



Plans and Major Projects in 2020 have been classified into two categories as follows:

1. Main Projects of the Bank in 2020


- Portfolio Optimization Project (Basel III)

Details	Progress as of Dec. 2020
<p>According to the regulation prescribed by Bank of Thailand, Krungthai Bank is determined to maintain its capital adequacy ratio to cover risks according to the Basel III requirements. In this regard, the Bank must be able to calculate the capital adequacy ratio as well as identifying the minimum capital and the initial margin for covering credit risk of the contract party and implementing with the Bank's portfolios management beneficially and efficiently. However, this must be in accordance with the official regulatory guidelines.</p>	 100% of goal in 2020


- Chanel Optimization Project

Details	Progress as of Dec. 2020
<p>Due to the change in financial transaction behavior of the customers into using digital channels more often; as a result, the Bank has considered adjusting the new style branches and providing more touchpoints to be in line with the customer behavior. Moreover, the Bank also adjusting and improving capability of ATM/ADM to be up-to-date in order to increase the productivity of the branches and reduce cost to serve.</p>	 100% of goal in 2020


- Process Digitization Project

Details	Progress as of Dec. 2020
<p>Process Digitization for internal operation of the Bank has been conducted in an attempt to accommodate for the implementation of technology-based advancement to increase efficiency and effectiveness of various processes of the Bank.</p>	 100% of goal in 2020

- Sustainable IT Foundation for Invisible Banking Project


Details	Progress as of Dec. 2020
<p>Due to the competitions in banking industry heading toward the digital banking phase, the Bank therefore intends to develop and improve infrastructure, architecture and digital platform of the Bank so that the back-office system is up-to-date, fast and safe as well as being capable to fully support all transactions in digital age.</p>	 100% of goal in 2020

- **Upskill/Reskill Project**


Details	Progress as of Dec. 2020
<p>The Bank has strategic objective aiming at uplifting the organization to be a learning organization with moral awareness. In this regard, the Bank therefore establishes knowledge and skills development plan to support for the efficient operation leading to better organization performance, aligning with the context of the Bank that aims to become a digital banking.</p>	 100% of goal in 2020

2. Projects to Support the Strategic Plan of State-Owned Financial Institutions


- **Government as a Platform Project**

Details	Progress as of Dec. 2020
<p>As the Bank has constantly supported the execution of the government projects, the Bank then enhances its support by increasing e-Payment channels thoroughly at the sub-district level intended for facilitating people to access financial innovations as well as creating cashless society. Accordingly, the Bank also aims to provide channels of pushing government policies and accelerate the creation of financial solutions for the government agencies in response to the Thailand 4.0 national policy.</p>	 100% of goal in 2020

- **SME Single Account Project**


Details	Progress as of Dec. 2020
<p>In order to support the government policies in pushing SME entrepreneurs to use a single account for submitting tax form to the Revenue Department, the Bank offers products with special interest rate for encouraging entrepreneurs to use a single account. In this regard, the Bank also gives knowledge about a single account to the entrepreneurs so that they are able to set or adjust a single account and use the statement submitted to the Revenue Department to apply for a loan with the financial institution.</p>	 100% of goal in 2020

- **Digital Supply Chain Solution Project**



Details	Progress as of Dec. 2020
<p>Develop digital supply chain platform by using blockchain technology and connect the platform with internal and external systems of the Bank in order to elevate management standard and increase competitiveness of retailers, wholesalers and community</p>	 100% of goal in 2020

product manufacturers through supply chain connection along the line of supply chain. The Bank also encourages the merchandisers to access to sources of fund through revolving credit (supply chain financing) and business line of credit (term-loan).




- A project to create dashboard and conduct report for the government regarding the management of Government Welfare Card

Details	Progress as of Dec. 2020
<p>As the Bank was the developer of the government welfare card and distributed the cards to the low-income earners nationwide, the Bank therefore has the insights information of the government welfare card and understands the cardholder behavior when using the welfare card, including the merchandisers (the Blue Flag shops) details. To support the government policies, the Bank proposes the insight report and data analysis of government welfare cards usage then presenting it to the government agencies for using it in further management of the card scheme.</p>	 100% of goal in 2020

- Invisible Banking Project

Details	Progress as of Dec. 2020
<p><u>1. New mobile banking platforms</u></p> <p>The Bank continuously develops platform and infrastructure system to be stable in order to meet the need of usability for all types of transaction. The Bank upgrades more convenience on well-being living and financial transaction behavior of the consumers in all regions and supports Thailand 4.0 policy of the government that requires installing of the electronic infrastructure nationwide as well as driving Thai society in all sectors to be a cashless society.</p>	 100% of goal in 2020
<p><u>2. Workforce rationalization</u></p> <p>The Bank plans and appropriately manages branches in overlapping area so that there are suitable numbers of service branches. Accordingly, the Bank has renovated and adjusted format of branches' style to be corresponding to the customer behavior that is more likely to use digital channels. The Bank also developed employees' competency to become professional financial planners with the ability to offer the products and services that meet the needs of the target customers.</p>	 100% of goal in 2020

- Sustainable Banking Project

Details	Progress as of Dec. 2020
<p><u>1. Sustainable Krungthai (Krungthai Kunnatham) Initiative</u></p> <p>The Bank intended to boost up the creation of organization culture in an attempt to achieve the goal of becoming the learning organization with zero tolerance. Consequently, the Bank has carried out through 3 projects as follows:</p> <ol style="list-style-type: none"> 1) QA Project - the One Unit, One Sustainable Plan: The desirable behaviors have been determined whereas each unit shall conduct the sustainable plan that can be upgraded to become the organization plan. 2) Krungthai Compliance Champion Project: Based on the Design Thinking and Hackathon Technique, the Bank aims at cultivating mindset and designing prototypical platform that is capable to satisfy and solve problems related to the Market Conduct regulation. 3) Krungthai Love Community Project: For the communities that have been selected, the Bank shall participate in conducting the community development plan, providing training and seminars regarding the valued added methods for the communities' products and services so that they can get improved while the community can deliver such products and services to the market. 	 100% of goal in 2020
<p><u>2. Green Lending</u></p> <p>The Bank encourages small and medium (SMEs) enterprises or corporate business to access sources of fund aimed at using in pure energy development, production process improvement or business costs reduction so that it encourages activities related to environmental conservation. Moreover, the Bank also offers the products that support the entrepreneurs in activities related to environment.</p>	 100% of goal in 2020
<p><u>3. Responsible Lending</u></p> <p>On the path to become the sustainable banking, the Bank has taken into account the environmental, social and governance (ESG) criteria as part of the loan consideration in corresponding to the responsible lending.</p>	 100% of goal in 2020