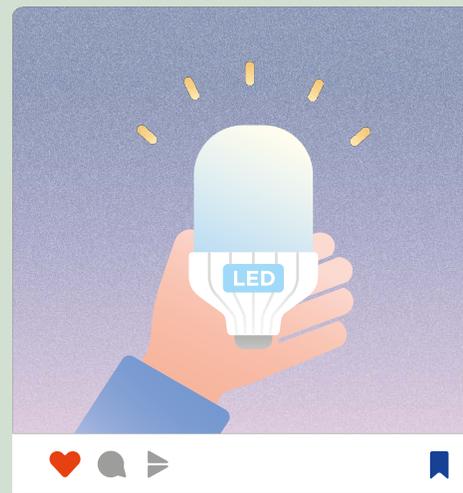


Corporate Social Responsibility Report 2017

This report is part of the Annual Report 2017
Bangkok Bank Public Company Limited



INSPIRING CHANGE



Contents

	> Message from the Chairman	<u>02</u>
Part 1	> Bangkok Bank's Performance for Sustainability	<u>04</u>
	> Section 1 Economic Performance for Sustainable Development	<u>26</u>
	> Section 2 Environmental Activities for Sustainable Development	<u>32</u>
	> Section 3 Maintaining Thai Arts and Culture	<u>44</u>
Part 2	> Social Responsibility Activities and Projects	<u>58</u>
	> Section 1 Upholding the Monarchy	<u>60</u>
	> Section 2 Maintaining Buddhism	<u>61</u>
	> Section 3 Maintaining Thai Arts and Culture	<u>62</u>
	> Section 4 Social Welfare and Charity Activities	<u>64</u>
	> Section 5 Youth Development	<u>66</u>
	> Section 6 Education for SME	<u>67</u>
	> Section 7 Financial Literacy and Financial Inclusion	<u>69</u>



Message from the Chairman

As a trusted partner and reliable close friend, our objective is to help customers, business partners and staff to achieve their goals and secure a stable financial future in line with our vision to provide quality financial services as a well-established international bank and a leading Asian organization.

We believe ethics, good governance, social responsibility and sound environmental practices will bring long-term business success. Accordingly, we help our customers learn about practices that will lead to business sustainability and we work with industry and regulators to support transparency and prevention of corruption, while building a culture of good governance in our own business.

Examples of how we put environmental principles into practice in our own business include recycling, energy conservation, education about water conservation, and financial support for energy-efficient projects. This commitment is reflected in our work with the Department of Alternative Energy Development and Efficiency (DEDE), Ministry of Energy to mitigate climate change by using energy-efficient lighting in our large buildings to tangibly reduce our electricity consumption. We are also reducing the use of paper in our work systems, and recycling paper and electronic waste under internationally-recognized processes that will not damage the environment while ensuring secure disposal of customers' and the Bank's information.

In 2017, we continued to support the financing and development of renewable energy in Thailand and

Southeast Asia. Projects included wind and solar power developments in Thailand, such as investment in small-scale solar power plants by agricultural cooperatives, small hydro power plants in Laos, and wind and solar power developments in Vietnam. We were also a member of the bank syndicate that financed a geothermal facility in Indonesia. This project received very high recognition from international financial consultant firms and media.

We work with all our stakeholder groups to help build a strong and stable society which provides a solid foundation for happiness and sustainable welfare. We do this through various activities such as an education project CONNEXT ED, or "Leaders for Sustainable Education Development", whereby the Bank assists in developing the educational quality of 207 schools. We achieved good progress in this project. We also launched the Bangkok Bank Visa Platinum Rabbit Siriraj credit card in collaboration with the Faculty of Medicine, Siriraj Hospital donating 0.2 percent of all spending through the card to develop medical and public services and help poor patients. This is in addition to our efforts as a bank to strengthen the country's economic system by providing support to various business sectors so they can have sustainable growth. Our intention is to bring well-being to all sectors of society.

A major focus is giving people and businesses the confidence and support they need at a time of rapid change. This is illustrated by three major trends which have guided our business direction in recent years, namely regionalization, urbanization and digitalization. Given the rapid growth in trade, investment and travel within the ASEAN Economic



We have also been working closely with the public and private sectors to establish new digital payment platforms under the National e-Payment Master Plan, which will help Thailand be prosperous and successful in a new digital era.

Looking forward to 2018, we are committed, as a good corporate citizen, to supporting the development and strengthening of Thai society. In line with our long-standing intention of being a trusted partner and reliable close friend, we sincerely wish to

support all stakeholders in Thailand, and in the countries where we operate, in their progress towards stability and prosperity.

Community (AEC) and nearby countries we are supporting customers with regional interests via our international branch network and local knowledge. As incomes and urban centers in Thailand and the region grow rapidly, people are requiring more services, including investment and wealth offerings, and demanding new digital services to suit changing lifestyles. To help our customers adjust to these trends we provide many educational events including knowledge about innovation and new developments relevant to their needs.

We are proud to have been included on the Stock Exchange of Thailand's Sustainability Investment 2017 list for the second year in a row. The listing provides a guide to investors about companies with a positive impact on society and the environment.

One of our major initiatives in 2017 was the launch of Bangkok Bank InnoHub, the first global FinTech accelerator in Thailand. We selected startups with innovative and world-class technology, as well as the potential to build networks and partnerships in Thailand and ASEAN and to transfer knowledge about global best-in-class technologies.

A handwritten signature in blue ink, consisting of stylized initials and a long, sweeping underline.

Chatri Sophonpanich

Chairman



Part 1

Bangkok Bank's sustainability performance

About Bangkok Bank

Bangkok Bank Public Company Limited, a leading commercial bank in Thailand, has been listed on the Stock Exchange of Thailand since 1975, the very first year of operation of the Stock Exchange of Thailand. The Bank was among the first 16 companies listed on the national stock market.

The Bank provides a complete range of financial services under a business emblem of Bualuang which means lotus in Thai, to meet the needs of various customer groups ranging from individual consumers to businesses of all sizes, from small-and medium-sized enterprises or SME, to large corporations. The Bank's services include a variety of deposit accounts, loans for individual and business customers, investment banking, treasury, foreign exchange and international remittance, services for multi-national corporations, personal asset management service, venture capital, trade finance, cash management, and securities and custodian services. Also, the Bank works with companies in its financial group to provide life and non-life insurance services, stock trading, and mutual fund investment services.

The Bank also provides other services which are well recognized in the market such as the Be First Smart debit card and various types of Bangkok Bank credit cards for the convenience and financial security of customers and consumers in general to make payments and other every day transactions. The Bank's mobile phone banking service, Bualuang mBanking, continually enhances its service providing customers with access to the mobile internet. The Bank in 2017 added QR Code on the PromptPay system to provide another option to customers for fund transfers and payments.

Bualuang iPay allows customers to make payments to online stores conveniently and securely as it helps assure that payment is made on the right website of the desired store. The service fits well with today's lifestyles. The Bank also provides services for business customers such as Bualuang Payroll which assists employers to pay their staff salaries effectively with less paperwork, while employees receive their salaries correctly, on time, and safely. Salary earners can also choose to save by opening a Sinmatthaya Subthawee deposit account in addition to a saving account for receiving their salaries. BIZ iBanking is an internet banking service which allows business customers to manage financial transactions conveniently and effectively, such as transferring funds to recipients inside and outside Thailand, making payments directly to their counterparty's accounts, paying staff salaries, and depositing funds to the Social Security Fund.

Bualuang iSupply is another service which the Bank has developed to serve today's business customers as trades are increasingly carried out along supply chains. The service helps companies operating a business on shared supply chains to manage payments and collections more efficiently. The supply chain culture also enables the Bank to pass on new ideas for business management as well as social responsibility and sustainable development concepts to companies throughout the network. The Bank offers Bualuang Green Loans with a special interest rate (MLR or lower) to support customers investing in energy-saving or renewable energy development projects, as well as production process improvements to reduce negative impacts on society, the environment, and global climate change. The Bank has initiated and continued the Modern Agriculture Project to help strengthen the agricultural sector, which remains an important socioeconomic group, in a sustainable fashion.

For Thai companies interested in expanding their businesses in Southeast Asia, the Bank has set up the AEC Connect service at the Head Office on Silom Road, Bangkok to provide consultancy services and market information about each country for entrepreneurs.

The Bank also supports Thai entrepreneurs to build their competitiveness with various activities. For example, the Bank has been producing a short television documentary program Puan Koo Kit since 1989 which broadcasts on Thai TV Channel 33HD on Thursdays and Fridays, at 10:05am. to showcase SME with creative ideas and interesting innovations. The intention is to open business opportunities for entrepreneurs to grow sustainably, while passing inspiration on to other entrepreneurs. The Bank also produces some other television programs to share knowledge about building sustainable competitiveness and growth for SME, such as Secrets of Victory, in which interesting and successful entrepreneurs share their path to successes on the Smart SME Channel (True 49) every Thursday, 9:00-9:30pm.; Yes or No Innovation, a game show on business innovation on the Smart SME Channel (True 49) every Friday, 9:00-9:30pm.; and SME Clinic, a talk show featuring successful business people giving advice on how to grow business sustainably on the bangkokbanksme.com website and Facebook.

Bangkok Bank has an extensive network of 1,166 branches throughout Thailand, state-of-the-art electronic banking channels, and convenient online banking service which allow customers to access its services anywhere anytime. The Bank also has 32 overseas branches operating in 15 economies, namely China, Japan, Hong Kong, Taiwan, Vietnam, Laos, Cambodia, Myanmar, Malaysia, Singapore, Philippines, Indonesia, Cayman Islands, United Kingdom, and the United States of America. Half the

overseas branches are in Southeast Asia. The number of years these branches have been operating confirms the Bank's long experience in these countries: Hong Kong branch (64 years since 1954), Tokyo branch (63 years since 1955), Singapore and London branches (61 years since 1957), Kuala Lumpur branch (59 years since 1959), Taipei branch (53 years since 1965), Jakarta branch (50 years since 1968), New York branch (47 years since 1971), Beijing branch (32 years since opening as a representative office in 1986), Ho Chi Minh City branch (26 years since 1992), Shanghai and Vientiane branches (25 years since 1993), and Manila and Yangon branches (23 years since 1995, with Yangon initially a representative office). The Bank therefore has gained an in-depth understanding of the economy and markets in these countries and territories, enabling it to provide useful advice, information and news updates to customers interested in expanding their businesses to these countries. The Bank also collaborates with more than 1,000 correspondent banks around the world enabling it to provide its services in other countries through the network.

Bangkok Bank's head office is located at 333 Silom Road, Bang Rak District, Bangkok, 10500, Thailand. Beside the Bank's head office which is the main operating base, the Bank also has 1,198 branches in total, of which 413 branches are in Bangkok and its surroundings, 753 branches in the provinces, and 32 branches overseas.

➤ Service Network (as of December 31, 2017)

Number of Branches and Business Centers

Metropolitan

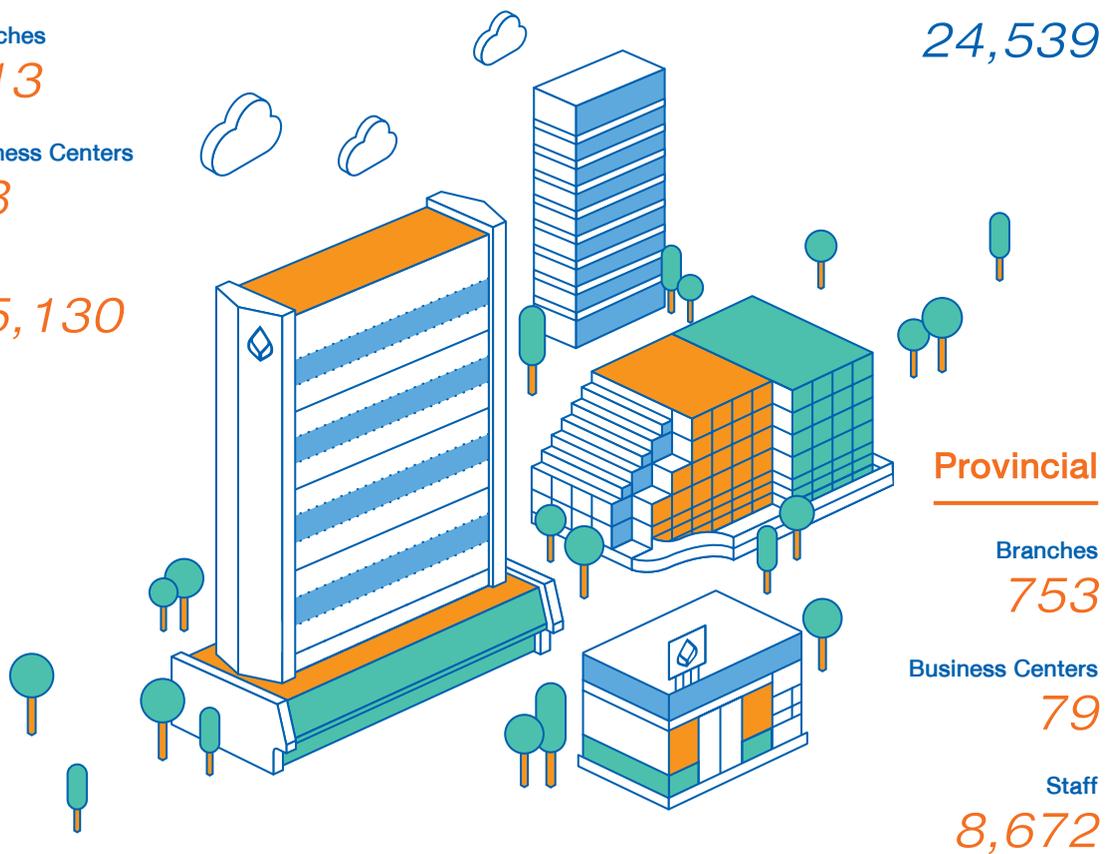
Branches
413

Business Centers
38

Staff
15,130

Total Number of Staff

24,539



Deposit Customer Base
17 +
million accounts



Cash Deposit Machines
1,300 +



ATMs
9,400 +

Key Financial Indicators (consolidated financial statement) (in billion baht)

2017



Assets
3,076.3



Loans*
2,004.0



Deposits
2,310.7



Liabilities
2,674.3



Total income
160.3



Tax paid
7.8



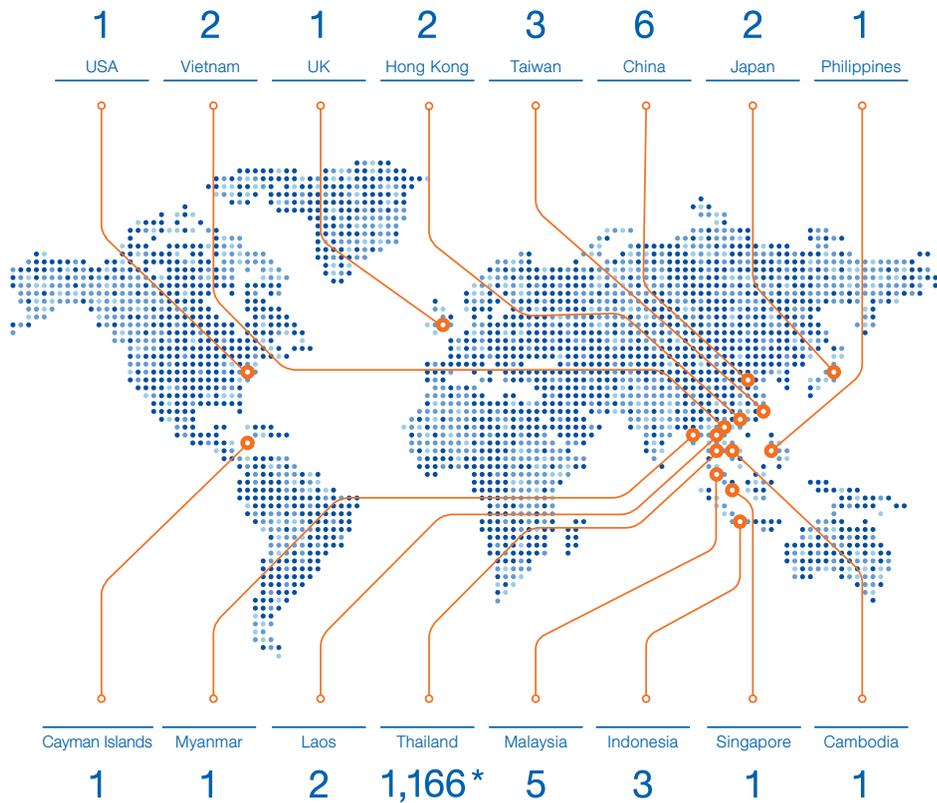
Net profit**
33.0

Note:
* Deducting deferred incomes **Profit attributable to the Bank only

**Overseas
branches**

Branches
32

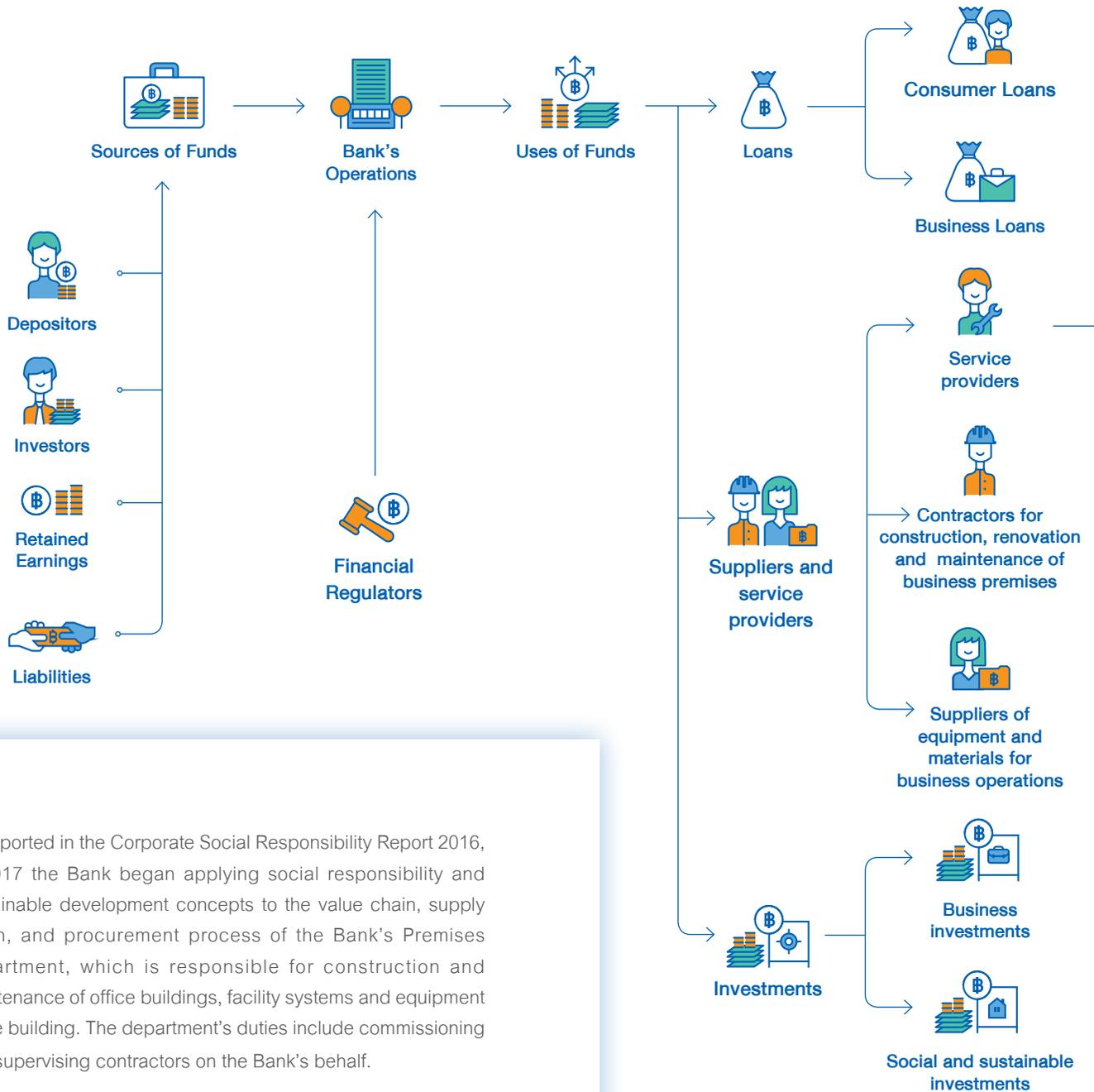
Staff
737



Number of branches
* Not including self-service outlets

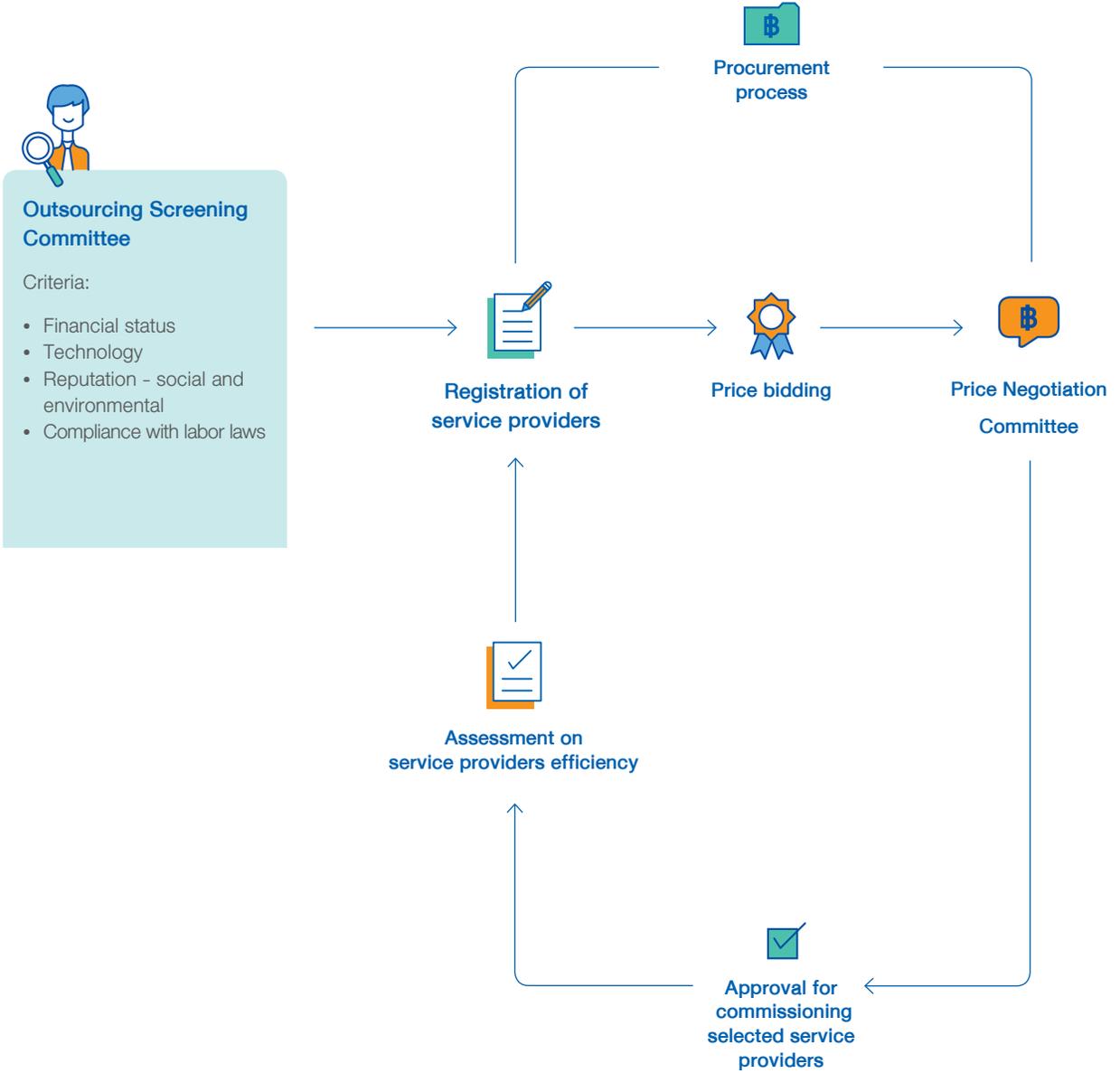
Procurement Practices

Business Value Chain and Supply Chain



As reported in the Corporate Social Responsibility Report 2016, in 2017 the Bank began applying social responsibility and sustainable development concepts to the value chain, supply chain, and procurement process of the Bank's Premises department, which is responsible for construction and maintenance of office buildings, facility systems and equipment of the building. The department's duties include commissioning and supervising contractors on the Bank's behalf.

 Commissioning and Supervision of Service Providers



The Bank engages service providers and contractors of three types:

1. Outsource service providers. The Premises department commissions outsource providers on an annual contract or for a specified period to do specific types of work, such as premises security, cleaning, or maintenance of building systems such as elevators.
2. Contractors for construction, maintenance and renovation of offices and branches in Bangkok and adjacent areas. The Premises department commissions this type of contractor to undertake projects within a specified timeframe for construction of branches in shopping centers, branch renovation, building equipment maintenance, and specialized maintenance for closed-circuit TV camera systems, uninterruptible power systems, and fire alarms.
3. Local contractors in provincial areas. The Premises department commissions this type of contractor to maintain branches and building facilities in the provinces. Maintenance work includes air conditioning, electricity and tap water systems as well as miscellaneous maintenance. The Premises department or executives responsible for branches will select local contractors to do the work to save time and expenses. This also helps distribute income to local people, strengthen relationships with local operators, and open business opportunities for the Bank.

For work that requires outsource service providers, the Bank's procurement process requires providers wishing to bid for a contract with the Bank to be registered on the Bank's list of potential vendors and they must be evaluated by an outsourcing screening committee with regard to their financial stability, technical expertise, labor law compliance, and reputation regarding social and environmental matters. The Bank conducts procurement in a transparent and accountable manner by

inviting price bidding. Providers which have been evaluated by the outsourcing screening committee and those approved to be registered with the Bank will qualify to tender their prices. Those invited to tender will be considered by the price negotiation and contracting committee appointed by the Bank.

Moreover, the outsource providers must follow human rights laws as specified in the contract on relevant matters, such as compliance with the law for protection of labor rights and well-being, law on illegal labor, and labor-related ethics. Outsource providers are also required to follow the environment protection regulations of the Bank. Outsource providers must follow the relevant civil and commercial laws on wages and welfare for their employees.

The Bank evaluates the performance of outsource providers every six months. The Premises department and beneficiary units are required to submit their evaluation of contractors to the Bank's outsource screening committee on use of external resources.

With regard to construction, maintenance, and renovation of offices are handled by the Premises department, while procurement of equipment and materials necessary for the Bank's operations are handled by the Bank's Procurement unit. The Bank provides opportunities for vendors to participate equally in price bidding. New vendors interested in bidding for contracts from the Bank will be invited to present their company profile and track record, and learn about the Bank's terms and conditions. The vendors will then be registered on the Bank's list of potential vendors and invited to bid in the next procurement round. Before granting a contract, the Bank informs the vendors of the rules and regulations as well as specifications about the goods and services which the Bank will purchase. If there is a breach of terms and conditions, the Bank has clear and appropriate measures to address such matters, ranging from issuing warnings to claiming damages from the contractors.

In 2017, there was no significant change that might cause a potential impact on the Bank and its procurement supply chain. For its operations in Thailand, all vendors which the Bank granted procurement contracts to in 2017 were Thai companies.

In the year in review, there was no replacement of outsourcing service providers, project contractors, manufacturers or suppliers that would cause significant environmental, social, or community impacts.

Furthermore, the department has started making more use of local contractors for maintenance of provincial branches and offices to save time and expenses, as well as to support the local economy.

Measures to Prevent Negative Impacts on Sustainable Development

The Bank recognizes the importance of doing business with due care to prevent the risk of causing negative impacts on the environment, such as loan grants that would subsequently affect the society and environment. When purchasing paper, for example, the Bank will ensure the paper was not manufactured from materials obtained from deforestation.

Collaboration with other organizations

Bangkok Bank is a participating member of various organizations, associations, and clubs relevant to its business operations at a national and international level, to strengthen relationships and gain a good understanding of all related sectors. The Bank has joined various activities to protect the interests of all its stakeholders, strengthen society, the environment, banking industry and the country's economy.

The Bank is a member of the Thai Bankers' Association, Thai Listed Companies Association, Federation of Thai industries, Thai Institute of Directors Association, Thai Chamber of Commerce and Joint Foreign Chambers of Commerce in Thailand, Thailand Management Association, Asian Bankers Association, Asia Business Council, World Economic Forum, and the Financial Cooperation Association. These organizations focus on social responsibility and sustainable development at both national and international levels, enabling the Bank to be informed about important information, directions, and the current operating environment and to apply this knowledge to the Bank's corporate social responsibility and sustainable development so the Bank can better serve stakeholders in accordance with their needs.

Key Impacts, Risks, and Opportunities

In the context of corporate social responsibility and sustainable development, the Bank recognizes three significant factors which are also driving changes in every dimension both domestically and regionally. The tangible impacts of these factors are increasing substantially and becoming more evident, particularly in their impact on the Bank's operations in the economic, social and environmental spheres.

The first factor is **Regionalization** which means that the economies of countries in the region have become more closely connected and will eventually become a single large economy. Integration of the countries under the ASEAN Economic Community (AEC) will open opportunities for Thai companies to expand their investments and trade in ASEAN markets which have a combined population of 600 million people. Some Thai companies have started to face increased competition from other businesses in the AEC which have better marketing strategies or lower costs.

The second factor, **urbanization**, refers to the development of many areas throughout the country into urban communities with growing numbers of middle-income earners. These are also customers with more sophisticated lifestyles and needs for products and services, as in other big cities. The Bank realizes that understanding their changing needs and responding appropriately to those needs are crucial factors for success in both the economic and social aspects.

The last factor, **digitalization**, is adoption of digital technology in people's lives and businesses. Digitalization impacts on all kinds of businesses including finance and banking. Developing operating systems to meet customers' needs more effectively will provide opportunities for the Bank to access a larger pool of customers and enable them to make financial transactions more conveniently anywhere anytime through various choices of channels with lower costs. The use of advanced technology, namely Big Data, data analytics and machine learning, to manage the growing volume of customers' financial transactions

and analyze consumers' needs and behavior enables the Bank to develop products and services to meet their specific needs, add value to the Bank's business and enhance customer satisfaction about its services.

The Bank realizes there are risks, opportunities and challenges resulting from the three factors. The Bank therefore has reviewed and adjusted its business direction to align with the changes in the market, society, and the environment to move towards a better business balance. In line with the Bank's strong adherence to its slogan "Puan Koo Kit Mit Koo Baan" (aspiring to be a trusted partner and reliable close friend), the Bank has redefined a clearer business direction in six dimensions:

1. Enhancing the potential of customers through provision of business advice and providing customized support for customers with an aim to strengthen the national economy, at both the microeconomic and macroeconomic levels.
2. Strengthening customer confidence in doing business by assisting customers to adapt to global changes, to understand economic and social conditions and set their business directions in accordance with market trends which are increasingly volatile.
3. Focusing on the development of financial technology and innovation in preparation for lifestyles of the future.
4. Partnering with business customers, small and large.
5. Connecting Thailand to global markets.
6. Developing Thailand's society on the path of a sustainable development so it can achieve stability, prosperity and sustainability.

The Bank is confident its business direction in the six dimensions above which resonates with our philosophy of "Puan koo kit mit koo baan", will work as a compass to help the Bank to prepare for risks and leverage new business opportunities resulting from these changes. Our aim is to build business growth and strengthen Thailand's economy, society and environment in a sustainable fashion.

Trusted Partner and Reliable Close Friend in Six Dimensions

Our focus for this year

1. Leverage our strengths at home and in the region
2. Transform our business
 - Digital banking
 - Transaction banking
3. Innovation Leadership
 - Enter innovative partnerships
 - Introduce innovative products

01



Empowering customers with personalized, friendly advice and support



02



Providing greater certainty in an uncertain world



03



Focusing on innovation and the future



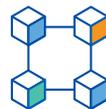
04



Partnering with companies large and small



05



Connecting Thailand and its people to the world



06



Creating a sustainable, more affluent Thailand



Adherence to the Code of Conduct and Business Ethics and Channels for Receiving Complaints

The Bank has posted its vision, mission, and core values on its website www.bangkokbank.com and published them in its Annual Report.

The Board of Directors has established a code of conduct and business ethics for the Bank and reviews this on a regular basis. In 2017, the Board of Directors reviewed and amended contents of the code of conduct and business ethics in line with the Banking Industry Code of Conduct which was amended by the Thai Bankers' Association.

The contents of the amended code of conduct and business ethics requires the companies in the Bank's financial business group to also apply the code to their business operations as deemed appropriate to their circumstances while adhering to its principles and direction. The Bank continues to focus on communicating, training, educating, and building understanding among concerned parties, as well as monitoring the results of putting the code of conduct and business ethics into practice.

In practicing the code of conduct and business ethics, the Bank communicates and builds understanding among concerned parties, particularly in cases of uncertainty, doubt, whistle-blowing, and reporting to managers or persons responsible for compliance. The Bank expects managers, unit heads and executives to practice and oversee, advise, monitor and review the practice of the code of conduct and business ethics by their subordinates, and inform high-level executives or the Board of Directors of any violation of the code of conduct and business ethics.

With regard to its service standards, the Bank has elaborated the section about the required precautions for promoting financial prudence, supervision of personnel to perform their duties within a practical framework and in accordance with relevant laws, regulations, code of conduct and professional standards; and establishing business operation systems in accordance with standards practiced by professional peers.

With regard to staff and the workplace environment, the Bank has elaborated on the part about respect for personal rights and non-involvement with any incident of violation of human rights. The Bank has defined a scope for staff involvement with external

activities to prevent negative impacts on the Bank's image, conflicts of interest and violations of the code of conduct and business ethics, laws and offences against public morality.

With regard to responsibility to customers, the Bank has taken a cautious and prudent approach to providing suitable investment advice to customers, creating a relationship of trust with clients, and providing inclusive and sufficient protection for customers' assets in the Bank's custody.

In addition, the Bank has elaborated practical guidelines which take into consideration stakeholders, in line with the principles of corporate social responsibility and sustainable development.

The Bank posted the amended code of conduct and business ethics on its website since November 7, 2017. The information is available at www.bangkokbank.com.

The Bank has established regulations and practical guidelines for whistle-blowing and provides channels for stakeholders to report suspicious information or suspected wrong-doing, lodge complaints, and inquire about suspected violation of laws, or negligence of code of conduct and business ethics through its Compliance unit. Once notified, the Compliance unit will investigate the case. If the information reporting is found to be factual, the case will be considered and scrutinized by an audit committee which is independent from the management to propose measures to solve the problem or prevent the wrong-doing from occurring again in the future.

The Bank has assigned the Compliance unit to report complaints, suspected wrong-doing, or breaches of the code of conduct and business ethics.

Good Corporate Governance

The Bank has published its good governance policy and practical guidelines in support of good governance undertakings as well as a code of conduct and business ethics on its website under the topic of “Good Governance Policy.”

The Bank’s Board of Directors has authorized the Board of Executive Directors to make business decisions in various aspects, including social and environmental protection activities. The authorization clearly defines the scope and details of the approval authority of the Board of Executive Directors, particularly loan limits and investment amounts.

The Board of Executive Directors has assigned a high-level executive, who is the executive vice president overseeing the Office of the President and Public Relations Department to be in charge of planning, controlling, and keeping track of social responsibility and sustainable development activities, with a direct reporting line to the President.

The Bank provides advice to its stakeholders on a regular basis. For example, the Bank organizes investor relations activities on a regular basis, in addition to the annual general meeting of shareholders, to inform them of the Bank’s performance results, financial status, business risks and opportunities. Loan customers are advised about the economic climate, risks and business expansion opportunities; deposit customers on options for saving and managing their wealth, and most importantly staff on potential development and recognition of the code of conduct and business ethics.

The structure and composition of the Bank’s top management including nomination and selection of members of the Board of Directors, as well as their qualifications, regulations of conflicts of interest, roles and responsibilities, and performance assessment has been published in the Annual Report 2017 under the topic of “Corporate Governance”.

The Bank’s Board of Directors appointed a Risk Management Committee to oversee and manage various risks surrounding the Bank’s operations. Internal units involved with risk management file reports including their opinions or information on various undertakings related to risks to the Risk Management Committee which reports further to the Bank’s Board of Directors.

The Board of Directors consults among themselves about economic, social and environmental issues worth taking note of at their monthly meetings. Should there be an incident or doubts related to the Bank’s policy on corporate social responsibility, the Corporate Secretary will include such matter in the agenda and propose it to the meeting of the Board of Directors.

In 2017, the Board of Directors, for example, reviewed the anti-corruption policy, scrutinized the business continuity policy, and reviewed and revised the code of conduct and business ethics for staff.

The Board of Directors approved the contents of this Corporate Social Responsibility Report 2017.

Stakeholder Engagement

Identification of Stakeholders

The Bank has improved the process for analyzing its materiality (see details under the topic of Methodology for Defining Material Issues on page 22) with the principle of listening to opinions of the Bank's stakeholders as thoroughly as possible. The Bank has improved the process for analyzing its stakeholders. As a result, the stakeholders which were categorized into seven groups as published in the Corporate

Social Responsibility Report 2016 have been categorized with more detailed criteria into 15 sub-groups.

The Bank's stakeholders, as identified through an improved analysis of corporate social responsibility and sustainable development in accordance with the Bank's material issues, are as follows:

Results of Improved Analysis and Identification of Stakeholders



Shareholders and investors

- The Bank's shareholder
- Businesses in which the Bank invests



Financial service customers

- Corporate banking customers
- Commercial banking customers
- Consumer banking customers



Staff

- Permanent staff
- Staff on temporary contract

Stakeholders



Counterparties in the supply chain

- Allied organizations
- Counterparties in general



Industry peers



Creditors

- Depositors
- Holders of the Bank's financial instruments



Community, society and environment

- Communities with connections to the Bank
- Mass media
- Government and supervisory authorities
- Non-governmental organizations and civil society

1. Shareholders and investors

- 1.1 The Bank's shareholders: persons and juristic persons whose names appear on the Bank's list of shareholders' names
- 1.2 Businesses in which the Bank invests: organizations or companies in which the Bank holds shares for investment purposes

2. Financial service customers

- 2.1 Corporate banking customers: customers served by the Bank's Corporate Banking unit
- 2.2 Commercial banking customers and business banking customers: customers served by the Bank's Commercial Banking unit and Business Banking unit, respectively
- 2.3 Consumer banking customers: customers served by the Bank's Consumer Banking unit

3. Staff

- 3.1 Permanent staff
- 3.2 Staff on temporary contract

4. Counterparties in the supply chain

- 4.1 Allied organizations: companies in the Bank's financial group
- 4.2 Counterparties in general: suppliers of commercial goods and services

5. **Industry peers:** member banks of the Thai Bankers' Association.

6. Creditors

- 6.1 Depositors
- 6.2 Lenders of funding for doing business: inter-bank lenders and lenders in financial markets

7. Community, society and environment

- 7.1 Communities with connections to the Bank: communities located close to Bank branches, or communities which the Bank supports
- 7.2 Mass media:
 - By areas of specialization - economy, energy, environment, and society
 - By channels - newspaper, radio, television, and online social media
 - By coverage - nationwide and provincial
- 7.3 Government and supervisory authorities: government agencies prescribing policies and supervising the Bank's operations, including relevant government units and local administration agencies
- 7.4 Non-governmental organizations and civil society: thought leader groups, community development groups, and activist groups with an influence on the Bank's operations as well as non-governmental organizations



Shareholders and investors

> Communication channels and engagement activities

A formal event for high-level executives of the Bank to engage shareholders is the annual ordinary general shareholders' meeting, and extraordinary shareholders' meetings, if required. At the annual general shareholders' meeting, the Bank provides opportunities for shareholders to propose agenda items, send questions in advance, and nominate names for appointment to committees. The Bank also produces an annual report summarizing the results of its business operations in writing for all shareholders to acknowledge.

The shareholders and investors in general can receive information about the Bank from its filings to the Stock Exchange of Thailand, analyst meetings, or dissemination of information by the Bank's Investor Relations unit. The shareholders can communicate with the Bank to make suggestions or lodge complaints with its call center by phoning +662 645 5555 (1333) or visiting the Bank's website www.bangkokbank.com, or by sending letters to the Company Secretary.

In circumstances where the Bank invests as a shareholder in various companies, it engages with those companies by delegating its representatives to be members of the boards of directors, or join shareholders' meetings, or study information about those companies from their annual reports.

The Bank reviews and updates the lists of companies it invests in on annual basis and has published the list in its Annual Report.

> Needs and expectations

The Bank has analyzed the needs and expectations of shareholders and investors and found that they are, in order of priority, seeking investment returns pursuant to the economic climate, robust performance results, equal treatment, transparent and fair business operations, corporate social responsibility, and efficient risk management systems.

For companies in which the Banks holds shares, the Bank meets their needs by exchanging experiences in operating businesses by adhering to good corporate governance principles and encouraging them to realize the significance of corporate social responsibility and development for sustainability suitable to the circumstances of each business.

> Strategy for meeting the needs

To meet the needs of shareholders and investors, the Bank places importance on respecting the rights of shareholders in accordance with good corporate governance principles while strictly practicing business ethics in conducting the business.

> Results of engagement

In 2017, the Bank held 68 visits to investors and stock analysts, 30 teleconferences, three meetings with small groups of investors and stock analysts, and 14 meetings with investors, involving 577 people. The Bank held its annual ordinary shareholders' meeting on April 12, 2017, which was attended by 9,289 shareholders or their representatives, collectively accounting for 914,269,866 shares, or 47.90 percent of the total 1,908,842,894 shares that have been issued and paid-up, thus constituting a quorum pursuant to the Articles of Association of the Bank.



Financial service customers

> Communication channels and engagement activities

As a result of the improved process for analyzing stakeholders, the Bank has categorized customers in a more appropriate fashion as corporate banking, commercial and business banking, and personal banking customers in accordance with its business structure. This categorization will enable the Bank to specify communication channels and organize engagement activities in a clearer manner to better meet their needs. Communications and interactions with this group of stakeholders are mostly handled by staff when making transactions or exchanging opinions relevant to the customers at branches and business centers located nationwide. Staff also visit the customers at their places of business on a regular basis according to their scheduled customer visit plan.

In addition, the Bank organizes training sessions, seminars, and knowledge-sharing events, and sessions in which staff give financial advice to individual customers. The Bank uses these opportunities to communicate with or receive opinions from participants to learn about the needs and expectations of customers or potential customers.

The Bank also organizes surveys on the needs and satisfaction of customers using marketing communication tools as another channel to assess customer needs and satisfaction in a systematic way.

> Needs and expectations

Through communications and activities engaging this stakeholder group, the Bank has summarized customer needs and expectations deemed material, such as offering financial products with acceptable costs, security in using products and services (especially cybersecurity when making electronic transactions), quality financial advice and service, initiatives for offering a variety of products (particularly those promoting convenient access for customers and which are environmentally-friendly), and protection of customers' confidentiality and respect of customers' privacy.

> Strategy for meeting the needs

To meet the needs and expectations of customers, the Bank has developed and improved its business operations in various ways, such as offering services to connect businesses and investments in AEC countries, using financial technology and innovation in serving customers to increase accessibility to the Bank's services in areas not covered by our branch network, offering a wider variety of financial products and services which reflect social responsibility, and training knowledgeable and skilled personnel to serve customers responsibly in line with its business code of conduct and ethics by, for example, protecting customers' information. The Bank also invites customers to join corporate social responsibility activities, or public-benefit activities, on suitable occasions.

> Results of engagement

The Bank has published the results of its customer engagement under the topic of "Responsibility for products and to customers and consumers" on page 57 in this report.



Staff

> Communication channels and engagement activities

The Bank places great importance on engagement with its staff, managers and executives as it realizes that human capital is an essential element in the commercial banking business, and staff play a vital role in growing the Bank's business in a sustainable way.

The Bank communicates with and engages with staff on various occasions, such as staff training and development, coaching and feedback sessions, performance assessment, awarding outstanding staff, inviting staff to participate in corporate social responsibility activities organized by the Bank, or in collaboration with other organizations, and direct communications with, or between staff, including through the BBL Connect intranet website. The labor unions in the Bank participate in meetings and join discussions on staff welfare, through their representatives, which reflects staff engagement in almost every aspect of the Bank.

> Needs and expectations

The Bank has analyzed and summarized the needs and expectations of staff into categories, such as suitable and equal remuneration and welfare for female and male staff; career stability and advancement; continual enhancement of knowledge, skills, and potential for work; workplace security and hygiene; involvement in the development of working processes and products and services; and participation in public-benefit activities.

> Strategy for meeting the needs

In 2017 the Bank's Human Resource division set up the HR Helpdesk to meet the needs and attend to inquiries from each staff member. The Bank has also taken actions to meet the needs of staff in various ways, such as establishing practical guidelines under the business code of conduct and ethics for staff to follow at work, care for living standards and career stability for staff on the basis of mutual good relationships and cooperation, providing suitable remuneration and welfare, providing systems and equipment of a good standard to ensure work safety, and providing a suitable workplace that enhances work efficiency and productivity, while taking into account security and hygiene for staff.

> Results of engagement

The Bank has published the results of staff engagement under the topic of "Staff Care and Labor Relations Management" on page 46



Counterparties in supply chain

> Communication channels and engagement activities

In 2017 the Bank identified a sub-group of stakeholders within the group of counterparties in the supply chain in addition to suppliers of commercial goods and services, as the Bank recognizes that companies in its group of financial business are stakeholders relevant to its social responsibility and sustainable development, and that the Bank needs to engage with them in addition to its regular engagement through business relationships.

The Bank has organized communications and engagements suitable for and in accordance with business operations for both groups of counterparties in the supply chain, such as organizing or joining activities for the promotion of relationships with counterparties or meeting with them regularly, particularly new suppliers or service providers, so that they have opportunities to meet the Bank's procurement staff or managers at meetings to offer their goods or services. The engagement provides opportunities for the Bank to exchange opinions or make suggestions and engage them in sustainable development, social responsibility, and care for the environment.

> Needs and expectations

The Bank has analyzed and summarized the needs and expectations of counterparties in the supply chain and found that most of them prefer doing business with, or engaging in, business contracts with transparency and fairness, so that they can adjust their businesses to dovetail with those of the Bank in a seamless fashion.

> Strategy for meeting the needs

The Bank honors its trade conditions and agreements with counterparties with mutual good understanding and cooperation, and in recognition of the basis for fair competition or market practices as well as other widely-accepted standards relating to the banking business, to promote ethical and appropriate relationships with counterparties. The Bank also invites counterparties to join corporate social responsibility activities, or public-benefit activities, on suitable occasions.

> Results of engagement

In 2017, the Bank operated its business with counterparties in line with set objectives, and therefore there were no reports of incidents of conflicts with significant impacts on the Bank’s main counterparties.



> Communication channels and engagement activities

The Bank operates its business in the financial sector as a commercial bank and has a number of other banks which are member banks of the Thai Bankers’ Association as industry peers. In conducting its business, the Bank is determined to engage in fair competition and respect for industry peers. To encourage constructive engagement between commercial banks, the Bank is a member of the Thai Bankers’ Association, which provides opportunities for exchanges of opinions between member banks, particularly high-ranking executives of each bank. Exchanges of information among staff at an operational level also takes place on various occasions, such as direct communications in the event of suspicious transactions, or participation in other activities, such as the SME Foreign Exchange Risk Management Program to educate SME about foreign exchange risk management in collaboration with the Bank of Thailand (BOT) and government agencies, financial fairs, seminars, and social responsibility activities.

> Needs and expectations

The Bank has analyzed relevant information and found that the needs and expectations of industry peers include transparency and fairness in doing business, and competition within the boundaries specified by laws and regulations.

> Strategy for meeting the needs

The Bank follows the practical guidelines for treating business competitors with good mutual understanding and cooperation, and conducts its business within the framework of regulations, fair competition, and business practices under the supervision of the Bank of Thailand, the Stock Exchange of Thailand, and the Security and Exchange Commission.

> Results of engagement

In 2017, under the Government’s National e-Payment Master Plan, all commercial banks in Thailand made a concerted effort to develop their own internal systems to provide national person-to-person fund transfers under the PromptPay and QR Code services. All banks achieved the joint target and Bangkok Bank operated its business smoothly without any incidents of significant conflicts with competitors.



> Communication channels and engagement activities

The Bank categorizes creditors into two groups, namely financial creditors who are depositors and holders of debt instruments issued by the Bank, and lenders of funding for doing business. This allows the Bank to define suitable activities for strengthening relationships with creditors, particularly financial creditors. The Bank focuses on building relationships and engaging with creditors directly through staff who serve them and provide financial advisory services. The Bank regards financial creditors as customers as well.

In addition to direct communications, the Bank has channels to receive suggestions and complaints from creditors such as the call center on telephone number +662 645 5555 (1333), and Bangkok Bank’s website www.bangkokbank.com.

> Needs and expectations

The needs and expectations of financial creditors are that the Bank will strictly honor conditions and agreements made with them, particularly with regard to financial returns and timing, while commercial creditors expect transparent and fair business dealing.

> Strategy for meeting the needs

The Bank places importance on proper treatment of all creditors and it does this by strictly honoring conditions and agreements made with them. The Bank also invites its creditors to join corporate social responsibility activities, or public-benefit activities on suitable occasions.

> Results of engagement

In the year in review, the Bank maintained good relationships with all creditor groups in accordance with specified objectives and abided by conditions and agreements as usual.



Community, society and environment

> Communication channels and engagement activities

The Bank has prepared various channels for communicating and engaging with its communities and society, and for engaging on its efforts to preserve the environment, namely with external stakeholders, where there is the potential to have an impact on the image, reputation and business sustainability of the Bank. In 2017, the Bank categorized these stakeholder groups by their characteristics and engagement with the Bank, such as communities located close to Bank branches, communities which the Bank supports, mass media, Government and supervisory authorities, non-governmental organizations and civil society.

The Bank included corporate social responsibility elements in activities for engaging this stakeholder group, such as public seminars to provide financial knowledge and information useful for doing business, television programs providing knowledge on financial and business management for SME, corporate social responsibility and public-benefit activities with the community's involvement, campaigns for energy conservation, environmental protection and efficient use of resources, providing media knowledge and training on environment protection to staff in offices and branches, and surveys on the needs of customers. The Bank is open to suggestions or complaints through its call center on telephone number +662 645 5555 (1333), or on the website www.bangkokbank.com, or to relevant units in the Bank.

> Needs and expectations

Through engagement with external stakeholders regarding community, society and environment, the Bank has analyzed and found that the needs and expectations of this stakeholder group include access to knowledge on financial management for individuals or businesses, convenience and security in using financial products, development of local economies for sustainable growth, support for public-benefit activities, promotion of the practice of human rights, anti-corruption, environment protection, and factors to alleviate contributions to climate change.

> Strategy for meeting the needs

The Bank has established a strategy and procedures for meeting the needs of communities, society and the environment as guidelines for its operations in 2017, such as placing importance on taking actions in line with generally-accepted guidelines and principles of corporate social responsibility for a financial business; development of financial products and services to meet the needs of a changing society and changing lifestyles; support for activities for the benefit of the public, communities and society as a whole; support for activities to nurture and develop communities to be strong and self-reliant; support for and participation in activities for the benefit of the public and society; dissemination of policies on the Bank's website and internal communication channels; and care for environmental standards relevant to the Bank's business.

> Results of engagement

The Bank has published results of its activities and participation with communities, society, and the environment in details under the topics: Environmental Activities for Sustainable Development and Social and Community Activities for Sustainable Development on page 44 in this report.

Our Approach

This Corporate Social Responsibility Report 2017 presents contents about corporate social responsibility and the sustainable development of Bangkok Bank. Detailed financial information is presented in the Annual Report 2017.

In defining the materiality of this report, the Bank has expanded the scope of identifying the process, and methodology for concluding material issues to be presented in this report. This approach has been developed and refined to comply more fully with international standards than was the case with previous reports. The Bank has established a three-year project for producing this report in compliance with the standards of the Global Reporting Initiative (GRI). In 2017 the work focused on gathering and analyzing information, in 2018 it will focus on aligning it with the Bank's direction and expectations, and in 2019 the Bank's policy, vision and strategy for sustainable development will be developed in line with the Bank's business direction. The undertakings in the past year were as follows:

Methodology for Defining Material Issues

The Bank has appointed a working team to gather and analyze information through research that follows the criteria and guidelines set by international organizations on indices for social responsibility and sustainable development, such as the widely accepted questionnaire of the Dow Jones Sustainability Index (DJSI), and Global Reporting Initiatives' (GRI) guidelines for social responsibility, or sustainable development reports. These standards assist business organizations from different countries to define the scope of their reports which can be benchmarked with others.

Also, in 2017, the Bank studied corporate social responsibility or sustainable development reports of other leading companies in Thailand, and the criteria of sustainability awards for listed companies on the Stock Exchange of Thailand, in addition to the reports of some selected international organizations.

The working team began identifying material issues relevant to the Bank's social responsibility and sustainable development with 92 material issues initially selected. The team then held

meetings to analyze these issues and drew up a shortlist of the issues which best fit the Bank's policy and business context, based on relevant information from the financial industry in Thailand and other countries. Focus group meetings, consisting of experts and consultants on sustainable development, as well as the Bank's working team, identified 18 material issues deemed the most relevant to the Bank. The team then ranked the selected issues in order of priority from the Bank's and stakeholders' perspectives.

The 18 selected material issues have been grouped into nine economic issues, three environmental issues, and six social issues as follows:

Material issues – economic

1. Good corporate governance
2. Risk and crisis management
3. Business ethics
4. Innovation management
5. Image and reputation management
6. Supply chain management
7. Economic development
8. Customer satisfaction
9. Protection of customers' information

Material issues – environmental

10. Greenhouse gas emissions
11. Quality use of resources and reduction of waste
12. Ethical credit extension with consideration of environmental impacts

Material issues – social

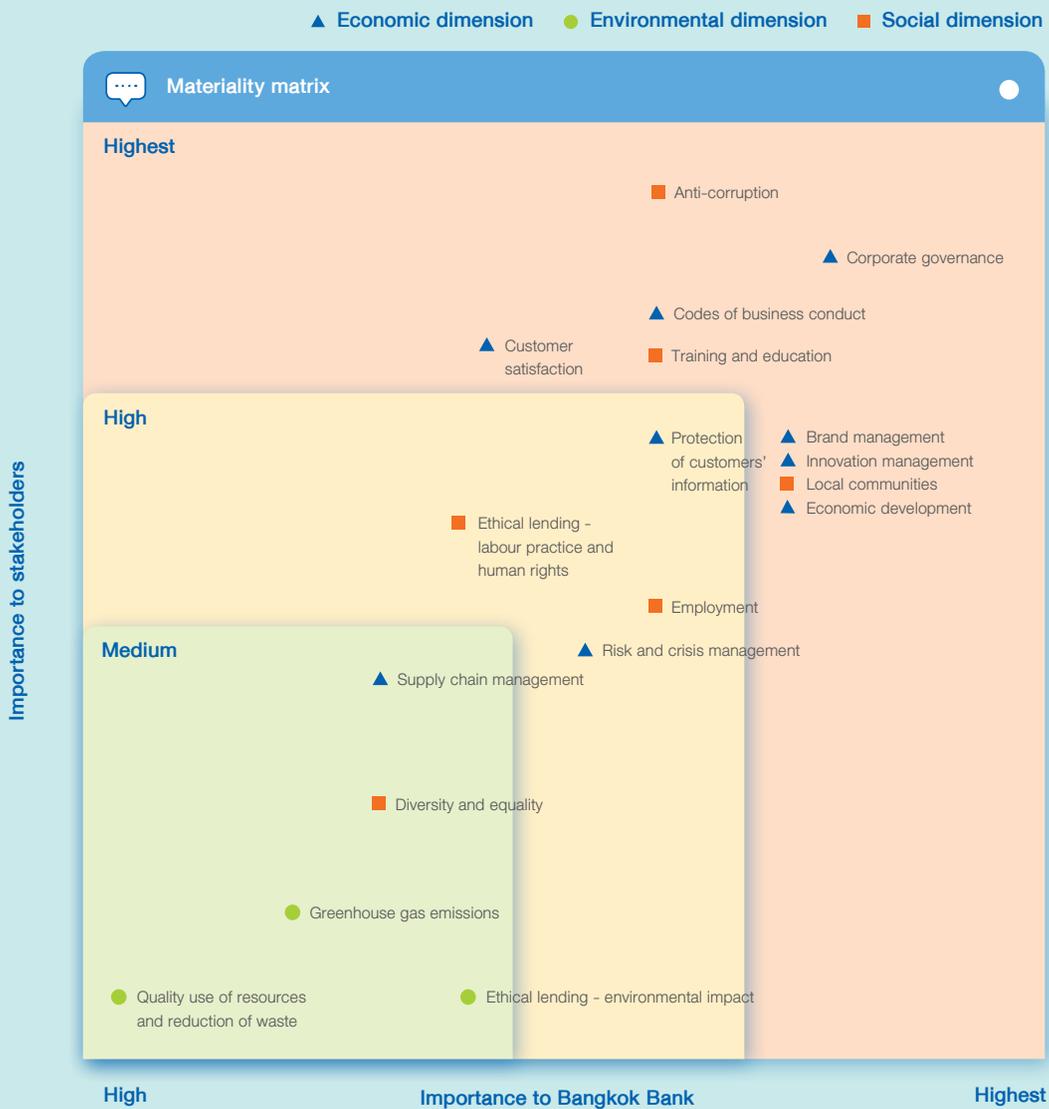
13. Labor policies
14. Personnel development
15. Ethical credit extension with consideration of labor treatment and human right protection
16. Anti-corruption
17. Development of communities surrounding business premises
18. Promotion of diversity and equality

Ranking of Material Issues

To categorize the material issues, the Bank conducted an opinion survey among the Bank’s internal stakeholders, i.e. senior executives, unit heads, and general staff who were asked to rank the selected 18 issues in order of priority. The survey was conducted through one-on-one interviews of 13 senior executives, a workshop for about 80-unit heads, and questionnaires for a sample group of 80 staff members randomly selected to cover staff at head office and branches and business centers nationwide, as well as staff who are members of labor union committees.

The Bank also conducted an opinion survey among external stakeholders with questionnaires sent to sample groups of stakeholders randomly selected to represent statistically significant responses.

The methodology enabled the Bank to rank the material issues by priority as shown in the materiality matrix below.



Reporting on Activities with Material Issues

The Bank has reported the activities with material issues to the public in its Corporate Social Responsibility Report and Annual Report. Contents of the material issues are as follows.

Priority	Material Issue	Topic of Report	Page number in Corporate Social Responsibility Report 2017	Page number in Annual Report 2017
Highest	<ul style="list-style-type: none"> • Anti-corruption • Good corporate governance • Business ethics • Customer satisfaction • Personnel development • Image and reputation management • Innovation management • Development of communities surrounding business premises • Economic development 	• Anti-corruption	31	68
		• Good Corporate Governance	15	65
		• Adherence to the Code of Conduct and Business Ethics and Channels for Receiving Complaints	14	65
		• Stakeholder Engagement - Financial service customers	18	-
		• Human Resource Development	50	30
		• Key Impacts, Risks, and Opportunities	12	52
		• Customer or Service User Safety Protection	56	28
		• Collaboration with Community and Encouragement of Counterparties and Business Partners Regarding Social Responsibility	55	-
		• Financial Literacy and Financial Inclusion	69	-
		High	<ul style="list-style-type: none"> • Protection of customer information • Ethical credit extension with consideration of labor treatment and human rights protection • Labor policies • Risk and crisis management 	• Customer Information and Privacy Protection
• Human Rights of Staff and the Underprivileged in Society	54			-
• Staff Care and Labor Relations Management	46			-
• Workplace Health and Safety	49			-
• Human Resource Development	50			30
• The Right to Form or Join Labor Unions	53			-
• Child Labor and Illegal Labor	53			-
• Risks and Opportunities Resulting from Climate Change	28			52
Medium high	<ul style="list-style-type: none"> • Supply chain management • Promotion of diversity and equality • Greenhouse gas emissions • Ethical credit extension with consideration of environmental impacts • Quality use of resources and reduction of waste 	• Description of Supply Chain	8	-
		• Fair Employment	53	-
		• Air-pollution Management	39	-
		• Encouraging Counterparties and Business Partners to Care for the Environment	43	-
		• Management of Materials	34	-
		• Water Consumption Management	38	-
		• Waste Water and Waste Management	41	-

The Bank places utmost importance on the analysis of the material issues indicated above and has set a target and plan to analyze the issues every three years.

During the reporting period of this Corporate Social Responsibility Report 2017, there were no significant changes to the Bank's business, such as acquisitions or mergers, changes to the core business, or changes to measures of business control.

In this Corporate Social Responsibility Report 2017, the Bank has improved topics of material issues of social responsibility and sustainable development to be in line with international standards as indicated under the topic of Ranking of Material Issues.

This Corporate Social Responsibility Report 2017 presents information about activities during January 1-December 31, 2017, and continues from the Corporate Social Responsibility Report 2016.

The Bank produces a Corporate Social Responsibility Report every year.

For more information about this report, please contact:

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Bangkok Bank Public Company Limited
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Section 1

Economic Performance for Sustainable Development

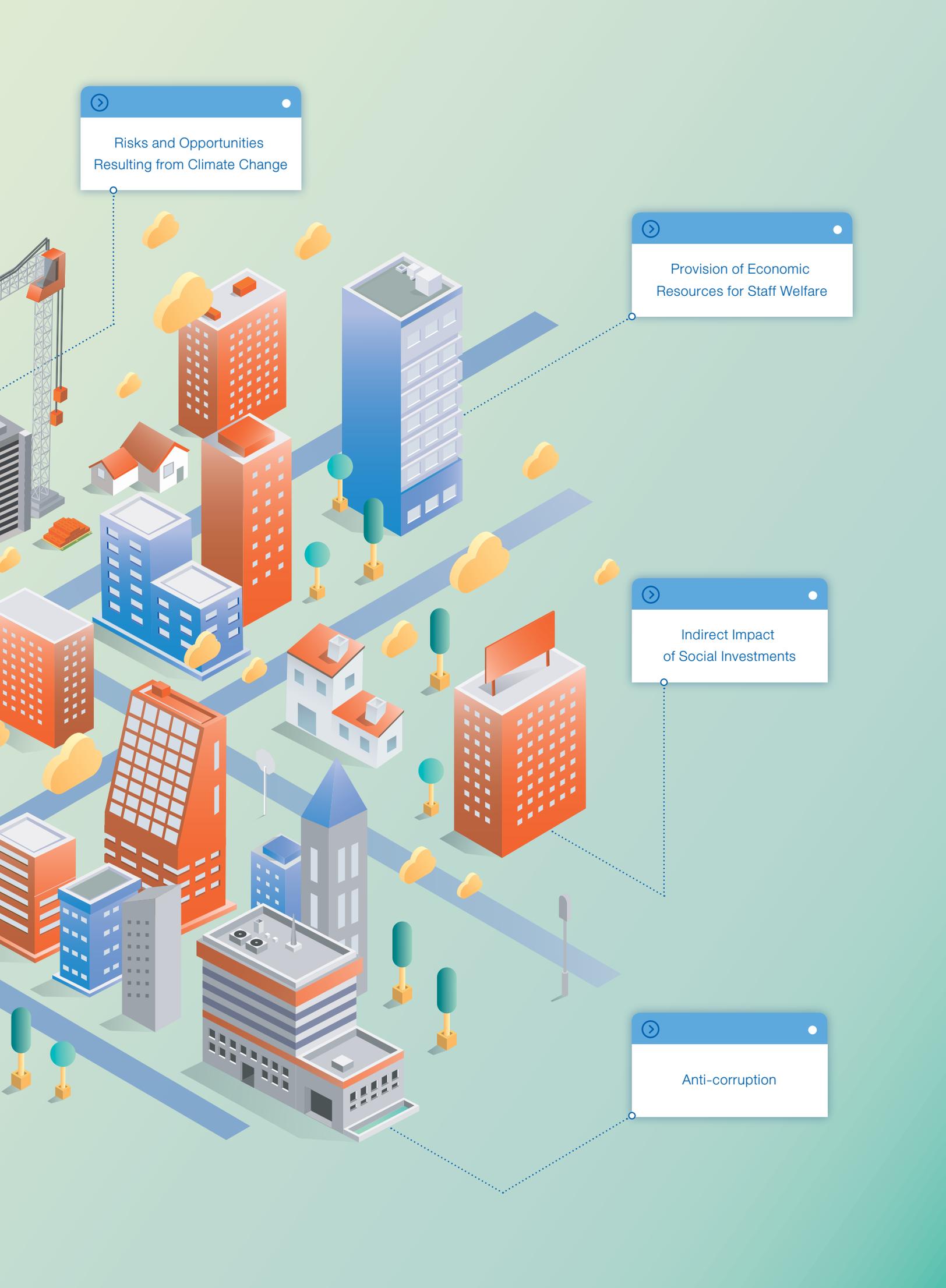


Risks and Opportunities
Resulting from Climate Change

Provision of Economic
Resources for Staff Welfare

Indirect Impact
of Social Investments

Anti-corruption



Performance Results and Social Investment

Bangkok Bank operates not only to create profit but to support the sustainable growth and prosperity of all stakeholders, namely shareholders and investors, creditors, customers, counterparties in the supply chain, industry peers, staff, communities and society.

The Bank's financial performance has been published in the Annual Report 2017 under the topic of Financial Statements, on pages 106 - 113.

Risks and Opportunities Resulting from Climate Change

The Bank has an internal risk control self-assessment (RCSA) process, and the Operational Risk unit has been tasked to work with other related units to identify and assess operational risks which will have significant impacts on the Bank. The Operational Risk unit will report its findings to the Bank's Operational Risk Management Committee which will consider priorities among the reported operational risks, select the risks with the highest priorities and assign related units to analyze and find ways to mitigate the risks at an organizational level.

The risks associated with climate change which the Bank has classified as operational risks at the organizational level include floods, earthquakes, pandemics, and tsunamis.

The Bank classifies operational risks at an organizational level in three categories according to the type of impacts, namely direct financial impact, indirect financial impact, and reputational impact.

In 2017, the Bank assessed the risks associated with climate change and found that these risks were not significant in all three aspects. However, the Bank has measures in place to mitigate the risks with a Business Continuity Management Plan and an Emergency Response Plan.

With regard to business opportunities from climate change, in 2017 the Bank extended more loans for projects investing in alternative energy sources such as solar-energy power generation projects, solar farm and solar rooftop projects, wind-turbine power generation projects, and hydro-power generation projects. This type of industry has potential for sustainable growth, as not only is electricity generated from renewable energy sources, but the projects also enjoy continuously reduced costs in the long run.

The Bank also participated in supporting the Government's National e-Payment Master Plan to reduce cash transactions in Thailand which will subsequently reduce the cash-related activities requiring fossil fuel, such as transportation of cash between the Bank and cash centers of the Bank of Thailand, which is presently done with transport trucks.

The Bank also sees the growing needs for efficient energy use as opportunities for developing products and services to help customers make financial transactions in a more convenient, fast, secure and convenient fashion while saving energy and costs.

The Bank estimates that climate change will provide the Bank with more opportunities for business expansion based on the Bank's information from business operations in recent years.

Provision of Economic Resources for Staff Welfare

The Bank realizes that provision of economic resources to staff is one of its major responsibilities. It therefore provides various types of welfare for staff to have quality of life in line with the current economic and social situation. The welfare provided is deemed comprehensive and adequate to meet the needs of the staff when compared to other leading companies in Thailand. One of these measures is health and wellness as the Bank provides fitness centers and medical services for staff at its head office in Silom road and its Rama 3 office building. Staff are also entitled to reimbursement for their medical expenses at the rates set by the Bank when they use medical services of any clinics or hospitals.

The Bank also sets aside a budget for different kinds of staff welfare funds to support staff throughout their employment such as the Social Security Fund, compensation fund, and staff loans. The Bank has also established a provident fund for staff to save money for their retirement with regular contributions from the Bank to the fund. The Bank has another staff welfare fund which is used to pay benefits to staff or their family in the event of death or disability caused by working for the Bank. Staff also receive a monthly living allowance from the Bank of Baht 600 per month for each of their first three children until they graduate with a bachelor's degree. This is in addition to the benefits they receive in accordance with the social security law.

Financial Support from Government Sector

The Bank seeks sustainable growth and investor returns appropriate to the economic climate while also seeking to meet the needs of other stakeholders. It cooperates with the government to strengthen the economy, especially in the SME sector, in areas such as Research and Technology Development loans, SME loans against promissory notes, Innovation Development loans, and SME Machine Fund. There have been no direct subsidies from the government sector for the Bank's operations in recent years.



Indirect Impact of Social Investments

The Bank has a unit under its Public Relations Department responsible for organizing social responsibility activities within a budget allocated for social support and development according to the Bank's annual plan and targets.

In the past year, the Bank's social investment budget comprised donations of 29.2 percent, social development investments of 32.9 percent, and investments for business-related development for stakeholders of 37.9 percent.

Some examples of the Bank's social responsibility activities last year are as follows:

Driving Thailand to Cashless Society

The Bank piloted QR Code Payment on EDC service, the first to offer the new option to pay for products and services in place of cash at Phramongkutklao Hospital Foundation. Merchants can use an electronic data capture (EDC) terminal to print out a QR Code slip for their customers to scan and pay via the mobile banking service of any bank in Thailand. A QR code slip will be printed specifically for each item that the customer must pay and the amount due is already specified. The customer only needs to scan the slip with a mobile banking application on smart phone, check the amount, and confirm the payment.

Customers who wish to use credit and debit cards can use them as usual. But customers who normally pay in cash can now choose to pay by scanning the QR Code so that they do not have to carry a lot of cash. More importantly, the service can be used

with the mobile banking service of any bank. For business owners, this service helps reduce cash handling as sales will be credited to their account automatically. Daily sales reports can be retrieved immediately at the end of the day. Merchants can offer this payment option to customers as an alternative to cash payments, which helps reduce the burden of cash handling, cut down costs, improve efficiency and increase sales. This service is in line with the policies of the Government and the Bank of Thailand for driving the country towards a cashless society according to the Thailand 4.0 policy.



Household Debt Restructuring

The Bank supported the Debt Clinics Project initiated by the Bank of Thailand in collaboration with another 16 leading financial institutions to systematically and effectively reduce the household debt level, which has been increasing in recent years. To do this, a central unit was set up with the responsibility to help individual debtors with many creditors to restructure their debts with all creditors following the same legal standard. In the initial stage the project focused on helping debtors with credit card and personal loans. This central debt restructuring unit also provides financial literacy to debtors to help them adopt good financial discipline which will be beneficial to the national economy in the long run.

Helping Flood Victims in the South

The Bank joined in efforts to help flood victims in the southern part of the country with relaxed repayment terms and reduced interest rates on existing loans for affected customers. A soft loan program of Baht 10 billion was also launched to help affected businesses. The Bank, together with other Thai banks, also donated Baht 50 million on behalf of the Thai Bankers' Association to Prime Minister General Prayut Chan-o-cha on January 15, 2017, to help rehabilitate and provide remedies to people affected by floods in the Southern provinces. The Bank also opened an account and waived interregional transfer fees for all its channels for customers and the public to transfer funds to help those affected, with funds distributed through the Royal Thai Navy. For Bank customers affected by the floods, the Bank provided aid, and interest-free loans for house and property repairs.

Anti-corruption

The Bank manages its business prudently in line with good corporate governance principles. The Bank also disseminates the concept of sustainable business development and ensures that executives and staff practice the principles in compliance with the code of conduct and business ethics.

The Bank has established a policy to prevent its staff from seeking unlawful personal gains from their work and prescribes a code of conduct for all staff so that Bank achieves its targets. The staff code of conduct has been reviewed on a regular basis.

The Bank also places significance on communicating the policy to prevent unlawful personal gains to ensure this is observed both inside and outside the organization. It does so by posting the policy on its website and communicating it to all staff via internal communication channels, such as the internal staff newsletter, email and internal website.

The Bank publishes and distributes staff regulations to all new recruits on orientation day.

In the year in review there were no reports of incidents of corruption in the Bank's operations which could have caused significant damage to the Bank.

Measures Against Unfair Competition in Business

The Bank has reviewed the code of conduct and business ethics regarding business competition and resolution of disputes. The Bank shall operate its business freely and compete fairly without collusion with other banks to fix selling or buying prices or set service conditions unfair for customers. The Bank shall present customers with beneficial and worthwhile products and services while customers can freely choose among services without inappropriate intervention from the Bank to prevent them from choosing other banks' services. The Bank must not discredit competitors, nor act in any way to monopolize or reduce or limit the competition in the market. In the event of any dispute, the Bank shall arrange to have a process to resolve the dispute.



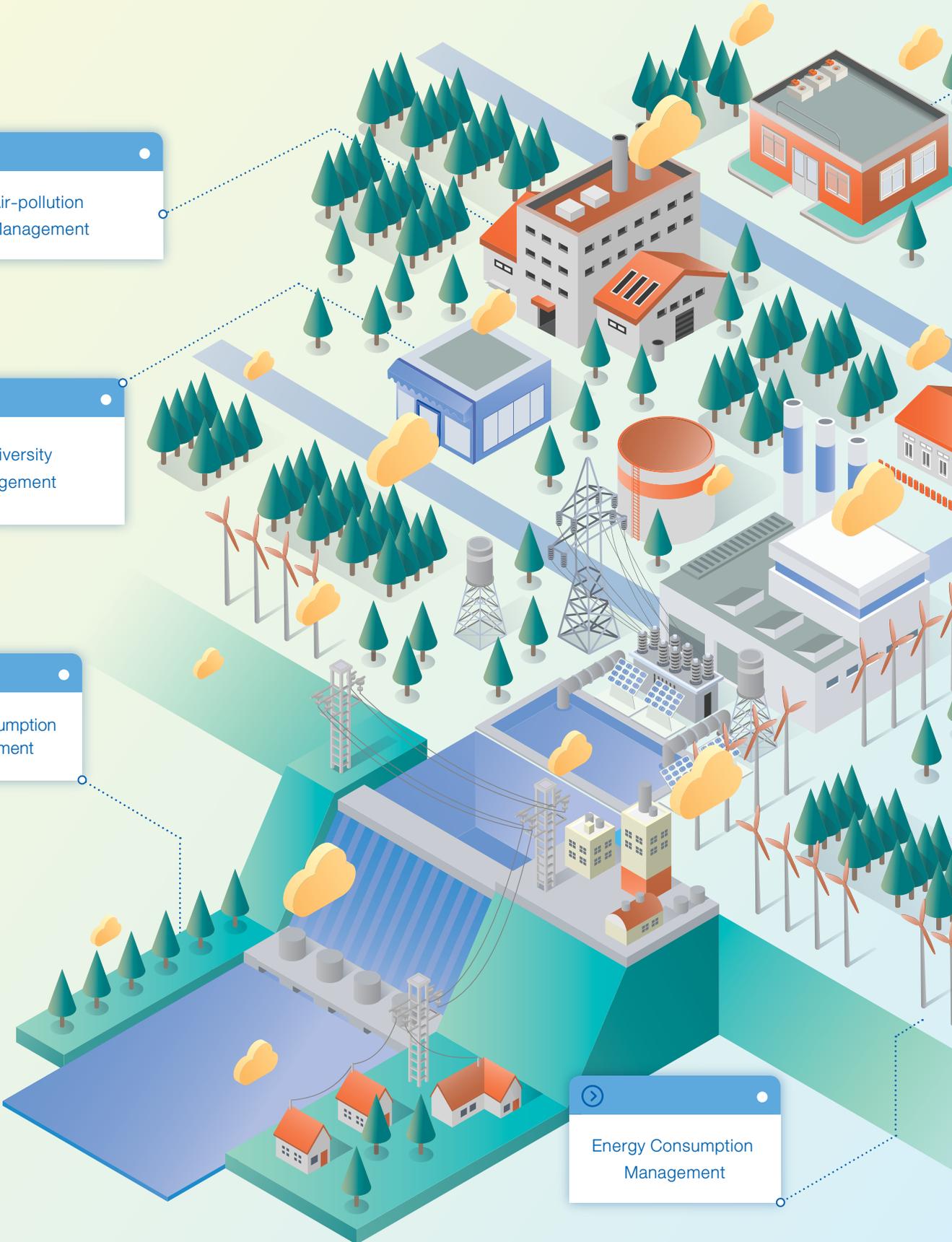
Section 2: Environmental Activities for Sustainable Development

Air-pollution
Management

Bio-diversity
Management

Water Consumption
Management

Energy Consumption
Management



Compliance with Environment Protection Laws

Encouraging Counterparties and Business Partners to Care for the Environment

Waste Water and Waste Management

Management of Materials



The Bank conducts its business while considering the sustainability of related parties, therefore it has always considered its responsibility to the economy, society, and environment. The Bank realizes that environmental impacts on environment could affect everyone in society in line with the United Nations Conference on the Human Environment – UNCHE, held in Stockholm, Sweden, from June 5-16, 1972. The conference called for all nations to be aware of the environmental crisis caused not only from economic activities but the excessive consumption of limited natural resources.

The Bank has focused on preserving the environment by setting up policy and practical guidelines on environmental responsibility under the concept of sustainable development of business. In 2015, the Bank initiated a program to systematically track its resource consumption in energy, water and paper, to calculate the Bank’s greenhouse gas emissions or carbon footprint. Under this program, the Bank will eventually reduce energy consumption and conserve the country’s energy resources, with the Bank’s Head Office the technical model. Results of undertakings in 2017 can be reported and compared as follows:

Management of Materials

Primary materials used in the Bank’s operations include printed forms for recoding financial transactions, advertising materials, and plain white paper for printing. Records of the Bank’s purchases of paper in 2017 are as follows.

- A4, 80-gram paper: 26,000 reams
- A4, 70-gram paper: 20,000 reams
- Transaction forms and slips (recycled paper): 40,000 packs
- Calendar leaflets (recycled paper): 7,878 reams
- Use of paper manufactured under ISO 14001
- Toilet paper: 47,412 rolls
- Paper towels: 18,420 rolls

The Bank is determined to reduce paper use and chooses to use recycled paper as much as circumstances allow. The Bank transaction forms, slips, and other purchased materials were made from recycled paper worth more than Baht 20 million.



Energy Consumption Management

The Bank realizes the importance of energy saving as it not only helps cut energy costs which have been increasing continuously, but also reduces the impact on the environment. Therefore, the Bank has established measures to reduce energy consumption systematically in 2015 by collecting data about the energy, water, and paper consumption of a group of head office buildings consisting of three buildings, the Head Office, Trinity building, and Rama 3 building. The data collected in 2016 came from a group of head office buildings comprising five buildings, the Head Office, Trinity building, Rama 3 building, Saengthong Thani Tower, and Building 3; and it is the base line for reference in subsequent years.

Consumption of Electricity and Diesel Fuel (for back-up electricity generators)

Energy consumption of head office buildings

Type of energy	Unit	2015	2016	2017
Electricity	Megawatt hour	34,730	37,312	33,929
Diesel	Liter	10,600	26,245	27,755

In 2017, the Bank replaced fluorescent light bulbs with LED bulbs resulting in reduced electricity consumption, while diesel fuel consumption increased in 2016 because the Bank's technicians operated the electricity generator at Rama 3 building to test the back-up power system. Diesel fuel consumption also increased in 2017 due to the operation of the electricity generator at Rama 3 building to test the system, maintenance of the main distribution board, and battery replacement in the back-up electricity system which required the operation of the electricity generator to maintain stability of the electricity system.

The electricity consumption of the group of head office buildings in 2017 according to the watt meters of the Metropolitan Electricity Authority was 33,929 megawatt hours. Diesel consumption to run the back-up electricity generators according to purchase records was 27,755 liters. When combining both sources of energy to calculate net heating value by referring to the calculation method of the Ministry of Energy, the gigajoules are:

Net heating values of the energy consumption (unit: gigajoules)

Type of energy	2015	2016	2017
Electricity	125,028	134,323	122,146
Diesel fuel	386	956	1,011
Total	125,414	135,279	123,157

The Bank also used diesel and gasoline fuel with Bank vehicles such as cars for administrative work, delivery vans, passenger vans, and executive cars, to operate day-to-day operations of the Bank at the group of head office buildings. The petroleum consumption was calculated in net heating value by referring to the calculation method of the Ministry of Energy.

Petroleum consumption of vehicles at the group of head office buildings (unit: liters)

Type of petroleum fuel	2015	2016	2017
Diesel	129,380	148,709	136,963
Gasoline	1,117,914	1,097,478	1,042,219

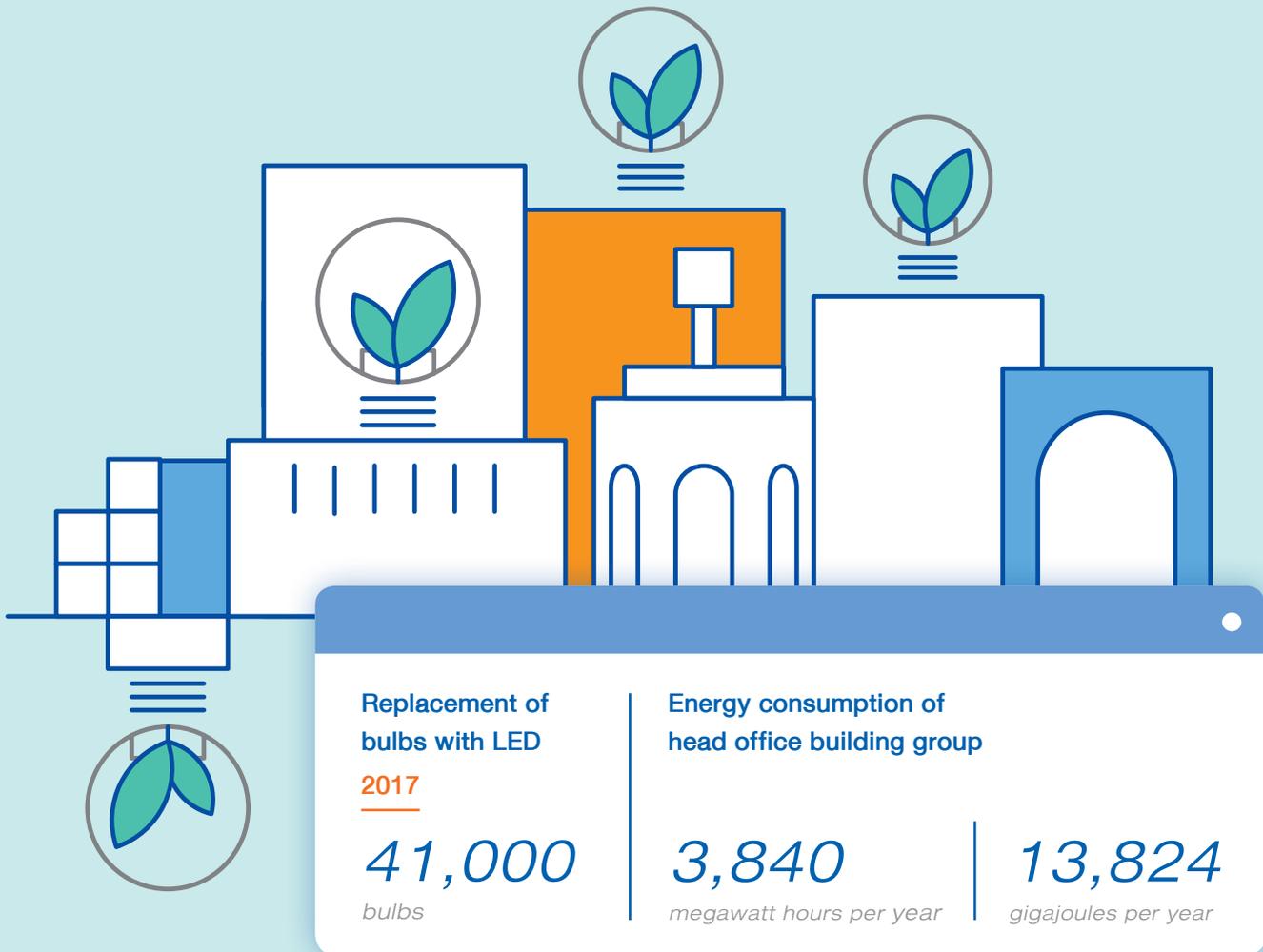
Net heating values of the energy consumption (unit: gigajoules)

Type of petroleum oil	2015	2016	2017
Diesel	4,712	5,416	4,988
Gasoline	35,192	34,549	32,809
Total	39,904	39,965	37,797

The Bank calculated the energy consumption per head of a full-time staff member to indicate the efficiency of the energy consumption by referring to the data of electricity and diesel consumption to run the back-up electricity generator of the head office building group. The calculation was in gigajoules per full-time staff member (Gigajoule/Full-time Equivalent - GJ/FTE)

The intensity of the energy consumption (Gigajoule/Full-time Equivalent - GJ/FTE)

Total energy consumption	2015	2016	2017
Total	17.8	18.0	17.5



Tangible results of measures to reduce energy consumption

In 2017, the Bank replaced 41,000 fluorescent light bulbs with LED light bulbs at six buildings, namely the Head Office on Silom Road, Trinity building, Rama 3 building, Saengthong Thani Tower, Rama 9 branch building, and Hua Lamphong branch building. The replacement helped reduce electricity, maintenance and light bulb replacement costs. Also, it helped save a large amount of national energy, and reduced impacts on health and the environment. LED light bulbs contain no health-threatening chemicals such as lead or mercury, provide higher and more stable brightness and emit less heat causing less disturbance. LED light bulbs have no UV rays to weaken the eyes, darken the skin, or fade the colors of the furniture. When broken, there are no harmful pieces such as glass or chemical substances covering the inner surface of the bulb.

Aside from replacing the light bulbs to reduce the cost of energy and the impacts on health and the environment, the Bank properly disposed of the old fluorescent light bulbs which contain components and chemicals harmful to the health and environment. All the old unused light bulbs were sent to be destroyed by Better World Green Public Company Limited, a leading company in managing and destroying industrial waste to preserve the environment.

The Bank replaced fluorescent light bulbs with LED light bulbs for a budget of Baht 10 million which reduced the energy consumption of the head office building group by 3,840 megawatt hours per year or 13,824 gigajoules per year. The average energy consumption of the six buildings was reduced by 7-10 percent per month compared to the base line of 2016.

Water Consumption Management

Water consumption

Most of the water consumption at the Bank was for personal hygiene. The water used in the head office building group comes from a sole source which is the Metropolitan Waterworks Authority.

The intensity of the energy consumption (Gigajoule/Full-time Equivalent - GJ/FTE)				
Pipe water		<u>2015</u> 0.36	<u>2016</u> 0.42	<u>2017</u> 0.38

The Metropolitan Waterworks Authority's raw water comes from the Chao Phraya River. Therefore, the Bank's water usage causes no harm to underground water sources or any other natural water sources.

Recycling of waste water

The Bank reused waste water from the Rama 3 building by treating it in the water treatment process before using it again to water trees and lawn surrounding the building. The volume of water reused accounted for 12 percent of total water used in the head office building group.

Recycling of waste water (unit: million cubic meter)				
Recycled waste water		<u>2015</u> 32,000	<u>2016</u> 28,000	<u>2017</u> 47,000

Bio-diversity Management

The Bank is in the financial and banking business, a service industry which poses no direct threats to the environment or natural resources. Also, the Bank has no operation sites located in forest reserve areas or within bio-diversity rich areas which could have impacts on general or rare species of animals or plants. In the Bank's business operations there are no dangerous toxic substances or chemicals used that could have impacts on the rare species listed in the IUCN Red List of Threatened Species.

Air-pollution Management

The Bank was certified as a company that has followed the rules and guidelines of the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO), which is a national organization, reflecting the Bank's determination to reduce its impact on climate change. The Bank has conformed to the principles and criteria set by TGO, first revision, October 2013, by starting to collect the greenhouse gases emitted by the group of three office buildings - the Head Office, Trinity building, Rama 3 building. Since 2016, the Bank has expanded the scope of data collection by adding two more head office buildings to the parameter - Saengthong Thani Tower and Building 3. The statistics were used as a base line and the starting point to more effectively control and reduce the greenhouse gases released from the operations of the Bank.

Control of Greenhouse Gas in Scope 1

Type of greenhouse gases in scope 1 which the Bank controls and monitors are carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O). Referring to the monitoring and data collecting, the greenhouse gases of the Bank in scope 1 in the base-line year 2016 was 3,712 tons of CO₂ equivalent, according to the standard of the TGO and The Fourth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC, AR4). In 2017, the Bank reduced the amount of the greenhouse gases released to 2,784 tons of CO₂ equivalent, through a campaign encouraging the Bank's executives and staff to reduce their consumption of resources and energy.

Greenhouse gas emissions of head office building group (unit: ton of CO₂ equivalent)

Greenhouse gas	2015	2016	2017
Scope 1	4,030	3,712	2,784
Scope 2	20,189	21,720	19,751
Scope 3	584	597	520
Total	24,803	26,029	23,055

Scope 1 : Greenhouse gases released from fuel consumption

Scope 2 : Greenhouse gases released from electricity consumption

Scope 3 : Greenhouse gases released from other activities

Control of Greenhouse Gas in Scope 2

Type of greenhouse gases in scope 2 which the Bank controls and monitors is carbon dioxide (CO₂) which the Bank managed to reduce significantly by replacing the light bulbs with LED bulbs, reducing energy consumption by around 7-10 percent.

Control of Greenhouse Gas Scope 3

Type of greenhouse gas in scope 3 which the Bank controls and monitors are carbon dioxide (CO₂) which the Bank managed to reduce to a satisfactory level through the campaign encouraging the Bank’s executives and staff to use resources like paper and water, efficiently.

The greenhouse gas in scope 3 was high in 2016 due to leakage in a water pipe caused by the maintenance of the cooling tower at the Head Office building which had already been fixed.

The Bank calculated the intensity of the greenhouse gases which the Bank controlled and monitored which were carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O) in scope 1-3, the total greenhouse gases in the ton of CO₂ equivalent unit mapping with the number of full-time staff (Ton CO₂ Equivalent/Full-time Equivalent) to have a clear greenhouse gas indicator.

Total greenhouse gas emissions (unit: Tons of CO₂ Equivalent/Full-time Equivalent)

Greenhouse gas	2015	2016	2017
Intensity	3.52	3.45	3.28

Intensity of greenhouse gas emissions (unit: Tons of CO₂ Equivalent/Full-time Equivalent)

Building	2015	2016	2017
Head Office	4,392	4,352	4,147
Trinity	1,222	1,249	979
Building 3	-	122	116
Rama 3	1,441	1,428	1,397
Seangthong Thani Tower	-	384	384
Total	7,055	7,535	7,023

The Bank has reduced the emission of greenhouse gases by focusing on behavior changes of executives and staff in consuming resources efficiently. The Bank has also made various investments in order to reduce the environmental impacts, for example, disposal of electronic waste in an environmentally-friendly process, replacement of fluorescent light bulbs with LED bulbs which has significantly reduced the greenhouse gases in all three scopes.

Projects	Amount of greenhouse gases
Disposal of electronic waste with an environmentally-friendly process	9,282 tons of CO ₂ equivalent/tons of waste
Replacement of fluorescent light bulbs with LED bulbs	2,235 tons of CO ₂ equivalent/year

The Bank does not release ozone-depleting substances as there was no leakage of Halon 1301 fire-extinguishing chemicals. The Bank does not release gases of nitrogen oxide (NOX) and sulfur oxide (SOX) as there is no burning of fuel at high temperatures (from 1,000 degrees Celsius).

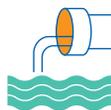
Waste Water and Waste Management

Waste water management

Most water used in the Bank is for personal hygiene. The water used in the head office building group comes from the Metropolitan Waterworks Authority. All buildings in the head office group are equipped with efficient waste water management systems where the water is treated with a standard process before being released into public drainage or canals. The water will then go to the waste water treatment plant of the Bangkok Metropolitan Authority at the end of the Chong Nonsi canal before being released to the Chao Phraya River.

(unit: million cubic meter)

Waste water



2015
0.22

2016
0.34

2017
0.27

Waste water treatment system at each building

Building	Type of treatment system
Head Office	Pre-treatment with aeration and sedimentation process
Trinity Building	Pre-treatment with bio-activated charcoal for initial treatment
Building 3	Treatment tank
Rama 3 Building	Activated sludge
Saengthong Thani Tower	Activated sludge

Waste management

The Bank disposes of solid waste under an environmentally-friendly process. The waste separation process is conducted before the disposal of solid waste to gain the most benefits from the waste and prevent impacts on the environment. The waste is separated into hazardous and normal waste. The Bank commissions a specialized company licensed by relevant authorities to dispose of electronic waste which is hazardous without causing pollution, while valuable metal is extracted to be reused, and customer information kept safe. The Bank commissions Bang Rak District Office and Yannawa District Office to dispose of normal waste using standard government methods for a fixed service fee.

Type, volume, and waste disposal methods of the Bank

Type	Volume	Recycling
Electronics equipment	70.06 tons	Recycling
Waste oil	3,289 liters	Extraction of valuable elements including energy
Fluorescent light bulbs (replaced with LED)	6.1 tons	Stabilization and secured landfill

Method and weigh of non-hazardous wast

Types of non-hazardous waste	Volume	Disposal method
Paper waste	506 tons	Recycling
Solid waste	-	Sanitary landfill

In 2017, there were no reports of incidents of toxic leakage, air pollution, or hazards from transportation of waste that could have seriously harmed ecosystems, lives or the environment. There were no cases of fines, or damage in non-monetary terms from violation of laws or impacts on the environment with significant consequences affecting the Bank's business operation.

Compliance with Environment Protection Laws

Environmental problems and climate change have become global concerns that impact many business sectors and the growth and sustainability of the economy in general. Bangkok Bank, as a financial institution, has followed such trends and adjusted our social responsibility direction. Like other financial institutions all over the world, the Bank has increased its focus on managing relevant issues to prevent or reduce pollution caused from business operations or provision of financial services. With its increased attention to global warming, the Bank has campaigned for staff and stakeholders to be mindful about preservation of energy, natural resources, and the environment. The Bank has been involved in many social responsibility activities regarding the environment by organizing its own activities, or by providing financial and other support for activities deemed important for environmental preservation.

As one of the region's largest organizations, the Bank realizes the importance of preservation of the environment for tangible results with measures ranging from the policy to operational level, starting from establishing a foundation inside the organization and with staff to set a good example for driving the issue.

The environmental measures the Bank follows are:

1. Energy Conservation Act
2. Occupational Safety, Health and Environment Act

In 2017, there were no reports of incidents of violation of environment-protection law.

Encouraging Counterparties and Business Partners to Care for the Environment

Paper is a type of expendable material which the Bank uses in its daily operations. Therefore, the Bank chooses to use as much recycled paper as possible to reduce environmental impacts. For example, the Bank uses printed paper forms for internal work and customers' transactions, such as document envelopes, paper boxes, paper towels, toilet paper and posters. The Bank purchases these types of paper by inviting bidding from several domestic suppliers.

All new manufacturers or suppliers must pass screening criteria regarding environmental preservation of the Bank.

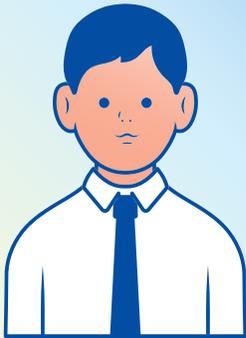
In 2017, there were no reports of incidents of significant negative impacts on the environment in the Bank's supply chain.





Section 3 Social and Community Activities for Sustainable Development

1



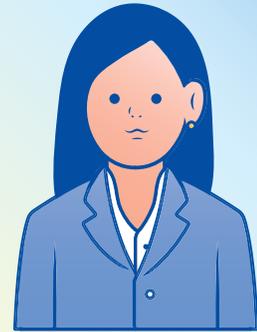
Staff Care and Labor Relations Management

2



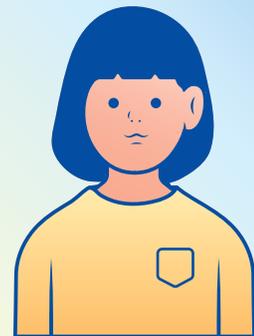
Workplace Health and Safety

3



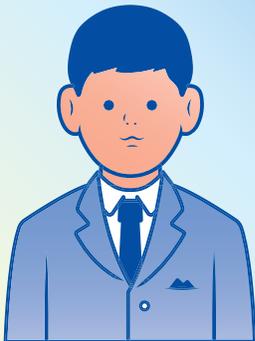
Human Resource Development

6



Child Labor and Illegal Labor

4



Fair Employment

5



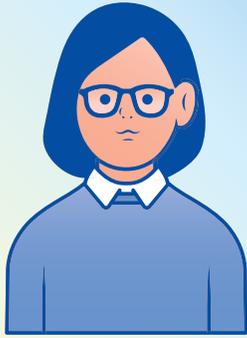
The Right to Form or Join Labor Unions

7



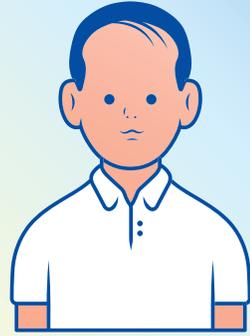
Security Measures

8



Human Rights of Staff and the Underprivileged in Society

9



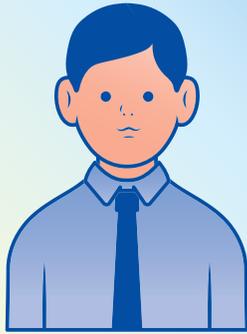
Collaboration on Social Responsibility

10



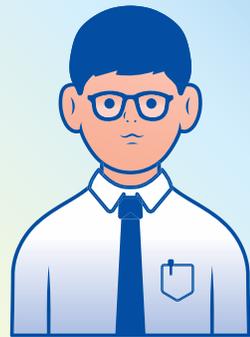
Political Neutrality

11



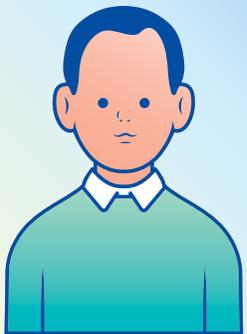
Customer or Service User Safety Protection

12



Responsible Promotion of Product and Service Information

13



Customer Information and Privacy Protection

14



Compliance with Social and Economic Laws

Bangkok Bank understands the importance of its employees as valuable and contributing members of society. The Bank provides wages, salaries, and other benefits suitable for a comfortable life in return for the dedication of their physical, mental and creative resources in their work. The Bank also provides them with support for career development and advancement in a sustainable way, focusing on knowledge and skill development so they can perform their jobs to the best of their ability. Staff development contributes to the Bank's competitiveness, readiness for the changing business landscape and business expansion.

The Bank has a clear wage management system which establishes a minimum salary rate for new employees based on educational qualifications, knowledge, expertise, scope of work and responsibilities. The salary is determined fairly, regardless

of gender or religion, taking into consideration the laws and regulations on the minimum wage. The Bank determines the annual salary increase for staff based on their performance assessment and the Bank's performance results and its policy is to pay staff more than the minimum wage.

The Bank understands the importance of paying staff their wages, salaries and welfare payments fully and on time and has carefully planned an effective remuneration and welfare management program for staff. It pays bonuses for staff in the year it earns net profit in two tranches, one in June and another in December. The bonuses are paid to the staff who remain employed on the payment date provided they are not found guilty of fraud or dismissed due to severe disciplinary violation.

Staff Care and Labor Relations Management

Turnover and New Recruits

The number of staff resigning in 2017 accounted for 7.4 percent of all personnel, of which 1,379 were female and 447 male. Staff who resigned were mostly aged between 25-35 years as shown in the table.

Turnover								
	Number of staff	Gender		Age				
		Female	Male	25 years or younger	Over 25 - 35 years	Over 35 - 45 years	Over 45 - 55 years	Over 55 years
Permanent staff	1,797	1,356	441	504	1,119	100	56	18
Contract staff	29	23	6	10	17	0	1	1
Total	1,826	1,379	447	514	1,136	100	57	19

In 2017, the Bank's new staff comprised 6.1 percent of the total workforce, of which 1,088 were females and 434 males. The new recruits are mostly aged between 21-25 years.

New Recruits



	Number of staff	Gender		Age		
		Female	Male	21-25 years	26-30 years	Over 30 years
Permanent staff	1,364	995	369	813	372	179
Contract staff	158	93	65	42	45	71
Total	1,522	1,088	434	855	417	250

Staff Benefits

Welfare and Quality of Life

Benefits provided to staff include recreation and health care services which are available at Bangkok Bank's Head Office on Silom Road, Bangkok and at Bangkok Bank's Sports Club on Srinakarin Road, Praves, Bangkok. The Bank provides medical services for every employee at the Health Care unit on the 4th floor at the Head Office on Silom Road and 2nd floor at the Training Center Building on Rama 3 Road, with general and specialist physicians on hand. The medical service also provides annual physical check-ups. Staff receiving medical and dental services from hospitals outside the Bank are entitled to reimbursement at the rates set by the Bank. In addition, a retiree who has worked for the Bank continuously for 30 years or more is entitled to medical care from the Bank's Health Care unit without charges for medicines or doctors' fees for the rest of their lives.

Staff Leave

Bangkok Bank has established clear policies on staff leave for various purposes, including sick leave, casual leave, annual leave, maternity leave, paternity leave, the Hajj, ordination leave, and military service leave. The Bank has also added some benefits for staff which are superior to those stipulated by law, for example, staff are entitled to take sick leave with pay for up to 90 working days annually while the law mandates sick leave with pay for 30 working days annually.

Staff Fund

The Bank abides by the law on the Social Security Fund by contributing funds on behalf of the employer to the fund for the full amount and on time. The Bank provides an employee provident fund for staff membership which entitles them to choose an investment option suitable for their needs.

The registered employee provident fund enables staff to select their own risk level. In 2017, the provident fund committee increased the number of sub-funds in its portfolio from four to six, while adding investment policies with different risk levels from five to eight policies. Provident fund members can choose sub-funds and investment policies that support their expected investment returns and income in retirement, balanced against an acceptable risk level. Provident fund members can change their investment policies twice a year within a set period of time.

Staff Loans

The Bank also offers staff loans upon request. Loans are offered for house or land purchase, house construction, house repairs or renovation, car purchase, children's education, purchase of household goods and other necessities, medical fees, study for a master's degree, and purchase of computer equipment.

Social Welfare

If an employee dies or must end their contract prior to retirement due to illness or accidents caused by working for the Bank, their families will be offered social welfare assistance in the event of death or disability. Moreover, the children of all employees are

provided with a child benefit of Baht 600 per month for each of the first three children, until they graduate with a bachelor's degree. This is in addition to the benefits they receive in accordance with the social security law.

Maternity and Paternity Leave

Female staff at the Bank are entitled to take maternity leave both before and after giving birth for up to 90 days with full pay. Staff can request maternity leave an unlimited number of times. The Bank also allows male staff to take paternity leave with full pay for five days within the first 15 days after the child's birth. In 2017, 622 staff took maternity and paternity leave, 98 were males and 524 females. Out of all the staff who took maternity and paternity leave, 592 of them - 93 male and 499 female - returned to work and continued working for the Bank for at least 12 months. Altogether 95 percent of the staff who took maternity or paternity leave returned to work.

Number of Staff

	Male	Female	Total
Staff taking maternity and paternity leave	98	524	622
Staff returning to work after maternity or paternity leave	93	499	592
Staff returning to work after maternity or paternity leave, and continuing working for at least 12 months	93	499	592
Percentage	95	95	95

Workplace Health and Safety

The Bank has provided staff with workplace safety, with premises equipped with standardized security systems and equipment. The workplace has been designed so that staff can work effectively and efficiently and, most crucially, in conditions that support occupational safety and health.

The Bank has appointed Committees for Occupational Safety, Health, and the Working Environment of the Workplace at 37 offices and branches with 50 or more employees, in and around Bangkok, as well as in other provincial areas. The roles and duties of the committee, formally established in writing, are considering the policy and planning for safety in the workplace and suggest how to improve compliance with safety laws in the workplace. The Bank also provides opportunities for staff to be representatives on the committees.

The committee working at each operation site consists of five members, apart from the head office and Rama 3 offices which have 11 members, comprising a chairman, committee members from the management level, and committee members from the operational level, with a tenure of two years.

In 2017, the committees conducted a report on health and safety and found that there were three cases of work-related accident or sickness, one male and two females, representing 0.01 percent of the total staff numbers; which required 7-15 days of sick leave. No diseases were contracted arising from work nor were there casualties due to work.

Cause of Absence	2014	2015	2016	2017
Injuries due to work (male)	1	5	1	1
Injuries due to work (female)	3	1	2	2
Number of days off	14 days - 4 months	7 days - 3 months	10 days - 3 months	7 - 15 days
Contraction of diseases arising from work	0	0	0	0
Casualties due to work	0	0	0	0

However, staff in customer service units such as customer service officers may risk contracting respiratory tract diseases like influenza. The Bank has offered the staff free vaccine injections once a year to try to reduce the risk of contracting illness and lessen the risk of a pandemic.

Human Resource Development

The Bank has a policy on human resource development with the aim of developing its staff by providing clear goals that help them achieve measurable results. By focusing on developing the knowledge and skills of the staff they can work to achieve career advancement in line with their potential. The Bank’s human resource development also prepares staff to effectively meet business competition and adjust to a changing world.

Training and Knowledge Sharing



Average training hours totaling
26 hours per person per year



Number of courses:
127



Training classes:
671



Number of trainees
12,485 persons or 50.95% of the total number of staff



Male:
3,479



Female:
9,006



Metropolitan:
7,759



Provincial:
4,726

	2016	2017
Average training hours per person per year	30	26
Number of courses	100	127
Training classes	598	671
Number of trainees	12,537 (49.1%)	12,485 (50.95%)
Male	3,392	3,479
Female	9,145	9,006
Metropolitan	7,709	7,759
Provincial	4,828	4,726

In 2017, the average training hours per person per year decreased compared to the previous year as courses were adjusted to be more efficient. For example, the training hours in the relationship officer course dropped from 247.50 hours to 165 hours as self-learning through e-learning system was set at 30 hours of learning. The number of new staff in 2017 also fell from the previous year, and the hours on the relationship officer training course, which is one of the main courses for new staff, decreased accordingly.

Human Resource Development for Higher Working Capability

The Bank develops its staff in a systematic way to equip them with the knowledge, skills, and competencies they need to adapt to changes due to business expansion and competition, both now and in the future. The staff therefore are equipped with the capability to meet customers' needs effectively and provide a variety of services.

The Bank's Learning and Development unit is responsible for developing human resources to ensure personnel have all the competencies they need such as credit, relationship, and leadership skills. The Learning and Development unit is also responsible for driving effective knowledge management at a ratio of 70:20:10. This means that 70 percent of the staff's knowledge and development comes from working experiences gained from problem-solving or performing their tasks (Experiential Learning), in which they gain new knowledge in the most effective way by reviewing their tasks or by taking on new assignments; 20 percent is from sharing knowledge with their co-workers, coaching and feedback from their unit heads, mentors, or other people related to their work; and 10 percent from formal training.

The Bank has developed training programs integrating the 70:20:10 ratio, supported by continuous communication with managers so that they understand their role of developing and coaching their teams. The Bank has also focused on developing executives and supporting them with the knowledge, tools, and effective learning methods they need to manage their work and their teams and achieve the corporate goals. New technology was also introduced to further develop the Bank's human resources, as reflected in some of the important training courses and programs in 2017 shown below.

Enhanced Language Agility Through Mobile Application

To improve the foreign language skills of staff in anticipation of business expansion in the Thailand 4.0 era and the Bank's strategies of regionalization, urbanization and digitalization, the Bank has initiated the Enhance Language Agility program which trains staff through mobile applications, blended learning, and private classes. The training program has been conducted for two consecutive years. The program's objective is to improve employees' language skills to increase the competitive edge of the Bank internationally. With the help of technology the Bank can train its staff using a blended learning method which is a mixture of classroom and e-learning formats. The training course was designed to suit learners as they can study and practice by themselves anywhere, any time.

The Enhance Language Agility program is provided in three levels:

1. Beginning level. The program is available for every staff member through the English Application. Staff who have passed a selection test can study this course anywhere, anytime using the mobile application. The course is designed to develop basic skills of listening, reading, and communicating.
2. Intermediate level. This program provides blended learning.
3. Advanced level. This program focuses on business English communication and is organized in a private class format for two to three executives.

In 2017, the Bank trained 1,600 staff in the business units and support groups. In 2018, other languages will be added to the program. This is to promote a self-learning culture without the limitations of time and place so learners can adapt their English knowledge and skills to effectively support their customer-service work.

Knowledge Day Forum

Knowledge Day Forum is an annual program organized by the Bank. The objective is to provide knowledge and to improve skills beneficial for the trainees, to embed values of self-improvement, and resilience amid changes in the economy, society, technology, competition, diversity of languages and cultures, as well as potential changes in the business direction.

Knowledge Day Forum focuses on the development of future skills in three areas: digital transformation, innovative thinking, millennials & aging society. This is to prepare staff for change, to create inspiration, encourage creativity and innovation, and provide practical knowledge about start-ups and entrepreneurship. The program also teaches core skills in financial, saving and taxation planning, which are subjects of interest to both millennials and older customers. Staff can apply the knowledge, which is useful for their customer-service work and the Bank's future success, to their own lives.

People Management and Development Towards Leadership for Managers and Executives

The Bank understands that managers play important roles in taking care of and developing people in their teams. This program aims to enhance the skills of managers in coaching their teams effectively. The target groups range from manager to executive levels. The program consists of BBL People Manager: Managing People for Success, Performance Management System & Coaching and Feedback, BBL Coaching for People Development, and Developing Coaching Capability. The program was also designed to train staff who have passed a selection test to be mentors with the Supervisory and Time Management program, and BBL Mentoring Program so that they have a proper mind set about their roles as well as the skills and techniques required to coach their teams. In 2017, the Bank trained 760 managers and executives.

Management Trainee Development Program

The program aims to prepare, develop, and create a new generation of executives for both the consumer banking and business banking divisions to meet the needs of rapid business expansion. This program focuses on developing high-potential staff to be ready to take on managerial roles with different training methods, such as classroom training, workshops, project-based learning, and on-the-job training. The program aims to enhance their knowledge and skills regarding financial products, customer relations, and leadership, so that they are ready to play an effective role as a branch manager or business center manager. The program trained 156 trainees in six classes in 2017.

Professional Business Development

The Bank has established a training program to help Relationship Managers and Assistant Relationships Managers develop their business perspective and enhance their expertise in growing the Bank's business with a focus on meeting customers' needs and providing value to customers. This program equips them to give customers' business advice and offer a complete range of financial products and services. The training courses in the program are: Integrated Products for Total Solutions, Consultative Selling, and Business Negotiation. The training is provided through workshops and experiential learning in which staff learn from doing real work. There is also a process to monitor the results of applying the knowledge to work. The 2017 program trained 360 trainees in 15 classes.

The Learning and Development unit also worked with the Consumer Banking Division in creating online training courses on how to use tablet computers equipped with applications, namely Financial Calculator, Smart Plan, and Investment Portfolio; as tools for designated branch staff and branch managers to present financial and investment planning services to customers. The courses are carried out online as self-learning exercises.

Each staff member undergoes a performance assessment twice a year and the results are used to determine promotions in rank, job position, and remuneration. Staff assess their own performance and managers assess the staff as well as providing coaching and feedback to help with their member development. The results from both steps of assessment are presented to division managers before being forwarded to the Human Resource Division for the required action.

Fair Employment

The Bank understands the importance of recruiting quality personnel as this is an essential factor for the Bank's growth and success. The Bank recruits staff without discrimination with regard to gender, age, and race. The Bank has a policy not to employ child labor. The Bank is open for job applications from the public and it focuses on the expertise and potential of candidates. The Bank also provides opportunities for staff to develop their capabilities to support their career advancement.

Statistics about the female staff at the Bank:

Of the total number of the staff, 66.64 percent are female

Of the total number of executives, 51.50 percent are female

Of the total number of first-line managers, 52.30 percent are female

Of the total number of high-level executives (two levels below the President), 34.40 percent are female

Of the total number of executives in revenue-generating units of the Bank, such as sales (not including human resources, information technology, legal, etc.), 48.50 percent are female

Executives who are Thai nationals comprise 96.7 percent of the total number of executives.

In 2017, remuneration for male and female staff including welfare and benefits, such as bonuses and special compensation was in a ratio of 1.35.

In the year in review, there were no reports of incidents with potential impact on the Bank arising from inequality issues or discrimination in employment.

The Right to Form or Join Labor Unions

The Bank has three labor unions: Bangkok Bank Workers Union, Bangkok Bank Managerial Officers Union, and Bangkok Bank Employees Union. This demonstrates that the Bank supports staff by allowing them to apply for membership of any union.

In 2017, more than 10,000 staff and managers were members of the unions representing staff.

Child Labor and Illegal Labor

The Bank does not employ persons aged below 18 years or forced labor. The Bank requires new recruits to have a bachelor's degree as a minimum requirement for all job positions at all offices nationwide. Every person recruited will sign an employment contract with the Bank.

Security Measures

The Bank has a premises security system run by the Security Section, under the Premises Department, responsible for the security of customers, staff, and executives, at all times during office hours, at offices and branches throughout the country. Security measures cover the safety of buildings, surrounding areas, and properties of the Bank.

The Bank's security guards work with local police stations so they are informed of any potential situations. This enables them to become used to working with the local officers with regard to the safety and well-being of communities.

There are 38 security guards who are the Bank's full-time staff. All have taken a security guard course according to the Security Guard Business Act, B.E. 2558, whereby they were trained about use of radio communications and weapons, self-defense, basic first aid, traffic control, patrolling, and morality and ethics in doing their duties. While they were not specifically trained about human rights, they were trained in morality and ethics to ensure they have a proper attitude, understanding and awareness while working.

There are 656 security guards who are the Bank's outsource contractors. All have taken security guard courses according to the Security Guard Business Act, B.E. 2558, whereby they were trained about the use of radio communications and weapons, self-defense, basic first aid, traffic control, patrolling, and morality and ethics in doing their duties. While they were not specifically trained about human rights, they were trained in morality and ethics to ensure they have a proper attitude, understanding and awareness while working.

Human Rights of Staff and the Under-privileged in Society

The Bank has applied the labor laws and other rules and regulations of the Bank of Thailand as an initial guideline for the Bank's employment practices. The Bank also adheres to a code of conduct and business ethics in taking care of the well-being of staff based on good mutual relationships and co-operation, which will contribute to the sustainable growth of the Bank. The Bank respects human rights, and practices non-discriminatory treatment of staff regarding employment and promotion regardless of gender, race, or religion.

The Bank has set practical guidelines regarding human rights by doing business in a prudent and careful manner while considering possible impacts on the rights of staff, communities, other related parties, and society. The Bank takes precautions to ascertain that its operations will not cause human rights infringements, nor will they be a part of any actions that lead to human rights infringements throughout its supply chain.

The Bank communicates its practical guidelines regarding human rights with its staff, service providers, and stakeholders in general on its website. Staff can also access the Bank's human rights information on the BBL Connect intranet at all times.

Within the social and working environment in Thailand there have been no serious problems from discrimination related to social status, gender, and ethnic group issues; therefore there were no incidents of human rights infringement which might have caused damage to the Bank's operations in the year in review.

The Bank's practical guidelines regarding human rights are part of its code of conduct and business ethics, and the Bank has encouraged companies in its financial group to apply these in a way that is appropriate to the business context of each company. The security service company which serves the Bank's branches, business centers, and other operation sites is required to send their staff to attend training courses on human rights on a rotational basis to perform their tasks correctly.

Collaboration with Community and Encouragement of Counterparties and Business Partners on Social Responsibility

CONNEXT ED: Leadership Program for Sustainable Education under the Public Private Collaboration Project of the Government

Twelve leading Thai companies including Bangkok Bank have joined forces to create an alliance driving the CONNEXT ED: Leadership Program for Sustainable Education under the Public Private Collaboration Project of the Basic Education and Human Capital Development working group (E5) in order to drive national development through the organizational leader development model while supporting sustainable education development, under a collaborative model between all sectors. New-generation leaders or School Partners who are well trained have worked with schools and communities around the country while the private sector provided the budget for the school development.

In 2017, the Bank was responsible for 207 schools in 42 provinces throughout the country. The Bank sent out 80 volunteer employees who are branch managers, assistant branch managers, senior customer service officers and senior marketing officers from the Bank's branches in the provinces to join the program where they worked as School Partners with school principals, teachers, students, and communities, to interview and study their needs for school development. The School Partners helped make suggestions and provide guidance to school principals in their school development plans, and 750 projects were submitted for budget support from the Bank. The Bank approved all the school development plans and the school projects have been carried out since the middle of 2017. The 750 projects of the school development plans can be classified into five categories:

- Development of vocational skills - 31%
- Academic development - 25%
- Development of skills in agriculture - 21%
- Development of musical and sports skills - 15%
- Other 8%



All projects achieved satisfactory progress and students had opportunities to learn and practice the skills they are interested in. School principals and teachers learnt how to manage projects with the help of the private sector. Communities participate in supporting the program while learning new ideas and techniques. The Bank's School Partners have opportunities to share their knowledge and experience from doing business at their branches with the students and the management of the schools. As a result, the project for the development of these 207 schools has helped raise the potential of 58,016 students and 2,677 professional teachers in accordance with the standards set by the Government. In collaborating in the CONNEXT ED program, the Bank has shown its determination to exercise social responsibility and support the sustainable development of basic education in schools throughout the country.

The Bank's community and social engagement is intended to nurture sustainability and self-reliance for all parties, and is not intended to create any political benefits for itself or stakeholders.

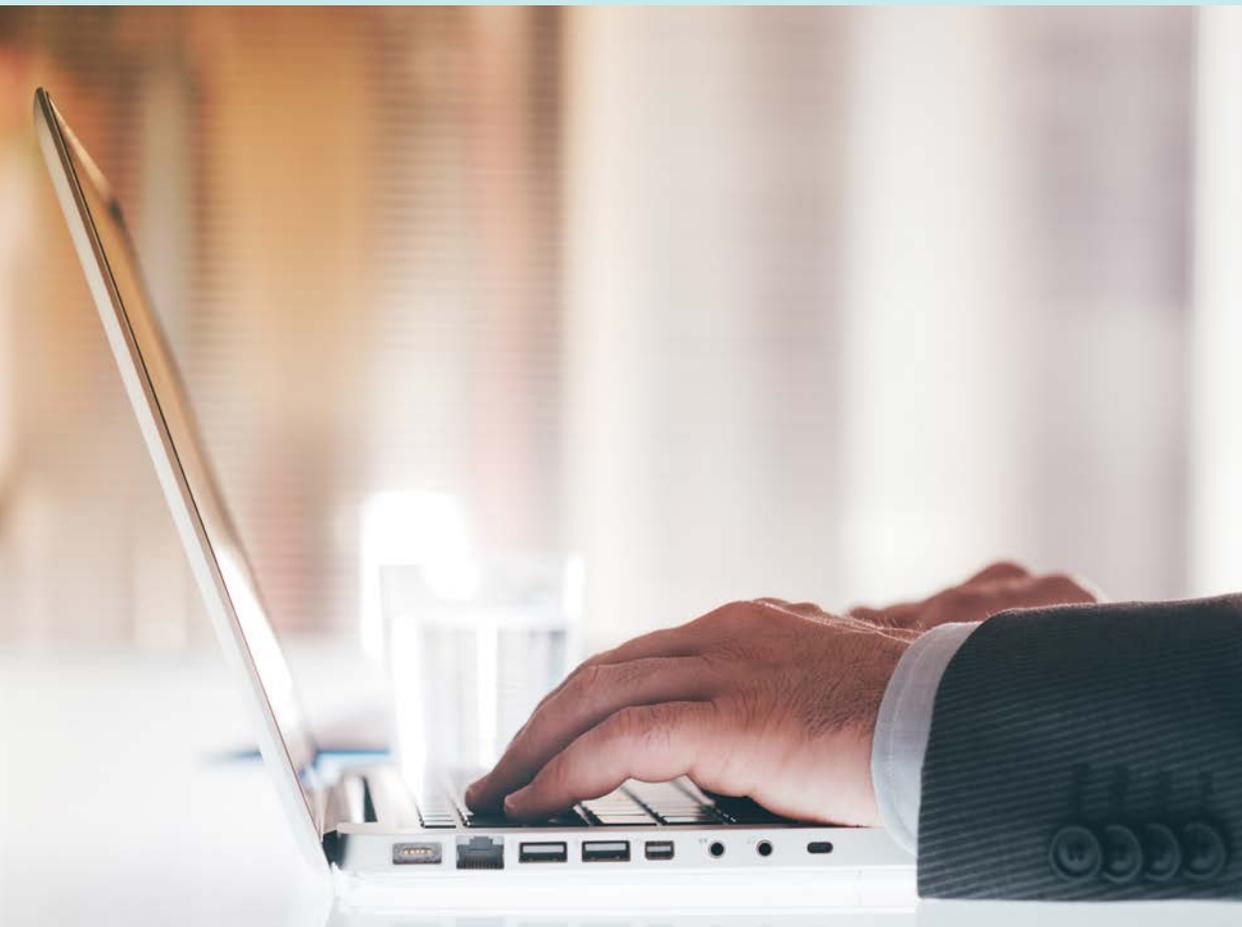
Customer or Service User Safety Protection

The Bank serves its customers responsibly, in accordance with its code of conduct and business ethics, under principles of good corporate governance and social responsibility, particularly dissemination of consumers' rights in using products and/or services of the Bank. The Bank publishes basic rights of consumers and related parties through its public communication channels, such as its website and notice boards at every Bank branch.

The Bank places significance on customer protection in every step of its operations, starting from product and service development in accordance with its governance standards and the rules and regulations of regulatory authorities, before offering them to customers. These measures ensure that all products and services are designed in compliance with financial institutions' best practice guidelines with regard to laws, good governance, risk management, auditing, and social impacts.

The Bank has also produced fact sheets to provide details of products and services currently available such as home loans, personal loans, credit cards, electronic wallets, and financial services via electronic channels to provide customers with relevant information. Dissemination of product and service information is aimed to help customers to learn about and understand their features as well as related risks so that customers can choose the products and services that best suit their needs.

The Bank is open for suggestions or complaints through different touch points, such as branches, or Bualuang Phone 1333. The Bank has a unit responsible for handling customers' complaints and tracking the progress of actions responding to customer complaints and keeping customers informed of the results.

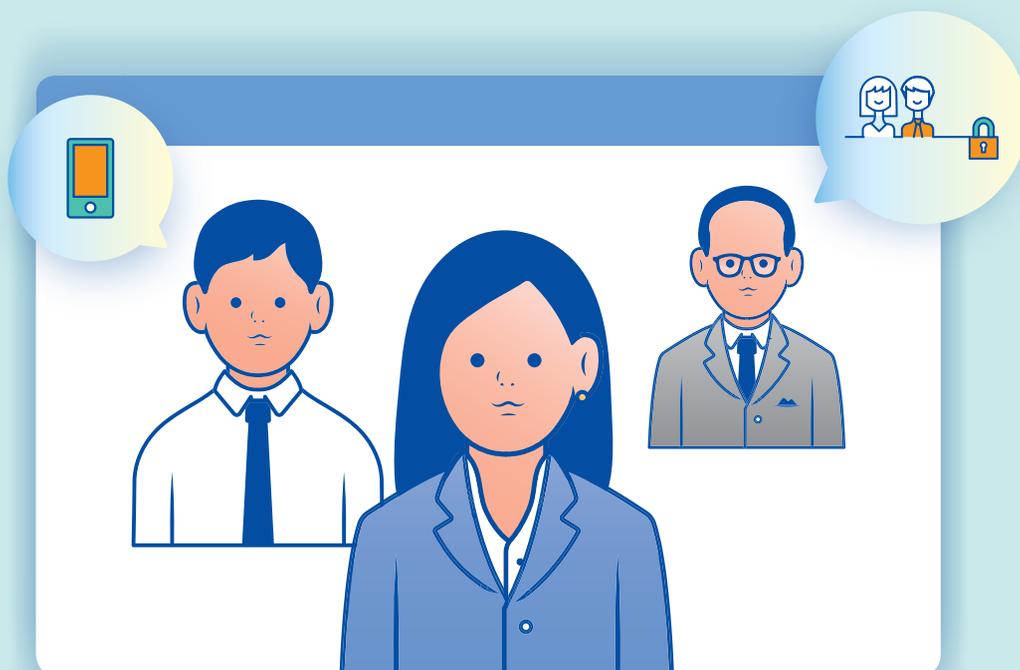


Dissemination of Financial Product Information for Benefit of Customers and Users of Services

The Bank places significance on providing marketing and communication support for sales products and services and pays utmost attention to the content both in Thai and English which is disseminated to markets. Contents must be approved by the units responsible for designing the products and services before dissemination to ensure that the contents are clear, easy to understand, not ambiguous, or over-claiming which may lead to misunderstanding and cause damages. The Bank also ensures that the size of the fonts used in the materials is not too small and is easy to see for consumers in general. The materials must provide facts necessary for consumers to make informed decisions when buying products or services.

Customers' Information and Privacy Protection

The Bank stresses personal rights and the protection of the private information of customers and users of the Bank's products and services. The Bank grants customers the right to check the accuracy of their personal information and its usage. For example, customers wishing to check or have their account balance verified can do so at the Bank's branches or business centers during working hours, or by contacting different touch points of the Bank such as Bualuang Phone 1333, www.bangkokbank.com, or Bualuang iBanking.





Part 2 Social responsibility activities and projects

Maintaining
Buddhism

Youth Development

Upholding
the Monarchy

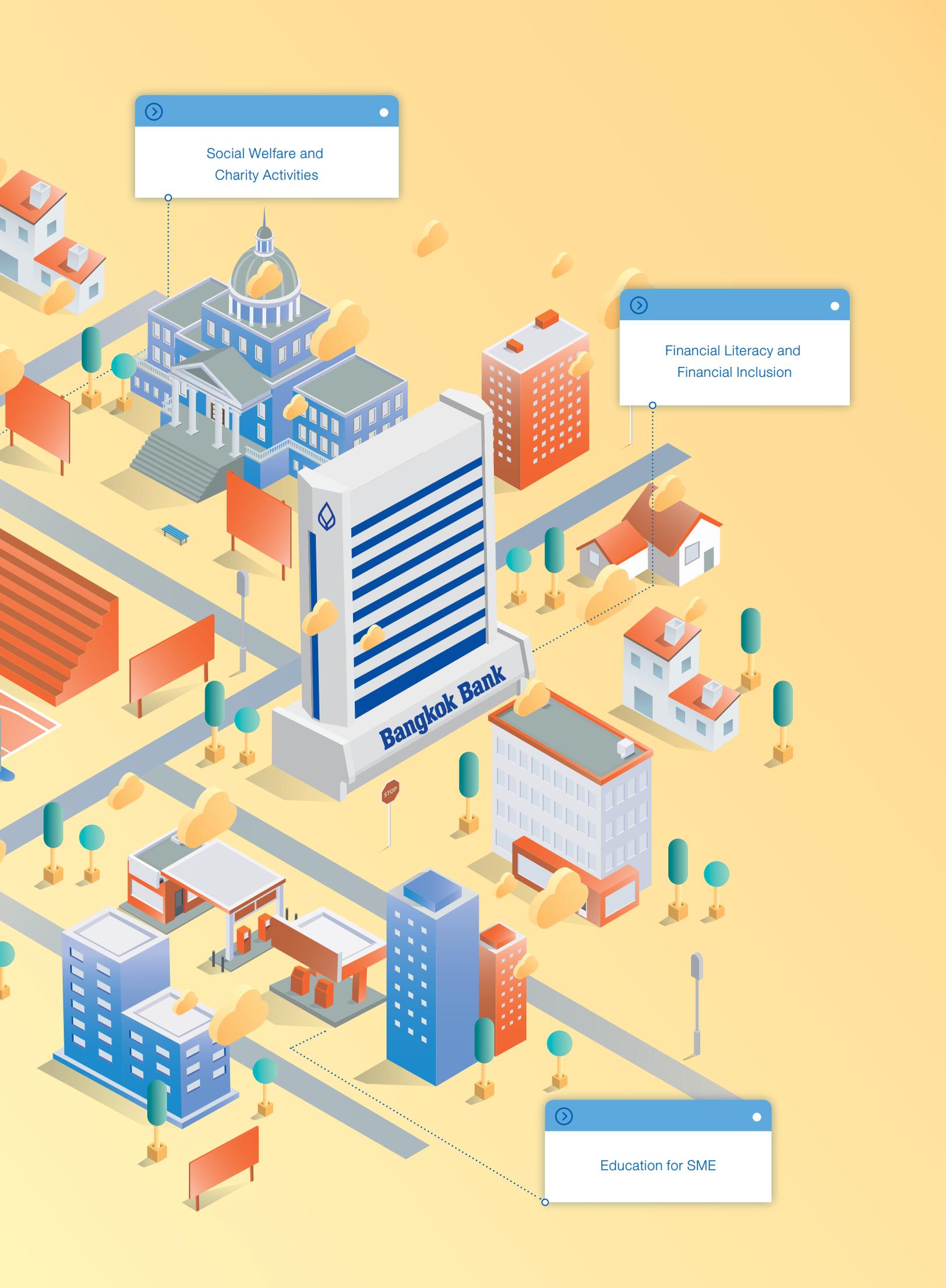
Maintaining
Thai Arts and Culture



Social Welfare and
Charity Activities

Financial Literacy and
Financial Inclusion

Education for SME



Section 1 Upholding the Monarchy

Mourning for His Majesty the Late King Bhumibol Adulyadej

The passing of His Majesty the late King Bhumibol Adulyadej on Thursday, October 13, 2016, brought deep sorrow to all Thai people. To express our loyalty and preserve the memory of the late King who ruled with peace and worked for the advancement of the country in every aspect throughout the 70 years of his reign, the Bank continuously joined activities throughout 2017 such as the Ruam Palang Haeng Khwam Pakdi (uniting to show allegiance to the King) event, together with the Government and other organizations on November 22, 2016. On Thursday, December 1, 2016, the Bank held a merit-making and a food-offering ceremony to 100 Buddhist monks in front of the Head Office on Silom Road, Bangkok, to mark the 50th day of the passing of His Majesty the late King Bhumibol Adulyadej. The Bank also gave away photographs of His Majesty the late King Bhumibol Adulyadej to customers and the public for them to remember his constant gracious support of the Thai people.

Bangkok Bank and the companies in its financial group obtained royal approval to host a chanting ritual as part of the funeral ceremony for His Majesty the late King Bhumibol Adulyadej at Dusit Maha Prasat Throne Hall, the Grand Palace on January 15, 2017. The Bank also hosted a luncheon for 130 Buddhist monks at Rama 9 Golden Jubilee Temple on January 23, 2017 to mark the 100th day of the passing of His Majesty the late King Bhumibol Adulyadej.



On October, 24, 2017, Bangkok Bank held an activity to pay homage to His Majesty the late King Bhumibol Adulyadej for his unlimited benevolence. The board of directors of the Bank and the companies in the group, namely, Bangkok Bank Berhad, Bangkok Bank (China), Bangkok Insurance Public Company Limited, Bangkok Life Assurance Public Company Limited, BBL Asset Management Company Limited, Asia Plus Company Limited, and Bualuang Securities Public Company Limited, placed funerary flowers before the image of His Majesty the late King Bhumibol Adulyadej to express their loyalty, to remember His Majesty the late King Bhumibol Adulyadej's benevolence, and to express mourning at the funeral procession for the late King.

The same activity was held at the same time at the Bangkok Bank Head Office on Silom Road, Rama 3 Road Office, and at Bangkok Bank branches countrywide. The flowers were made by the Bank's staff and family members who made as many as 90,000 flowers for the Bank's customers and public to place at the replicas of the royal crematorium set up by the Government around the country.

The Royal Kathin

Bangkok Bank was the first financial institution to support the royal grace of taking the Royal Kathin to temples under royal patronage in all regions in Thailand and in foreign countries. The Bank has done so every year since 1967 during the reign of His Majesty the late King Bhumibol Adulyadej up until 2017 when the tradition reached 51 years, which was also the first year of the reign of His Majesty King Maha Vajiralongkorn Bodindradebayavarangkun. The Bank obtained royal approval to present the Royal Kathin to four, instead of one, Buddhist temples under royal patronage in Yala, Pattani, Narathiwat and Satun in the four southernmost provinces. The Bank intended to ease the King's burden and to preserve the stability of Buddhism in the country. Last year's Royal Kathin was intended to make merit in tribute to His Majesty the late King Bhumibol Adulyadej on the occasion of the royal cremation ceremony. Customers, public, executives and staff of the Bank joined the activity, and the donations collected amounted to Baht 20,506,333.98, which was later donated to the temples to restore living quarters of the monks and support the education of novices and monks.

"We Love the King" Exhibition

To make known the greatness of His Majesty the late King Bhumibol Adulyadej, the Bank set up an exhibition We Love the King portraying His Majesty's life story, abilities, and works which he dedicated for the well-being of his people during the 70 years of his reign with his 10 royal virtues. The exhibition was on display from March 1 to October 28, 2017, on the ground floor of Bangkok Bank's Head Office on Silom Road. The Bank published the content of the exhibition in a souvenir book called "We Love the King...Forever." Some 200,000 copies were printed to present to customers and the staff and to school libraries countrywide, and the same content was also published on the Bank's website www.bangkokbank.com.

Section 2 Maintaining Buddhism

Celebrating Buddhist Monks' Graduation from the 9th Grade of the Buddhist Theology for the 44th Year

The Bank continued the program to celebrate the Buddhist monks graduating in the Buddhist theology examination at the highest level in the 9th grade for the 44th year in 2017, aiming at showing admiration and support towards monks and novices who had worked hard to achieve the Buddhist theology at the highest level in the 9th grade. The Bank has organized the celebration for 1,287 monks and 242 novices or 1,529 monks and novices in total. Together with this, the Bank held a program to teach basic financial and account management to the temples, which was held for the fourth year, as over 90 percent of these monks and novices have been given the responsibility for financial management and bookkeeping at the temples. The training instructors were Bank executives who had volunteered to join the program to promote the education and the activities of the clergy to help preserve the Buddhist religion.



Staff Practicing Meditation

The Bank encourages staff to participate in activities for the public benefit. The Bualuang Volunteers Group is a staff group that joins together in activities to show their responsibility to society and strengthen the relationship between the staff of the Bank and between the Bank and the community. One of the regular activities that the Bualuang Volunteers' Group holds quarterly is Dharma lectures, and meditation practice to train them to have conscious minds and a good attitude in the way they live their lives. The Bank has fully supported staff to attend these activities and in 2017 the Bualuang Volunteers' Group held its 11th meditation practice. Some 113 bank executives and staff joined a Buddhist religious practice center in Kaeng Hang Maeo district in the eastern province of Chanthaburi for four days and three nights.



Section 3 Maintaining Thai Arts and Culture

Thai Music and Dramatic Arts

Bangkok Bank Musical Art Center was founded in 1979 in a bid to sustainably support and promote Thai traditional musical and dramatic arts, as well as folk arts. Consequently, the Bank has earned respect in Thai traditional musical and dramatic arts circles as a true supporter of the arts. Activities initiated and maintained by Bangkok Bank Musical Art Center are as follows:

Following Her Royal Highness Princess Maha Chakri Sirindhorn's initiative, the Pralong Pleng Plaleng Mahori, the Bangkok Bank Musical Art Center, in collaboration with the Department of Children and Youth, has organized the Thai traditional music competition since 1986. The aim is to encourage high-school students to learn, practice and develop their skills in performing Mahori, a type of Thai traditional music, which continues the classical traditions passed on from earlier generations of musicians. The number of participating schools in the competition has increased continually, with 80 schools nationwide sending their bands to compete in 2017. The Bank gave awards to provide recognition of the talent of these young artists to the people in their local communities. In 2017, the Bank held this activity for schools in four provinces: Songkla, Nakhon Si Thammarat, Kanchanaburi and Bangkok.

The Bank regularly holds Thai traditional music and performance shows in the Sangkeet Saranrom program with the aim of promoting Thai arts which are becoming rare while creating an opportunity for Thai artists and Thai classical dancers to have a forum for their performances. Thai arts and Thai classical dancing have been performed at the Bangkok Bank Musical Art Center since 2011, with 24 shows a year. So far a total of 163 shows have been held, with more than 30,000 people viewing them. The activity has created inspiration for the young people in the area close to Kukrit Institute, in Sathorn Soi 1, Bangkok, which provides the stage for the shows. Art classes are held continuously at the institute where the teaching is provided free of charge.

Apart from continually organizing Thai music and dramatic shows, the Bangkok Bank Musical Art Center also has a library with over 15,000 books of arts and culture, particularly relating to the performing arts and electronic media recordings of various genres of Thai performing art which are available for the public to research free of charge. Additionally, the Bank has held an annual ceremony of paying homage to teachers in the Thai musical and Thai dramatic arts. In 2017, more than 500 people joined the ceremony.



Statistics of Thai Musical and Dramatic Art Activities

Participation in Pralong Pleng Plaleng Mahori

Year	2015	2016	2017
Number of schools participating in the competition	61	50	72
Number of bands	21	17	26
Number of students	469	354	530

Participation in Thai music concerts held for students

Year	2015	2016	2017
Number of schools participating	4	4	5
Number of audience members	900	1,000	1,120

Statistics of Sangkeet Saranrom shows

Year	2015	2016	2017
Number of shows	24	19	24
Number of audience members	6,500	6,000	6,800

Statistics of annual ritual for art mentors

Year	2015	2016	2017
Number of events	1	1	1
Number of participants	250	400	500

Kawee Pakka Thong (Golden Pen Poet) project

Year	2015	2016	2017
Number of events	5	5	5
Number of participating universities	11	13	15
Number of students	800	1,100	1,500



Promoting Thai Literature

In 2017, the Bank continued the Kawee Pakka Thong (Golden Pen Poet) project, the art of literature workshop, for the 3rd year, to support and inspire university students to learn and improve their skills as well as to continue poetry writing which is another Thai art and cultural treasure. Famous poets led by Mr. Naowarat Phongphaiboon, a national artist in literature, together with arts and literature professors and experts, shared their knowledge and experience with workshops for students from Thailand's five regions. The students were invited to submit their poetry to a contest at the end of the workshop and the experts selected the best works from each region. The winners were awarded pens with the project name engraved on them. More than 3,000 students have joined the project so far. In 2017, the Bank held the activity in Thailand's five regions as in the previous two years.

In addition, the Bank supports Praphansarn Publishing Co., Ltd. in organizing a project called the Chommanard Book Prize, a literature award held for the 6th year, with the aim of honoring outstanding non-fiction writings of Thai female writers. The award-winning books are translated into English to promote the work of Thai writers in the international arena. Another project to support young writers involves reading, writing, and book reviewing with the aim of nurturing a new generation of writers and critics by setting a program for high school and undergraduate students to submit synopses of selected books in order to find the 40 best writers and critics to participate in an intensive writing workshop. 2017 was the 3rd year of this project, and there were 143 students joining the project.

To help preserve Thailand's cultural heritage for young people, the Bank also produces a short documentary program Laksana Thai (Thai culture), which provides knowledge about different types of Thai culture and local wisdom as explained in a series of four original books on Thai arts and culture.

Section 4 Social Welfare and Charity Activities

Improving Klong Pipat Canal Project

Bangkok Bank, in collaboration with the Utokapat Foundation, under the royal patronage of His Majesty King Bhumibol Adulyadej, has initiated the Improving Klong Pipat canal project. Pipat canal is a drainage canal running through the Pipat community and the Lalaisup shopping market on Silom Road, close to the Bank's head office. Volunteers from Pipat community and vendors around Pipat lane area, as well as the Bang Rak District Office, Department of Drainage and Sewerage, Bangkok Metropolitan Administration; the 3rd Cavalry Division of the Royal Guard, Rajamangala University of Technology Bangkok, Silom Serene Hotel, and the Bank's employees came together to dredge the canal. In 2017, the Bank continued the project by educating restaurant and food vendors in the area about waste water management. The Bank taught them how to build a grease trap tank, as well as the proper use and maintenance of the tank. The restaurants, food vendors, and the residents in the area, were very much interested in the activity, and shared their opinions during the session.



Don't Let Anyone Say Thais are spendthrift

The Bank supported Thai Future Network, a cooperation between the public, private, and social sectors led by the Thailand Sustainable Development Foundation in a project, "Don't let anyone say Thais are spendthrift". Through the Bank's intranet BBL Connect, staff were invited to download an application and to share tips with other staff about earning, saving, and spending money. Staff who downloaded the application and shared tips received a special wall calendar with reasons for saving money written on each day, and which functioned as a piggy bank into which bank notes and coins could be inserted every month.

NECTEC-Irrigation Valve

The Bank has supported the National Electronics and Computer Technology Center (NECTEC) and the National Science and Technology Development Agency (NSTDA) to develop a sensor-controlled irrigation valve to measure humidity in farming for farmers under a pilot project called "Bualuang helps provide water for agriculture with irrigation valve". The project supports farmers in mushroom cultivation community enterprise groups in various areas of the country such as the wood ear mushroom community enterprise group in Ban Cherng Sapan, Ratchaburi; shiitake mushroom group, Ban Nongbong, Loei; and angel mushroom cultivation group, Phu Fah Sub-district, Bo Kluea District, Nan.

The irrigation valve will help farmers to set proper conditions for irrigating their plants effectively. Also, the valve is economical, user-friendly, power-saving, and can be used in any kind of climate. NECTEC will distribute the valves to farmers throughout the country before it hands over the technology licensing to the private sector for mass production in order to stimulate the development of the domestic agriculture industry to compete in the global market.

Caravan Samranjai Television Program

The Bank has produced a TV program called "Caravan Samranjai" which is a tourism and community economy promotion program, showcasing interesting stories in communities around the country covering new and beautiful tourist places, community ways of living worth learning about, and products and services of the communities which are unique and worth promoting, in line with the Government's Public-Private Collaboration Project.

The Bank as a sponsor and co-producer of the program hopes to build good relationships with communities through the show which is fun and supports community tourism to develop sustainably. The television program broadcasts on Thai TV Channel 3HD every Saturday, 7:20am to 7:50am.

Bangkok Bank Visa Platinum

Rabbit Siriraj Credit Card

In 2017, the Bank released a new financial product, Bangkok Bank Visa Platinum Rabbit Siriraj credit card, which is an all in one credit card combining the benefits of a Visa credit card and the Rabbit card. This is a financial product that helps society as it is a collaboration between the Bank, the Faculty of Medicine at Siriraj Hospital, and Mahidol University, which serves the medical needs of people all over the country. The Bank will donate the entrance and the annual fees collected from card holders and donate another 0.2 percent of all spending through the credit cards. The money will be given to the Faculty of Medicine at Siriraj Hospital under the concept "Feel good every time when using the card, every purchase is...merit making".

Section 5 Youth Development

The Bank understands the importance of the young people who are the future of the country and has continuously supported education, ranging from building Bangkok Bank school buildings in less advantaged areas throughout the country to donating computer sets for needy schools and encouraging the Bank's executives and staff to be volunteer teachers to share their knowledge and experiences of doing businesses with students through various programs.

Bualuang for KidBright

To support the Government's Digital Thailand policy to leverage digital technology for the development of the country, Bangkok Bank supported the National Science and Technology Development Agency (NSTDA) and the National Electronics and Computer Technology Center (NECTEC) to conduct the Bualuang for KidBright project. The project produced the KidBright Board, an electronic circuit kit which can display visual and audio output in line with programming instructions sent from Android smart phones. The project is intended to help young people prepare for their education in computer science. In 2017, the Bank launched an electronic circuit kit application contest under the topic "Following the Father's Footsteps of Sufficiency with KidBright". The winners were the students of Rajini School with their project called "Money-pinching" (automatic piggy bank), the first runner-up was Chitjaichuen School with a project called "Fog injector control system in the angel mushroom growing house", and the second runner-up was Rajini School with a project called "Garbage separation sensor".

Student Internship Program

The Bank holds a special training program, Student Internship Program (SIP), to provide extra training that goes beyond regular subjects at school. Topics include economics, business, finance and banking, and social responsibility which help prepare university students for future employment or businesses. In 2017, which was the 35th year of the program, a total of 289 students participated. Since the program began there have been 69 batches of students, or a total of 6,000 students. The Bank's executives and staff join the program as instructors to share their knowledge and experiences directly with the students.

Junior Achievement Company

The Junior Achievement Company Program (JA Company Program) is a training course aimed at providing business skills to high-school students. The project has been successfully undertaken in other countries and the Bank jointly works with Junior Achievement Thailand, a branch of a US-based non-profit organization, to develop training materials in the Thai language. The program provides the students with an opportunity to gain knowledge from operating their own business as they offered their products for sale at a trade fair at a Bangkok shopping mall. In 2017, students from 25 schools joined the program and 15 schools entered the competition to sell their products to gain experience in running a business under fair and regulated competition. Altogether they managed to raise Baht 187,500 in funds to set up their businesses and generated a total of Baht 259,054 in sales and Baht 52,505 net profit during the trade fair. As a part of their social responsibility, the students also donated the total net profit for charity.

Over the past four years, the JA program has attracted over 2,323 students from 85 schools to participate in the training courses. Bank executives and staff are encouraged to volunteer to teach. A total of 59 staff have so far participated as volunteer teachers in the program, with an accumulated 320 working hours.

Section 6 Education for SME

Promotion of SME and Start-ups

Recognizing the increasing importance of start-ups and the impact they will have on the Thai economy, the Bank, in collaboration with Thammasat University, has initiated the “Supporting the Growth and Business Development of Start-ups” project to develop capacity and to increase the potential of SME and start-ups so they can progress with stability in the long-term.

The project involves collaboration and knowledge-exchanging between the public, private, and academic sectors. Thammasat University will study and analyze the businesses, while setting up the initial scope of development and development targets with selected start-up entrepreneurs. The Bank will help set the business strategy and business plan, as well as providing advice on the financial management plan and marketing linkages and assisting in finding appropriate sources of funds. The ultimate goal of the project is to develop the capabilities and competitive edge of the medium and small-sized entrepreneurs in various aspects such as technology, law, marketing, finance, accounting systems, and systematic business management.

Coordinating with

Thai Refrigeration Association on

Business Matching in Myanmar

Thai Biz Myanmar Business Information Center, Ministry of Industry, forecasts that the market values of processing and frozen food in Myanmar between 2014 and 2018 will grow by 15 percent annually, paving the way for Thai refrigeration businesses to expand in the market and find customers in Myanmar. The Bank therefore worked with the Thai Refrigeration Association to organize an activity to match Thai business operators with Myanmar partners to expand the business base of the air-conditioning and refrigerating group and to create business opportunities for related business operators. There were 29 participants in all – 15 Thai companies and 14 Myanmar companies and business associations. The Thai Refrigeration Association plans to organize an activity in Myanmar soon.



Go Online...Go Global

The Bank, together with Amazon.com, the leading shopping website in the US and the world, held a workshop under the topic “Go Online...Go Global” for customers of the Bank’s branches and business offices who are interested in expanding their market and opening online stores in America with the Amazon.com website. In 2017 the workshop was held once in Bangkok and another three times in three provinces, Nakhon Pathom, Chiang Mai and Songkhla. All workshops were successful with more than 300 business operators, producers, and distributors joining each of them. Most operators sell best-seller products on the Amazon.com website such as clothes and handcrafts, processing fruits, spa products, products and home decorations made from wood. Apart from useful knowledge from the workshop, the Bank provided its products for e-commerce customer groups, such as international remittance services from the US, transferring the money gained from selling the products sold on Amazon.com to a Bangkok Bank account, opening an account, applying for a debit or credit card, mobile or internet banking, or business loans.

Startup Thailand 2017

The Bank co-sponsored Startup Thailand 2017, an event organized by the National Innovation Agency, an agency under the Ministry of Science and Technology, and other public and private agencies, in order to co-develop and promote the capabilities of each new social enterprise to become a New Economic Warrior: NEW, and to promote an ecosystem crucial for the growth of start-ups. The Bank also aims at gaining support from start-ups throughout the country, and to provide opportunities for new-generation people who have the creativity needed to do business, in accordance with the Government's policy to transform Thailand's economic structure under Thailand 4.0 to move the nation towards a value-based economy. Five events were organized in Bangkok and in other provinces under the concept Startup Thailand, Scale-up Asia.

Seminar on The Future of Thai Farmers in the Views of Advanced Farmers

The Bank initiated the Modern Agriculture Project in 2001 to strengthen Thai farmers in various aspects such as financial management, technology, innovation, and networking, so they could improve their productivity and improve the competitive-edge of the agriculture sector of the country.

In 2017, the Bank held a seminar on The Future of Thai Farmers in the Views of Advanced Farmers to help prepare them to handle some major global changes caused by many factors such as climate, consumers and technology. The seminars provide a good opportunity for alliances of advanced farmer networks to meet and exchange their views which will help Thai farmers to advance sustainably. This aligns with the Government's Public Private Collaboration Project on the agriculture sector focusing on marketing, which will enable advanced agriculture to develop even further.

Bringing Together Agriculture Customers and Community Products at Khlong Phadung Krung Kasem Floating Market

The Bank invited farmers from the modern agriculture project to present and sell their products at the Bank's exhibition booth in the "Thailand's best local product, varieties of products from all over the country, found in one place", organized by the Community Development Department, Ministry of Interior, at Khlong Phadung Krung Kasem Floating Market, Pom Prap Sattru Phai District, Bangkok. The event was held to promote business development for Thai communities and society to drive the Thai economy to advance towards stability, prosperity, and sustainability, while increasing the incomes of the communities. This aligns with the Bank's determination to support sustainability for communities and society. The Bank was among 10 banks which participated in the event by having exhibition booths displaying and selling farmers' products from the Modern Agriculture Project to present farm produce and showcase the achievements of farmers who had gathered to build networks and applied innovation in their farming, with strong supply chains created to alleviate the farmers' lives to have better incomes and living conditions, and quality and standardized products capable of competing in global markets.

The Bank displayed and sold macadamia nuts under the brand Rakung Tong (Golden Bell) of the agricultural product processing community enterprise group, Ban Bo Muang Noi, Na Haew District, Loei. This community enterprise group, with Mrs. Nattaporn Prasrinam as the leader, first started as a group of women working together and has now developed into a community enterprise. At the booth, pasteurized and ready-to-drink lime juice, under the brand Mee-now of the Ban Paew Damnoen Saduak Lime Grower Cooperative was available.

Seminar on Investment in Robot Technology and Automation System

The Bank, in collaboration with NSTDA Academy, held a seminar on "Productivity improvement and production cost reduction through investment in robot technology and automation system in the industry 4.0 era". The seminar was part of the Bualuang Project for Robotics Towards Thailand 4.0, which the Bank has

been working on with the National Science and Technology Development Agency (NSTDA) under the theme of Thinking Partner for Innovation Business, for the Bank's customers who are members of the Bualuang SME Club and other interested people. At the seminar, apart from the useful seminar topic, there were exhibition booths showing products and services of the participating business operators and a robot-arm demonstration, which attracted attention from many customers. With Thailand's industry moving towards the 4.0 era, the application of robotic technology and automation systems in business management and as a part of the production process in a time of skilled-labor shortages is crucial for business operators, as it will help them to be more competitive by reducing costs and increasing productivity, while creating differentiation and adding value to their products. As a result, their businesses could grow sustainably.

Business Matching Going to Chinese Market Forum

The Bank, in collaboration with the Thailand-China Business Council, and China Council for the Promotion of International Trade (CCPIT), for the second time organized the annual Chinese Link Forum 2017, on the topic "Finding trading and investment opportunities between China and Thailand: business matching going to Chinese market". The forum attracted attention from businesspeople, Chinese and Thai, with more than 200 people joining the forum to learn about trading and investment opportunities in China, Thailand and the CLMV, as well as linkages between Thailand's Eastern Economic Corridor (EEC) and China's Belt and Road Initiative. There was also business matching between businesses from both countries, which was very attractive to forum attendees.

The collaboration of the two countries, the Belt and Road Initiative, and EEC, will help the Thai economy to grow strongly. Thailand is outstanding for the prosperity of its resources, the stable development of its society, its economic potential, and its geographical advantage and long-term relationship with China. These advantages will lead to business opportunities and a sustainable future for both countries.

Section 7 Financial Literacy and Financial Inclusion

Social Security Fund Payment

In collaboration with the Social Security Office, the Bank has developed a direct debit service for insured persons according to sections 39 and 40. Persons wishing to make social security contributions will find it convenient not to travel to the Social Security Office branch in their area to deposit their contributions every month. The service has been available since September 1, 2017, so that retired employees and self-employed people can participate in the social security system and secure their future.

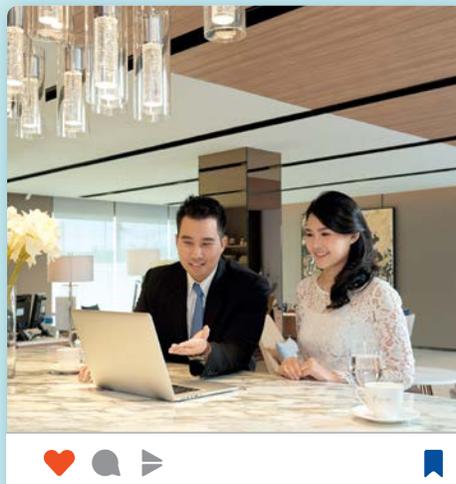
Sharing Financial Knowledge

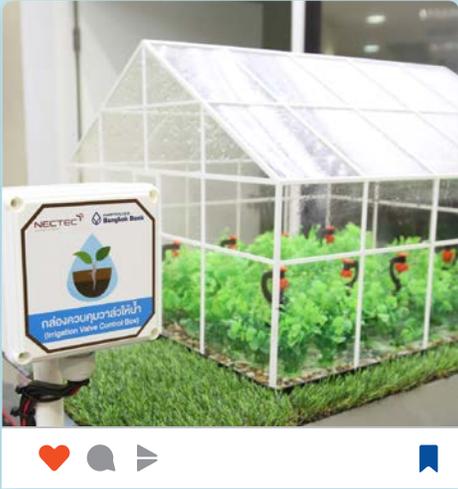
Since knowledge and understanding of personal financial planning is essential for establishing financial discipline in individuals and financial stability and prosperity for families, Bangkok Bank supports many projects to help people gain these skills.

In 2017, for the consecutive second year, the Bank supported the **Saving for Change** workshops to teach financial discipline to tertiary students in conjunction with other stakeholders. Since the project began, 700 students from 10 universities in Nakhon Pathom province have participated in the program. The students organized 44 educational activities, benefiting more than 6,000 people. In other activities supporting financial inclusion and financial literacy, the Bank taught business and financial skills to schoolchildren in the Junior Achievement Company Program (page 66), helped people to better manage their money in Debt Clinics (page 31), as well as offering improved financial access through the convenience of making direct debit payments to the Social Security Fund.

INSPIRING CHANGE

People's happiness depends on vibrant communities, backed by strong social foundations. These foundations include a sense of belonging, financial inclusiveness and economic sufficiency, high ethical standards and a safe and healthy environment. By adhering to our principles of being a trusted partner and reliable close friend to all our stakeholders we hope to inspire change that will help build a sustainable and prosperous Thailand.





GRI Standard Disclosure

(CSR = Corporate Social Responsibility Report 2017, AR =Annual Report 2017)

GRI Disclosure	Page number
102-1	CSR: p.4
102-2	CSR: p.4 - 5
102-3	CSR: p.5
102-4	CSR: p.5
102-5	CSR: p.4
102-6	CSR: p.5
102-7	CSR: p.6 - 7
102-9	CSR: p.8 - 11
102-10	CSR: p.11
102-11	CSR: p.11
102-12	CSR: p.11
102-13	CSR: p.11
102-14	CSR: p.2 - 3
102-15	CSR: p.12 - 13
102-16	CSR: p.14 / AR: p.2
102-17	CSR: p.14
102-18	CSR: p.15
102-19	CSR: p.15
102-20	CSR: p.15
102-21	CSR: p.15
102-22	CSR: p.15 / AR: p.65 - 91
102-23	CSR: p.15 / AR: p.65 - 91
102-24	CSR: p.15 / AR: p.65 - 91
102-25	CSR: p.15 / AR: p.65 - 91
102-26	CSR: p.15 / AR: p.65 - 91
102-27	CSR: p.15 / AR: p.65 - 91
102-28	CSR: p.15 / AR: p.65 - 91
102-30	CSR: p.15
102-31	CSR: p.15
102-32	CSR: p.15
102-33	CSR: p.15
102-35	CSR: p.15 / AR: p.75, 98
102-36	CSR: p.15 / AR: p.75, 98
102-38	CSR: p.15 / AR: p.75, 98
102-39	CSR: p.15 / AR: p.75, 98
102-40	CSR: p.17
102-41	CSR: p.19
102-42	CSR: p.16 - 21 / AR: p.22 - 27
102-43	CSR: p.17 - 21 / AR: p.22 - 27
102-44	CSR: p.17 - 21 / AR: p.22 - 27
102-45	CSR: p.22 / AR: p.106 - 112
102-46	CSR: p.22
102-47	CSR: p.22 - 25
102-48	CSR: p.25
102-49	CSR: p.25
102-50	CSR: p.25
102-51	CSR: p.25

GRI Disclosure	Page number
102-52	CSR: p.25
102-53	CSR: p.25
201-1	CSR: p.28
201-2	CSR: p.28, 46
201-3	CSR: p.29
201-4	CSR: p.29
202-1	CSR: p.29
202-2	CSR: p.53
203-1	CSR: p.30
203-2	CSR: p.30 - 31
204-1	CSR: p.11
205-1	CSR: p.31
205-2	CSR: p.31
205-3	CSR: p.31
206-1	CSR: p.31
301-1	CSR: p.34
301-2	CSR: p.34
302-1	CSR: p.35
302-2	CSR: p.36
302-3	CSR: p.36
302-4	CSR: p.37
303-1	CSR: p.38
303-2	CSR: p.38
303-3	CSR: p.38
304-1	CSR: p.38
304-2	CSR: p.38
304-3	CSR: p.38
304-4	CSR: p.38
305-1	CSR: p.39
305-2	CSR: p.40
305-3	CSR: p.40
305-4	CSR: p.40
305-5	CSR: p.41
305-6	CSR: p.41
305-7	CSR: p.41
306-1	CSR: p.41 - 42
306-2	CSR: p.42
306-3	CSR: p.42
306-4	CSR: p.42
306-5	CSR: p.42
307-1	CSR: p.43
308-1	CSR: p.43
308-2	CSR: p.43
401-1	CSR: p.46 - 47
401-2	CSR: p.46 - 48
401-3	CSR: p.48
403-1	CSR: p.49

GRI Disclosure	Page number
403-2	CSR: p.49
403-3	CSR: p.49
404-1	CSR: p.50
404-2	CSR: p.51 - 52
404-3	CSR: p.53
405-1	CSR: p.53
405-2	CSR: p.53
406-1	CSR: p.53
407-1	CSR: p.53
408-1	CSR: p.53
409-1	CSR: p.53
410-1	CSR: p.53
411-1	CSR: p.54
412-1	CSR: p.54
413-1	CSR: p.55
413-2	CSR: p.55
414-1	CSR: p.10 - 11
414-2	CSR: p.11
415-1	CSR: p.15
416-1	CSR: p.56
416-2	CSR: p.56
417-1	CSR: p.57
417-2	CSR: p.57
417-3	CSR: p.57
418-1	CSR: p.57
419-1	CSR: p.57



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