

### 3. Driving Business for Sustainability



#### 3.1 Sustainability Management Policy and Target

##### Sustainability Management Policy

The Company has developed a sustainability management policy that aligns with its business direction and strategy, reflecting its commitment to drive business while taking into consideration the following issues:

(1) Operate in accordance with the principles of good corporate governance, with honesty, transparency, fairness, and accountability, while also considering the responsibility to stakeholders for long-term growth, social responsibility, and concern for the environment and community, as defined by the ESG (Environmental, Social, and Governance) concept.

(2) Committed to conducting business in an honest and fair manner, without violating any laws.

(3) Operates its business strictly in compliance with labor laws and regulations. It treats all workers, regardless of their level, with equality, fairness, and respect for human rights.

(4) Creating high-quality products and businesses that meet customer demands and maximize customer satisfaction.

(5) Supporting activities that benefit the public good, society, communities, and the environment.

(6) Conduct an awareness campaign to emphasize the importance of environmental quality to employees, executives, and business partners, in order to increase awareness and adherence to guidelines for environmental management.

## Management Impacts on Stakeholders in the Business Value Chain

Stakeholders	Expectations	Treatment of Stakeholders
Shareholders/Investors	<ul style="list-style-type: none"> <li>- Add upgain value for shareholders</li> <li>- Good operating performance and continual growth</li> <li>- Awareness of business trends and investments</li> </ul>	<ul style="list-style-type: none"> <li>- Manage and develop the organization to achieve sustainable growth</li> <li>- Hold annual general shareholder meetings</li> <li>- Dividend payment</li> <li>- Disclosure complete information on the Company's website and all of released documents</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Provide job security and better quality of life</li> <li>- Promoting capability building professionally and advancement</li> <li>- Ensure work safety</li> </ul>	<ul style="list-style-type: none"> <li>- Promote and improve employee skills and knowledge continuously to facilitate employee development on every level on the basis of equality</li> <li>- Specify fair remunerations and benefits in accordance with labor laws</li> <li>- Treat all employees equally and respect fundamental human rights</li> <li>- Provide care and recommendations concerning occupational safety, health and environment</li> <li>- Provide the extra health insurance in addition to the social security's health insurance</li> <li>- Provident Fund</li> </ul>
Customers	<ul style="list-style-type: none"> <li>- Set fair prices</li> <li>- Provide high quality of products and satisfy customers' needs</li> <li>- Protect customer information</li> <li>- Provide recommendations</li> <li>- Heed opinions and complaints</li> </ul>	<ul style="list-style-type: none"> <li>- Produce quality products and services at appropriate prices to meet customer needs and and disclose product and service news and information fully and accurately</li> <li>- Do not disclose customer information without authorization, and store customer information systematically and safely without improper uses of information according to the PDPA's policy</li> <li>- Whistleblowing</li> </ul>

Stakeholders	Expectations	Treatment of Stakeholders
Business Partners /creditors	<ul style="list-style-type: none"> <li>- Treat trade partners fairly</li> <li>- Comply with trade conditions</li> <li>- Combat corruption</li> <li>- Operate business in a principled and disciplined manner in relations to creditors</li> </ul>	<ul style="list-style-type: none"> <li>- Deal with partners who conduct business with transparency</li> <li>- Procurement policy</li> <li>- Not accept bribes in any degree</li> <li>- Nor purchase goods from trade partners who violate human rights or infringe upon intellectual property rights or Nor violate any law</li> <li>- Strictly comply with contracts and terms as agreed upon, if terms cannot be followed, inform partners to seek mutual solutions</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>- Follow the rules in fair trade competition</li> </ul>	<ul style="list-style-type: none"> <li>- Engage in fair trade competition in accordance with related regulations and laws</li> <li>- Do not monopolize or require trade partners to only sell the company's products</li> </ul>
Community and Society	<ul style="list-style-type: none"> <li>- Promote and support social activities that benefit communities and society</li> <li>- Live together with the surrounding community in peace</li> </ul>	<ul style="list-style-type: none"> <li>- Support public benefit activities for communities</li> <li>- Cooperate with social organization to develop education</li> <li>- Whistleblowing</li> </ul>

### Sustainability Management in Social Dimension

The Company's business does not direct impact on the environment. However, the Company is aware of the environmental quality. We are one of environment protection with ourselves, families, and society. The Company had campaigned and educated employees via email, PR board and Chill Talk's meeting let them aware of and approach to environmental management as follows:

#### Energy Management

Objective: To raise awareness and reduce energy consumption.

Energy resources: reduce resource waste by using energy-saving air conditioners No. 5, switching to LED bulbs both inside and outside the building, campaigning to reduce elevator use, turning off lights and water when not in use.

The Company has achieved energy conservation goals through various measures such as turning off lights during lunchtime, unplugging electrical equipment, using energy-saving air conditioners No. 5, LED light bulbs, and saving water. Regular checks are conducted on equipment and plumbing systems to prevent water leakage. Data on electricity and water consumption in 2022 have been collected as a guideline for further reducing electricity consumption as follows:

## Utilities consumption in 2022

Location	Electricity Consumption (Unit)	Water supply (Unit)
Headquarter	247,767	1,270

### Environmental management

**Objective:** To campaign for waste management and waste reduction, Continued 3R's environment.

- Reduce (think before use), such as edit on the screen, not on paper, using soft files, to print or copy the both sides and use fabric bags.
- Reuse, such as double-sided paper or used to paper notes, rechargeable batteries.
- Recycle, to separate waste types that can be recycles i.e., paper uses on double-sided, plastic and metal.

As a result, in addition to being a cost-effective use of resources, it also reduces the cost of buying paper, and the Company also promotes the recycling of waste by having a waste separation campaign, including general waste, recyclable waste, and hazardous waste, for easy destruction or degradation and can be used for recycling, such as desk calendars and used water bottles to donate to agencies that need further use.

### Management to Reduce Greenhouse Gas Problems

**Objective:** To reduce greenhouse gas problems and global warming

The Company gives importance to management to reduce greenhouse gas problems. The activities of the Company that may affect the amount of greenhouse gas emissions in terms of energy consumption, such as the use of electricity from air conditioning and exhibition.

### Trade Show

*The Company organizes exhibitions that help reduce global warming in a concrete manner. Starting with choosing venues that have public transportation, campaigning for participants to travel by electric train or public transportation to reduce energy consumption from travel, using technology to register via QR Code system to help reduce the amount of paper from registration, and not using foam boxes for food in the event, all of which are thought to help reduce global warming and the greenhouse effect. Campaign for partners to use e-brochures to help reduce the amount of paper used for printing flyers. Partners can send e-brochures to the Company to distribute to customers through the Company's communication channels for free. Organized waste sorting activities, recycling, and e-waste pick-up points must be sent to the e-waste disposal agency properly. The Company used to use Care Bear Service to calculate greenhouse gas reduction and use guidelines for organizing current events.*

Organizing various company activities, the Company will establish a policy for selecting event venues that must have public vehicles and electric trains for travel convenience, as well as a campaign to encourage participants to travel by public transportation or electric train.

The Company participated in tree planting activities for the forest, leading to the development of the ecosystem from the source to reduce global warming sustainably, including creating food sources and generating income for more than 390 households in the community, increasing green areas, and restoring watershed ecosystems under the Care the Wild project.

### Printing Media

The Company lacks its own printing house. The Company's policy to select printing houses that use green-printing innovations in their production, including paper which produce with environmentally friendly innovations and natural printing ink made from soybeans, which help reduce harm from chemicals that might affect readers' health. These materials are also naturally degradable, environmentally friendly and can help reduce greenhouse gas emissions in production by an amount equivalent to turning off 1,392 lights for 1 day. (See additional information at [www.greenlifeprinting.com](http://www.greenlifeprinting.com))

### Sustainability Management in the Social Dimension

The Company strictly operates the business under the required labor regulations and has procedures of personnel management that promote employees rights and support development in career advancement of employees on every level with equality and fairness, and without discrimination, whether in terms of employment, remunerations, promotions or training. There is also no discrimination on the basis of differences in sex, age, place of education, ethnicity, religion, disability or lack of social privileges. Furthermore, the Company encourages and listens to the opinions and recommendations, and the right to assemble. The Company has a strict policy to not employ child labor or illegal labor and also organizes activities to develop and motivate employees; for examples

- Having employees to attend both internal and external training according to the jobs' responsibilities, in order to enhance knowledge and capabilities of the employees and adapt them to their works.
- Annual medical check-ups for all employees and also their family for special price.
- The Executive meet employees. The Company annual meeting the Executive to communicate the Company's policies and direction.
- To Present Gifts to employees who complete their 10, 20 and 25 years of service.
- Other benefits such as group insurance (consist of life, accident and health insurance), social security, provident fund, marriage allowance, funeral allowance, visit maternity and patient allowance, performance bonus, etc.
- Encourage employees to participate in volunteer or perform acts of moral and good for the society.
- Promoting workplace safety. Arranging firefighting scenario and evacuation fire drill training continuously, including the workplace, infrastructure systems and safety equipment support to all employees can work safety and healthy.
- Promoting unity, such as organizing New Year's Party for employees, and allows the employees in all departmens to participate in friendly activities get to know more colleagues and build unity team.

### Innovation Development

In 2022, the Company will have developed innovation and digital work. In addition to extending existing innovations, the goal is to continuously develop sustainable innovations in order to comply with policies and be used in the development of solutions and services for the Company, with the goal of improving the organization's adaptability in response to opportunities and changing business challenges.

## eLearning Solution “Wisimo”

The Company has developed a learning management system for the organization that was later developed as a platform to promote learning and exchange knowledge within the organization. The system contains outstanding features and practical lesson content for organizations that want to increase the potential, knowledge, and capabilities of personnel efficiently and sustainably. In addition, the Company has developed a closed-gap course to develop the competency that is lacking in individuals. The courses are assigned to individual trainees in accordance with the results of the analysis from the Future competency assessment test.

In 2022, Wisimo will have expanded its role as a communications platform and knowledge management system which is a complete communication development within the organization. In addition, the Company has raised the standard of training by developing a system to recognize the participants by face (facial recognition) so that the organization can confidently verify the identities of the participants

### Employee proportion by gender



### Employee turnover rate



### Age



### Average number of training hours per person per year



### Accident statistics or strike rate

- None -

### labor dispute Y2021-2022

- None -

## Other activities

- Provide scholarships to universities to support educational work and academic activities.



- Help support the Better Thai Foundation's activities, such as the building project at Learning Center 14, Ban Pang Ung School, Mae Chaem District, Chiang Mai Province. The construction started in September 2022 and is expected to be completed with the opening ceremony and handover of the building around April 2023.



- Planting trees for the forest in the Ban Oi and Ban Boon Rueng communities near the Mon Mae Thang Reservoir in Rong Kwang District, Phrae Province. Raising funds for planting forests on 91 rai, supported by 53 listed companies in mai, totaling 65 rai, and SET 26 rai, will lead to the development of the ecosystem from the source and reduce global warming sustainably. Under the Care the Wild: “Plant & Protect” project, the Stock Exchange of Thailand and the mai Association collaborated with the community forest management office to create food sources and generate income for more than 390 households in the community, increase green areas, and restore watershed ecosystems. The Royal Forest Department, partner agencies, and listed companies (listed companies) are in the mai