



Krungthai
กรุงไทย

ประมวลจริยธรรม

(Code of Ethics)

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Code of Ethics of Krungthai Bank PCL.

Preface

Krungthai Bank PCL., as a state commercial bank under the Ministry of Finance, has established Ethical Standards as its code of ethics in accordance with the Constitution of the Kingdom of Thailand, B.E. 2550, Section 279. This section mandates the establishment of a code of ethics to define the ethical standards and core values for various types of state officials, as recommended by the Ombudsman for all agencies to adhere to. Mechanisms and systems for effective enforcement have been provided, including procedures for imposing punishments based on the severity of the actions. Furthermore, additional amendments have been made to comply with the Ethical Standards Act 2019, Section 5 on Ethical Standards and Code of Ethics, and the Regulations of the Ethical Standards Committee Concerning the Criteria for Preparing a Code of Ethics, Ethical Requirements, and the Process of Maintaining Ethics for State Agencies and Officials, B.E. 2563 (2020).

This edition of the Code of Ethics applies to all Krungthai Bank PCL personnel at every level. It ensures that the Bank employees perform their duties with fairness and uphold the honor and dignity deserving of the trust and confidence of customers, stakeholders, and the general public. Personnel are expected to collaborate with awareness and responsibility, demonstrate honesty, and act with integrity. They should treat each other with generosity and care, fostering a positive image of the Bank as trustworthy to the general public. Additionally, the Bank's personnel should take pride in their work, be innovative and creative, and demonstrate enthusiasm and dedication in their roles.

This serves as a code of conduct for all organizations and personnel of the Bank, to be adhered to as a guideline, in conjunction with the business ethics, announcements, rules, orders, regulations, and other practices, ensuring thorough and efficient compliance.

Chapter 1 General Provisions

Section 1: The Code of Ethics of Krungthai Bank PCL shall come into effect from the announcement date onwards.

Section 2: The Code of Ethics shall apply to the Bank's personnel.

Section 3: In this Code of Ethics:

“Code of Ethics” means a code of ethics established in accordance with:

- Section 76 of the Constitution of the Kingdom of Thailand, B.E. 2560 (2017)
- Section 5 of the Ethical Standards Act, B.E. 2562 (2019)
- Regulations of the Ethical Standards Committee Concerning the Criteria for Preparing a Code of Ethics, Ethical Requirements, and the Process of Maintaining Ethics of state agencies and officials, 2020.

It includes:

- (1) Best Practices of Ethical Standards for Krungthai Bank PCL.
- (2) Ethics towards stakeholders of Krungthai Bank PCL.
- (3) Ethical management and implementation.
- (4) The process for maintaining the Bank's ethics.

“Bank” means Krungthai Bank PCL.

“Bank personnel” means the Board of Directors, CEO, executives, advisors, officers, and temporary employees of the Bank.

“Committee” means the Bank's Board of Directors and other committees or subcommittees appointed by the Board of Directors or shareholders.

“Corporate Governance and Sustainability Committee” means the Corporate Governance and Sustainability Committee appointed by the Bank's Board of Directors in accordance with the Bank's rules and regulations.

“Executive” means a person holding a position from Executive Vice President or above, including the CEO.

“Officers and employees” means officers and employees according to regulations regarding the operation of the Bank.

Chapter 2 Best Practices of Ethical Standard for Krungthai Bank PCL.

Section 4: All Bank employees have a duty to comply with the law to preserve public benefits, and to facilitate and provide services to customers in accordance with the principles of corporate governance and good corporate governance. They must adhere to the following eight principles of best practices of the Ethical Standard:

- 1) Adhere to the main institutions of the country, namely the nation, religion, monarchy, and democratic governance with the King as Head of State.
- 2) Adhere to morality and ethics, have a good conscience, and be honest and responsible for their duties.
- 3) Prioritize public interests over personal interests, avoid conflicts of interest, and have a public-minded attitude.
- 4) Dare to make decisions and act in a righteous and fair manner, legally.
- 5) Perform duties or provide services to the public in a fair, fast, friendly, and non-discriminatory manner.
- 6) Provide information to the public that is complete, accurate, and does not distort facts.
- 7) Focus on the achievement of work, maintaining standards, quality, transparency, and accountability.
- 8) Adhere to the organization's professional ethics principles, set a good example, and maintain the image of the organization.

Chapter 3 Ethics towards Stakeholders of Krungthai Bank PCL.

Subsection 3.1 General provisions

- Ethics of Krungthai Bank PCL. refer to behaviors for Bank employees that must be done to maintain, promote the honor, reputation and good image of the organization.
- The established ethics is a code of conduct of the ethical standard of the Bank which is committed to fairness, accuracy, integrity, reliability and gaining trust.

Subsection 3.2 Treatment toward Customers

- Provide services to customers with fairness, good manners, and no discrimination by providing complete and factually correct information.
- Keep customer secrets and do not use such information for your own benefit and/or that of other related parties.

Subsection 3.3 Treatment toward Shareholders

- Perform duties with honesty, integrity, and fairness to both major and minor shareholders.
- Do not find the benefits for yourself and those involved by using any information about the Bank that has not yet been disclosed to the public.
- Do not disclose the Bank's confidential information to others illegally.
- Do not take any action in a manner that may cause a conflict of interest or is involved in corruption.

Subsection 3.4 Treatment toward Regulatory Agencies

- Study and follow the laws, announcements, requirements, and regulations of the regulatory agencies strictly, including cooperation and coordination with related agencies.

Subsection 3.5 Treatment toward Business Partners and Alliances

- Prioritize the Bank's interests and public benefits without considering personal or group interests.
- Perform duties with transparency, equality, fairness, and accountability.

Subsection 3.6 Treatment toward Creditors

- Comply with contracts, agreements, and conditions towards creditors strictly, transparently, and equally.

Subsection 3.7 Treatment toward Competitors

- Treat competitors fairly and equally, adhering to the principles of free and fair competition.
- Refrain from seeking confidential information about competitors through dishonest or inappropriate means.
- Refrain from damaging the reputation of competitors by making baseless negative accusations.

Subsection 3.8 Treatment toward Society and Environment

- Act as a responsible citizen, maintaining dignity and respect within the community.
- Behave with a sense of duty and responsibility towards society and the nation.
- Promote intellectual capital development, contribute to the improvement of the community and the environment, and work towards the creation and preservation of natural resources.
- Collaborate with and support government policies for the nation's benefit.

Subsection 3.9 Conduct as a Supervisor

- Act as a leader and a good role model.
- Encourage and support subordinates to perform their duties with integrity, creativity, and open-mindedness.
- Provide training, guidance, and share knowledge and experiences equally among subordinates, without discrimination.

Subsection 3.10 Conduct as a Subordinate

- Show respect to supervisors, take responsibility for duties, demonstrate good conscience, and be willing to make sacrifices.
- Provide honest feedback for system improvements and remain receptive to the opinions of others.

Subsection 3.11 Conduct as a Colleague

- Willingly assist colleagues and be receptive to their opinions.

Subsection 3.12 Work Ethic and Personal Conduct

- Fully commit physical and mental effort to assigned duties and responsibilities, demonstrating commitment and integrity to achieve work efficiency.

- Continually engage in self-improvement, enhance knowledge and skills, contributing to the improvement of work quality.
- Behave appropriately as a representative of the Bank, avoiding actions that tarnish personal and organizational reputations.
- Foster teamwork, unity and solidarity within the organization.
- Behave and act as a good role model to colleagues and subordinates

Subsection 3.13 Conflict of Interest Guidelines

- Prioritize collective interests over personal gains and avoid conflicts of interest.
- Refrain from giving and/or receiving any gifts, entertainment, or favors from business partners or parties associated with the Bank's business, except for legitimate business purposes or cultural observances. The value or price of entertainment gifts and favors must reflect reasonableness and necessity according to customary practices, cultural norms, or social etiquette.
Expenditure on entertainment and gifts must be approved and comply with relevant Bank's regulations.

Subsection 3.14 Guidelines on Accepting Benefits

- Refrain from seeking undue benefits through one's position.
- Do not solicit or accept any other benefits, or oneself or others through dishonest means.

Subsection 3.15 Protection of the Bank's Assets

- Utilize and safeguard the Bank's assets for maximum benefit and refrain from using them unlawfully.

Chapter 4 Ethical Management and Implementation

Subsection 4.1 Code of Ethics Enforcement Mechanism

- The Bank designates the Corporate Governance and Sustainability Committee to oversee, establish policies, and define operational guidelines to ensure compliance with the Bank's Code of Ethics.
- The Legal Compliance & Financial Crime Group and the Human Resources & Corporate Governance Group are responsible for periodically reviewing and updating the Code of Ethics. They also manage all aspects of human resources and promote widespread adherence to the Bank's Code of Ethics among its personnel.

Subsection 4.2 Code of Ethics Enforcement System

- All Bank personnel are required to understand and adhere to the principles outlined in this Code of Ethics. In the event that employees have questions about adhering to the code, they should seek guidance from their supervisors.
- Supervisors at all levels are responsible for setting a good example and ensuring consistent compliance with the code among the employees.

Chapter 5 Process for Maintaining the Bank's Ethics

- In cases of ethical violations outlined in this Code of Ethics, the evaluation shall consider the nature of the violation, intent, attempts to circumvent ethics or wrongful reasoning, motives, significance, the position and responsibilities of the violator, age, history and past behavior, contextual circumstances, consequences of the violation, and other relevant considerations.
- Violations of this Code of Ethics will be treated as disciplinary offenses according to the bank's work regulations, employment contracts, applicable laws, or relevant disciplinary rules, as appropriate. These cases will be reported to the Corporate Governance and Sustainability Committee for acknowledgment.
- Cooperation during fact-finding or disciplinary investigations may be considered a mitigating factor in determining penalties.
- For minor infractions or first-time non-severe violations, penalties may be reduced or waived if justified, with a verbal or written warning.
- Individuals accused of violations shall have the opportunity to explain or present evidence in their defense.
- Feedback from stakeholders, including service recipients and the public, will be welcomed during the review of the Code of Ethics.
- The Bank provides channels for reporting violations and submitting complaints, ensuring a structured complaint-handling process.

Channels/Process for Handling Complaints of Krungthai Bank PCL.

Misconduct Reporting Channels

Krungthai Bank provides various channels for stakeholders to report misconduct of Board members, executives, officers, employees of the Bank, or employees of affiliated companies, whether involving fraud, legal violations, violation of the Bank regulations or standards of regulatory agencies. Reports can be submitted through the following channels, ensuring confidentiality and legal protection of whistleblowers' identities during and after the investigation:

- Chairman of the Bank's Board of Directors, Email: whistletruth@krungthai.com
- Whistle Blowing Team, Email: whistle@krungthai.com
- Postal Address: Whistle Blowing Team, Office of the Chief Executive Officer, Krungthai

Bank PCL.: 35 Sukhumvit Road, Klong Toey Nua, Wattana, Bangkok 10110

- Telephone: 0-2208-4120
- Fax: 0-2256-8778

Complaints Reporting Channels

The Bank manages customer service with market conduct through an end-to-end process, providing diverse channels for reporting complaints to accommodate all stakeholders. The complaint management process adheres to high standards, integrating closely with various internal business units to effectively address and manage complaints. Throughout the investigation process, complainant information remains confidential and legally protected. Channels for reporting complaints include:

- Krungthai Contact Center: 02-111-1111, available 24/7
- Website: krungthai.com
- E-mail : complaint.center@krungthai.com
- E-mail : call.callcenter@krungthai.com
- Postal Address: 35 Sukhumvit Road, Klong Toey Nua, Wattana, Bangkok 10110, or P.O. Box 44, Hua Lamphong, Bangkok 10331
- Social Media Platforms: Facebook, Pantip, X, TikTok
- Bank branches nationwide
- Customer satisfaction surveys carried out by the Business Risk and Macro Research

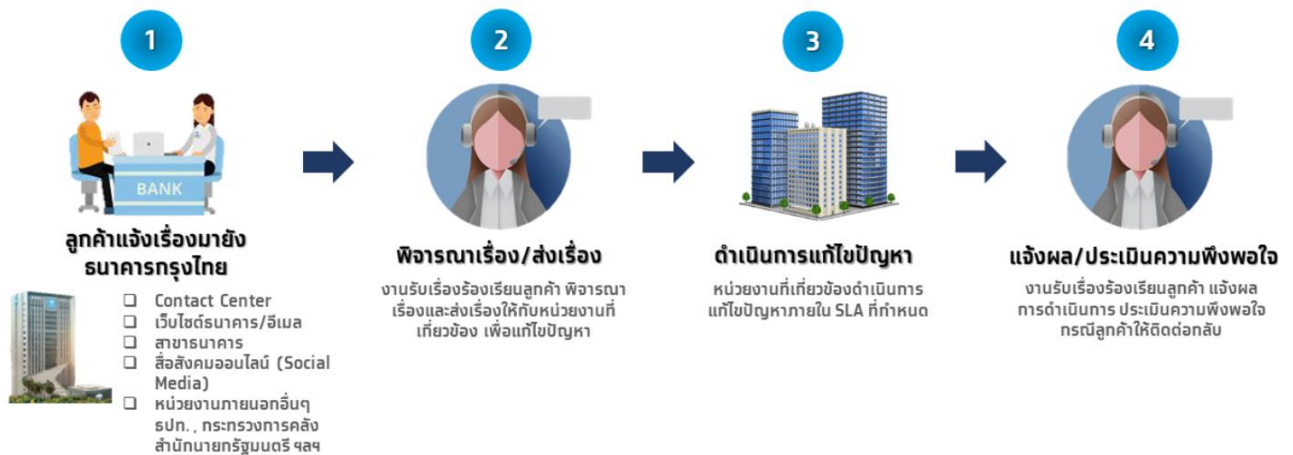
Team will be gathered and forwarded to Management and pertinent business units for appropriate corrections and improvements.

- For employees, misconducts or suggestions can be directly submitted to the Committee and management via email address available on the Bank's intranet system. Additional complaint channels include:

1. Email: hr.care@krungthai.com, managed by Head of Human Resources and Corporate Governance Group, Head of Welfare and Employee Relation Sector and Head of Discipline and Employee Relation Department.
2. Discipline and Employee Relation Department Hotline: 0-2208-8887 or E-mail: Hr_hotline@krungthai.com
3. One Krungthai Application > Assistance > Employee Champion > Complaints

Shareholders may provide suggestions to the Bank or raise matters related to shareholder rights through the Independent Committee via e-mail address: share.holder@krungthai.com.

กระบวนการจัดการเรื่องร้องเรียนของธนาคารกรุงไทย



งานรับเรื่องร้องเรียนลูกค้า บมจ.ธนาคารกรุงไทย
Update กุมภาพันธ์ 2567