

Message from the chairman



The company is still committed to providing knowledge and understanding to employees, including cultivating employees to recognize the importance of ESG in order to lead to adherence to work practices in the same direction.



**Mr. Pakhawat
Kovithvathanaphong**
Chairman



In 2023, it is a year in which the company is still committed to providing knowledge and understanding to employees, including cultivating employees to recognize the importance of ESG in order to lead to adherence to work practices in the same direction and achieve the company's goal of creating long-term sustainable growth. It also takes into account of stakeholders and the impact on the business chain in order to lead the organization to grow steadily and sustainably.

Even though the COVID-19 outbreak situation has subsided, the year 2023 will still be a challenging year for the company's business operations. When the Thai stock market is faced with investment confidence problems, investors are concerned about investing in both the equity market and debt instruments. In the case of debentures of some listed companies defaulting on debt repayments, together with the overall picture of the Thai economy and the world economy are still not doing well, as a result, the Thai stock index is volatile for most of the year. And there are new investment risks that happens all the time, causing the company to adjust its business strategy to be in line with the current situation. At the same time, the company has not neglected to focus on business operations and develop a sustainable organization that covers all 3 aspects: environment, society, and governance (ESG - Environment, Social, Governance).

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 and the Ting to Trash project of the SEC. 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. 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.

In terms of personnel, the company continues to implement the policy of Happy workplace (organization of happiness). This is a policy that will create a bond between employees and the company in order to grow together, including giving importance to the health of employees and their families, developing and encouraging employees to improve new work processes by applying RPA (Robotic Process Automation) technology to the work to develop 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 2023, 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.

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



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, 2024.

As such, the 2023 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 2023 and linking us with corporate operations and 2030 Sustainable Development Goals (SDG 2030).

The information found in this report covers per annum operations from January 1, 2023 until December 31, 2023 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 and ensuring the quality of reports

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.



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

“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

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

CONTACT CHANNELS IN CASE YOU WANT TO INQUIRE ABOUT THIS REPORT

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 **Tel:** 0 2343 9500  **Website:** www.trinitythai.com





CORPORATE CULTURE



01

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.

02

CONSISTENCY SERVICES

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

03

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.

04

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.

05

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

06

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.

07

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.



ABOUT TRINITY

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 subsidiaries companies namely Trinity Securities Company Limited, Trinity Intelligence Plus Company Limited, Trinity One Company Limited and Asset Back Holdings Company Limited along with 1 joint venture company, namely Tree Money Holding Company Limited and 2 associated companies, namely Zennite Company Limited and Thaitex CBD Smart Farm Company Limited.

Businesses operated by the Group

(1) Trinity Securities Company Limited. with 1200 million 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).





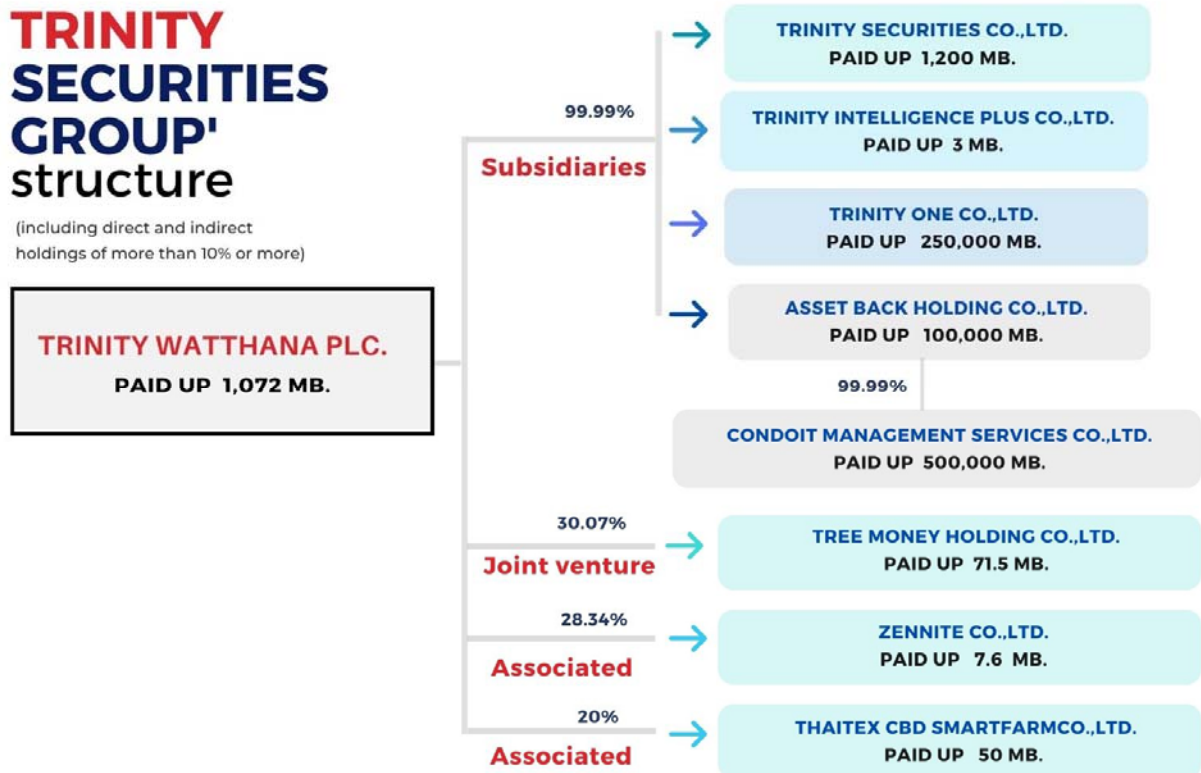
The businesses of the company group, which are joint venture companies include:

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.

The businesses of the company group, which are associated company companies include:

(1) **Zennite Company Limited..** 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 (Currently in platform development process) and applications on mobile phones.

(2) **Thaitex CBD Smart Farm Company Limited.** The paid-up and registered capital is 50,000,000 baht. It operates a business related to growing, extracting, and selling inflorescences, leaves, bark, stems, and other components of hemp and marijuana products.





Awards received:

1. The company received Excellent CG Scoring or five stars and was placed at the top quartile of companies with less than 1000 million baht registered funds announced in the 2023 survey of registered Thai companies organized by the Thai Institute of Directors Association (IOD).
2. The company was also assessed at the 2023 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.





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. Expand investment in other businesses to diversify the income base and not rely on the securities business alone. By jointly investing in Three Money Holding Company Limited, it is a joint venture company that conducts the business of providing small loans at the provincial level under the supervision of the Ministry of Finance (Pico Finance) and other related businesses. It plans to be listed on the Stock Exchange of Thailand in the future. The company jointly invests with Zenite Company Limited, operating a business providing a complete platform for Wealth and Human Resources Management, which is currently in the process of developing a website platform and applications on mobile phones. In addition, it also jointly invests with Thaitex CBD Smart Farm Company Limited, providing support in the form of loan for the business of growing, extracting and selling inflorescences, leaves, bark, stems and other components of from hemp, marijuana, and processeing Thai herbs and healthy food.

2. Increase fee income through transactions in the private Fund Management business and Investment Banking Business. The target size of assets under management is 3,200 million baht in the private fund management business. Investment Banking Business Division will serve as a financial advisor to lead the company to be listed on the Stock Exchange, namely Euro Creation Public Company Limited, and participated as a Co-Underwriters for IPO, including Master Style Limited Nutrition, SC Public Company Limited, Blueventure Group Public Company Limited, Ready Planet Public Company Limited, PRTR Group Public Company Limited, Pilatus Marine Public Company Limited, Logic Public Company Limited, Bangkok Lab ans Cosmatic Public Company Limited, Samart Aviation Solutions Public Company Limited and S.C.L Motor part Public Company Limited



3. Expand investment opportunities to foreign countries in order to increase investment options for customers. The company is an investment advisor in the Vietnamese fund SSI-SCA (SSI Sustainable Competitive Advantage Fund), which is a foreign mutual fund from Vietnam, investing in stocks listed on the Vietnam Stock Exchange, including Ho Chi Minh Stock Exchange and Hanoi Stock Exchange, managed by fund managers. and Vietnam's leading asset management company. Therefore, you can invest in stocks without a premium in trading, making investment costs cheaper.





POLICY AND SUSTAINABILITY OBJECTIVES



Trinity Watthana Public Company Limited and its subsidiaries has established a policy for sustainable operations in accordance with the principles of good corporate governance of the company. We have established guidelines for sustainable development to be part of the operations in the organization by giving importance to the environment, society and governance (ESG) and also promoting operations for concrete sustainable development. ESG has been incorporated into the company's business operations at almost every step, including using it as a guideline for the company's internal management and affiliated companies for long-term sustainable development along with protecting the benefits of the company's main stakeholders.

Guidelines for sustainable development of the group of companies

- 1. Environmental aspect** - Conduct business with care for the environment. Let employees be informed of the policy and environmental practices of the company. Promote activities to reduce waste generation and reducing energy use from the company's operations as well as supporting environmentally friendly business operations.
- 2. Social aspect** - Support financial knowledge. Create access to new forms of financial services for the people while providing training to educate employees to have new investment skills. Treat employees equally and build the company into a happy organization (Happy Workplace)
- 3. Good Governance** - Conduct business with good governance. Combat corruption within the organization. Prevent organizations from being used as a channel for money laundering. Give importance to risk management and strictly protect personal information of employees, customers, and related parties



Sustainability Goals and Strategies

Goals for 2024 - 2027	Sustainability Strategies	Compliance with the Sustainable Development Goals SDGs	
<p>environmental</p>	<p>- Being the company that conduct the company’s business in a manner that is mindful toward the environment and with the least environmental impact possible.</p> <p>- Cultivate employees in the company to be socially responsible citizens and reduce activities that have an impact on the environment</p>	<p>- Organize orientation programs for newly recruited staff to create awareness toward environmental impact.</p> <p>- Organize orientation programs for newly recruited staff to create awareness toward environmental impact.</p> <p>- Organizing 3R activities 1 activity per trimester which are:</p> <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. 	
<p>Social</p>	<p>- Provide financial knowledge. Create access to financial services in a new way for the people</p>	<p>- Organize training courses to disseminate knowledge to clients, investors and members of the public ((at least once a quarter).</p> <p>- Arrange opportunities for company executives to be able to listen to the staff in the TRINITY Town Hall.</p>	





Goals for 2024 - 2027		Sustainability Strategies	Compliance with the Sustainable Development Goals SDGs
	<ul style="list-style-type: none"> - 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 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. 	
	<ul style="list-style-type: none"> - 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 or once every trimester. 	
	<ul style="list-style-type: none"> - Equal treatment for staff and labor employees and create a Happy Workplace. 	<ul style="list-style-type: none"> - 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) - 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 	

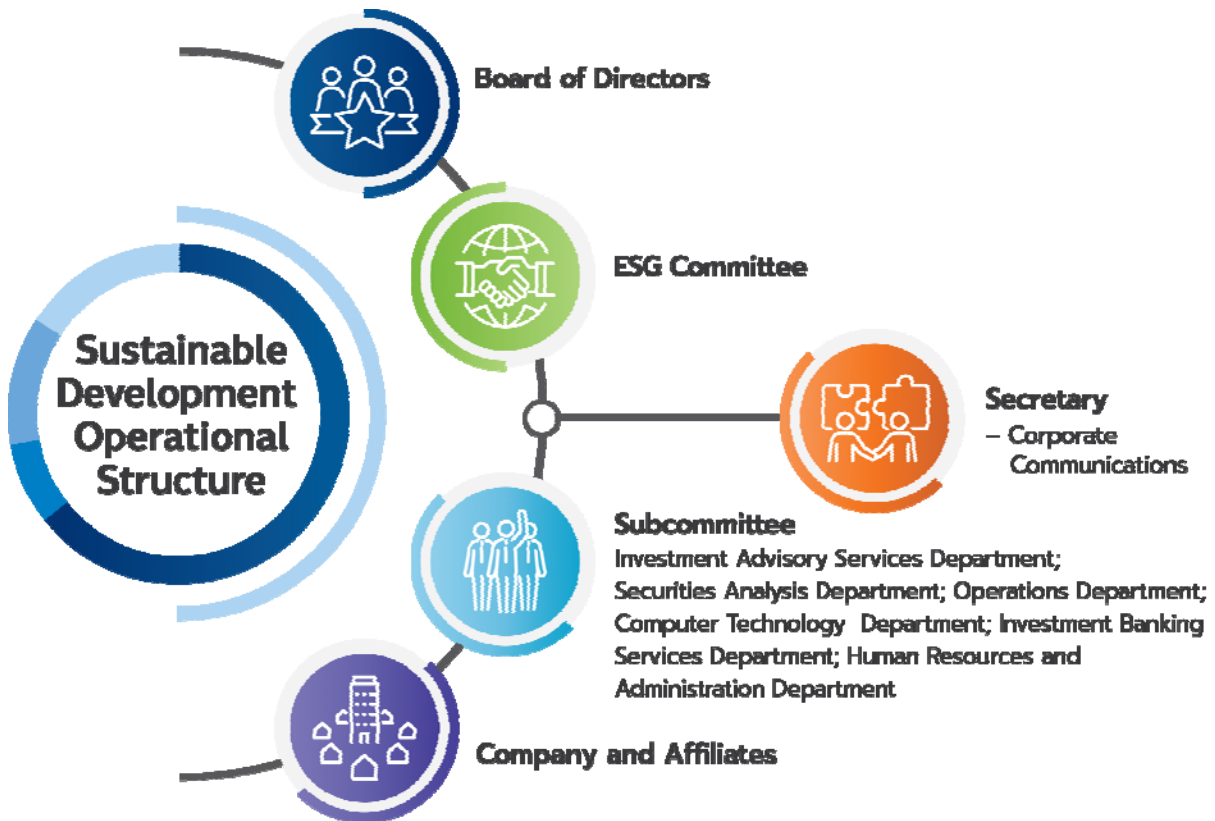


Goals for 2024 - 2027	Sustainability Strategies	Compliance with the Sustainable Development Goals SDGs
		must not be less than 85 percent of the total number of staff)
governance	<ul style="list-style-type: none"> - Being the company that conduct Operating our business in accordance with principles of 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.
	<ul style="list-style-type: none"> - 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.
	<ul style="list-style-type: none"> - 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.



Operational structure for sustainability of the group of companies

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.



Managing impacts on stakeholders in the 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

The company gives importance to the management of production factors in order to create stable growth for the group of companies. The company has 3 factors of production:

1. Financial capital - Most of the company's capital is a short-term revolving fund deriving from the business of brokering assets, including 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. Borrowing Loans as in short-term loans from financial institutions and applying for credit from financial institutions in order to expand services.

3. Personnel capital 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. Operation The company focuses on creating value for all customer groups by offering good, effective products and services based on needs and promoting good relationships with customers in the long term. We have developed products and a variety of services centered on the customer, including:

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

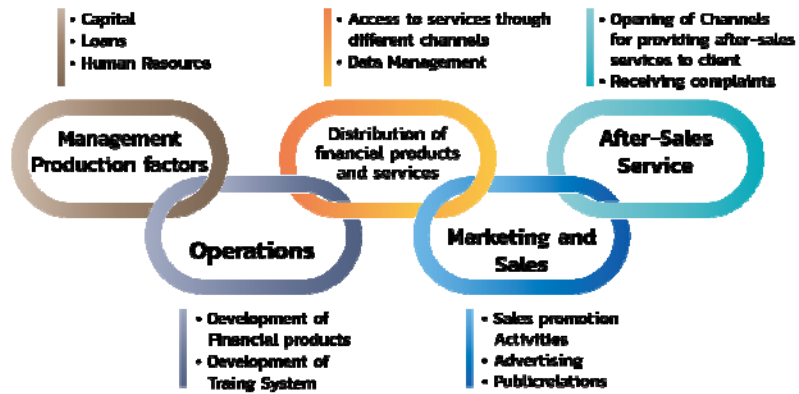
- Sales promotion activities to encourage greater interaction between the company and its clients for example training course and seminars that provide knowledge and information to clients, the media and investors on a regular basis.
- Advertising that increases recognition for the company's brand and 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



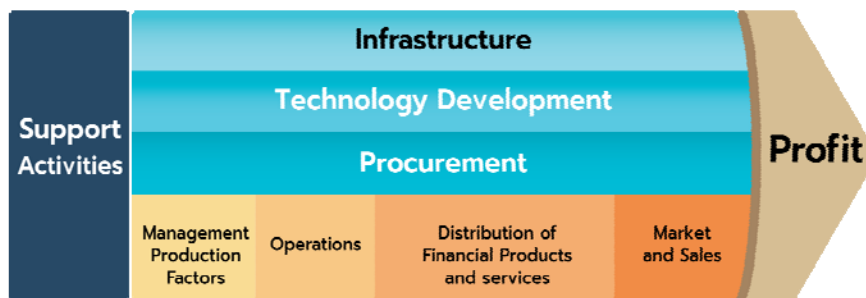
Support Activities

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 significant 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 2023, there were 177 employees participating in the survey (E-Survey), representing 83 percent of all employees. And the overall engagement score was 83 percent, which is higher than the overall industry average.

2. Customer Survey is not conducted in 2023 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
<p>Staff</p>	<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





Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
		<ul style="list-style-type: none"> - Promote paperless practice to curb global warming by Email submission of reports. - 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



Stakeholder	Stakeholders' Expectations	Responses to Stakeholders' Expectations
<p>Competitors</p>	<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. - 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 	<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.
<p>Regulators</p>	<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.
<p>Society, Community and Environment</p>	<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 2023, 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 2022 annual report in order to find out whether the key points on sustainability in the previous year have had continued significance in 2023.
- 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 2023, the key sustainability topics remain the same as in the 2022 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 2023 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.

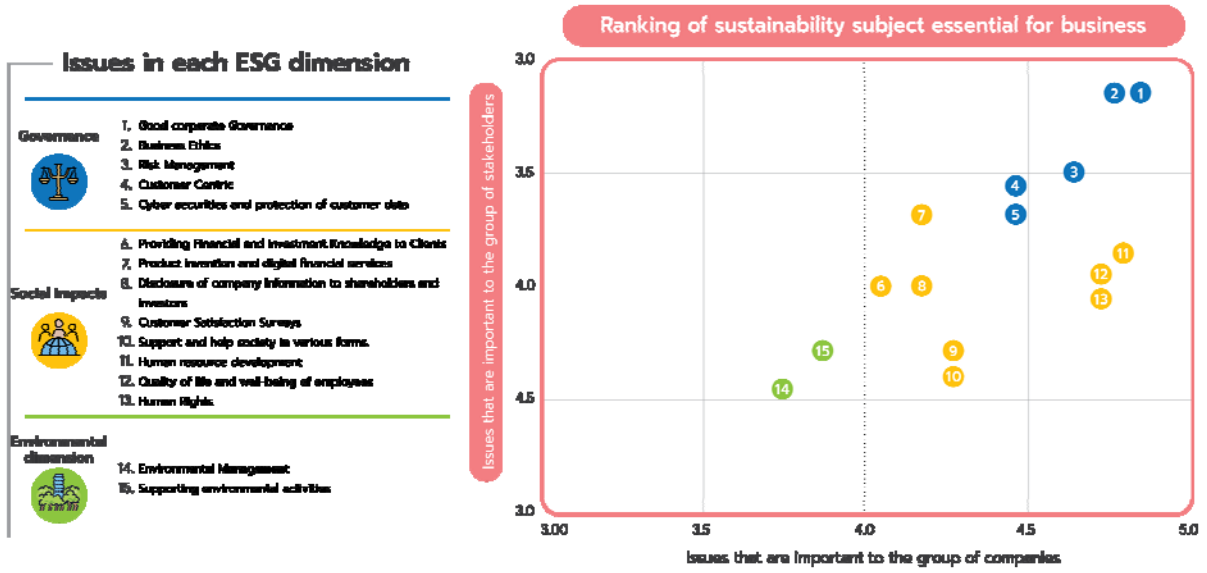
2. Considerations and revisions

- 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 well in the next report.



Key Sustainability topics

In 2023, 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.





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) from 2021 until now.





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 2023, 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 1 Park Silom, 22nd Floor and Unit 2301 23rd Floor, Convent Road, Silom, Bangrak, Bangkok 10500

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.

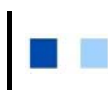
A key objective of risk management is to create awareness of corporate risk, assigned responsibility, competency to manage corporate risk, good governance and the emerging risk. This is integrated in the corporate strategy and operation. The company also realizes the importance of contributing to creating 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.



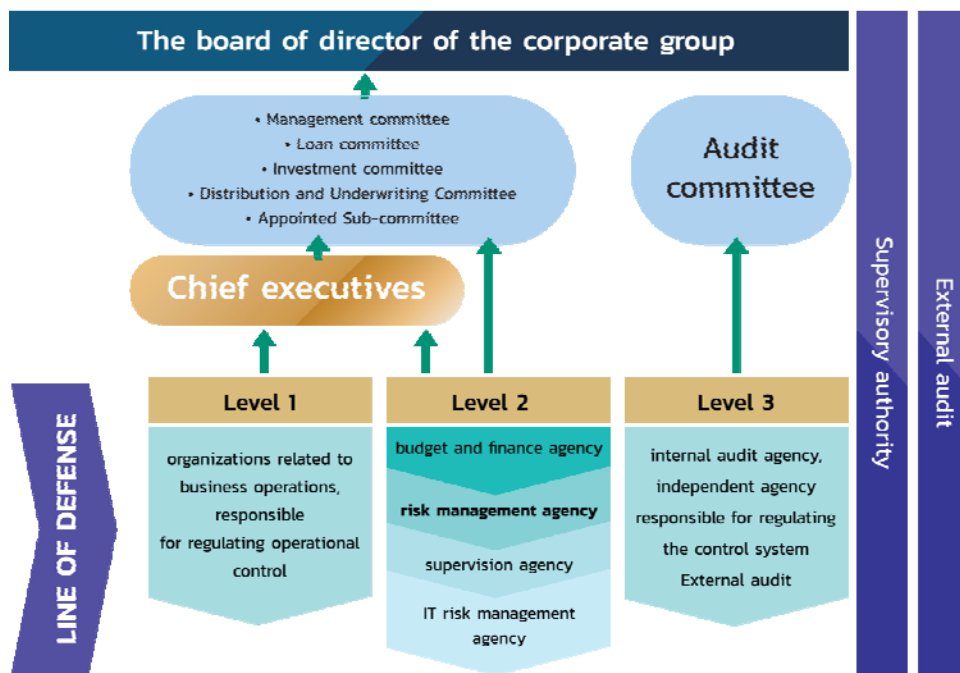


- 4. *Risk reporting:* Reporting on risk needs to be comprehensive, in time and sufficient in multiple areas to optimize the efficiency of the risk management.

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 2023, 16 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 2023 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

After Thailand faced the situation of the spread of the COVID-19 virus for nearly 4 years, it caused an impact on customers' financial transaction behavior. During the past year, customers have increasingly used online services. The company has therefore improved the financial transaction system and various communications into the New Normal format to provide maximum convenience to customers.

However, 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, 1 Park Silom, 22nd Floor and Unit 2301 23rd Floor, Convent Road, Silom, Bangrak, Bangkok 10500
- 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

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 2023, 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 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 2023, the company continues to move forward in providing financial knowledge to the general public in various forms, including:

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 Providing financial knowledge to investors, the media, and the general public

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 2023, the company organized a seminar to provide knowledge to the media regarding stocks and capital markets by Dr. Wisit Ongpipattanakul, Chief Executive Officer of Trinity Securities Co., Ltd., for a total of 4 times, with the media disseminating knowledge gained from the seminar to be beneficial to general investors and many members of the public.

The company also supports companies being listed on the Stock Exchange of Thailand. There is an opportunity to present information to investors and customers by inviting Blue Venture Group Public Company Limited or BVG and Thai Eastern Group Holdings Public Company Limited or TEGH coming to present company information to investors and customers for one time per year.

Seminar to provide knowledge to the media regarding stocks and capital markets
by Dr. Visit Ongpipattanakul

			
JANUARY	MARCH	JULY	OCTOBER
Looking at the Thai stock market through the world stock market	SET in the rabbit hole 2023	Capital market direction in the second half of 2023	Wrap up 4th quarter investment and preview of 2024



Presentation of information of companies listed on the Stock Exchange of Thailand to investors and customer.



Blue Venture Group
BVG, the InsurTech leader, aims to grow both in Thailand.



Thai Eastern Group Holdings
TEGH hopes to break through the bottom point, entering the recovery period.

In addition, the company continues to provide investment knowledge by Securities Analysis Department and the Business Development Department, organizing a lecture activity on the topic: Know just 5 things and you can invest for newbies to educational institutions 4 times, including 4 universities, and a lecture to provide knowledge on investing in Digital Assets to educational institutions 1 time, with details of the activities as follows:

Lecture to provide knowledge to educational institutions on the topic “Just 5 points and you can invest for Newbies”

Month	Institutions
July	Faculty of Economics and Investment, Bangkok University
September	Faculty of Economics, Srinakharinwirot University
October	Faculty of Economics, University of the Thai Chamber of Commerce
November	Faculty of Business Administration, Bangkok University

Lecture to provide knowledge to educational institutions on the topic “Knowledge of investing in Digital Assets”

Month	Institutions
December	Medicine doctoral program, Phramongkutklao College of Medicine



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 Presenting securities analysis and providing knowledge about investing through the company's digital media, 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.

In 2023, Securities Analysis Department There held 12 monthly technical investment strategy seminars via the company's Facebook and Youtube and provided knowledge about investing in the Vietnamese stock market on a monthly basis through the company's Youtube for 12 times. The company also provided knowledge about investing according to the current situation, which is investment information that emphasizes fundamental factors through the investment trend program, published through the company's Facebook and Youtube for 45 times. And this year is also the first year that the company has opened a channel to distribute video clips through Tiktok, using it as a channel to disseminate technical and fundamental investment strategies to investors on a daily basis.

In addition, the Securities Analysis Department and the Business Development Department have also provided knowledge about investing in cryptocurrencies in the program CRYPTO MONTHLY REPORT through the company's Facebook and Youtube for 7 times as well.

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 9 banks namely Siam Commercial Bank, Bangkok Bank, Krungsri Bank, Kasikorn Bank, Kiatnakin Phatra Bank, CIMB Thai Bank, Government Housing Bank, Government Savings Bank and TMB Thanachart Bank and has added a new NDID service provider, Advanced Info Service Public Company Limited (AIS).

3. Disclosure of company information to shareholders and investors

3.1 Organizing Opportunity Day



In 2026, 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 a total of 2 times, by presenting the 2022 operating results data in March 2023 and presenting the 3rd quarter 2023 operating results data in December

2023 via the online system. The information was presented by the Company's Chief Executive Officer.

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

During normal times, the company will release quarterly financial results through a press release or send press releases to the media to distribute to shareholders, investors, analysts, and the public continuously every year. However, due to the COVID-19 outbreak situation, continuing to the situation where the Thai stock market faces problems with investment confidence, and in 2022, Trinity Securities Company Limited, a subsidiary of the company, had 479 million baht of defaulting transaction from the MORE securities trading transaction, which is an unusual securities trading transaction and is currently undergoing legal action, the company's operating results were not as expected. The company has therefore suspended the activity of disclosing quarterly results. However, investors can follow the company's results, company business strategy and future plans from the Opportunity Day activity and watch it again on the website of the Stock Exchange of Thailand.





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



Dr.Visit Ongpipattanakul

- 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
- 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 and scholarship and Lunch fund

The Company has always placed importance on youths' education. In 2023, 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. The Company patronizes Bangkok School for the Blind and regularly sponsors lunch for visually-impaired students at the school every year. In 2026, the company sponsored one lunch for 150 students, totaling 10,000 baht.

In 2023, the company offers scholarships as follows:

Education opportunities and scholarship and Lunch fund

 <p>JANUARY Ban Suedang School, Sai Buri, Pattani Giving scholarships</p>	 <p>FEBRUARY Bangkok School for the Blind Giving scholarships</p>	 <p>NOVEMBER Wat Huaymoo School, Ratchaburi Giving scholarships</p>
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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 2023, the company donates to help communities and society.

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 2023, the company held a Kathin ceremony at Wat Huaymoo, Ratchaburi Province and on the same day awarded scholarships Career Development Scholarship by purchasing teaching and learning equipment to Wat Huaymoo School, Ratchaburi Province, and donating medical equipment to Ratchaburi Hospital, Ratchaburi Province, totaling 3,229,475.45 baht.



Donations to communities and society



JANUARY
Donate toys
**Ban Suedang School,
Sai Buri, Pattani**



FEBRUARY
Donate old calendars
**Bangkok School
for the Blind**



FEBRUARY
Donate to help during
the severe earthquakes
Turkey and Syria



MARCH
Donate books
Mirror Foundation



NOVEMBER
Donate glasses
Samitvej Thonburi Hospital

Support for religious activities and Thai public health system



Kathin ceremony
**Wat Huaymoo,
Ratchaburi**



Donating medical equipment
Ratchaburi Hospital



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. In 2023, 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 2023, although the COVID-19 epidemic situation has begun to calm down, 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 2026, there were 27 employees who voluntarily resigned and 4 employees retired, representing a resignation rate of 12.56%.



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 215 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	2021	104	2	106
	2022	103	2	105
	2023	100	4	104
 Female employees	2021	124	1	125
	2022	117	1	118
	2023	109	2	111

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	2021		2022		2023	
	Front Office	Back Office	Front Office	Back Office	Front Office	Back Office
Total	164	67	151	72	137	78
Male	81	25	76	29	70	34
Female	83	42	75	43	67	44

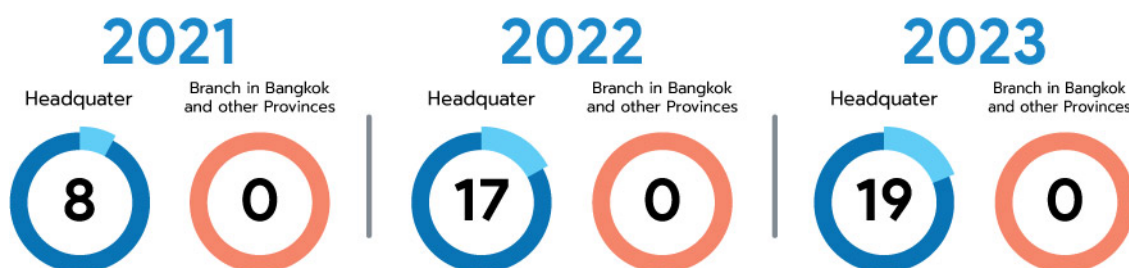


Total number of staff categorized into locations



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

Number of Interns



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 2023, 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 percent. 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 2023, there are 208 employees participating in the provident fund and the proportion of participating in the provident fund is 99 percent.

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		
	2021	2022	2023
Number of employees eligible for maternity leave per year**	136	118	111
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	-	2	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)	-	1	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 2023

In 2023, the company organizes training courses for employees to increase their skills, 38 training courses with 144 participants totaling 1,845 hours, averaging 8.58 hours of training per person per year.


No	Training/Seminar	Participants	Hours	Expenses
1	Internal training/seminar	73	1,092	123,119
2	External training/seminar	71	753	825,120
	Total	144	1,845	948,239

Giving knowledge and open new perspectives to employees.

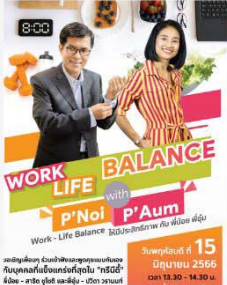
The company organizes activities to provide knowledge about interesting news or events, both related to various investments and news stories that are currently interesting including various trends that is becoming a trend so that employees can use the information to benefit their daily lives, opening new perspectives beyond work knowledge. In 2023, the company has 3 interesting activities as follows:



Provide knowledge
CRYPTO CURRENCY



opening new perspectives
Thai politics during the election period



Provide general knowledge
work Life Balance



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 has organized various activities to take care of and monitor the health of employees continuously every year. In 2023, the company provided influenza vaccination free of charge to employees. In addition, despite the COVID-19 outbreak situation begun to ease, the company is concerned about the health of its employees. There is also a policy for employees to work from home with a work system in place that does not affect customer service. For most employees who come to work at their normal workplaces, the company has various measures in place to take care of hygiene and the workplace to be free from infection. If employees are infected with COVID-19, they can request a leave of absence in special cases. In addition, the company also organizes annual health check-up activities as usual by providing free health benefits to spouses and children of employees as well.

Happy Heart

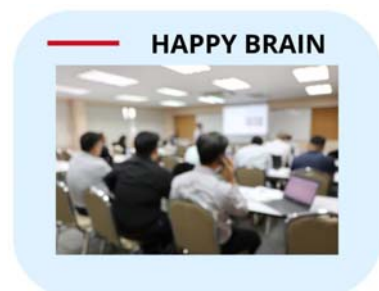
The company organized different forms of charitable activities through the Trinity Volunteer Club to cultivate social consciousness and altruistic spirit in employees. In 2023, the company organized various charitable activities which a large number of employees participated in, namely:

- 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.
- Book donation activity to the Mirror Foundation
- Activities to encourage employees to love the environment and reuse office equipment that is no longer in use but is still in good condition.
- Donate eyeglasses to the Eyeglasses heart Project, Ophthalmology and Lasik Department, Samitivej Thonburi Hospital



Happy Brain

Even in 2023, 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 2023 is on average 8.58 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. In 2023, the company has organized a merit-making ceremony at the company's head office on the occasion of the 22st anniversary of the company's founding for prosperity and as a morale booster for the employees 3 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



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 and fund performance to employees at least 2-3 times a year. In 2023, the company has organized 2 training sessions.

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.



HAPPY SOCIETY



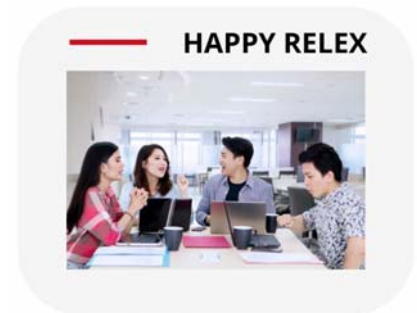
Happy Society

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.

Happy Relex

In 2023, the company organized social activities among employees during the New Year festival for one time and the company's birthday for one time. In addition, there is an annual travel activity in other provinces to create a fun and festive atmosphere for employees. However, in organizing the activity, it was a gathering of a large number of employees. The company still considers the format of organizing activities by still maintaining social distance and provides specific food and drinks for each employee to avoid contact and prevent the spread of COVID-19 strictly.



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.



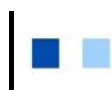
- Any problems, obstacles, and suggestions about the operation of the committee should be identified and presented to the company.
- The committee’s duties also include proposing regulations and manual on occupational safety and workplace safety standards and establishing a system of reporting unsafe 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

In September 2023, the company completed the move of its office building to Park Silom Building and continues to pay close attention to the potential dangers of encroachment, including theft. Therefore, measures have been put in place to maintain security, including controlling access to work areas. It has





installed Space Access Control at the entrance and exit doors on every floor, setting rights and controlling the entry and exit of employees in each department using the Access Control system and installing CCTV cameras. To enter the building and the company's office, it uses a Touchless Technology system with a facial verification system (Face Scan), which is safe and reduce contact for good healths and reduction of unnecessary outbreaks, and convenience for employees. There is no need to carry a card to enter and exit a building or office in the traditional way. And those entering the office building will be specified in the area where they can enter in order to strictly increase security measures. CCTV cameras are also installed. There is fire escape training in high-rise buildings, training in occupational health and the working environment as well as having a plan for emergency situations, Business Continuous Plan, with the objective of protecting life, property and reducing losses that may occur.

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 Creating good hygiene at work

From September 2023, the company moved its headquarters to Park Silom Building to meet the needs of new way of working under new and changing environments and to encourage employees to change their mindset in working under the atmosphere and environmental conditions of the modern world that has clearly changed a working method and the way of life. In addition, at present we will have to face a crisis of disease that has occurred unexpectedly. The company therefore places great importance on taking care of the health and safety of employees.

The company places importance on Ergo dynamic because it sees that most employees need to work in front of a computer screen for no less than 6 - 8 hours a day. Therefore, the work style has been designed to be efficient, and reduced the risk of health effects or danger from accidents by arranging office equipment for employees with care. For chairs, desks, or computer monitors, they can be adjusted to the appropriate level for each employee to prevent office syndrome After the company moved its headquarters building to Park Silom Building, employees will receive good attention for good working environment, including:



Provide good work hygiene to employees



1.

Arrange the monitor arm to adjust the computer placement level to suit the physique of each employee.



2.

Set up a work chair with back and head support and adjustable height



3.

Set up 3 common dining areas that employees can use at any time.



4.

Drinking water filtered through an RO system that is clean and hygienic.

Ergo dynamic work



5.

Air conditioning system that filters PM2.5 pollution and carbon dioxide from outside the building so that the levels are not too high.



6.

Space for employees to rest (Nap at work) while working when they are tired.



7.

Area for blind people for massage to relieve fatigue, 2 days a week.



8.

Shower room for employees who go to exercise for freshness in working.



In addition, the company has designed and decorated the workplace to be open and simple, creating an atmosphere for developing creative thinking, communication that are easily accessible for better work efficiency, and technology supported new working styles (Digital Era) including:

Technology supported new working styles (Digital Era)

- Modern and soundproof meeting rooms**
Every meeting room has a conference system for convenience that can hold both wired and wireless meetings with every smart device
- Face scan access control**
Employees enter and exit the office with contactless face scan. It is modern. Powerful security system.
- Face scan lockers**
Face scan lockers are available in various sizes to support employees who need to store various personal items.
- Walkway for exercise**
Provide a walkway for employees to walk and exercise in the office to relieve stress at work by walking 1 lap distance. 125 meters
- Telephone talking room**
Telephone talking room with soundproofing for privacy of employees and the sound of talking on the phone to not disturb co-workers.
- Broadcast Room Support for social media**
Broadcast room for disseminating the Company's analysis and press releases through the Company's social media.

2.3 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 2023 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 2023, the company organized a Town Hall activity to talk with executives about business operations strategies for two times to let employees know that they know the goals and the company's business operations. In addition, the company has considered adjusting medical expenses for both outpatients (OPD) and inpatients (IPD), effective January 1, 2023, using average medical expenses data for the past 3 years and compare with other securities companies.

3. Human Rights

Human rights risk management

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 2023, 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 2023, 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.



ENVIRONMENTAL



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 2023, 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



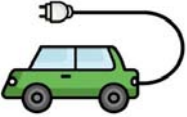
In 2023, the company determined plans for environmental practices as a framework for operations regarding the environment. To ensure the fruition of such a framework, the plans have been established for operations until 2023. The purpose is to promote projects and activities that build environmental 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 especially training that required practice from the employees such as garbage sorting, styrofoam use reduction, public transportation promotion, etc.

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	
<p>Reduce energy use</p> 	<ul style="list-style-type: none"> - Maintain LED lighting equipment for main office building at the old location, Bangkok City Tower. And in September 202, the company moved its headquarters building to Park Silom Building and all LED light bulbs are still installed. As for the branch, no light bulbs have been changed to LED bulbs because the branch has not been moved or established a new branch - New headquarters building, Park Silom Building, has been located electrically motion sensor system installed during off-peak hours to make it possible to save more energy - In 2023, the amount of electricity consumption increased from the previous year by 18% as employees working from home during the COVID-19 outbreak began returning to work. This is normal; however, the company will likely use less electricity in 2024 because the company has moved its office since September 2023 to Park Silom Building, a new modern office building with energy-saving LED lights are all installed. It also has an electrical system that automatically turns on and off with an electrical sensor that detects movement in the area that does not require the use of light all the time - Do public relations and campaign for employees in the company to turn off the lights and turn off their computer screen during your lunch break. - The company reuses computers (Roll-out) by rotating their use according to the needs of each person. Therefore, there is no computer to donate to temples, schools, or charity agencies.

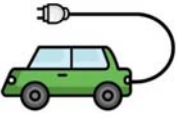


Operations plans 2022	
<p>Reduce paper use</p> 	<ul style="list-style-type: none"> - Publicize and campaign for employees to use 1 sheet of paper towel at a time in the bathroom and economically use toilet paper - Cultivate employees to have the habit of separating A4 paper after use and categorize into single-sided used paper and two sides of used paper to be used for further benefit. - The work system has been improved to be more paperless - Develop a securities trading account opening system from filling out documents to an E-Opening account opening system.
<p>Reduce garbage and waste</p> 	<ul style="list-style-type: none"> - Publicize and campaign for employees to be conscious of garbage disposal - Participate in the Throw To Trash project in November 2023 operated by the SEC Office to campaign for employees to have access to correct waste management, such as educating employees on waste separation and continue to expand activities so that employees can use waste separation methods at their own homes - Campaign for employees to stop using foam food containers and plastic food containers - Campaign for employees to manage office equipment cost-effectively by reusing used equipment that is still in good condition, such as file folders, envelopes, calculators, etc.
<p>Reduce greenhouse gas emissions</p> 	<ul style="list-style-type: none"> - Educate employees about the impact of greenhouse gases. In 2023, the company plans to change its cars to ones powered by more electric energy (EV) and gasoline (Hybrid). - Remind the building department in charge of the office to regularly inspect the air conditioning system according to the continuous energy conservation plan. - Organize training seminars in an online format to help customers save fuel energy when traveling. Or if it is necessary to organize a seminar in an on site format, the company will campaign for customers and investors to travel more by public transportation. - Participate in the Care the bear project with the Stock Exchange of Thailand. This is an event organizing project with consideration to the environment.



Operations plans 2023	
<p>Reduce energy use</p> 	<ul style="list-style-type: none"> - Maintain LED lighting equipment at the head office. As for the branch, it is expected that there will be no change of light bulbs to LED bulbs because there is no plan to move the branch or establish a new branch - New headquarters building, Park Silom Building, installed an electrically motion sensor system to make it possible to save more energy during off-peak hours - In 2024, the company will start collecting new data since the company has moved its office to Park Silom Building. It has had to adjust the method of collecting new electricity usage data to be in line with the building's electricity management. <ul style="list-style-type: none"> - Do public relations and campaign for employees in the company to turn off the lights and turn off their computer screen during your lunch break - Organize a project to reuse computers (Roll-out) by rotating their use according to the needs of each person - Organize a project to donate good computers to temples, school or charity organization.
<p>Reduce paper use</p> 	<ul style="list-style-type: none"> - Publicize and campaign for employees to use 1 sheet of paper towel at a time in the bathroom and economically use toilet paper - Organize a paper reuse activity to instill in employees the habit of separating A4 paper after use and categorize into single-sided used paper and two sides of used paper for further benefit. - The work system has been improved to be more paperless - Develop the securities trading account opening system from filling out documents to an E-Opening account opening system to be more efficient
<p>Reduce garbage and waste</p> 	<ul style="list-style-type: none"> - Publicize and campaign for employees to be conscious about discarding trash and waste. - Participate in the Throw To Trash project Operated by the Office of the Securities and Exchange Commission throughout 2024 to campaign for employees to have access to correct waste management, such as educating employees on waste separation and continue to expand activities so that employees can use waste separation methods at their own homes - Campaign for employees to stop using foam food containers and plastic food containers - Campaign for employees to manage various office equipment worthwhile by using used equipment that is still in good condition and can be reused, such as file folders, envelopes, calculators, etc.



Operations plans 2023	
<p>Reduce greenhouse gas emissions.</p> 	<ul style="list-style-type: none"> -Educate employees about the effects of greenhouse gases - In 2024, the company has no plans to change its cars to electric drives, but there will be training to provide knowledge to employees in changing to using electric cars to provide an alternative for interested employees and is a part that helps reduce the production of greenhouse gases - Remind the building department in charge of the office to regularly inspect the air conditioning system according to the continuous energy conservation plan - Organize training seminars in an online format to help customers save fuel energy when traveling. Or if it is necessary to organize a seminar in an on site format, the company will campaign for customers and investors to travel more by public transportation. - Participate in the Care the bear project with the Stock Exchange of Thailand. This is an event organizing project with environmental considerations in mind.

In 2023, 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 2022, the company has replaced all areas of the old headquarters with LED light bulbs, Bangkok City Tower Building, 25th, 26th, and 29th floors. After replacing LED light bulbs and modifying computer equipment in the computer room, it caused the electricity expense to decrease continuously, especially during the period 2020 - 2022. However, a large part of this comes from employees working at home (Work from home) during the COVID-19 outbreak, but the company still has electricity expenses are expected to remain low even after most employees return to work.

In September 2023, the company moved its office building to the 22nd and 23rd floors of Park Silom Building. The company still uses LED light bulbs in all areas. There are also some areas that have an adaptive electrical system that can be adjusted to be brighter when in use. And the light dims when not in the use



area, such as the electrical motion sensor system in the bathroom for lunch time and after work to help save energy.

The company also places importance on saving electricity in new office buildings by considering to purchase electrical appliances in the office that have energy-saving properties and instill in employees to use electricity economically, such as turning off lights and turning off computer screens during lunch breaks and immediately after work. Or in the case where the employee forgets to turn off the computer screen, there will be an automatic shutdown system for all computers at 8:00 p.m. every day.

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.

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

Because Park Silom Building, the company's new office building, received the LEED or Leadership in Energy & Environmental Design award, the building has designed bathroom equipment to be equipment that reduces energy use, such as water-saving toilets, Male toilet with automatic sensor, automatic soap dispenser, and automatic basin faucet in order to save water and reduce waste from opening, resulting in efficient use of tap water that save both energy and expenses.

In 2023, the amount of tap water consumption increased from the previous year by 18% as employees who worked from home during the COVID-19 outbreak began to returning work normally. Because the company has moved offices Come to the Park Building Silom in September 2023, it caused a new water supply management change. As for the water supply in the bathroom area, it will be taken care of by the building. As for the company, only the 2 employees' kitchens (Pantries) will be taken care of and the tap water that is filtered as drinking water for the employees. Therefore, the company needs to collect new water usage data, which will begin collecting data in 2024 onwards.





Supporting environmental activities

1. Move the head office for addressing environmental problems

In September 2023, the company moved its office building to Park Silom Building. One important factor in choosing to move the office to this building was to work efficiently while taking into account the environment. With Park Silom Building, there is a location, design, furniture styles, device model, and various office supplies that give importance to the environment and well-being of employees. It is a grade A+ office building with functions designed to look like a smart building according to LEED and Well standards, Gold level from the USGBC organization, USA (Leed Gold level is a standard in construction that is mindful of the environment and not create excessive pollution in the surrounding areas outside the building. The gold level Well is a standard that indicates that the quality of life of users will improve). Under a good environment and a location with connection or close to the electric transportation system (BTS/MRT) will make it convenient for employees to travel to work. It also helps reduce global warming by reducing carbon dioxide from using vehicles to travel to work very well. The office building is in an area where employees can access to restaurants, shops and parks for exercise, which is the way of the new generation.

2. 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. In 2023, the company does not collect data on A4 paper usage because the company is in the process of moving to a new office building. Therefore, the data in the storage is uncertain, and information is not in full for the entire year. However, in 2024 the company will begin collecting data on A4 paper usage again, and the company will compare these data with 2025 to report from 2025 onwards.

3. 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 a campaign to encourage employees to be conscious about throwing away trash and waste. In November 2023, the company joined with the Throw to Trash Project, which is a project





of the Office of the Securities and Exchange Commission and will officially begin carrying out project activities in 2024 with the objective of instilling in employees an understanding of waste management that is discarded in the company in accordance with international practices around the world to reduce the amount of waste, which affects the environment causing pollution and various germs in the office. It also puts forward public relations for employees to learn how to dispose of waste according to the designated separation system. It is separated into food waste, plastic waste, paper waste, and electronic waste and provide garbage disposal points at clearly specified locations.

In 2023, the company has set goals for sustainability operations by campaigning for employees to understand the correct management of waste in the company and has carried out the project with 3 main activities:

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 and a new office at Park Silom Building, 22nd and 23rd floors 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 addition, the company has also coordinated with the Park Silom Building, a new office building, to come up with a plan for waste separation with the building for the continuation of environmental management in the workplace as well.

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 2023, the company has to deal with various documents that have been stored for a long time and some documents have been changed to be stored in computer systems, including collecting various documents for preparing to move the office building to a new office. Therefore, there are document files that have been used, but many are in good condition donated to the Mirror Foundation.



3.3 Activities to sell used merchandise

The company has set a plan to conduct ESG activities on a regular basis, which are a variety of activities and has included activities related to the environment as well. In the past year, the company has organized activities to sell used merchandise in order to select items in good condition during the time when the company was preparing to move the office building from both employees and the company, such as office supplies, and various office furniture sold to employees at affordable prices. The company will use the money received from sales to fund education and continue to help schools, foundations, or agencies that need help.

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. Using fuel from company cars in the past year. The company plans to change its cars to be EV and Hybrid vehicles. Currently, the company has only 3 fuel-powered vehicles, or 20% of all cars.
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.