

### 3. Driving Business for Sustainability

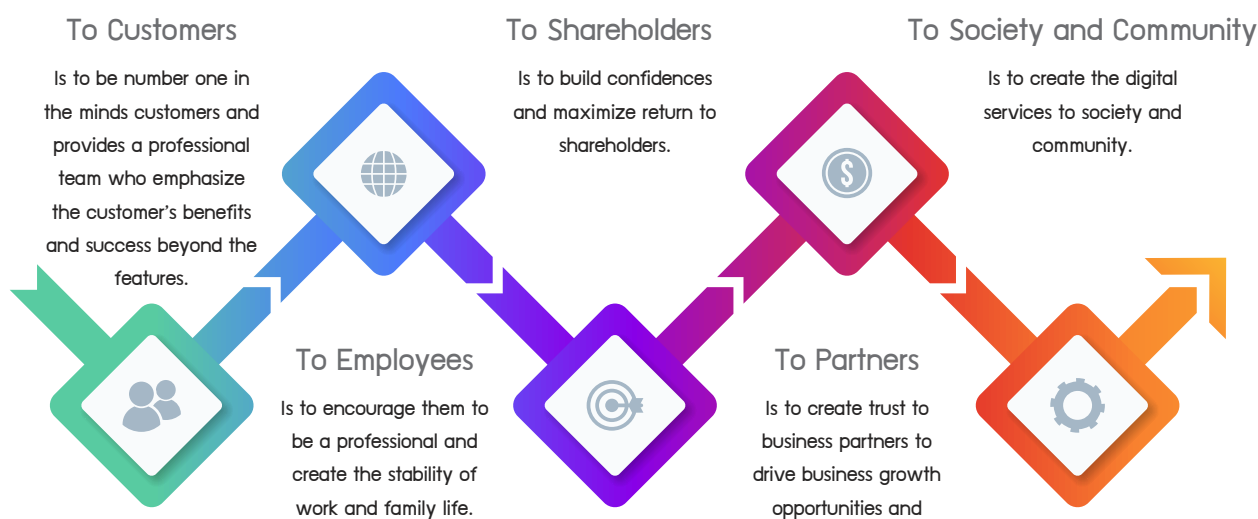
Advanced Information Technology Public Company Limited is a System Integrator or SI of computer system and computer communication, providing services in both the private and the public sector. Our service can be Turn Key Project including the consultation, project planning, system design, implementation, installation, training and maintenance.

#### Vision:

**AIT is the country's Leading Professional ICT Solution Provider with Stable Growth**

#### Mission:

**Lifelong Trusted Partner**



#### 3.1. Sustainability management policy and targets

Advanced Information Technology Public Company Limited ("the Company") always recognizes the importance of business development for sustainability, manages the organization according to the principles of good corporate governance, conducts its business with integrity and ethics, and takes into account all groups of stakeholders, as well as social, community, and environmental responsibilities. The Company has established a sustainability management policy that focuses on three (3) dimensions, namely economic dimension, social dimension, and environmental dimension, in accordance with business goals and current situation that will lead to sustainable growth together.

##### Economic dimension

- Good corporate governance and business ethics
- Effective risk management
- Responsible supply chain management

**Goal:** To create sustainable returns, continue the business to grow under good corporate governance and related laws, and create mutual benefits with all stakeholders.

##### Social dimension

- Human rights and labor practices
- Supervision and development of human resources
- Creation of value in sales and service and development of new innovations
- Participation and development of communities and society

**Goal:** To respect fundamental human rights to promote respect for rights and freedoms through non-discrimination, ensure wages are at an appropriate level and regularly review, develop and nurturing personnel for organizational growth, gain confidence and trust in providing project services, as well as promoting community and social access to technology.

#### Environmental dimension

- Maintenance of water resources
- Efficient use of energy and promotion of renewable energy
- Effective waste management

**Goal:** Promote the efficient use of resources, systematically manage resources such as reduction and disposal of waste, electronic waste, and waste properly, efficient use of electricity, reduce the concentration of greenhouse gas emissions based on the proportion of both direct and indirect greenhouse gas emissions.

### 3.2. Management of impact to stakeholders in the business value chain

#### Business Value Chain



#### Supporting Activities

- Implementation of procurement process and ordering products based on product list of the project(s).
- Studying, developing and seeking for new products to enhance business opportunities and to increase the efficiency of services provided to customers.
- Personnel development by providing trainings on both Soft Skills and Technical Skills to suit their duty performance.
- Facilitation and provision of spaces for activities that are beneficial to surrounding communities.

## Analysis of stakeholders in the business value chain

The Company has considered the sustainable development issues according to their importance level for the proper operation, by determining the vision and mission that represent the importance of the stakeholders, which is part of the regular business operations. The Company has analyzed and defined the criteria for considering the Company's stakeholders, as follows;

1. Define the business process framework by applying the supply chain or value chain to be a guideline for identifying stakeholders and responsible issues that linked to each other.
2. Identify stakeholders and social responsible issues according to the defined business process framework, including considering the effects from each business process, which the Company is able to monitor stakeholders in each process and social responsibility issues in various dimensions.

**Table of the Company's stakeholders**

Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Employees	<ul style="list-style-type: none"> <li>• To pay compensation and have appropriate benefits.</li> <li>• To provide communication between management and employees.</li> <li>• To give importance to the development of employees' knowledge and abilities by thoroughly giving employees opportunities.</li> <li>• To provide a working environment that is safe for life and property, as well as good health at work</li> <li>• To ensure their stability and career advancement.</li> </ul>	<ul style="list-style-type: none"> <li>• To provide provident funds, life insurance and health insurance, along with providing an annual health check-up.</li> <li>• To improve the office environment to be safe and have good hygiene on a regular basis.</li> <li>• To provide internal and external training according to the plan every year.</li> <li>• Implementing the office environment to be in accordance with the plan, such as ozone sterilization inside the building twice a month, spraying disinfectant twice a month, cutting trees around the building once a month.</li> <li>• To organize the annual AIT Business Direction activity to inform employees about the direction and goals of the Company and as a communication channel between management and employees.</li> </ul>	<ul style="list-style-type: none"> <li>• To survey the market payout regularly every year.</li> <li>• To provide training to develop employees' knowledge and abilities both at home and abroad.</li> <li>• To organize annual activities to inform employees about the direction and goals of the Company</li> <li>• To establish a system or electronic tool that allows employees to access information and news of the Company more quickly</li> </ul>

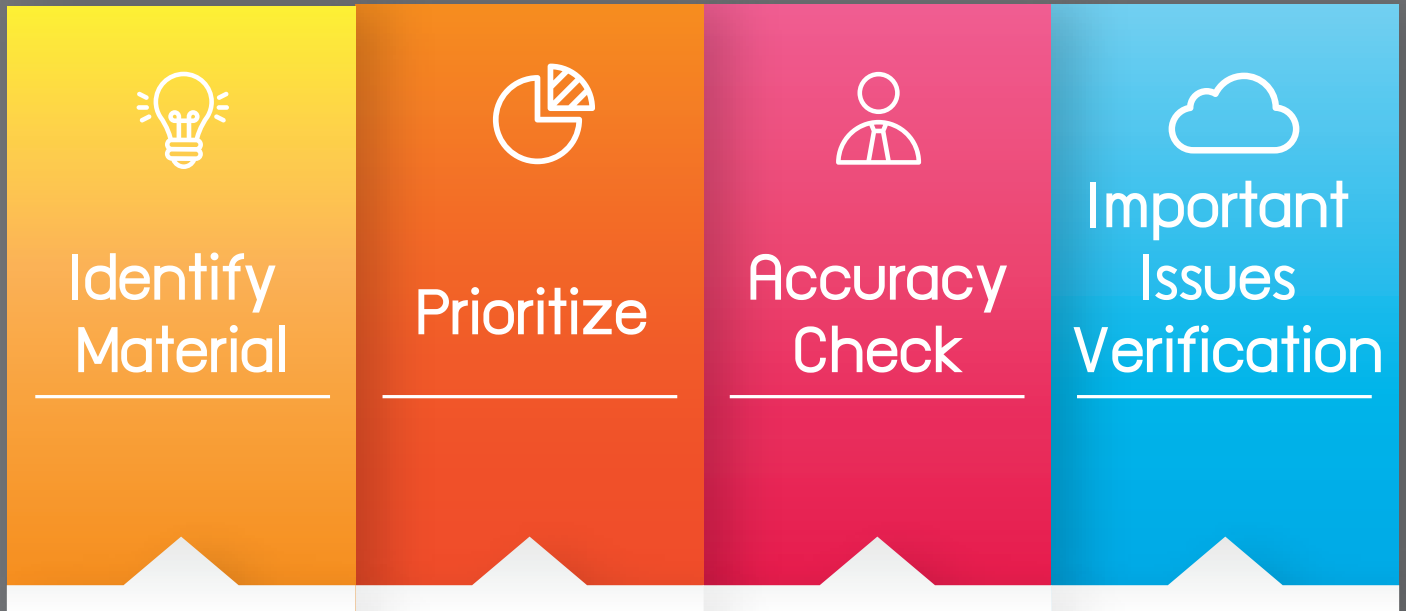
Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
		<ul style="list-style-type: none"> <li>To improve and develop the AIT Intranet, AIT App Center, AIT Line Official and update the content to be up-to-date</li> </ul>	
Suppliers and Business Partners	<ul style="list-style-type: none"> <li>To engage in its business with transparency and fairness.</li> <li>To be reliable and trustworthy.</li> <li>To build good relationship and cooperation.</li> </ul>	<ul style="list-style-type: none"> <li>To organize various activities to build relationships between the Company and business alliances/ partners.</li> <li>To comply with commercial terms and comply with contracts.</li> <li>To strictly follow "Policy and Treatment of Business Partners" of the Code of Conduct.</li> <li>To conduct a satisfaction survey at least once a year.</li> </ul>	<ul style="list-style-type: none"> <li>To organize activities to maintain good relationship with each other.</li> <li>To conduct a satisfaction survey and listen to feedback.</li> <li>Code of Conduct</li> </ul>
Customers	<ul style="list-style-type: none"> <li>To create satisfaction, provide good quality products and services at reasonable prices.</li> <li>To hear and respond to customer needs.</li> <li>To adhere to ethics in doing business with customers, such as maintaining customer confidentiality.</li> <li>To provide quality after-sales service and be able to solve problems for customers in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>To provide sales staff and pre-sale staff to understand and give advice appropriately according to customer needs.</li> <li>To provide a Call Center team and provide 24 hours service</li> <li>To organize Smart Connect activities at least once a year</li> <li>To strictly follow "Policy and Treatment of Customer" of the Code of Conduct.</li> <li>To conduct a satisfaction survey at least once a year.</li> </ul>	<ul style="list-style-type: none"> <li>To sell quality and products that meet the needs of customers as much as possible</li> <li>To develop a hot-line system, direct line to listen to problems and notify relevant parties to solve problems for customers in a timely manner.</li> <li>To organize activities to build good relationship with customers.</li> <li>To conduct a satisfaction survey and listen to feedback.</li> <li>Code of Conduct</li> </ul>

Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Sub-contractors	<ul style="list-style-type: none"> <li>To engage in its business with transparency and fairness.</li> <li>To be reliable and trustworthy.</li> <li>To build good relationship and cooperation.</li> </ul>	<ul style="list-style-type: none"> <li>To regularly review the criteria for selecting external subcontractors, such as technical ability, expertise, experience, financial status, business reputation, complaints and litigation history.</li> <li>To conduct a satisfaction survey at least once a year.</li> </ul>	<ul style="list-style-type: none"> <li>To establish criteria for selecting external sub-contractors.</li> <li>To conduct a satisfaction survey and listen to feedback.</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>To conduct business with transparency and fairness under the rules of good competition</li> </ul>	<ul style="list-style-type: none"> <li>To strictly follow the “Policy and Treatment of Competitors” of the Code of Conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Code of Conduct</li> </ul>
Creditors	<ul style="list-style-type: none"> <li>To pay interest and repay the principal in a specified period of time.</li> <li>To provide a systematic repayment of creditors.</li> </ul>	<ul style="list-style-type: none"> <li>To apply a Cash Management system to facilitate payment of creditors and be able to manage refunds in a systematic way</li> <li>To strictly follow the “Policy and Treatment of Creditors” of the Code of Conduct.</li> </ul>	<ul style="list-style-type: none"> <li>To strengthen relationships in various ways.</li> <li>To receive suggestions or complaints</li> <li>Code of Conduct</li> </ul>
Shareholders and investors	<ul style="list-style-type: none"> <li>To have a good performance under reasonable risk.</li> <li>To treat and provide information to shareholders equally.</li> <li>To conduct business with transparency and fairness.</li> <li>To provide the company information to be easily accessible and sufficient for investment decisions.</li> </ul>	<ul style="list-style-type: none"> <li>To conduct business in accordance with good corporate governance principles.</li> <li>To pay dividends according to the company's policy.</li> <li>To organize the annual general meeting of shareholders.</li> <li>To establish an investor relations department to provide information to shareholders and investors.</li> <li>To organize Analyst Meeting, Opportunity Day activities regularly.</li> </ul>	<ul style="list-style-type: none"> <li>To organize activities for shareholders, analysts and investors to meet with the management.</li> <li>To provide information through various channels in a complete, fair, transparent and timely manner.</li> <li>To receive suggestions or complaints</li> </ul>

Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Local and government regulators and independent organizations	<ul style="list-style-type: none"> <li>• Compliance Securities and Exchange Act</li> <li>• Compliance with government agency regulations</li> <li>• Compliance with relevant independent organization regulations</li> <li>• Cooperation in pushing government policies.</li> </ul>	<ul style="list-style-type: none"> <li>• To conduct business with transparency, fairness and compliance to relevant laws and regulations.</li> <li>• To respond to government policies such as digital economy and society policies, Smart City development.</li> <li>• To cooperate in various activities</li> </ul>	<ul style="list-style-type: none"> <li>• Rules, regulations and related laws</li> <li>• Code of Conduct</li> </ul>

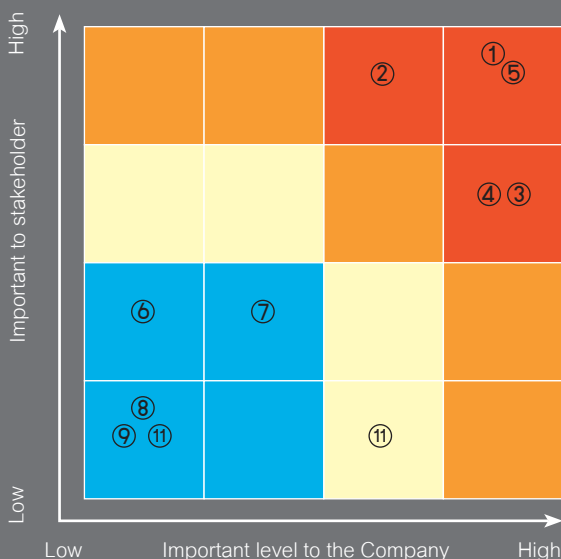
## Determination of Sustainability Issues

The Company applies the criteria for determining issues that are significant to the business operation and related to the stakeholders, which affected the Company's sustainability, by evaluating contents and creating management guidelines in accordance with these 4 principles, as follow;



- 1. Identify Material Issues:** The Company will consider opportunities and challenges, including the sustainability issues related to Information Communication Technology industry as well as the stakeholders' expectations and the business direction. The Company determine the Sustainability Issues.
- 2. Prioritize:** The Company takes the material issue to prioritize its importance, by considering the stakeholders' attention and the impacts that may affect in the business.

### Materiality 2022



#### Economic Dimension

1. Good Corporate Governance
2. Supply Chain Management
3. Cyber security and Protection of personal data

#### Social Dimension

4. Human Rights and Fair Treatment of Labor
5. Customer, Supplier and Competitor Responsibility
6. Responsibility to the community and society
7. Providing access to digital and social opportunities

#### Environmental Dimension

8. Energy Management
9. Water Management
10. Waste management, Electronic Waste, Waste and End-of-Life Product Management
11. Greenhouse Gas Management

3. **Accuracy Check :** The Company will verify the accuracy to determine the operational guidelines on the important issues and present relevant information in the Sustainability Development Report. Including disclosing information on the Company website.
4. **Important Issues Verification :** The Company reviews related issues for the information assurance and applying information to indicate the important sustainability issues in the future.

#### Sustainability Material Issues and Impact Boundary

	Key Stakeholders and Impact Boundary				
	Internal	External			
	Employees	Shareholders/ Investors	Customers	Business Partners	Society
<b>High priority</b> <ul style="list-style-type: none"> <li>• Good Corporate Governance</li> <li>• Supply Chain Management</li> <li>• Customer, Supplier and Competitor Responsibility</li> <li>• Cyber security and Protection of personal data</li> <li>• Human Rights and Fair Treatment of Labor</li> </ul>	●	●	●	●	—
	●	●	●	●	●
	●	—	●	—	—
	●	—	●	●	—
	●	—	—	—	—
<b>Middle priority</b> <ul style="list-style-type: none"> <li>• Waste management, Electronic Waste, Waste and End-of-Life Product Management</li> </ul>	●	—	●	●	●
<b>Low priority</b> <ul style="list-style-type: none"> <li>• Responsibility to the community and society</li> <li>• Providing access to digital and social opportunities</li> <li>• Energy Management</li> <li>• Water Management</li> <li>• Greenhouse Gas Management</li> </ul>	●	—	—	—	●
	●	—	●	●	●
	●	—	—	—	●
	●	—	—	—	●
	●	—	—	—	●



### 3.3. Sustainability Management in Economic

#### Good Corporate Governance

#### Operation Practice with Fairness

The Company is committed to conducting business in a fair and ethical manner, paying attention to legal compliance and respecting social rules and regulations. It has been defined in the policy and goals of sustainability management and corporate governance policy as a business framework. The details can be found in the Corporate Governance Policy under the section “Corporate Governance” and also encourages all directors, managers, and employees to strictly adhere to the guidelines specified in the “Code of Conduct” guide of the Company in order to operate the business with honesty, integrity and fairness. It also covers the administration of all stakeholders, i.e. shareholders, employees, customers, competitors, business partner, creditors including society and environment in order to achieve business goals that will lead to sustainable growth of an organization. The details of “Code of Conduct” guide can be found on the Company website.

#### Anti-Corruption

The Company is aware of an importance of conducting business with integrity and has a policy to treat all groups of stakeholders in accordance with the corporate governance code and code of conduct. In addition, the Company has committed to anti-corruption for both internal and external corruption of all forms, direct or indirect, to ensure that the Company has a policy for determining responsibility, guidelines and requirements for appropriate operations, and to ensure that decisions and business practices that may be at risk of corruption are carefully considered and performed. The Company has therefore established a “Anti-Corruption Policy” in written in order to be used as a guideline for operations and business decisions of directors, executives and employees at all levels, including business representatives (if any), other relevant third parties such as domestic and foreign business partners, customers through communication channels such as Intranet, Digital Signet TV, Email, employee training, to promote it as one of the Company’s cultures and values.

This Anti-Corruption Policy (“Policy”) is considered an addition to the Business Ethics and was considered and approved by the resolution of the Board of Directors Meeting No. 5/2019 on August 8, 2019 and was also revised through consideration and approval from the Board of Directors Meeting No. 3/2022 on August 11, 2022, requiring a review of the Anti-corruption Policy and related policies at least once a year.

#### Objectives

The objectives of this policy are as follows.

1. To demonstrate the Company’s stand against bribery and other forms of corruption (Zero Tolerance Policy)
2. To determine criteria and guidelines to prevent the Company and its employees from violating anti-bribery and corruption laws;
3. To establish procedures for review and monitoring to ensure policy compliance.

#### Scope

1. This policy applies to all directors, executives and employees of the Company (collectively referred to as “Employees”);
2. The Company expects its subsidiaries to comply with this policy;
3. The Company expects its representatives and other business intermediaries involved or acting.

### Anti-Corruption Policy

Directors, executives, and employees of the Company are prohibited from conducting or accepting or supporting corruption of all forms, both direct and indirect. This also applies to the subsidiaries. Compliance with the anti-corruption policy shall be reviewed on a regular basis, as well as reviews of practices to be in line with changes in business, regulations, announcements and legal requirements.

### Definition

**Corruption** refers to bribery of any form, whether offering, giving, pledging, promising, requests, claims, giving or receiving assets or other benefits that are considered inappropriate for government officials, government agencies, private agencies, or any other person doing business with the Company, either direct or indirect, for the said person to act or refrain from performing their duties in order to obtain or maintain any other improper business interests, unless otherwise allowed by the laws, regulations, announcements, local traditions or trade practices.

Government Official refers to a person holding a political position, a civil servant or local employee holding a permanent rank or salary, an employee or person employed in a state enterprise or government agency, a local administrator and member of a local council who is not holding a political position, an official under the local administrative law. This includes a director, a sub-committee, an employee of a government agency or state enterprise and person or group of persons exercising or entrusted to exercise the administrative power of the state in order to perform any act in accordance with the law, whether it is established in the bureaucratic system, state enterprise or other state affair, including foreign government official or international organization official as specified in Section 4 of the Organic Act on Anti-Corruption 2019.

### Duties and responsibilities

1. The Board of Directors has a duty and responsibility to set policies, supervise to provide an efficient anti-corruption system to ensure that the management realizes and gives importance to anti-corruption, and cultivate a good corporate culture.

2. The Audit Committee is responsible for reviewing financial and accounting reporting systems, internal control systems, internal audit systems, and risk management systems to ensure they meet international standards, concise, appropriate, up-to-date, and efficient. The Audit Committee is also responsible for receiving complaints and whistleblowing related to corruption in order to consider and investigate the facts and present such matter to the Board of Directors for the consideration of punishment and or problem-solving, as well as giving advice and monitoring the actions to ensure compliance with the Anti-Corruption Policy.

3. The President and Chief Executives are responsible for establishing a system and promoting and supporting anti-corruption policy in order to communicate with employees and all relevant parties, including reviewing the suitability of systems and measures to be in line with changes in business, rules, regulations and announcements and provide assistance to the Audit Committee in the investigation as informed or assigned by the Audit Committee regarding fraud and corruption investigation. The tasks may be delegated to the management team capable of assisting in the investigation.

4. The fraud and corruption risk board of executive directors is responsible for fraud and corruption risk assessment in the Company's activities and governance for the determination of efficient risk prevention and reduction measures as well as assessment.

5. Employees shall perform their duties in accordance with this policy. In case of doubt, employee shall ask the supervisor. Any violation of this policy shall be reported to the supervisor or via the specified reporting channels in accordance with the Anti-Corruption Policy Guidelines.

Guidelines for Compliance with Anti-Corruption Policy

1. Directors, executives, and employees of the Company shall comply with an anti-corruption policy and business, Code of Conduct guide and shall not be involved in any corruption, direct or indirect.

2. Directors, executives, and employees shall not use their authority assigned by the Company to seek personal benefits or provide benefit to their family, friends or close persons, either direct or indirect, throughout the business process, such as actions by any unrighteous means in order to distribute personal goods or services to the Company or to compete in business, direct or indirect, etc.

3. Executives and employees of the Company shall not neglect or ignore when they see any actions that are considered corruption which may be negatively affected the Company. Such actions shall be reported to the supervisor or responsible person via the specified reporting channels and the employees shall cooperate in the investigation.

4. Executives and employees of the Company shall not call for, accept or receive any other unrighteous benefits from stakeholders, and shall be cautious and avoid entertainment reception by the Company's stakeholders who may gain benefits from performance of employees or executives of the Company. The No Gift Policy must be followed in such matter.

5. If employees are in doubt, hesitant, or are under pressure to involve in corruption, they can consult with their supervisor, human resource department or a person assigned by the Company to be responsible for monitoring of code of conduct at any time, or employees can make a complaint through the specified reporting channels. The informant or the complainant will be protected fairly and all information is treated as confidential.

6. Executives and employees of the Company shall cooperate in promoting the internal practices of the organization with the department responsible for internal control and internal audit and providing information and monitoring of the operating results. If any corruption or fraudulent information is found, the informant or complainant shall receive fair protection. All information obtained is confidential and subject to our Whistleblowing Policy.

7. The Company shall communicate its Anti-Corruption Policy and Measures, including informing the methods for whistleblowing, submitting complaints or providing suggestions both inside and outside the Company through various media such as notice boards, broadcasting, employee and director orientation, intranet system, Company's website and Form 56-1 one report. This is to create knowledge and understanding in implementing this policy and creating an organizational culture. The main channels of communication are as follows:

- **Representatives, business intermediaries, suppliers and contractors:** The Company shall communicate its Zero Tolerance Policy against bribery and corruption to its representatives, business intermediaries, suppliers and contractors at the beginning of the business relationship and, as appropriate, thereafter. The Company encourages its representatives, business intermediaries, suppliers and contractors to adhere to the same social responsibility standards as the Company.

- **Customers/Partners:** The Company shall communicate by means of sending an inform letter of the Anti-Corruption Policy to customers and partners and integrate the Anti-Corruption Policy as part of the contract between the Company and customers/partners or inform the customers/partners about the channels to access this policy.
- **General public or other stakeholders :** The Company shall communicate through the Company's website and Form 56-1 one report.

#### Risk Assessment

The management shall assess the risk of potential corruption on a regular basis (at least once a year), including review of existing risk management measures to ensure its appropriateness for preventing and managing risk at an acceptable level.

#### Control

1. The Company shall maintain an effective internal control system to fight against corruption, which includes checks and balances and inter-accounting audits, data storage and other business processes related to this policy.

2. The internal control system shall consist of total quality control, including specific controls and procedures designed to specifically manage the risks of corruption the Company may face.

#### Data storage

1. The Company has a policy to comply with applicable standards, principles and laws regarding accounting and financial reporting;

2. All expenses shall be accompanied by supporting documentation, and the storage and maintenance of Company information shall be in accordance with relevant laws and regulations.

#### Human resources

This Anti-Corruption Policy covers human resource management processes from recruitment or selection, promotion, employee performance appraisal and remuneration, and imposition of penalties. Supervisors at all levels are required to communicate with employees about the Anti-Corruption Policy and measures to be used in business activities under their responsibilities and to supervise and ensure that they are carried out in an efficient manner.

#### Training and communication

All employees will receive regular anti-corruption training to increase their understanding and awareness of this policy, especially bribes in various forms, risk of participating in giving or accepting bribes, including reporting of bribery in case of witnessing or suspecting of giving or receiving bribes or corruption. All employees are provided with a copy of this policy to ensure they are aware of and understand the Company's Anti-Corruption Policy. The latest version of such policy and related policies can also be found on the Company's website [www.ait.co.th](http://www.ait.co.th) and intranet within the Company. In the event that there is a change in important information, the Company shall inform all employees. Training on this Policy shall be included as an integral part of the orientation or prior to the assumption of a position of all new employees.

### Employee protection

The Company assures employees that no employee will be demoted, punished or otherwise affected for refusing to bribe, even if such refusal may cause the Company to lose business or to miss out on new business opportunities. In addition, the Company shall not allow anyone to act intimidating, harassing or restraining its employees who intend to comply with this policy. If an employee believes he/she has been intimidated, harassed or restrained, he/she should immediately request the Audit Committee or Head of Human Resources to determine appropriate protection measures immediately.

### Policy violation

1. The Company shall take disciplinary action against employees who violate this policy, including direct supervisors who ignore misconduct or acknowledge that misconduct but fail to take correct action, which is subject to disciplinary action or even dismissal. Failure to acknowledge this Policy and/or applicable laws cannot be used as an excuse for non-compliance.

2. Representatives, business intermediaries, suppliers and any contractors of the Company who violate the rules of this policy or acknowledge of actions that violate this policy but do not report it to the management or giving inaccurate information during the inquiry of the Company's investigators may be considered violating this policy and the contract may be terminated.

### Other Relevant Policies and Manuals

Directors, executives, and employees of the company are responsible for studying and understanding this policy together with other policies and manuals of the Company, including: 1. Good Corporate Governance, 2. Sustainability Management Policy, 3. Code of Conduct and 4. Company Regulations.

In Addition, The Company has policy to treat partners equally and fairly with integrity, comply with the stakeholders' contract and understand the anti-corruption internally and externally as determined in the Company's "Code of Conduct" manual on "Anti-Corruption" for the directors, executives, and all employees to perform as a guideline. In addition, there are procedures to prevent such matters.

In 2022, the Company has reviewed and updated this policy. The latest version of this policy has been approved by the Board of Directors on August 11, 2022. In this regard, all executives and employees at all levels have been notified via email to log into the system to study the details and affix their signature to acknowledge the latest version of this policy through the system, accounting for 98.77%. This is in order to use this policy as an operational guideline and to raise awareness of the importance of anti-corruption. In addition, in 2022, the Company has officially established an Anti-Corruption Team, reflecting the serious push for such matters. The policy was published on the Company's website.

## Whistleblowing

The Company has established the “Whistleblowing Policy” to provide the opportunities to the directors, executives, employees and all stakeholders of the Company to report the clues, complaints or suggestions regarding violation of laws, regulations or Code of Conduct, corruption, financial reporting irregularities or deficiencies in the company's internal control system through the following channels:

1. Email: AC@ait.co.th
2. Website: [https://www.ait.co.th/en/sustainability/corporate\\_governance/whistleblower](https://www.ait.co.th/en/sustainability/corporate_governance/whistleblower)
3. Mail: Sealed letter

To Chairman of the Audit Committee  
Advanced Information Technology Public Company Limited  
37/2 Suthisarnvinichai Road, Samsennok Sub-district,  
Huaykwang District, Bangkok 10310

### Whistleblower Protection and Confidentiality

The Company also attaches great importance to the privacy and security of whistleblower or complainant, with the option to keep them anonymous if they believe that such disclosure will cause insecurity or damage. However, the disclosure of identity allows the Company to report progress and explain the facts after the investigation.

The company will keep the information of the whistleblower or the complainant and the relevant information as confidential without disclosing any information to the unrelated person unless it is required to be disclosed by the Company's rules or regulations of the law and relevant regulations.¶

### Procedures

1. In case there is sufficient evidence to support a claim or complaint, a full investigation shall be conducted with the aim of making sure whether or not an action in question has been committed. The investigation varies according to the situation which will be conducted under the confidentiality of information. Whistleblower or complainant may be contacted for additional information.

2. The investigation team will inform the progress to the whistleblower or the complainant (in case they disclosed their identity) and report the facts after the conclusion of the investigation through appropriate communication channels and keep all relevant files confidential. If there is an important matter, it will report to the Board of Directors.

3. The Corruption Risk Management Committee will conduct a corruption risk assessment after the investigation finds that such act is an actual act of corruption.

### Penalties

Anyone who acts intentionally or negligently, does not comply with this policy, including bully, intimidate, discipline or discriminate with an offensive method against the whistleblower/complainant or those involved, it is considered a disciplinary offense. The company will determine the penalty according to the Company's regulations. If such action is against the law, it can lead to prosecution.

#### False whistleblowing or complaints

If the Company finds that any whistleblowing or complaints or statements or information are proven to be dishonest intent, false and intended to cause damage, a person who makes a false statement shall be subject to disciplinary action according to company regulations if that person is an employee of the Company. However, for a third party whose action has caused damage to the Company, the Company will consider legal proceedings against such person as deemed appropriate, as the case may be.

#### Policy Review

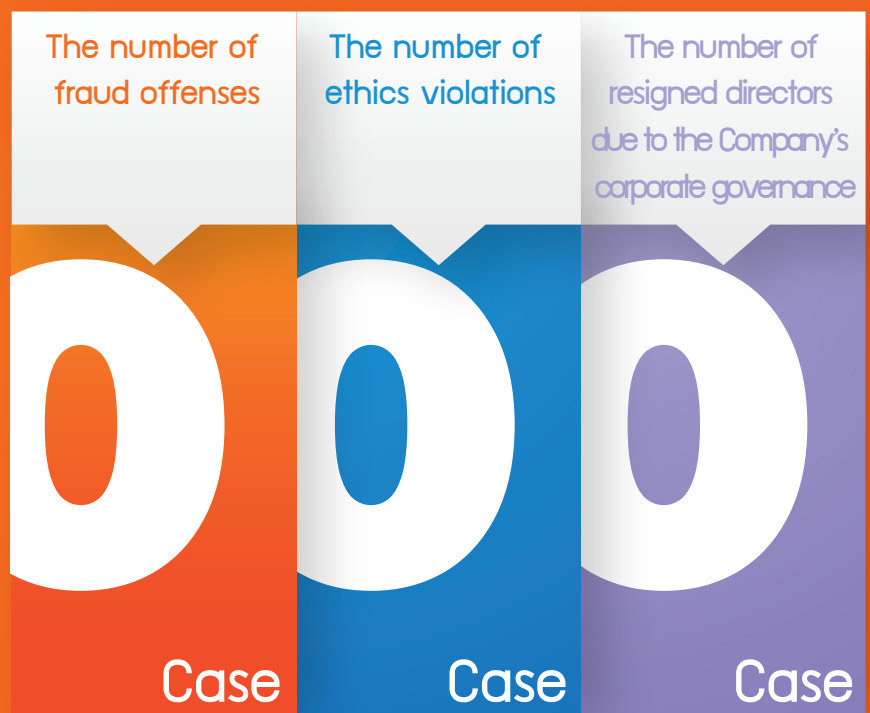
The Investigation Committee will review the Whistleblowing Policy and guidelines on an annual basis and present it to the Audit Committee for acknowledgment. If there is a significant change in the policy, it will be proposed to the Board of Directors for approval. This is to ensure that the policy comply with relevant laws and is effective and consistent with the Company's regulations.

In 2022, the Company has reviewed and updated the said policy on a regular basis to ensure that it is consistent with the Company's context. The details of "Guidelines for Whistleblowing and Complaints" was added as the guidelines for implementation which was approved by the Board of Directors on August 11, 2022. The aforementioned policy and guidelines have been published on the Company's website.

“

The number of cases/  
complaints for violation of  
the Code of Conduct or  
Corruption in 2022

”



## Supply Chain Management

### Project Risk Management

The Company is mainly engaged in the sales and installation services. The project management for the implementation of the operation plan is therefore essential and all processes from raw material/product purchase, installation and delivery, to after-sales service are very important in the supply chain. The Company is aware of the effects of potential risks and has regularly reviewed the risk factors and obstacles. In addition, a Project Risk Management Committee has been established to be responsible for assessing project risks and reducing negative factors affecting the success of the project. Details of members of the Project Risk Management Committee can be found in the section "Risk Management".

## Cyber Security and Protection of personal data

### Cyber Security

The Company has a Cyber Security Unit responsible for system administration and establishing practices to manage and monitor cybersecurity and raise awareness of the organization's cybersecurity. In 2022, the Company has established an Information Technology Management Team and assigned senior executives to be responsible for the management of information system services and information security. The Information Technology Management Team is responsible for

- Consideration of the procurement of preventive measures and approaches, including the expenditure budget;
- Consideration of the issuance of rules and regulations for protection and suitability in the operation.

The company is committed to protecting the system to keep it safe from cyber threats. By continuously improving and developing systems and infrastructure to ensure safety in accordance with information security standards. Test, assess and verify security before launching the system and increase the capacity and speed of response to cyber attack. In 2022, the Company has stored the sensitive customer data and information under a zoning design and authorized access control for cyber threat risk management. The Company has adopted the appropriate endpoint protection technologies to prevent, detect, deter, and alert. The identity verification was enhanced and security auditing programs was installed in order to reduce the risk of remote access. In addition, training has been provided to raise awareness and beware of cyber threats through Cyber Security Awareness Training for executives and employees at all levels. The Company places great importance on the security operation team by supporting and promoting safety training on a regular basis.

### Information system protection and protection of personal data

The Company has a unit that monitors and protects the protection of personal data by acting as a center for protection and monitoring of the protection of personal data of customers, including providing guidelines and policies for the organization to operate under the framework of relevant laws and regulations. In 2022, the Company operated and was in the process of defining measures to protect the personal data of users to explain to users to understand the Company's regulations and practices related to the protection of personal data, defined information management processes to protect and maintain personal data of customers, including restricting access to sensitive data, as well as defining the process requirements for the process of interconnecting data in the system and communicating with relevant agencies to comply with



the requirements. The Company has announced the regulations and practices according to the Personal Data Protection Act B.E.2562 (PDPA), which became effective on June 1, 2022. The policy is published on the Company's website. In addition, in 2022, the Company has used the On-Cloud platform in PDPA management as an interface to connect data to allow organization to collect personal data according to regulations. This provides better protection of customer personal data and improves the organization's internal customer data management procedures, processing or safe use of personal data. With a consent management system, the system supports various activities related to the processing of personal data records. Identification of information such as retention period, purpose and handling of policy documents according to the law is easier.

### 3.4. Sustainability Management in Social Community and Society Policy

The Company recognizes the importance of developing and engaging with communities and society, especially our employees, which are essential resources to drive the business to achieve its goals and lead the organization to sustainable growth, along with continual care and development of society and communities in order to promote participation in improving the quality of life for the better by formulating social policies and guidelines as follows:

1. To operate the business in accordance with the principles of good corporate governance and respect human rights and treat workers fairly.
2. To strengthen and develop employees in the organization to have knowledge and abilities leading to the development of innovative sales models and new services to support the company's growth, as well as to oversee the compensation and welfare to be at the level Appropriate, coupled with comparative analysis of businesses in the same industry and organizing the organization within the framework of the law.
3. To consider the needs of the community and encourage employees to participate through various activities to create opportunities for access to information technology and improve the quality of life of the community, such as donating computers, promoting knowledge in the form of electronic, and installation of systems for accessing information technology in remote areas.
4. To build a good relationship with both public and private organizations as well as community leaders at various levels, including all stakeholder groups, to build good relationships and to be able to collaborate in sustainable, and concrete community development.

#### Operation Practice with Fairness and Human Rights

#### Operation Practice with Fairness Operation Practice with Fairness

The Company highly realizes that all employees are the valuable resources of the Company as a major factor to drive the Company business performance in achieving its goals. As a result, the Company's policy is to treat employees with fairness in all respects for opportunities, remuneration, promotion, transfer, and welfare in the following respects;

1. Respect for the human rights in accordance with the fundamental human rights principles. For more details, please see more under the topic of "Respect to Human Rights"

and compensation standards, and job value to the Company. The Company essentially determines corporate compensation, benefit and welfare policy being compatible to position accountability, knowledge, and competence with business operations and is kept up-to-date as compared to leading companies in the same industry.

## Human Rights

The Company recognizes the importance of human rights as the foundation of human resource development which is strongly related to creating value in our business. This includes fair and equitable treatment of labor without discrimination based on race, religion, sex, color, ethnicity and actions against child labor and sexual harassment. The Company recognizes that human resources are important factors of the business operations in creating value and increasing productivity. Therefore, the company gives importance to the employee development, opportunities to practice and increase skills and opportunities to show potential as well as improving the working environment and conditions for better quality of employees. The Company focuses on the following practices;

1. To encourage and support employees to respect in human rights. And also regularly monitor our business to ensure no violation of any human rights.
2. To encourage employees to a monitor the operations comply with the Company human rights regulations.
3. To provide working environment with safety and suitable remuneration to all employees.
4. To develop employees by provide appropriated training programs and promotions in order to increase their skills and abilities.
5. To provide the appropriated benefit to all employees according to their potentials.
6. To provide correct petition procedures to any employee who considers that they were treated unfairly.
7. To provide the proper welfare of all employees, such as annual leave, overtime payment and basic nursing care, for example, as needed
8. To encourage employees to balance their working and personal life as well as apply sufficiency economic philosophies to enhance employees to 'give back' to society and to do good things in accordance with the dharma principles of Buddhism.
9. To disclose necessary information to our employees in order to provide a clear understanding of our business operation and situation.
10. To respect our employee's expression of opinions without any interference. The company also provides the communication channels for employees and stakeholders to receive opinion or suggest.

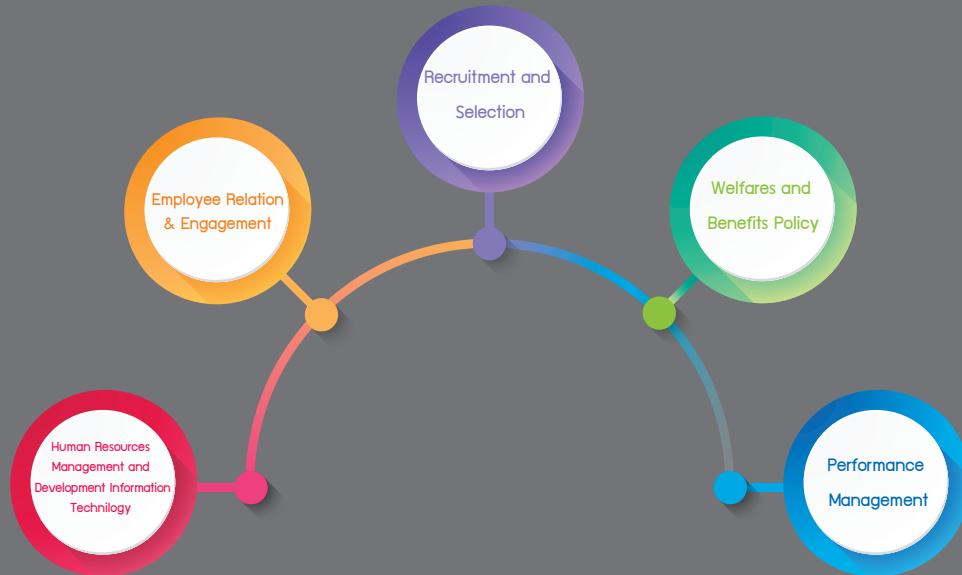
“  
The number of cases in  
compliance with labor and  
human rights laws in 2022  
”



## Human Resource Management and Development

### Human Resource management

Human Resources management is emphasis on various dimensions of procedure as follow;



Recruitment and Selection: The Company attaches great importance to and continuously applies proactive approaches in recruiting high-caliber human resources to keep pace with many incoming projects. The Company uses several channels for recruitment and selection, both online and offline, including the annual internship program. In addition, the Company has also participated in the job fairs with educational institutions and organizations, and also participated in the roadshow events at leading universities. In 2022, the Company organized both offline and online activities and events for students and interested parties for better access to the Company such as Virtual Open House 2022 and CMU Engineer Jobfair to publicize the Company and recruit employees and interns. Every activity received a lot of attention from the participants.



Welfares and Benefits: The Company has set the remuneration, benefit, and welfare scheme by evaluate all positions, responsibilities and performances at all levels of the Company. In addition, the Company essentially determines corporate remuneration, benefit and welfare policy as compatible with the business operation and economics situation including comparative analysis with business in the same industry. The Company ensures that our employees will receive an appropriated remuneration, benefit and welfare package which is competitive among other leading companies in the same industry. In addition, The company provides various benefits to the employees, both welfares required by law such as social security, provident fund, and benefits other than those required by law such as health insurance, life and accident insurance, as well as various types of subsidy such as emergency loans, medical expenses for parents etc.

<b>Provident Fund</b>	The Company provides provident fund to all employees after probation period. Employees who have worked more than 3 years will receive partial benefits from the Company while employees who have worked more than 10 years will receive the whole benefits. In 2022, there was a total of 301 employees participating in the provident fund, representing 87.24% of the total number of employees of the Company.
<b>Life insurance</b>	The Company provides life insurance, accident insurance and disability insurance due to illness to all employees by separate levels of employees and managements.
<b>Health insurance</b>	Due to employee sickness, all employees can use health insurance from the Company which covered the treatment at the hospitals for 24 hours.
<b>Annual medical check-up</b>	The Company provides the annual medical check-up for all employees to acknowledge their health and encourage good health. The Company will also provide doctors for consult after the result come out.
<b>Medical expenses</b>	Due to the employee's father, mother, spouses and children sickness, the Company also covered the medical expenses.

Performance Management: The Company has a policy to evaluate employees' performance fairly, as well as compliance with the policies and strategies of all business lines by applying “the Smart Goal” as a system of performance indicators that is consistent with the business plan and applied throughout the organization, which is evaluated twice a year for the Company to closely to acknowledge the performance of its employees. It is also a review of the performance of the employees in order to develop their own work. In addition, the Company has introduced a 360-Degree Assessment Program to measure performance and develop the potential of employees from all directions from supervisors, and subordinates.

Human Resources Management and Development Information Technology The Company has applied technology to human resource management and development in order to support both HRM & HRD functions for faster, accurate and effective operation with lower cost. In 2022, the Company has developed various systems such as updating employee information on the intranet, developing a more efficient Work Flow system, developing a mobile application to facilitate employees with a time attendance system (Check in – Check out) to support the employees working off-site according to the Company’s policy. This is in order to keep pace with the situation of the COVID-19 pandemic which has resulted in a change in working styles. In addition, the Company has utilized this information to support decision making, policy making, human resource management and development of the organization to achieve sustainable success.



Employee Relation & Engagement The Company has established a policy to create relationships and engagements at all levels within the organization between executives and employees, as well as to promote teamwork, focus on building corporate values and culture for effective coordination and collaboration. As there has not been returning to normal after the COVID-19 pandemic, the Company realized that the safety of employees' health is a priority and adheres to the government's guidelines. In 2022, the Company continued to use Work from Home approach and organized various activities and events by taking into account the safety and health of employees. The Company organized online activities and events and has started to organize more physical activities and events according to various relief measures of the government. This is to allow employees to do more activities together. The activities and events organized in 2022 include:

- AIT Business Direction 2022 – Virtual Event, an online event where executives meet with employees to acknowledge directions and business plans for the year 2022.
- AIT Talk – Virtual Event an online event to share ideas, ways of thinking and attitudes to create balance between personal life. In this event, the executives or employees share their life experiences with other employees. The event was organized in 2 sessions. This event received a lot of attention from the employees.
- Sport Day – An event organized annually to promote teamwork, build good relationships and strengthen the unity of employees between departments through many activities such as football, badminton, funny games, etc.
- Engagement Survey 2022 – The survey engagement of employees. Employees are the most valuable resource, driving the organization towards success and sustainable development. Therefore, the Company conducted a survey of employee engagement for the year 2022 to obtain feedback from employees. This is in order to improve the standard of employee care of the Company to be comparable to companies in the same industry. The survey results showed an employee engagement of 95% while the target of employee engagement was set at 80%



## Human Resources Development

The Company continuously encourage and develop the HRD policy of employees at all levels in order to achieve the business's needs as the Company always realized the important of human resources as valuable and key factors leading the Company to achieve the business' goal. Therefore, the Company aspires to develop employees in all careers at all levels by harmonizing all aspects of development tools for improving their skill, knowledge, and capability through corporate culture and value and also code of conduct in accordance with the Company strategy and business direction.

Career Path: The Company establishes a career path policy for all professions at all levels in order to continuously develop their skill, knowledge and competence by taking into account their talents, attitudes and potentials for further development, maximum efficiency and effectiveness.

Employee Training: The Company plans diversify its resource developments. The most important part that the Company relying on is Staff, The Company believes that the directions of sustainable "Human Assets" management are the foundation to the utmost importance in achieving long term success in the same objectives. Therefore, the main objectives of the training are as follows:

1. Added skills, which able to work with higher skills on both solve the problem and creativity including business expertise.
2. Create positive attitudes at work, this training is able to enhance the employees the knowledge and expertise and fulfill employees needs and expectations including provides career path for the future in order to encourage employees for efficiency work for the Company.

At the present, the Company has plan to train the employees at all levels, including internal and external trainings as well as TraiNex training center, where employees enable to train to develop their IT skills and expertise in order to fully promote knowledge and understanding to work efficiently and effectively, with more professional.

## Talent Management Procurement

Developing and maintaining a high-caliber human resources planning of the Company are as follows;

1. Collecting the data regarding to Function Competency in order to select and prioritize the competency of each employee. Besides, the data collection is a One-by-One interview, which divided its categories as follows;
  - Job Competency
  - Technical Competency
  - Job Skills
  - Role Specific Competency
2. Collecting the data and analysis Competency of each employee
3. Summarize all data and prioritize each employee's Competency to categorize their expertise or adequate skills as well as how to improve their expertise, skills, and training.
4. Collecting all information to develop the employee's performance under the Company's core competencies and core values.
5. Organizing the employee developing plan under the Company's core competencies and core values framework.

# Employees information 2022



Employees Information Table

	Unit	2020	2021	2022
<b>Employees Information</b>				
Total Employees	person	570	591	578
<b>Classified by gender</b>				
• Male	person	401	424	412
• Female	person	169	167	166
<b>Classified by age</b>				
• Over 50 years	person	31	34	44
• 30 – 50 years	person	348	343	339
• Under 30 years	person	191	214	195
The proportion of permanent employees to total employees	percentage	63	57	60
Newly recruited employees	person	103	109	82
The proportion of new employees to total employees	percentage	18.1	18.4	18.3
Number of voluntarily resigned employees	person	45	52	112
The proportion of voluntarily resigned employees to total employees	percentage	7.9	8.8	19.4
<b>Personnel Development</b>				
Number of training hours	hours	1,075	3,504	3,798
Training expenditure	million Baht	4.7	5.9	19.2



## Safety and Occupational Health

The Company attaches importance to the safety of life and property of its employees. by providing a safe and hygienic working environment such as ozone drying inside the building, cutting trees, landscaping around the building, etc., along with the provision of protective equipment, control and reduce the risk of accidents and health that may occur during the operation, as well as provide virtual training and drills in the event of an emergency or accident that may occur.

In 2022, there has not been returning to normal after the COVID-19 pandemic. Despite the relaxation measures of the government, the Company was aware of the safety and concern for the health of its employees and adjusted to working from home and strictly follow the government's guidelines, including encouraging the employees to wash their hands with soap or alcohol gel, wear a mask at all times and social distancing.

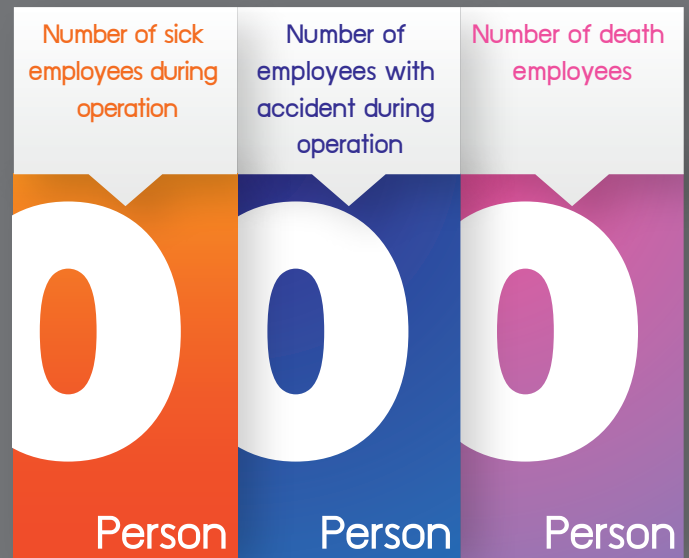
## Customer, Supplier and Competitor Responsibility

### Customer

The Company attaches great importance to the quality of products and services delivered to customers. Good relationships with business partners can lead better understanding of the characteristics of products and services. The company has been successful in building and maintaining its reputation in the information and communication technology industry in the Thailand for a long time and is widely accepted in the public and private sectors. The company has been involved in various projects in various roles, such as the Prime Contractor, Subcontractor, Consortium, depending on the nature of the project proposed by the Company.

The Company has organized the events and activities with partners in various forms such as training, seminars, exhibition booths, etc. to provide information and knowledge and update new technologies. This is to allow customers to understand and gain access to the Company's solutions. In 2022, due to the issuance of various relief measures from the government, the Company has organized the events and activities both online and offline with partners such as

“  
Safty First  
”



- Simplified your security experience with Cisco SecureX, a webinar organized in collaboration with Cisco Systems (Thailand) Company Limited to allow customers or attendees to learn how to create a simpler IT security experience with SecureX, a cloud platform for complete connection to Cisco security solutions and the Company's IT infrastructure;





- How to protect against security threats in the age of encryption, a webinar organized in collaboration with F5 and Westcon Group (Thailand) to allow customers or attendees to get to know the Traffic Encryption Management with the use of SSL Orchestrator solutions developed by F5. This will lead to understanding of the importance of management principles. In this webinar, use cases were also presented, including a demonstration of the use of SSL Orchestrator;



- HPE IT Trends & Digital Transformation, seminar organized in collaboration with Ingram Micro to allow customers or attendees to experience the technology that can meet the needs of enterprise data storage with products from HPE and Cohesity;



- Moving Government Forward, The Future Belongs in the Cloud, an event organized in collaboration with the Ministry of Digital Economy and Society, together with Office of the National Digital Economy and Society Commission (ONDE), National Telecom Public Company Limited and Cisco Systems (Thailand) Company Limited;



- “Cloud Computing and API” a solution exhibition booth organized in collaboration with Amazon Web Services, Inc (AWS) in “41st Workshop on UniNet Network and Computer Application” (WUNCA 41);



- AIT Smart Connect 2022, the Company's annual seminar organized in collaboration with partners. The exhibition booths and lectures were provided on the topics interesting and beneficial to the participants. The event also received cooperation from experts in providing business information, including technology updates and new solutions, as well as providing services and recommendations to maximize business efficiency for customers;



- AIT 30 Years Journey of Trust, an anniversary celebration event organized to show appreciation to our customers, business partners and business alliances who have joined the journey with continued support and trust in the Company contributing to the business growth of AIT while committing to providing standardized services and responding to the needs of customers in a comprehensive and efficient manner.

In addition, the Company's customer service department conducted a customer satisfaction survey to collect information, issued, analyzed and developed various services to meet customer needs and create maximum benefits. In 2022, the Company received a satisfaction score of 99.56 percent in service speed and 99.58 percent in service efficiency and problem-solving, making the overall satisfaction score at 99.57 percent. In 2022, we have also improved our customer service system into an automated system called Customer Service Management (CSM) in order to provide a full range of services, to monitor and verify all types of services, including installation, delivery and maintenance. In the CSM system, another important tool developed is the service information system called Service Knowledge Management System (SKMS) as a center for collecting all customer service data with data retrieval function. This is to provide the customers with faster services that meet their needs. In terms of requesting services, the Company has added additional communication channels such as Web Portal and Line Official Account @AITHelpDesk to support the current needs of customers. These communication channels can be will be available from 2023 onwards.

The Company believes in the value of creating continuous satisfaction and confidence to its customers in order to offer services and meet the needs of customers appropriately. In addition to its Head Office in Bangkok, the Company also has service centers located in 7 other provinces to serve the services throughout the country, including Chonburi, Khon Kaen, Chiang Mai, Surat Thani, Phitsanulok, Songkhla, and Nakhon Ratchasima.

### Suppliers or Business Partners

The Suppliers or business partners selection process of the Company is based on equal treatment principle under the criteria for evaluation and selection of business partners of the Company while promoting and monitoring executives, employees or related persons to strictly comply with the business ethics manual “Policy and Treatment of Business Partners”.

The company has a good relationship with many business partners which are technology leaders known in many fields in order to maximize efficiency and effectiveness and increase competitiveness. For information technology and infrastructure businesses, the key partners include Cisco, HPE, VMware, Oracle, and Veritas. For Cloud business, the key partners include Cisco, HPE, VMware, and F5. For the security business, the key partners include Cisco, Palo Alto, Fortinet, Symantec, and Trend Micro. At the same time, the Company also develops and builds its personnel with the knowledge and ability to serve customers from our partners with certifications from our main partners such as Cisco, HPE, NetApp, F5, Fortinet, PaloAlto Networks, VMWare, Veritas, Microsoft, Huawei, etc

In 2022, with the selling skills and working potential, the Company has received many awards from partners and alliances which is another guarantee of success. The awards the Company received in 2022 are such as Veeam Value-Added Reseller GOLD LEVEL FY2022, F5 GOV Innovation and Performance Award 2022, nForce: Top Rising Star 2022, Cisco FY22 Architecture Excellence Security, Cisco FY22 Architecture Excellence Collaboration, Cisco FY22 Architecture Excellence CISG, Cisco FY22 Best X-Architecture Win (NSTDA), Cisco FY22 Thailand Partner of the Year and Radware FY22 Best Partner of the Year Award.

### Competitors

The Company treats its competitors under the framework of fair competition by not accessing the confidential information of its competitors in dishonest or inappropriate manners, including not damaging the reputation and accusing the competitors. In addition, the Company also encourages and monitors its executives, employees or related persons to strictly comply with the Code of Conduct on “Policy and Treatment of Competitors”.



## Major Suppliers



## Awards 2022



## Corporate Social Responsibility

The Company realizes the importance of supporting the development of quality of life and prosperity for communities and Thai society. The Company also instills awareness among employees in the organization regarding social, community, and environmental responsibilities through media and internal activities. In the past, activities have been carried out under the scope and guidelines specified.

In 2022, the Company had the opportunity to contribute to society due to the COVID-19 pandemic. The Company donated the Moderna vaccine to Srithanya Hospital for further use. The Company also provided an area in front of the Company's building to be a polling station for the members of the Bangkok Council and the governor of Bangkok for surrounding communities. Moreover, the Company also held the "Phra Pok Rom Yen" event on a special occasion of the 30th anniversary for the auspiciousness to the executives and employees at Wat Khao Ta Ngo, Chaiyaphum Province. Including arranging a merit-making ceremony, giving dry food to monks in receiving for blessings from 9 monks, and arranging a Brahma worship ritual for the prosperity of the company, executives and employees at the front of the company's building.

## Providing Access to Digital and Social Opportunities

The Company believes that in order to successfully do business according to the set goals, it may not depend on the company alone, but also on the stakeholders. Since the Company's main business is directly related to information technology, it gives importance to Thailand's education, which is an important tool in driving quality of life. The Company believes that education is an important foundation for sustainable development of society and the nation and can develop and enhance the well-being of society to a higher level through various information technology knowledge transfer projects, as well as promoting access to technology in the wilderness. In 2022,



the Company donated materials and equipment as well as funds to improve the quality of life. For example, the Company donated 50 computers worth 1,200,000 baht to 14 schools under the Office of Primary Educational Service Area, Bueng Kan Province, to be used as learning media. The computers donated will be allocated and used for the benefit of students. In addition, the Company has also cooperated with SVOA Public Company Limited as partners to donate 100 computers to underprivileged schools. Both companies aim to contribute profits to society by providing technology facilities to schools to benefit underprivileged students in remote areas. In addition, the Company has organized the events and activities to support education for students at Hua Khao Kaew School, Nakhon Nayok Province.



### 3.5. Sustainability Management in Environment

#### Environmental Management Policies and Practices

The Company is aware of its duties and responsibilities towards the environment and strives to enhance the efficiency of environmental management. This covers operating activities or providing services of the Company with the policies and guidelines on the environment as follows:

1. To comply with the law regulations and the environmental requirements in the activities of the Company strictly.
2. To cultivate and create awareness among employees at all levels to consider environmental responsibility in order to understand and realize its importance by continually organizing staff training and campaigns through environmental activities conforming to the international standard ISO4001, as well as other relevant standards.
3. To develop and improve the environmental resource management system, continual improvement, and review of work processes to reduce negative environmental impacts, as well as supporting the efficient and effective use of resources.
4. To support procurement of environmentally friendly products and services, including encouraging suppliers, contractors, and external service providers to provide environmentally friendly services.

## Energy Management

The Company promotes and creates awareness among all employees about using energy efficiently, along with training employees to be aware of it and instilling in all employees the importance and cooperation in energy conservation within the organization, both in terms of reducing using electricity, reducing the use of air conditioners, reducing the use of passenger elevators, and reducing the use of office equipment and various fuels. The Company installed an automatic light system that helps control the turn-off of electricity throughout the organization. In addition to being able to save electricity for the company, it also reduces the use of electricity. The Company controls and monitors the energy management and is still in the process of setting clear goals to maximize the use of energy. In 2022, the Company's electricity consumption increased by 19% compared to that in 2021. This is because the Company has allowed more employees to return to work at the office in accordance with various relief measures of the government. Although some employees were still working from home, energy consumption was similar to that of 2020. However, the Company continues to control energy consumption for energy efficiency. In 2022, for all lamp posts in the parking lot are powered by solar energy.

The annual electricity consumption of the Company  
(Unit: megawatt)



## Water Management

Although the Company's core business does not consume water in its business operations, the Company realizes and takes into account the role of conserving water resources. In 2022, although water consumption is higher than 2021 and 2020, the company also places importance on saving water and continuously monitoring water consumption. The Company ensures that wastewater treatment is carried out in accordance with the effluent standards prescribed by law.

The annual water consumption of the Company  
(Unit: cubic metres)





## Waste Management, E-waste, and End-of-Life Product Management

Waste management is one of the Company's priorities as waste is considered a problem that affects health and the environment. On the management of waste and general waste inside and outside the building, the Company has continual improvement and development plans to create a safe and hygienic working environment. In addition, electronic waste generated from the Company's main business in the system installation of the project or even use within the organization itself is another thing that the Company never overlooks. The Company has systematic management of electronic waste that is nearing its expiration date or has expired by hiring an electronic waste disposal company directly to take the electronic equipment for disposal. For general waste separation, housekeepers are responsible for separating recyclable waste such as paper and plastic bottles from general waste before sending them to the municipality for further disposal, etc.

## Greenhouse Gas Management

The Company realizes and recognizes the importance of greenhouse gas management, which is one of the factors contributing to the current climate change burden. Although the main business of the Company may not have the same impact as industrial plants that directly emit greenhouse gas emissions, some of the Company's business activities are likely to contain greenhouse gas emissions, such as the use of electricity inside the building, the use of air conditioners, and the use of fuel from cargo transportation. At present, although the Company has not yet performed a measurement of the amount of greenhouse gas



emissions from business operations that have been certified by the relevant agencies, The Company studies such matters and is in the process of setting goals and work plans to make them clear and concrete, including collecting various data in order to manage energy and greenhouse gases more efficiently. In 2022, the Company has invested in Carbon Credit trading business and economic teak plantation which was approved by the resolution of the Board of Directors Meeting No. 5/2022 on November 10, 2022. Investing in such businesses reflects the importance of environmentally friendly business operations. Although the Company's main business operations do not have a direct impact on the environment, this investment is another beginning of participation, whether directly or indirectly, and reflects the commitment towards sustainability.