



RESPONSIBLE BANKING

PROGRESS STATEMENT

for PRB Signatories



Government Savings Bank 2025



Principle 1 Alignment

Content

GSB continues to operate as a “Social Bank” under the supervision of the Ministry of Finance. The Bank is committed to reducing poverty and financial inequality by promoting equal and inclusive access to financial services, particularly for low-income and vulnerable groups. It places great importance on supporting grassroots people in accessing capital, creating jobs and income, and enhancing financial literacy to generate a sustainable positive impact on society.

GSB provides financial services through a diverse range of products and channels, including deposits, loans, and digital financial services, to expand access to financial opportunities and reduce inequality. The Bank aims to meet the needs of each customer segment in accordance with its roles and missions, covering the personal customer group, the grassroots and government policy support customer group, and the business and public sector customer group.

The Bank has revised its Corporate Plan for 2025–2029 by integrating sustainability concepts and the principle of Sustainable Banking into its operations, while establishing a Sustainable Development Policy as an operational framework. The Bank



Principle 2 Impact & Target Setting

Content

The Bank has taken actions in accordance with the goals, as follows:

Inclusive, Healthy Economies:

- **Goal 1:** Increase retail customers accessing GSB’s capital sources by 10% within 2027 (compared to 2022).

Performance in 2025: Retail customers accessing capital sources accounted for 8.27%.

- **Goal 2:** Develop financial literacy for 80,000 retail customers and small entrepreneurs per year.

Performance in 2025: Provided financial education/ skill development and assisted with financial/savings planning through the “Aom Tang” application and “Coach Aom” for 341,382 individuals.

Economic Convergence:

- **Goal 1:** Train and develop 50,000 small entrepreneurs/year, with 50% passing the assessment and receiving diplomas/ certificates.

Performance in 2025: Trained and developed 56,399 small entrepreneurs, with 102% passing the assessment and receiving diplomas/certificates.



Principle 3 Clients & Customers

Content

The Bank is committed to promoting sustainable and inclusive economic development, in alignment with the objectives of UNEP FI and the Paris Agreement to limit the rise in global temperature, with the goal of achieving net-zero greenhouse gas emissions by 2050.

The Bank has developed comprehensive financial products and services, including social loans with appropriate interest rates and flexible terms, as well as supporting SMEs and low-income groups through a diverse range of channels. This is carried out in tandem with operations alongside subsidiaries within the GSB group to increase access to funding sources and reduce reliance on informal debt. Meanwhile, the Bank supports the climate change transition through green products and investments. In the reporting year, the Bank expanded access to financial services through collaboration

- **Proportion of in key business sectors that have undergone the positive engagement process or discussions regarding greenhouse gas reduction**

- Power plant loan customers participating in the process accounted for 100% (Target: 100% in 2025)



**Principle 1
Alignment**

operates in alignment with all 17 of the United Nations Sustainable Development Goals (SDGs), with a particular focus on Goal 1: No Poverty and Goal 10: Reduced Inequalities, while also adhering to the Principles for Responsible Banking (PRB) and the Global Reporting Initiative (GRI) sustainability reporting framework. The Bank continues to develop its sustainability practices continuously to support balanced growth in both economic and social dimensions.



**Principle 2
Impact & Target Setting**



**Principle 3
Clients & Customers**

- Commercial real estate loan customers participating in the process accounted for 48.14% (Target: 20% in 2025)
- More than 30 SME entrepreneurs participated in the “SME Gear Up: Empowering Business with ESG” Project.
- **Amount of sustainable financing**
- Business loans assessed through the ESG Score system valued (38,500 Million Baht)
- Sustainable loan products supporting the transition toward a low-carbon and a circular economy valued at USD 124,341,073 (4,042.95 Million Baht), which comprise loan products including GSB for BCG Economy Loan, GSB Green Biz Loan, GSB Green Home Loan, GSB Go Green Loan, and GSB EV Supply Chain



Principle 1
Alignment



Principle 2
Impact & Target Setting



Principle 3
Clients & Customers

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Principle 4 Stakeholders

Content

In 2025, GSB placed a high priority on stakeholder engagement, recognizing the impacts of its operations on various groups.

The Bank adopted the AA1000 Stakeholder Engagement Standard and the State Enterprise Assessment Model (SE-AM) criteria to systematically identify and prioritize stakeholders throughout its value chain.

Engagement activities were conducted under a robust governance framework, including the Stakeholder Master Plan, which links stakeholder expectations to the organization's strategic objectives. In this regard, the Bank categorized its stakeholders into 6 main groups, as follows:

- Regulatory and government agency
- Partners and suppliers
- Customers
- The media
- The Board of Directors, executives, officers, and employees

The Bank has enhanced its engagement and feedback mechanisms to be more inclusive, using the insights gained from these engagements to refine its operational direction, develop financial services, and improve service accessibility for grassroots and vulnerable customer groups. As a result, the Bank has increased its efficiency in responding to stakeholder needs and



Principle 5 Governance & Culture

Content

GSB has established a sustainability governance structure at both the board and executive levels to support operations in accordance with the Principles for Responsible Banking (PRB). The Bank's Board of Directors is responsible for steering the direction, approving policies, and systematically monitoring sustainability and ESG performance.

In 2025, the Bank elevated the integration of ESG into its governance systems and operations, while promoting sustainability learning for officers at all levels to strengthen a culture of responsible banking and continuously support the achievement of the organization's sustainability goals. These initiatives included, for example, training on greenhouse gas emissions calculation and climate finance, and promoting waste separation and reducing plastic use in the cafeteria.



Principle 6 Transparency & Accountability

Content

As of 2025, the Bank has not engaged an independent external agency to audit and assure the accuracy of data disclosure.

However, the Bank has a sustainability governance and reporting structure operating under the Principles for Responsible Banking (PRB), with sustainability goals, strategies, and indicators integrated into the annual action plan and budget, alongside a system to continuously monitor and report results to executives and the Board. In addition, the Bank prepares sustainability reports in accordance with international standard frameworks such as GRI and TCFD to support transparency and data disclosure to stakeholders.



Principle 4
Stakeholders

strengthened its role as a social bank committed to creating sustainable value.



Principle 5
Governance & Culture



Principle 6
Transparency & Accountability

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Social Bank