
- Customers can perform securities settlement, deposit and withdraw collateral, edit personal information, and view holdings, profit/loss report, remaining margin, trading volume, past transactions, confirmations, and stock analysis, among other actions, via the Application and www.trinitythai.com.
- The company has a systematic, up-to-standards, and efficient electronic Management Information System which includes the data of clients who have opened trading accounts with the company since its establishment. Relevant departments can retrieve customer information without having to print copies or file documents.
- In collaboration with Settrade Dot Com Company Limited, the company has transitioned the system for opening trading accounts from paper-based to an E-opening system.

- Campaigning for employees to switch channels for internal communication and arranging for communication both within the organization and outside the organization to take place via email or LINE instead, as well as encouraging customers to receive documents via email.
- Promoting REUSE by turning single-sided paper into notebooks and RECYCLING by donating post-consumer paper to the Foundation for the Blind in Thailand under the royal patronage of H.M. the Queen for use as learning materials as well as selling it to companies that produce pulp to make recycled paper.
- The aforementioned undertakings have allowed the company to significantly reduce paper usage along with the cost of internal operations, from the cost of paper and ink all the way to shipping and document storage, as well as reduce waste from used paper.

Furthermore, these initiatives have also increased work efficiency by allowing employees to manage their time appropriately and reducing the time it takes to search for documents as well as lessened the risks associated with data delivery, such as data loss. For clients, they add convenience by eliminating the need to transport and fill in large quantities of documents and are better suited to consumer behavior in the digital age, thus increasing customer satisfaction.

In addition, it also increases work efficiency for employees to be able to manage their time appropriately, reduce time searching for documents, and reduce the risk of data loss and the risk of sending information. This is to increase the efficiency of the organization as well. In terms of customers, it improves convenience by being able to reduce time from transporting documents and no need to fill out a lot of paperwork, which also respond to the behavior of customers in the digital age to create satisfaction for customers as well. However, the company will keep data on the amount of paper usage, including A4 paper, toilet paper, and other types of paper in 2022 to compare with the amount of paper resource consumption in 2023.

2. Reducing Garbage and Waste

The problem of waste is increasing in severity every year. The more consumers there are in the country, the more waste is generated. Some types of waste are biodegradable, some can be reused, while some do not break down easily or may take decades or centuries to do so. The company is aware of the waste problem and realizes that having a substandard waste disposal process will result in environmental pollution as well as potential long-term impact on the quality of life of animals and the health and wellness of the people in the country.

For this reason, the company has fostered waste awareness among employees by instilling an understanding of how to manage the waste discarded by the company in accordance with international standards in order to reduce the amount of waste that impacts the environment, creates pollution, and spreads various germs and diseases in the facility. This has been achieved by educating employees on how to sort waste according to the established system into categories like food waste, plastic, paper, and electronic waste along with clearly designating waste disposal stations. The company has also coordinated with Bangkok City Tower, the lessor of the company's headquarters, to make arrangements for waste sorting as well. In 2022, the

company's sustainability goal was to promote employee awareness of proper waste management and, to this end, it has carried out the following 4 primary programs:

1. Waste Sorting Program

The company has arranged for waste sorting and promoted proper waste disposal among employees by procuring trash bins with 3 compartments for separating trash into 3 different types, namely 1. Paper 2. Foam and plastic, and 3. Food waste and placing them in the kitchens on floors 25, 26, and 29 of Bangkok City Tower as well as in the meeting room to ensure that employees who dine in the meeting room dispose of waste properly. This initiative has inspired some employees to implement day-to-day waste sorting in their own homes.

In 2022, the company participated in the "Separate Bottles, Help Doctors" project by the Less Plastic Thailand network to bring plastic bottles to produce PPE suits for doctors and employees. 18 plastic bottles can be used to make 1 PPE suit. From the project, the company was able to combine the number of bottles donated 45 bags weighing more than 112.50 kilograms (On average, 1 kilogram is equivalent to about 30-40 plastic bottles), which can be used to produce more than 219 sets of fibers to cut PPE suits.

In addition, the company has also coordinated with the Bangkok City Tower on the implementation plan for waste separation with the building in 2023 to ensure continuity of environmental management in the workplace.

2. Cost Effective Management of Office Equipment Program

The company maximizes the value of office equipment by reusing equipment that is still in good condition, such as computers, printers, calculators, files and folders, and envelopes. As for paper use, the company reuses single-sided paper by turning it into notebooks and donates fully used paper to the Foundation for the Blind in Thailand under the royal patronage of H.M. the Queen for use as learning materials. Paper that is not in reuseable condition is sold to companies that produce pulp to make recycled paper.

Aside from this, we discourage employees from printing documents unnecessarily, limit internal and external communications to email and LINE, and encourage customers to receive various documents by email. For toilet paper, signs have been placed in bathrooms promoting mindful use of toilet paper, such as using only 1 square, in order to reduce environmental impact.

In 2022, the company has to deal with various documents, which are long stored and have changed to be stored in a computer system, thus resulting in a document file that has already been used but much good condition donated to the Mirror Foundation and 6 schools in remote areas.

3. Trinity Treasure Map Program

The company has established a roadmap for conducting a variety of ESG activities regularly, including environmental activities. Last year, the company conducted 6 "Trinity Treasure Map" activities, 5 of which were related to the environment, namely donating old calendars for use as learning materials, repurposing

cardboard boxes into field hospital beds in collaboration with SCGP, sorting and donating plastic bottles, donating old clothes and items in good condition to Camillian Home for Children Living with Disabilities, recycling paper, and turning single-sided paper into notebooks.

4. Reducing Greenhouse Gas Emissions

The company is fully aware of the impact of greenhouse gas emissions on climate change. Particularly, in the past 2 years (2020-2022), Bangkok has faced the severe problem of fine particulate matter (PM 2.5), which has directly affected all of the company's stakeholders. Thus, the company has taken the initiative to carry out environmentally conscious activities and programs, such as campaigning for employees to reduce energy use, waste production, catering utensils during seminars and meetings, and non-biodegradable office equipment, for example.

In this regard, the Company places great importance to reducing greenhouse gas emissions and has concluded that the company activities emitting the highest amount of greenhouse gases are as follows:

1. Use of electricity to power air conditioners in the office. In the past year, the company has thus established a policy to improve its air conditioners by requiring the management company which oversees its headquarters to consistently maintain the system in accordance with the energy conservation plan.
2. Use of fossil fuels to power company cars. In 2022, there is a policy to modify all the company's cars to be hybrid type (Currently, there are 9 hybrid cars out of 13 company cars) and plans to replace all company cars with electric vehicles in the future.
3. Use of fossil fuels to power the cars of employees, customers, and investors attending various activities hosted by the company. Last year the company participated in Care the Bear, an environmentally friendly event planning program. In planning each event, the company reduced the use of energy as well as paper, plastic, and foam products in every aspect of the event and opted for reusable decorative materials. The company also sent out communication ahead of each event encouraging attendees to use public transportation and put up signs reminding attendees to only take as much food as they plan to eat, for example. Moreover, the company also conducted surveys on attendees' mode of transportation and used the data to assess the environmental impact of the event as a starting point for the company to gain more concrete knowledge and understanding of how to reduce greenhouse gas emissions

Nevertheless, the company's aforementioned initiatives to reduce its negative impact on the environment are still considered indirect actions. In addition, in the past year, the company did not conduct any environmental conservation activities like planting trees, reforestation, or other campaigns directly addressing climate change and greenhouse gas emissions. As a result, the company lacks data on greenhouse gas emissions and has not been able to compile a Carbon Footprint Report that is registered with the Thailand Greenhouse Gas Management Organization (TGO) in accordance with international standards or equivalent.

In 2023, the company plans to move its head office from the general building to a LEED (Leadership in Energy & Environmental Design) award-winning building, and will start your carbon footprint project for the organization from 2024 onwards.