



# SUSTAINABLE FINANCIAL SOLUTIONS AND RESPONSIBLE LENDING/ INVESTMENT



Sustainable Financial Solutions and Responsible Lending/Investment



Financial Empowerment

MESSAGE FROM THE BOARD OF DIRECTORS

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## Commitment

The Bank pledges to use its financial and banking capability to help businesses and people in the social operate and live sustainably. This means integrating Environmental, Social, and Governance (ESG) perspective into the Bank's product and service development as well as its credit underwriting process and investment advisory service to meet customers' different needs while also manage the environmental and social impact.

## Challenge

Environmental degradation, poverty, and social inequality still present major challenges at both national and global levels. These problems partly stem from economic expansion, increased demand for natural resources, and inaccessibility to basic necessities and resources to lead a decent life.

Such challenges have led to the "Sustainable Development" movement across many economies worldwide. However, the transition to a sustainable economy requires many resources including capital, labor, technology, knowledge, information, and time. The financial and banking sector, as an intermediary that mobilizes capital and allocates resources to social and economic sectors, serves an important role in supporting and driving

sustainability in business operations as well as restoring economic balance at the micro-level.

## Management Approach

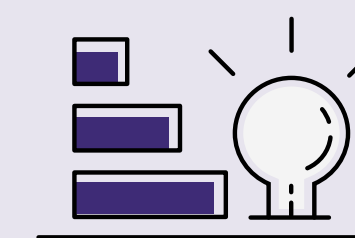
Building a strong economy and society must be done in conjunction with responsible growth and human capital development. The Bank has been offering a wide and comprehensive range of sustainable financial solutions to customers of all segments as well as supporting responsible lending and investment.

## Sustainable Financial Solutions

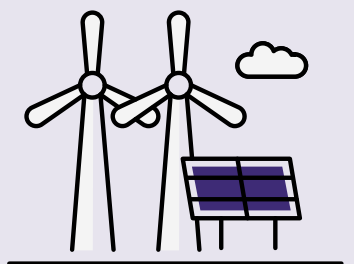
Develop and deliver social and environmental products and services for customers to make a difference socially and environmentally as well as creating innovations for sustainability to generate business opportunities, inclusive growth, and well-being

## Responsible Lending

Integrate environmental and social risks in the Credit Policy and the credit underwriting process as well as maintaining an exclusion list to help mitigate negative social and environmental impact in an appropriate and comprehensive manner



Energy Efficiency



Renewable Energy



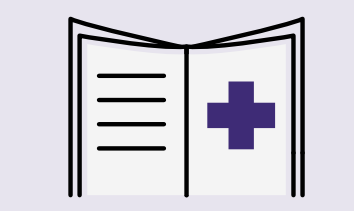
Clean Mobility



Woman Entrepreneur



Green Home



Education and Medical Care



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## Target and Performance



### Target

Offers products and services that improve people's quality of life and the environment while helping managing risks that have business implications for corporate customers or livelihood implications for retail customers

## Performance Highlights

In 2020, the Bank set up the Sustainable Finance Taskforce chaired by the Chief Strategy Officer with members consisting of executives across all business units and relevant support functions. The responsibility of this newly appointed Taskforce is to set systematic and consistent operational frameworks, targets, and long-term plans for sustainable finance.



### 2020 Performance

- Established the Sustainable Finance Taskforce to set operational frameworks, targets, and long-term plans
- Announced the Responsible Investment Advisory Policy with the goal of offering investment advisory that yields positive returns and sustainable results for customers
- Funded environmental and social projects and activities in the amount of more than 14,000 million baht across all customer segments
- 100% of project finance passed the ESG risk assessment

At the same time, the Bank continues to offer sustainable products and services to all customer segments – corporate, SME, retail, and wealth – in parallel with adopting the policy and guidelines on responsible lending for business and retail customers.



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## Sustainable Financial Solutions

### WHOLESALE/ CORPORATE CUSTOMER



#### Sustainable Loan for Corporate Customers

SCB continues to provide financial support to corporate customers, In 2020, the Bank has developed and offered sustainable loan, requiring borrowers to illustrate performance which align and support the Loan Market Association's Green Loan Principles. This includes environmental-friendly activities such as developments of rail transportation, electricity production from renewable energy source, EV charging stations, and certified green buildings. Sustainable loan seeks to support businesses toward sustainable development, while reducing impacts from climate change, and the particulate matter of less than 2.5 microns.



#### Financial Advisory for Mega Infrastructure and Energy Production Developments

The Bank seeks to leverage its diverse experiences derived from providing various types of financial support to customers in developing basic infrastructure and energy plant projects. The Bank, therefore, has knowledgeable personnel, with depth experience and understanding in developments of alternative energy projects in providing relevant financial advisory as well as other aspects. The Bank's relationship managers continue to interact and build meaningful relationships with customers, exchanging information, including environmental and social trends and challenges at sector level which might impact customer's business directions and performance.



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**11%**  
of the Bank's corporate  
customer portfolio  
are classified as green  
businesses

Provided  
**11,600 billion baht**  
of green finance

Supported developments of  
renewable power plant  
projects amounting to  
capacity production of  
**400 megawatt**





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### Supporting PTT Green Bonds The First in the World to be Certified for Forest Conservation

The Bank is committed to driving the country toward a low carbon economy/society by supporting the Thai financial markets to take part in protecting the environment and ecosystems. One way to channel finance toward environmental initiatives is by underwriting green bonds in accordance with the Green Bond Principles of the International Capital Market Association and the ASEAN Green Bond Standards.

In 2020, the Bank was one of the underwriters of PTT Green Bond for forest conservation, the first public offering of green bonds in Thailand and the first bond in the world to be certified for forest conservation projects by Climate Bonds Initiative (CBI), an environmental NGO. The PTT Green Bond has a 3-year duration with an annual interest rate of 2.25% with an offer limit of 2 billion baht. The Bond's subscription period was July 20-23, 2020 which was met with great public enthusiasm.



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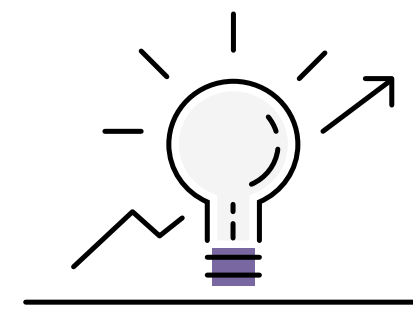
## SME CUSTOMER

Since SMEs constitute 95% of all businesses in Thailand, they play a crucial role in economic, social, and environmental development. In 2020, the Bank continued to fulfill its sustainable lending commitment by building on the existing revolving credit facilities for energy conservation and alternative energy to develop SME GO GREEN SOLUTIONS under the concept "Green is Lean." SME GO GREEN aims to help SMEs achieve dual objectives of saving cost while also protecting the environment.

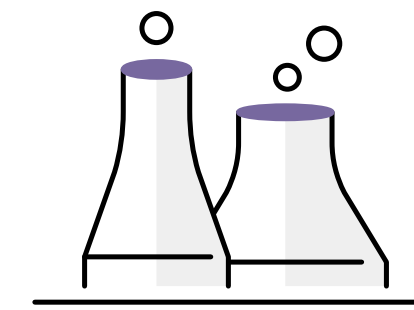
Under this scheme, the Bank offers special long-term loans for energy conservation projects with credit limits up to 150% of collateral value, a 7-year repayment period, a one-year grace period for principal payment in the first year, and below-market interest rates.

**GO GREEN loans to SME customers in the amount of 2,230 million baht**

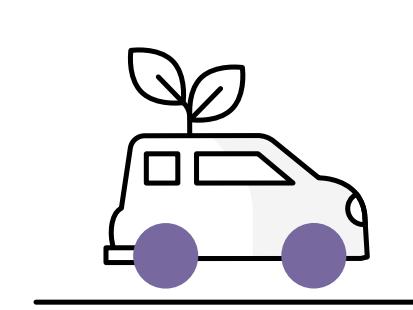
**SME GO GREEN:**  
Provide financial support to sustainable products and services in 4 key areas:



Energy Efficiency



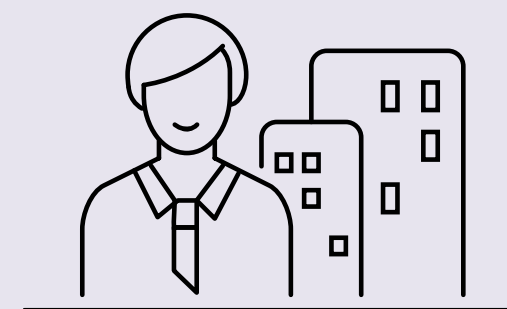
Pollution Management



Clean Mobility



Female Entrepreneurship



**SME GO GREEN not only helps reduce business expenses but also supports Thai SMEs toward the green industry transition and promotes engagement in climate change mitigation which is a priority agenda at both national and global levels.**





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## Green Seminar & Business Matching Empower SMEs to Go Green

In collaboration with 59 public organizations and business partners, the Bank organized seminars and business matching events to help SMEs increase management efficiency and competitiveness, as well as supporting eco-friendly businesses.

More than  
**120** SME  
entrepreneurs  
participating in  
**GREEN SEMINAR AND  
BUSINESS MATCHING**

Resulting in  
**56** business  
matching amounting to  
**230** million baht of loan



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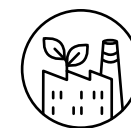
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## October Energy Saving Roadmap & Business Matching

In collaboration with:

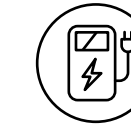
- Department of Alternative Energy Development and Efficiency, Ministry of Energy
- Department of Industrial Works, Ministry of Industry
- Energy service companies and energy consultants



## November Pollution Treatment for Green Business

In collaboration with:

- Department of Industrial Works, Ministry of Industry
- Thailand Environment Institute, Thai Environmental Consultants Association
- Pollution management consultants



## December Prepare for a Smart City with EV Charging Stations

In collaboration with:

- Thailand Board of Investment, Metropolitan Electricity Authority
- National Science and Technology Development Agency
- Clean energy consultants and electric vehicle experts

With the Bank's commitment and the above collaboration, total lending under the SME Go Green program, including both long-term and revolving business loans, was more than 2,230 million baht in 2020.



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## RETAIL CUSTOMER



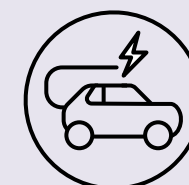
### Clean Mobility Loans

For retail customers, the Bank has developed financial solutions for clean mobility to make life more convenient and safer while saving time and energy. Clean Mobility also helps reduce pollution, especially addressing the problem of particulate matter of less than 2.5 microns (PM2.5), as well as contributing to the national economy.

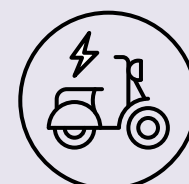
To promote clean vehicles for sustainable transportation, the Bank provided loans for purchases of 200 clean vehicles in the amount of 200 million baht.



Hybrid Car



Electric Car



Electric Motorcycle



### Student and Medical Loans

Education and health are supremely important to individuals' wellbeing and are directly linked to the country's sustainable development. The Bank, therefore, offers purposeful loans for education and medical care with a special 15% annual interest rate to alleviate school dropout and health problems caused by financial vulnerability. In 2020, 626 customers accessed this type of loans in the total amount of 22.4 million baht.



### Green Home Loans

Renewable energy and innovations to create energy-efficient homes can help mitigate environmental problems and reduce household expenses.

Therefore, the Bank initiated special clauses under the 'SCB Home Loan: Green Energy' at the end of 2020 to encourage purchasing, building, and renovating homes with installed solar cells or other energy-saving technologies or equipment.



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Lending to conserve  
the environment  
and promote the well-being  
of more than  
**800** customers

in the amount of  
**220** million baht



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## WEALTH CUSTOMER

The Bank believes that incorporating Environmental, Social, and Governance (ESG) considerations into the investment process will lead to better investment advice for customers and higher risk-adjusted return in the long run, in addition to mitigating negative impact and promoting positive impact to the society.

In 2020, the Bank announced the Responsible Investment Advisory Policy to govern investment advisory services of all asset classes and provide guidelines on the following issues:

- Integrating ESG factors into the advisory service
- Exclusion policy
- Inclusive investment management and voting rights



## SCB Global Sustainable Equity Fund ...for the world and for the future

In 2020, through SCB Asset Management, the Bank unveiled SCB Global Sustainable Equity Fund (SCBGEESG), a 3-billion baht feeder fund that invests in a single foreign fund which is Janus Henderson Horizon - GLOBAL SUSTAINABLE EQUITY FUND. The Fund's investment objective is to generate long-term growth from investing in financial securities of companies with products and services that create positive environmental and social impact and contribute to sustainable development of the global economy. Specifically, the Fund will identify investment opportunities in 10 following social and environmental areas.



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The fund seeks to impact investing  
in ten environmental and social issues

### Environmental



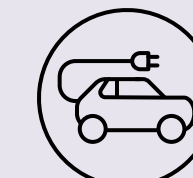
Clean Energy



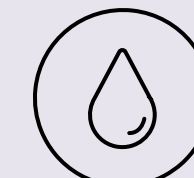
Efficiency



Environmental  
Services

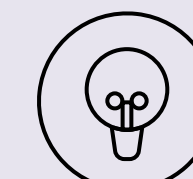


Sustainable  
Transport



Water  
Management

### Social



Knowledge &  
Technology



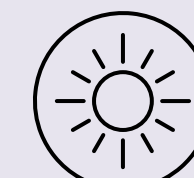
Health



Safety



Sustainable  
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Quality  
of Life





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## Responsible Lending

In 2020, the Bank continued to support “Sustainable Banking Guidelines – Responsible Lending” which is a collaborative effort among the Bank of Thailand, the Thai Bankers’ Association, and commercial banks for both retail and business lending.

### Responsible Lending for Retail Customers

In addition to borrower’s income and credit risk, the Bank’s retail credit underwriting process takes borrower’s debt service ratio (DSR) as well as affordability and living expenses into consideration. This comprehensive process enables the Bank to offer the right financial products and services to each individual customer without jeopardizing customer’s well-being.

### Responsible Lending for Corporate Customers or Project Finance

The Bank incorporates social and environmental considerations into the Credit Policy and its underwriting process as well as specifying an exclusion list and the Sector Specific Guides to demonstrate the Bank’s firm stance against lending to any businesses that are engaged in illegal activities, child or forced labor, and weapons of mass destruction. The Bank also adopts the Equator Principles and guidelines by the International Finance Corporation (IFC) whenever appropriate.

The Bank’s Credit Policy has been integrated and reinforced throughout the entire process of project finance decisions, from customer

relationship building process to sales and credit analysis. There are also specific guidelines for assessing environmental and social risks for project finance. These guidelines are communicated to all relevant employees to ensure compliance. Thus, any potential project finance loan will undergo a thorough impact assessment to help manage risk for the Bank and relevant stakeholders as well as enabling the Bank to monitor customer’s status and risk level.

In 2020, the Bank had applied the responsible lending policy and practices to many projects, such as natural gas-powered combined-cycle power plant and a regional solar-powered plant.



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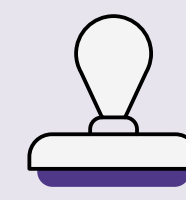
### SCB’s Responsible Lending Process



Exclusion List



Environmental and  
Social Risk Assessment,  
Sector Specific Guides



Decision to approve  
and decline the credit  
request



Monitoring



## SCB commitments and Cases for Responsible Lending



### Natural Gas-powered Combined-cycle Power Plant

SCB understands that natural gas remains an important source of fuel contributing to Thailand’s energy security and economic expansion during a transition to a low-carbon economy. However, inefficient combustion of fossil fuels along with inappropriate use of technology will impact the environment’s quality.

In 2020, SCB has provided financial support to a private electricity production company in developing a combined-cycle power plant which utilizes natural gas as a source, with production capacity of 240 megawatt-hours, located in Ratchaburi Province, Thailand. The Bank follows the established Sector Specific Guide for thermal powerplant as well as the Human Rights Policy in which social and environmental impact considerations are taken into account when providing lending to project finance. This is to ensure that the project undergoes environmental and social impact assessment, specifically, in terms of the community’s natural capacity in absorbing air pollution, by adopting a recognized quantitative model while identifying appropriate social and environmental mitigation measures and conducting public consultation. It is expected that the project will produce electricity for the consumption of 800,000 households.



### A Regional Solar-powered Plant

The Bank continues to provide financial support to developments of solar power plants, both at local and regional levels. Building relationships and maintaining dialogue with clients on potential for developments of alternative energy projects is one of SCB strategies. Here, the Bank seeks to utilize its expertise in providing financial advisory, risk management, for both general project finance and that related to alternative energy including electricity production using photovoltaic technology, which deems a renewable source of energy.

However, without appropriate planning and impact management, developments of such projects can cause environmental impact upon surrounding communities, for instance, from extreme reflection from photovoltaic panels, mishandling of discarded panels, increased water drainage to agricultural land areas causing damage to agricultural produce.

Accordingly, the Bank has monitored the project’s progress in terms of social and environmental impact management after credit approval in which the project is required to report an annual performance audit conducted by third-party consultant. This is to ensure that the project complies with social and environmental clauses/mitigation measures specified in lending term. Additionally, in 2020, the Bank has served as a financial advisor to a solar power plant that utilizes photovoltaic technology, located in Vietnam. The plant pertains electricity production capacity of 60 megawatts, sufficiently supplying electricity to 37,000 household, reducing greenhouse gas emission of 28,000 tons of carbon dioxide equivalent.

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## Commitment

SCB seeks to promote inclusive financial accessibility while providing financial literacy to customers and the general public, particularly the vulnerable groups, in order to alleviate systemic economic divisions, uplift social wellbeing, and build inclusive growth.

## Challenge

Limited financial accessibility directly impacts sustainable development in every dimension and is an issue that the World Bank and the central banks of many countries are paying close attention to. Continuous efforts are being placed on building engagement with financial institutions in promoting inclusive financial accessibility and literacy.

The World Bank reports that over 1.7 billion people, or 31% of the adult population of the world, have no transaction accounts. This state of affairs is known as being unbanked. In East Asia and the Pacific region, 27% of the population are unbanked, while only 66% engage in electronic transactions. In Thailand, 12 million, or 18% of the total adult population, are unbanked, and only 62% engage in electronic transactions.

Overall, the level of Thailand's financial accessibility has increased and is considered relatively better than other countries as reported in global and regional statistical data. Nonetheless, the Bank of Thailand

continues to build a facilitating environment on a foundation of digital literacy and cyber security, whereby banks can adapt and apply financial technology (Fintech) within the boundary of product development and innovation to address user needs. At the same time, the efforts are being placed on promoting financial planning and saving, both short and long term, in order to increase productivity and inclusivity, with immunity and robust risk management for the financial system.

The issue of financial accessibility presents both challenges and opportunities for the Bank in terms of supporting the general public and businesses, particularly the unbanked low-income groups, freelancers, entrepreneurs, and SMEs in being able to access appropriate capital, and to leverage the benefits of financial services offered on digital platforms with the knowledge and skills to support financial planning and literacy.





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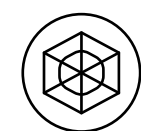
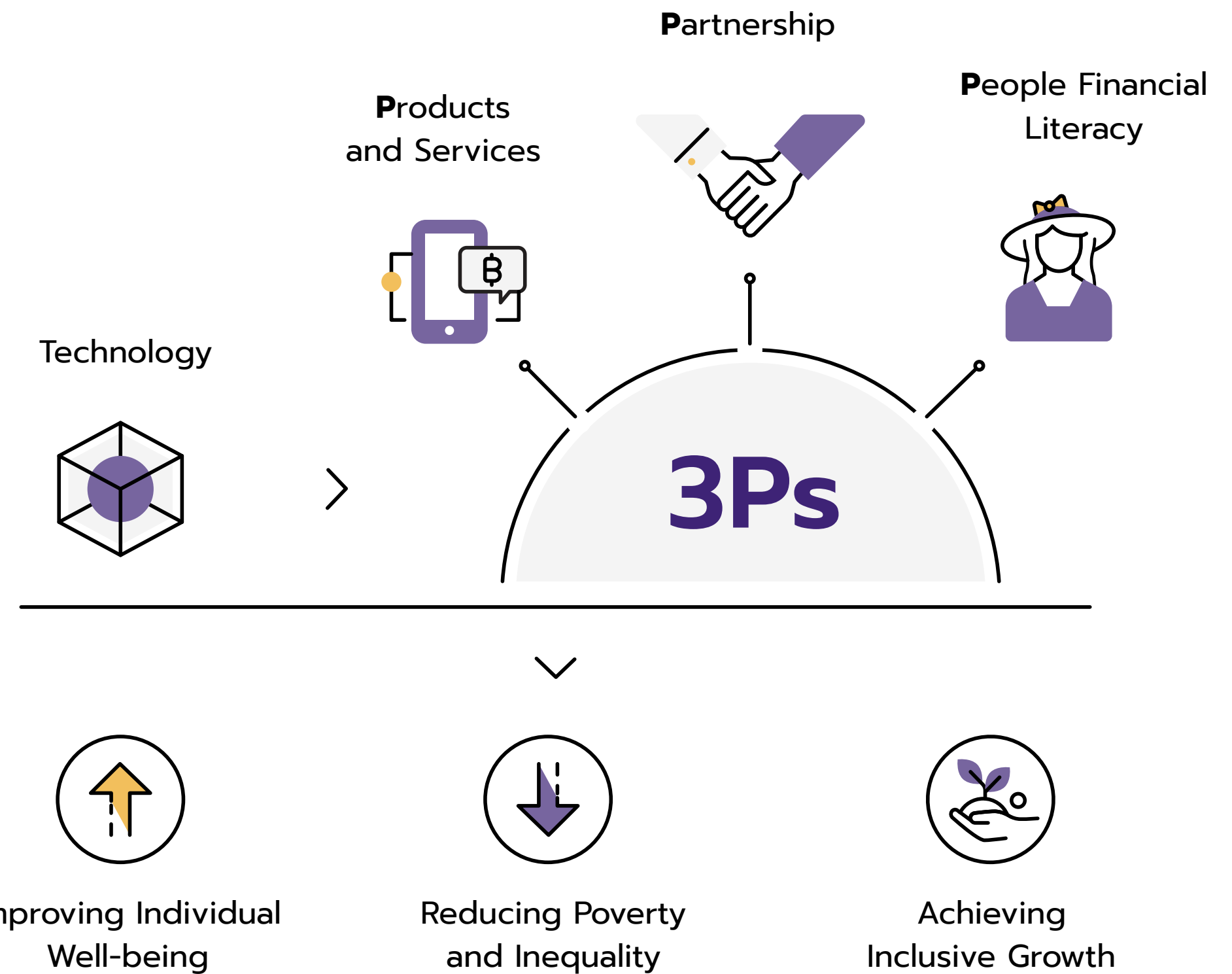
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## Management Approach

The Bank recognizes its roles and responsibilities in developing and maintaining long-term economic balance while helping to alleviate social gaps resulting from unequal financial accessibility. Through development and investment in technology, maximum efforts are being steered toward creating inclusive access to financial products and services under the '3Ps' framework (Products and Services, Partnership, and People Financial Literacy). As part of becoming a digital bank, this framework promotes financial transactions through digital platforms for all customer groups, bridging the gap between the unbanked and the digitally literate on a basis of appropriate financial literacy and skills.



### Technology

Leverages technologies to increase convenient, quick, and secured financial accessibility through digital platforms and devices while enhancing service efficiency



### Products and Services

Offers financial products and innovations to promote comprehensive financial accessibility among all customer segments



### Partnership

Collaborates with partners and networks in building a financial ecosystem that helps to bridge the gaps in financial accessibility and facilitates comprehensive access to financial products and services



### People Financial Literacy

Effectively uplifts financial skills in personal savings, debt management, investment, and financial planning for customers, the general public, and SCB employees



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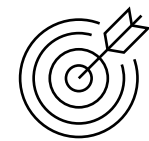
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## Target and Performance



### Target

Supports individuals and businesses, specifically the vulnerable groups and SMEs by providing them with access to appropriate financial services so they can leverage the benefits of digital platforms with appropriate financial planning knowledge and skills.



### 2020 Performance

- **Digital Banking:** Encouraged digital transactions through SCB EASY, from basic transactions such as deposits, withdrawals, and payments to complicated transactions such as lending, insurance, and mutual fund purchase. SCB EASY users exceeded 11.8 million, an increase of 15% from 2019. In addition, the Bank has 9,160 ATMs and 811 branches nationwide to facilitate and provide services to all customer groups.
- **Digital Lending for Low-Income Group and sSME:** Promoted access to digital lending for over 82,600 low-income individuals, gig workers, sSME requiring no collateral or guarantee.
- **Banking Agent:** Expanded access to financial products and services through Banking Agents, with over 2 million transactions in 2020. SCB is also the first bank to offer online savings account with identity verification processed at counter service at 7-Eleven branch nationwide.
- **Financial Literacy:** Built knowledge and understanding of digital literacy and financial planning as well as personal savings for over 10,400 individuals, the general public, and SCB employees through training, virtual learning, and various media and forms.



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## Performance Highlights

The Bank adopts technologies and data in creating financial product and service accessibility, collaborating with partners while continuously building a financially literate Thai society.



## Products and Services

The Bank seeks to develop digital platforms, mobile applications, and a variety of other products and services in order to eliminate barriers to financial products and services while effectively addressing customer needs.

## Money Thunder by SCB Abacus

A digital lending app for individuals who need capital for small business, however, unable to access lending from financial institutes. Money utilizes alternative data and AI chatbot in easing the application process through an online platform available 24 hours.

To date, Money Thunder has over 3 million downloads and 60% of the loan-approved individuals were previously denied by financial institutions.



## Apps for Inclusive Financial Accessibility

In addition to SCB Easy and Easy Invest, in 2020 the Bank, through joint ventures and subsidiary companies, developed apps that utilize Artificial Intelligence (AI) and alternative data in speedily assessing and evaluating requested loans. These apps seek to promote access to regulated micro-finance or nano finance without collateral. These innovations address the needs of customers who need quick access working capital or emergency cash with fair practices, saves time formerly wasted commuting to a bank branch, and support the government and the Bank of Thailand's policy of reducing and managing loan sharking.



## SCB EASY

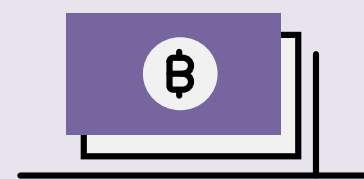
Mobile app for comprehensive financial transactions

Over 11.8 million users  
with 230 million transactions



## EASY INVEST

Manage investments with Robo Advisors or automatic portfolio design and management



Maximum loan  
limit of 50,000 baht



2.75% monthly  
interest rate



Up to 12 monthly  
installments



apply for and receive  
money within 24 hours



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## Selected initiatives and products to promote financial accessibility for all customer groups

Products and Services	Target Groups	Approach
<b>Saving Product</b>		
<b>Basic banking account</b>	Low income people with government welfare cards and senior citizens over 65 years old	No minimum balance to open an account, no initial or annual fee, and no account maintenance fee of debit card.
<b>EZ savings and saving accounts opening via Banking Agent</b>	Individuals without savings accounts Individuals without access to financial services SCB EASY users who transact digitally	Expanding access to those with or without SCB saving accounts, convenient account opening not only at branch network but also via e.g. SCB EASY, Banking Agents e.g. 7-Eleven. Account opening and identity verification at ATM or with National Digital ID (NDID) via the mobile banking apps of other banks while receiving competitive interest rates compared to other types of saving accounts.
<b>Digital Lending through SCB EASY</b>		
<b>Retail customers</b>	Speedy Loan	Approved loans starting at 10,000 Baht with maximum 72 monthly installment payments
	Speedy Cash	No need to have an account with the Bank No withdrawal fees Specified clause to facilitate customer liquidity
<b>In 2020, the Bank takes part in expanding financial access to 48,167 individuals with income lower than 15,000 baht, approving loan of 762 million baht.</b>		
<b>Business customers</b>	Mae-Thu-jai sSME	No collateral or guarantee for maximum credit limit of 300,000 baht
<b>In 2020, the Bank takes part in expanding financial access to over 32,400 sSME, from gig workers, business entrepreneurs, online merchants to those who seek to expand their business, approving loan of over 1,580 million baht</b>		
<b>Collaborations with Partners</b>		
<b>Business customers</b>	Thai Credit Guarantee Corporations Guaranteed Loans SME	Low-interest loans for SMEs or businesses with no or inadequate collateral
<b>In 2020, the Bank takes part in expanding financial access to SMEs with approved loan of 30,000 million baht.</b>		
<b>Other innovations</b>		
<b>Mee-Tang</b>	Corporate employees whose companies use SCB payroll service	Get payroll advances directly through the SCB EASY

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## Partnership Network

To promote access to financial services among customers, the general public, and those living in remote areas and unable to access Internet or mobile banking, the Bank collaborates with partnerships from different industries in appointing Banking Agents or representatives selected to provide certain services on behalf of the Bank.



In 2020, there were more than **2 million** transactions processed through Banking Agents

## Selected initiatives in 2020

### Identity Verification at 7-Eleven

The Bank collaborated with Counter Service in launching 'identify verification via counter service at 7-Eleven'. SCB is the first bank to adopt facial recognition technology in verifying the identity of new customers who wish to open online savings account without having to commute to a bank branch.

This joint effort illustrates the success of digital financial partnership, increasing convenience for customers in conducting transaction services from account opening to deposit and withdrawal services available 24 hours a day at over 12,500 7-Eleven branches nationwide.







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### SCB x Fastwork

Unprecedented developments in digital technologies and online platforms have increasingly become part of everyday life as well as a way of work, resulting in a significant increase in the number of gig workers or freelancers. Nevertheless, these groups of individuals tend to face difficulties in accessing financial products or services due to limitations in terms of providing documents required for assessing or approving loans.

The Bank understands these challenges and continuously seeks to build partnerships with businesses from various industries in providing freelancers with extensive access to financial products and services. In 2020, the Bank collaborated with Fastwork, an online platform for quality freelancers from different professions, in expanding a digital lending ecosystem that allows freelancers and gig workers an immediate access to capital without collateral or guarantees through SCB EASY.

At the same time, Fastwork's platform is connected to the Money Thunder App, which allows Money Thunder users to directly apply and work with Fastwork. This digital ecosystem expansion builds access and opportunities for potential income amidst the current economic downturn.



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### SCB and Sansiri: Partnership to Provide Equal-opportunity Joint Home Loan

In 2020, SCB partnered with Sansiri PLC to c for Thai couples who are looking to co-borrow for a Sansiri home with their spouse or life-partner, affirming commitments to promoting diversity and inclusion. With this scheme, couples and life-partners can have access to joint home loans as long as the Bank's criteria are met. Sansiri will also pay the monthly installment payments for customers for up to 24 months to help make homeownership much more accessible to a wider demographic. The Bank and Saniri believe this collaboration will build a more welcoming and equal environment in the society while promoting financial inclusion and diversity.



SCB and Sansiri senior executives announced the equal-opportunity joint home loan collaboration





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## Financial Literacy for All

Financial literacy is a foundational life skill which directly contributes to people's wellbeing. The Bank seeks to build financial knowledge for its customers, the general public, and employees while ensuring effective financial planning for both livelihood and business management.



### Target Group: Business Customers and SMEs

To boost the financial strength and capabilities of Thai SMEs and small business owners whose roles contribute significantly to the growth of the Thai economy, the Bank continuously organizes initiatives, programs, and community knowledge exchange to help uplift their capabilities and prepare them for local and regional competition.



### SCB IEP Bootcamp: The Hospitality Survival

The COVID-19 pandemic has severely affected many industries, particularly tourism-related businesses. Recognizing the magnitude of this impact, the Bank continuously seeks to support its customers in every dimension with the aim of helping them overcome the crisis.

SCB has collaborated with the Tourism Authority of Thailand (TAT) to organize an "SCB IEP Boot Camp: Hospitality Survival" course for hotel and hospitality segment business operators nationwide. The three-day workshop provides survival tactics and business tips tailored to the digital era, which can be applied to real businesses to instantly boost sales. The course also shares practical business improvements to help reduce costs while promoting sustainable growth. The Bank plans to conduct the workshops with over 200 tourism operators nationwide. At the end of 2020, there were over 150 participants.



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### SME Business Center for Thai Businesses and Entrepreneurs

The SCB Business Centre continues to serve as one of the most important channels promoting the financial literacy and business management skills specifically required during the digital era. Throughout 2020, SCB partnered with businesses from various industries in organizing seminars and knowledge sharing sessions to ignite inspiration and build relevant skills necessary for SME without charge. There were over 1,200 participants throughout the year.

### SCB Instant Franchise Day

SCB partnered with over 50 quality franchise owners and business partners from various brands and across industries; food and beverages, dessert and bakery, dry cleaning, consulting, retail, and education in organizing SCB Instant Franchise Day. This event brought customers and SCB employees to consult and seek advice directly from franchise owners on how to become a business owner. Apart from acting as a medium, SCB also offers franchise loan with an end-to-end support system ranging from cash management, staff management, to marketing and logistics in order to help customers effectively manage their store. SCB Instant Franchise Day attracted over 600 participants.





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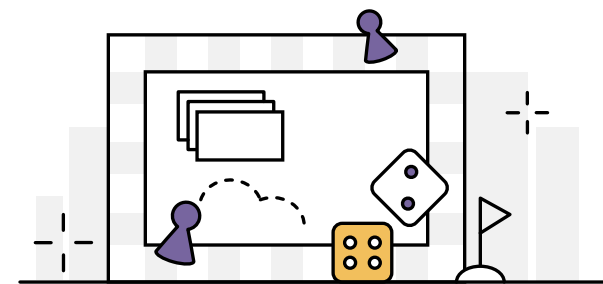
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## Target Group: Children and Youth

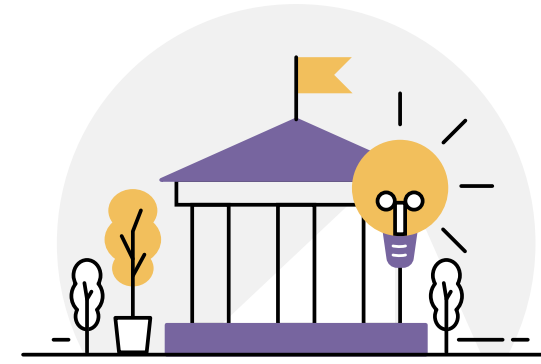
The ability to manage personal finance is a skill that should be fostered from a young age in order to build a foundation for individual development, contributing to sustainable growth. Accordingly, the Bank collaborates with schools and universities nationwide in continuously promoting financial accessibility.



### Building Financial Discipline

SCB recognizes the importance of cultivating financial awareness, building saving habit of Thais in order to uplift financial well-being, which will impact the nation's economic growth and sustainability. The Bank has then developed various financial literacy initiatives with aims to instill and promote knowledge on financial management, saving, and planning, leading to the development of life skills and the desired character among students and youth.

In 2020, the Bank initiated a learning process aimed to instill financial discipline among elementary and secondary school students by using learning material and activities such as board games. The developed activities and tools can be adopted as part of the regular teaching curriculum in which students will learn from playing. In 2020, the Bank has piloted this activity with six partnering schools and over 200 students participated.



### Smart University

Under a 'Smart University' concept, SCB collaborated with universities in organizing activities and initiatives aimed to build basic financial and investment knowledge, creating learning experiences with digital technologies for students and staff in order to uplift their capacities in financial management and lead them on the path toward a digital society.

In 2020, the Bank boosted the financial and digital literacy of over 5,600 students and staff through workshops, virtual classrooms, and online learning.

In addition, in 2021 the Bank plans to continue the partnership by collaborating with Mahidol University in developing a holistic learning program called "HIDEF x SCB" to enhance five essential skills, preparing students for future opportunities in the digital era. The program expects to benefit over 1,000 students, staff and alumni.

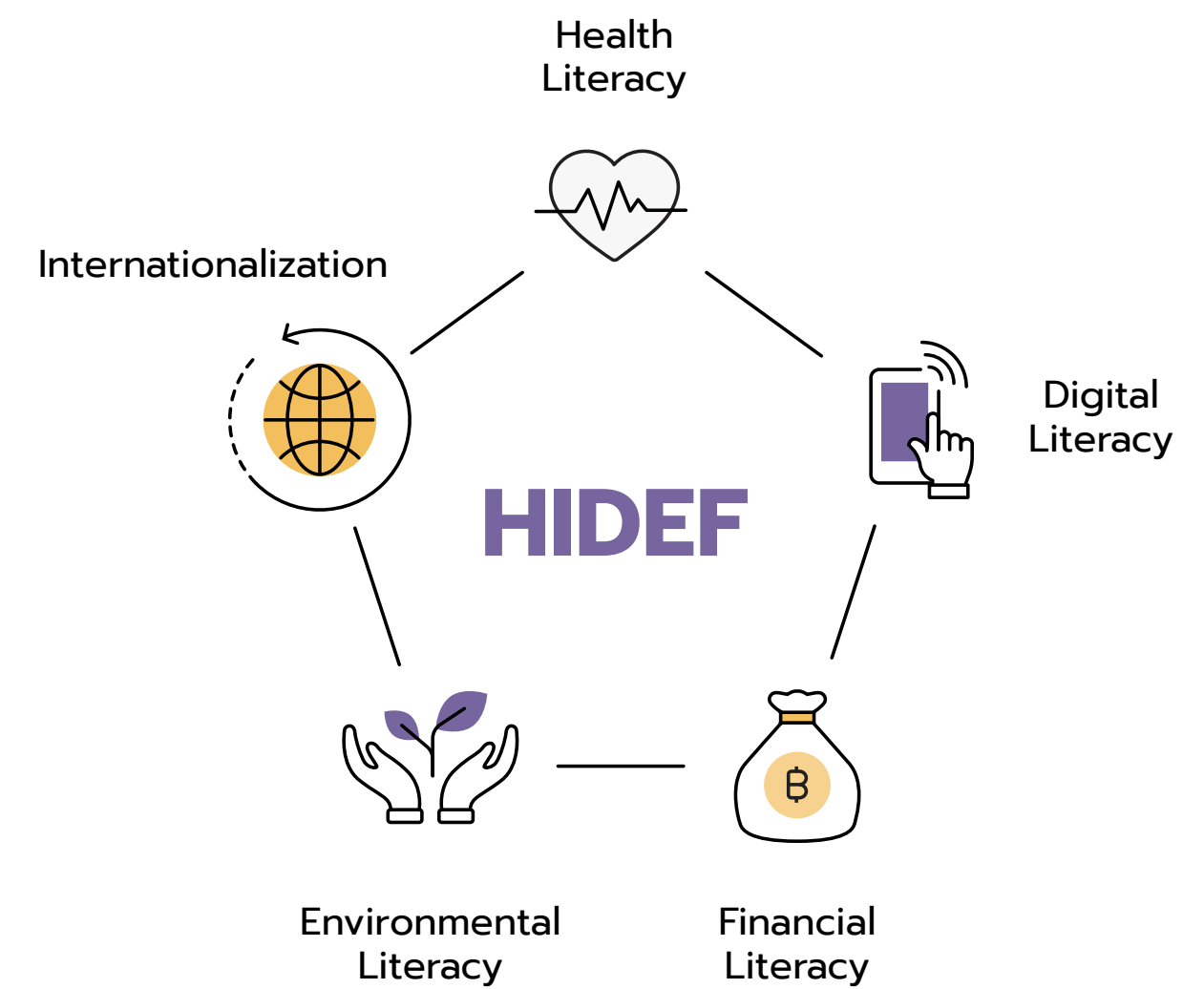
1. Health Literacy: Building understanding of the importance of good health
2. Internationalization: Building skills required for international business management
3. Digital Literacy: Providing understanding and application of digital technologies
4. Environmental Literacy: Cultivating environmental knowledge and good practices
5. Financial Literacy: Equipping knowledge and skill in financial and business management



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### Sajjai Money Initiative Collaborative effort with the Thai Bankers Associations and 11 commercial banks

To help prepare college students and graduates to enter the workforce with financial knowledge and understanding, an important element in attitudes and behavior related to financial wellbeing. The Bank has been taking part in the Sajjai Money initiative since 2017.

In 2020, 66 SCB employees volunteered and participated in personal finance training, effective communication, and optimal learning and engagement through gaming. They worked to provide knowledge to over 1,200 students from 4 universities. SCB will train over 470 employees to participate in the program, providing financial knowledge to over 7,500 students.



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## Target Group: First Jobbers and Employees

Financial wellbeing relates to the holistic wellbeing of individuals, whether physically, mentally, or intellectually. The Bank of Thailand reports that members of the new generation tend to have minimal financial planning skills, specifically, first jobbers, who are identified as a vulnerable group with a tendency to accumulate debt.

Accordingly, the Bank not only promotes financial literacy among customers and the general public but also seeks to uplift the financial skills of its employees. Specifically, first jobbers, parents, and those nearing retirement, in order to provide them with financial and digital literacy to support their financial wellbeing, which will lead to their holistic wellbeing and maximized potential for productivity.

SCB organized financial literacy initiatives for employees in each unit through the development of a blended learning journey, taking form in both workshops and online learning. The initiative seeks to provide knowledge and help solve any financial problems that employees may have.

**In 2020, over 560 employees participated in the program**

## The Learning Journey to Financial Well-being



### Financial planning:

Ignite the need and importance of financial management



### Debt management:

provide guidance to 'adjust-reduce-remove' personal debt by applying the self-sufficiency philosophy



### Financial and wealth management:

Create sustainable wealth by providing knowledge of personal finance, basic investment, and retirement planning.

## Financial literacy, Family and Education Planning

Apart from their roles as SCB employees, most staff are family leaders providing guidance for their children, the most important unit necessary for maintaining a good society. The Bank understands that parents should be assisted with developing the skills necessary for them taking on their roles and responsibilities. In 2018 the Bank set up an "SCB Parents Club" to serve as a learning space for sharing child-raising techniques during each developmental period in order to foster both intellectual and emotional intelligence.

Throughout 2020, along with parenting skills, the SCB Parents Club seeks to uplift parental awareness and attitudes toward finance, aiming to foster financial management skills while helping them identify appropriate financial goals and management techniques which can be applied at the family level. The SCB Parents Club has developed Financial Literacy, Family and Education Planning initiative in the form of both workshop and online learning in which over 50 participants document their learning and share their experiences with the club.