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.

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. In addition, in 2023, the Board of Directors' Meeting No.6/2023 resolved to approve the establishment of the Corporate Governance and Sustainable Development Committee as another sub-committee to supervise and strengthen the Company's policies and plans, including standards for complying with the principles of good corporate governance, as well as sustainable development to be better and more concrete.

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.

Vision:

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

Mission:

Lifelong Trusted Partner

Customers

Is to be number one in the minds customers and provides a professional team who emphasize the customer's benefits and success beyond the features.

Employees

Is to encourage them to be a professional and create the stability of work and family life.

Shareholders

Is to build confidences and maximize return to shareholders.

Partners

Is to create trust to business partners to drive business growth opportunities and sustainable success together.

Society and Community

Is to create the digital services to society and community.

- 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

Main Activities				
Input Management	Operation	Distribution of Goods and Services	Marketing & Sales	After Sales Service
• Verification of raw materials/ products to be used in each project. • Transportation of products to the Company. • Product storage management before delivery/ installation for customers	• Designing services based on the requirements and presenting them to customers. • Inspection of product quality before equipment installation. • Equipment installation at customer's project(s). • Project management to be completed on schedule.	• Product delivery to customer's location. • Product management in compliance with projects. • Product distribution management in compliance with projects.	• Documentation on services of the Company by discussing with partners to obtain products suitable to the Company's service solution. • Designing marketing promotion programs, organizing seminars, and offering attractive services. • Public relations of the Company's services through both online and offline channels.	• Maintaining the system for customers after the completion of project(s). • Repairing equipment when it breaks down or fails. • Product replacement to repair defective products. • Establishment of Call Center to provide advices, and locating 7 branches of service centers to serve customers with staff 24/7.

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	• To pay compensation and have appropriate benefits. • To provide communication between management and employees. • To give importance to the development of employees' knowledge and abilities by thoroughly giving employees opportunities. • To provide a working environment that is safe for life and property, as well as good health at work • To ensure their stability and career advancement.	• To provide provident funds, life insurance and health insurance, along with providing an annual health check-up. • To improve the office environment to be safe and have good hygiene on a regular basis. • To provide internal and external training according to the plan every year. • 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. • To improve and develop the AIT Intranet, AIT App Center, AIT Line Official and update the content to be up-to-date	• To survey the market payout regularly every year. • To provide training to develop employees' knowledge and abilities both at home and abroad. • To organize annual activities to inform employees about the direction and goals of the Company • To establish a system or electronic tool that allows employees to access information and news of the Company more quickly

Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Suppliers and Business Partners	• To engage in its business with transparency and fairness. • To be reliable and trustworthy. • To build good relationship and cooperation.	• To organize various activities to build relationships between the Company and business alliances/ partners. • To comply with commercial terms and comply with contracts. • To strictly follow "Policy and Treatment of Business Partners" of the Code of Conduct. • To conduct a satisfaction survey at least once a year.	• To organize activities to maintain good relationship with each other. • To conduct a satisfaction survey and listen to feedback. • Code of Conduct
Customers	• To create satisfaction, provide good quality products and services at reasonable prices. • To hear and respond to customer needs. • To adhere to ethics in doing business with customers, such as maintaining customer confidentiality. • To provide quality after-sales service and be able to solve problems for customers in a timely manner.	• To provide sales staff and pre-sale staff to understand and give advice appropri ately according to customer needs. • To provide a Call Center team and provide 24 hours service • To organize Smart Connect activities at least once a year • To strictly follow "Policy and Treatment of Custommer" of the Code of Conduct. • To conduct a satisfaction survey at least once a year.	• To sell quality and products that meet the needs of customers as much as possible • 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. • To organize activities to build good relationship with customers. • To conduct a satisfaction survey and listen to feedback. • Code of Conduct

Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Sub-contractors	• To engage in its business with transparency and fairness. • To be reliable and trustworthy. • To build good relationship and cooperation.	• To regularly review the criteria for selecting external subcontractors, such as technical ability, expertise, experience, financial status, business reputation, complaints and litigation history. • To conduct a satisfaction survey at least once a year.	• To establish criteria for selecting external sub-con tractors. • To conduct a satisfaction survey and listen to feedback.
Competitors	• To conduct business with transparency and fairness under the rules of good competition	• To strictly follow the "Policy and Treatment of Competitors" of the Code of Conduct.	• Code of Conduct
Creditors	• To pay interest and repay the principal in a specified period of time. • To provide a systematic repayment of creditors.	• To apply a Cash Management system to facilitate payment of creditors and be able to manage refunds in a systematic way • To strictly follow the "Policy and Treatment of Creditors" of the Code of Conduct.	• To strengthen relationships in various ways. • To receive suggestions or complaints • Code of Conduct
Shareholders and investors	• To have a good performance under reasonable risk. • To treat and provide information to shareholders equally. • To conduct business with transparency and fairness. • To provide the company information to be easily accessible and sufficient for investment decisions.	• To conduct business in accordance with good corporate governance principles. • To pay dividends according to the company's policy. • To organize the annual general meeting of shareholders. • To establish an investor relations department to provide information to shareholders and investors. • To organize Analyst Meeting, Opportunity Day activities regularly.	• To strengthen relationships in various ways. • To receive suggestions or complaints • Code of Conduct

| Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Local and government regulators and independent organizations	• Compliance Securities and Exchange Act • Compliance with government agency regulations • Compliance with relevant independent organization regulations • Cooperation in pushing government policies.	• To conduct business with transparency, fairness and compliance to relevant laws and regulations. • To respond to government policies such as digital economy and society policies, Smart City development. • To cooperate in various activities	• Rules, regulations and related laws • Code of Conduct

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;

Identify Material	Prioritize	Accuracy Check	Important Issues Verification

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 2023
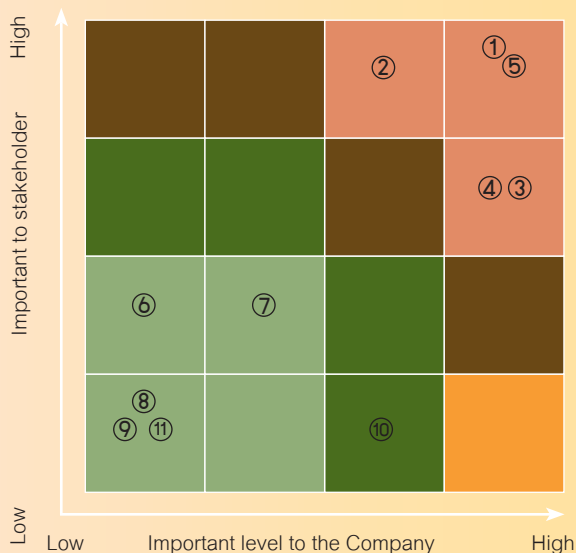
Governance Dimension
1. Good Corporate Governance
2. Supply Chain Management
3. Cyber security and Protection of personal data

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.

	Key Stakeholders and Impact Boundary				
	Internal	External			
	Employees	Shareholders/ Investors	Customers	Business Partners	Society
High priority					
• Good Corporate Governance	●	●	●	●	—
• Supply Chain Management	●	●	●	●	●
• Customer, Supplier and Competitor Responsibility	●	—	●	—	—
• Cyber security and Protection of personal data	●	—	●	●	—
• Human Rights and Fair Treatment of Labor	●	—	—	—	—
Middle priority					
• Waste management, Electronic Waste, Waste and End-of-Life Product Management	●	—	●	●	●
Low priority					
• Responsibility to the community and society	●	—	—	—	●
• Providing access to digital and social opportunities	●	—	●	●	●
• Energy Management	●	—	—	—	●
• Water Management	●	—	—	—	●
• Greenhouse Gas Management	●	—	—	—	●

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 briberies 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 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 2023, the Company has reviewed the policy to keep it current and has established the Corporate Governance and Sustainable Development Committee as an additional sub-committee, part of which has the scope of duty to set policy and practice guidelines regarding anti-corruption measures to be consistent with the principles of good corporate governance, including the appointment of an anti-corruption working group and a corruption risk management committee, along with additional scope of authority with a resolution approved by the Board of Directors' meeting No. 6/2023 on December 14, 2023, which reflects the support and importance given to this matter.

◉ 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/whistleblower

3. Mail: Sealed letter

　　To　　　　　　Chairman of the Audit Committee

　　　　　　　　　Advanced Information Technology Public Company Limited

　　　　　　　　　37/2 Suthisarnvinijchai 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.
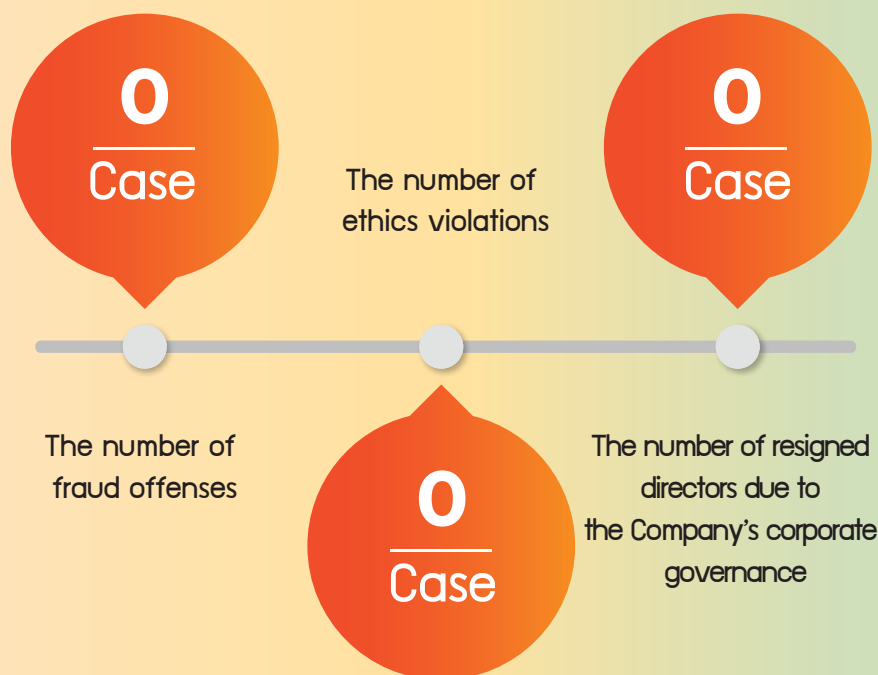
False whistleblowing or complaints

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 2023, the Company has reviewed and updated the policies to be up-to-date to be consistent with the Company's context on a regular basis. These policies and guidelines are published on the Company website.

The number of cases/complaints for violation of the Code of Conduct or Corruption in 2023

$$\frac{0}{\text{Case}}$$

The number of ethics violations

$$\frac{0}{\text{Case}}$$

The number of fraud offenses

$$\frac{0}{\text{Case}}$$

The number of resigned directors due to the Company's corporate governance

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 addition, in 2023, the Company has improved the network control room and the organization's Data Center to provide a safe environment that meets specified international security standards and avoids potential risks, and add Data Center Infrastructure Management (DCIM) to monitor, measure, and manage data centers covering both

Data Center

IT equipment and supporting infrastructure such as electrical systems, cooling systems and fire extinguishing systems with the aim of helping to maintain security and optimize the use of computer systems, and also to prevent equipment problems that could cause the system to stop functioning.

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 2023, the Company arranged training and online tests once a month to create awareness and be careful of cyber threats through Security Awareness Training (Infosec IQ), security awareness training about making individuals more aware of cyber threats, facilitating their understanding of various topics such as phishing, password management, and social engineering strategies, etc., to keep employees safe in the cyber world both at home and at work, for executives and employees at all levels. The Company places great importance on the team of security personnel by supporting and promoting regular safety training.

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 2023, the Company has carried out a review of the processing and recording of personal data activities of the organization to see what types of personal data are collected, and has reviewed the facts with the person in charge of activities in the organization to obtain information. accurate information about processing activities, and conduct policy reviews, guidelines, contracts or agreements related to security measures, and the safe disclosure or transfer of personal information with a consent management system, systems for activities related to recording the processing of personal data by specifying legal information such as storage period, purpose, and managing policy documents as required by law.

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**

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"

2. Define "Compensation and Benefits Policy", regarding to employee motivation, internal impartiality 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.
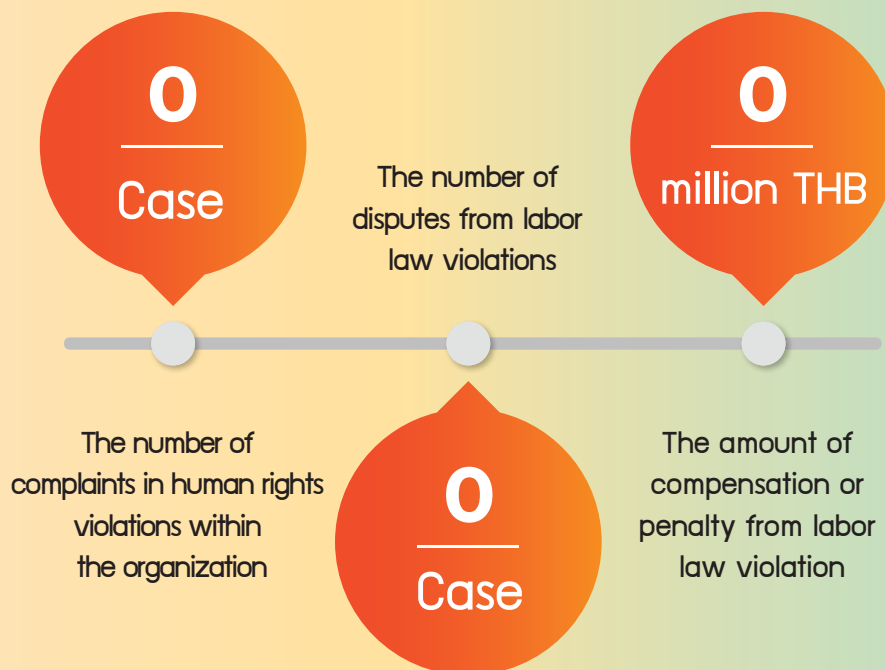
◉ **Human Rights**

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 2023

$\dfrac{0}{\text{Case}}$

The number of disputes from labor law violations

$\dfrac{0}{\text{million THB}}$

The number of complaints in human rights violations within the organization

$\dfrac{0}{\text{Case}}$

The amount of compensation or penalty from labor law violation

◉   **Human Resource Management and Development**

Human Resource management

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

| Recruitment and Selection | Welfares and Benefits Policy | Performance Management | Human Resources Management and Development InformationTechnilogy | Employee Relation & Engagement |

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 2023, the Company has organized both offline and online activities for students and interested parties to have more access to the Company, including the Virtual Open House 2023, the KMITL Engineer Job fair, Student training with Chitlada Institute of Technology on the topic "Basic Cabling System" and signing MOUs with vocational institutes to publicize the Company and recruiting appropriate employees and interns, with every activity receiving great attention.

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 addintion, 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.

Provident Fund	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 2023, there was a total of 329 employees participating in the provident fund, representing 89.65% of the total number of employees of the Company.
Life insurance	The Company provides life insurance, accident insurance and disability insurance due to illness to all employees by separate levels of employees and managements.
Health insurance	Due to employee sickness, all employees can use health insurance from the Company which covered the treatment at the hospitals for 24 hours.
Annual medical check-up	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.
Medical expenses	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 Technilogy: 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 2023, the Company has developed systems such as developing employee information on the intranet to be current and up-to-date, the work flow system to be more efficient, a mobile application to facilitate employees, a work time recording system (Check in – Check out) and a CSM system have been developed to support hybrid working according to the Company's policy. The Company has used this information to support decision-making and the establishment of human resource management and development policies for 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 2023, the Company has a policy for employees to work in a Hybrid format, including organizing activities. This year, the Company still organizes activities in mostly online formats and organizes more physical activities, which takes into account the health safety of employees as the main focus for employees to return to do more activities together, such as

- AIT Business Direction 2023 – Virtual Event, an event where executives meet with employees in an online format to receive directions and business plans for 2023.
- AIT Business Direction 2024 – Hybrid Event, an event where executives meet employees in a hybrid format held both offline and online to learn about business directions and plans for 2024.
- AIT Talk - Virtual Event, an online event sharing ideas, ways of thinking, and attitudes to create balance between private life by bringing executives or employees to share stories about their life experiences for other employees to hear. This year, the event was held two times and received a lot of interest from fellow employees.
- Sport Day Event, a friendly sports competition to strengthen the unity of employees in the Company with many activities such as football, badminton, funny sports.
- New Year Party event with a costume contest, activities at each exhibition booth and a chance to win many prizes at the event.

◉　**Human Reources 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.
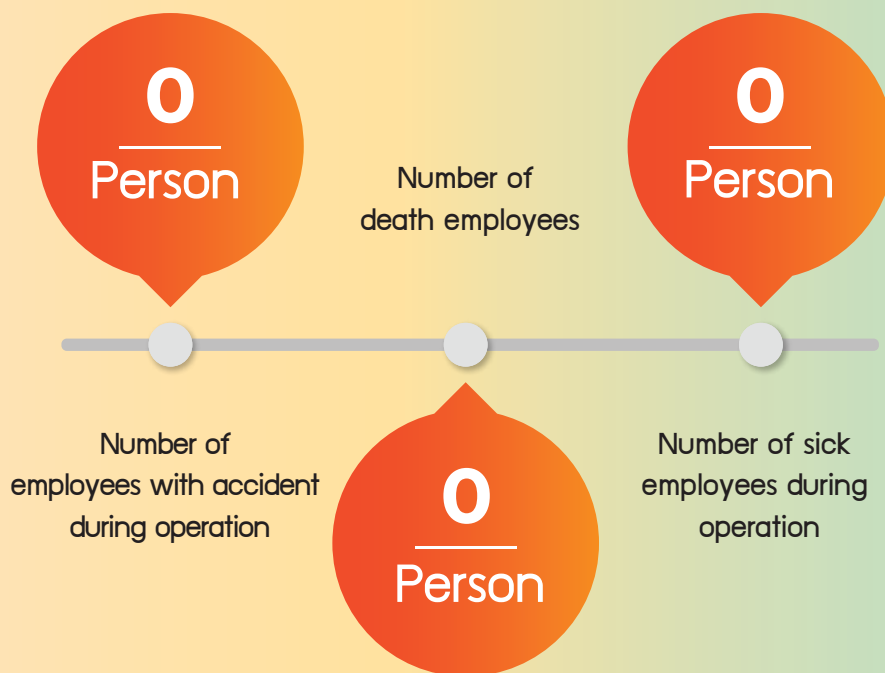
Employees Information 2023

Female
181

Male
439

Employees Information Table

	หน่วย	2021	2022	2023
Employees Information				
Total Employees	person	591	578	620
Classified by gender				
• Male	person	424	412	439
• Female	person	167	166	181
Classified by age				
• Over 50 years	person	34	44	50
• 30 – 50 years	person	343	339	367
• Under 30 years	person	214	195	203
The proportion of permanent employees to total employees	percentage	57	60	59
Newly recruited employees	person	109	82	126
The proportion of new employees to total employees	percentage	18.4	18.3	20.2
Number of voluntarily resigned employees	person	52	112	67
The proportion of voluntarily resigned employees to total employees	percentage	8.8	19.4	10.7
Personnel Development				
Number of training hours	hours	3,504	3,798	4,992
Training expenditure	million Baht	5.9	19.2	20.9

◉　**Safety and Occupational Health**

The Company places importance on the safety of employees' lives and property by providing a safe and hygienic working environment, such as measuring the working environment with an agency that has certified documents. Cutting down trees, adjusting the landscape around the building, along with providing safety equipment, controlling and reducing the risk of accidents and health that may occur during work, as well as providing training and virtual rehearsals when there are emergency situations or various accidents. that may occur. In 2023, the COVID-19 outbreak situation has not yet returned to normal and the Company was aware of the safety and cares about the health of employees by using ozone to kill germs every week and spraying disinfectant every month.

0 Person — Number of death employees

0 Person — Number of sick employees during operation

0 Person — Number of employees with accident during operation

Customer, Supplier and Compettior Responsibility

Award 2023

- HPE Hybrid IT Gold Partner
- Fortinet Advanced Partner of the Year
- Veeam Value-added reseller Gold level
- Best Cyber Warrior 2023 by nForce
- Public Sector Partner of the Year by Exclusive Networks
- Infoblox Skilled to Secure Partner
- VMware Partner of the Year 2023
- Cisco FY23 Customer Experience Partner of The Year
- Cisco FY23 Security Partner of the Year
- Cisco FY23 Service Provider Partner of The Year
- Cisco FY23 Public Sector Partner of The Year
- Cisco FY23 Partner of The Year

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 2023, the company has organized both online and offline activities with various partners including:

1. F5 – AIT: Seminar "How to Improve Your Web Application and Data Security" held by AIT in collaboration with the VST ECS (Thailand) and F5 Networks Thailand teams to enable all customers and seminar participants to understand the threats that organizations may encounter and actual attacks on applications such as BOT Attack, DDoS Attack, and API Attack, on February 21, 2023 at Ibis Styles Bangkok Ratchadaphisek Hotel.

2. AIT – Cisco: Seminar "Business Resiliency & Secure Remote Working" at AIT in collaboration with Cisco to update technology that help organizations meet the needs of working from anywhere with safety along with updates on new applicable trends. The event was held on April 21, 2023 at the Renaissance Bangkok Ratchaprasong Hotel.

3. Cisco – AIT: Cisco FSI Summit 2023, organized by Cisco Systems (Thailand) Co., Ltd., where AIT joined as a sponsor and participated in a sales exhibition presenting Cisco SD-WAN solutions to customers in the financial, banking, and insurance groups. In addition, AIT also sent Mr. Supakorn Visutthicho, Senior Advanced Technology Engineer, representative of the Company to be a speaker to lecture on the topic "Smart Operations and Workspaces in Your Business" to provide knowledge about Cisco Spaces to all attendees, held between July 14-16, 2023 at Grande Center Point Space Pattaya.

4. AIT x VMware x Veeam: "IT Revolution, Modernization and Secure Business Data" seminar organized by AIT in collaboration with VMware and Veeam with the aim of presenting solutions that would increase work efficiency by developing virtualization of IT systems to keep up with the changes from the data center to the cloud and multi-cloud in order to keep the organization's business systems and data secure and update new technology trends for seminar participants to apply, which was held on October 10, 2023 at the Grande Center Point Terminal 21 Hotel.

5. AIT Smart Connect 2023: The 7th annual seminar held by the Company to thank all customers who have continuously supported and trusted the Company. At the event, there were updates on technology and solutions from business partners and the Company allocated experts who are ready to provide advice to increase work efficiency for the organization, held between November 10-12, 2023 at Grande Center Point Space Pattaya.

6. Trend Micro – AIT: Trend Micro ONE - Cybersecurity Platform Day organized by Trend Micro (Thailand) Co., Ltd., where AIT joined a sales exhibition to present the Trend Vision One solution to update attendees on the latest threats and cyber security trends, including strategies to deal with new risks in the digital age, held on September 7, 2023 at Centara Grand at Centralworld.

7. Cisco – AIT: Group Day 2023, organized by Cisco Systems (Thailand) Co., Ltd., where AIT joined as a sponsor and participated in a sales exhibition presenting the Secure Networking for Hybrid World solution to PTT Group customers, held between November 17-19, 2023 at Intercontinental Hua Hin.

8. AIT – Cisco: AIT in collaboration with Cisco set up a booth to present Cisco Secure Access solutions at the annual general meeting and election of the 14th Executive Committee of the State Enterprise Digital Club of Thailand (SOE-D) under the topic "SOE-D Digital Transformation for Sustainability". At the event, participants would exchange information technology knowledge and present solutions, which was held on July 17, 2023 at Seminar Room 1-2-3, 12th Floor, Metropolitan Electricity Authority (Head Office, Khlong Toei).

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 2023, the Company surveyed customer satisfaction in 7 topics, consisting of 1) reporting progress and results of problem solving to customers, 2) providing services that meet customer needs, 3) quick response of Call Center staff, 4) knowledge and ability to solve problems of service staff, 5) ease of contacting to request service through various channels, 6) overall quality of service, and 7) etiquette and attire of service personnel. This year, the Company was rated an average overall satisfaction score of 85.97 percent. In addition, improving and developing the 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 "AIT Customer Service" to support the current needs of customers.

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, 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

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".

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 2023, the company had the opportunity to be a part of the cooperation of the location in front of the building as a voting station for members of the House of Representatives.

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 2023, the Company had the opportunity to help society by donating computers to temples, schools, and various government agencies. Those still lacking these equipment include 1) Wat Pa Thep Nimit, Khon Kaen Province, 2) Wat Nong Phai Lom, Chaiyaphum Province, 3) Ban Phue Wittayayon School, Chaiyaphum Province, 4) Ban Nong Khon School. Thai Chaiyaphum Province, 5) Ban Nong Ya Rangka School, Chaiyaphum Province, 6) Ban Nong Moo School, Bueng Kan Province, 7)

Sriwilai Kindergarten School, Bueng Kan Province, 8) Bueng Kan Provincial Administrative Organization, 9) Chiang Mai Provincial Administrative Organization and 10) Buriram City Hall, Buriram Province, which will be allocated for further use.

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.

Important developments in 2023

- Promoting awareness and supporting environmental initiatives by organizing training to promote energy and environmental conservation and waste separation at the Company.

- Developing a "green office" project to reduce waste, reducing unnecessary paper use, and promoting efficient use of resources through reuse and recycling as we aim to reduce energy use and evaluate renewable energy options.

- Develop an automated platform for tracking daily GHG emissions data across scales for paperless GHG reporting.

- Progress on the carbon credit trading project, planting economic teak forests on an area of 942 rai, including building an access road to the area and a fire protection system, as well as installing water storage tanks to promote the growth and maintenance of the forest as part of the Company's long-term sustainability plan.

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 2023, the Company improved the building's electrical management system to replace the original system that had a lifespan of more than 30 years and installed a solar cell system to produce electricity for use in lighting. In addition to being able to save electricity for the Company, it also reduces the consumption of electricity. The Company has controlled and monitored energy management and although the amount of electricity used will be higher than in 2022 and 2021, or an increase of 2 percent and 22 percent, respectively, as it has adjusted to a hybrid work method, causing more employees to return to work at the office. However, the Company continues to control energy use to be efficient.

The annual electrictricity comsumption of the Company
(Unit: kilowatt)

2023	2022	2021
2,586,000	2,530,000	2,124,000

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 2023, although water consumption is higher than 2022 and 2021, 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 comsumption of the Company
(Unit: cubic metres)

2023	2022	2021
1,613	1,433	1,272

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. In 2023, training on waste separation was organized for employees and housekeepers to increase their knowledge to have a better understanding and keep up with the current situation.

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. In 2023, the Company began accounting for the organization's greenhouse gas emissions. By referring to the calculation method according to ISO 14064, the Greenhouse Gas Protocol and the Greenhouse Gas Management Organization (Public Organization) or TGO to be used as a guideline for the Company's greenhouse gas management, including investment progress in the carbon credit trading business and economic teak plantation. At present, Phase 1 has been completed with more than 135,000 teak seedlings on an area of 338 rai and will continue in Phase 2 in 2024 on another 600 rai.

GHG Emission	
• Scope 1 Emission	**19.84** Tons of Carbon Equivalent (CO2e)
• Scope 2 Emission	**325.15** Tons of Carbon Equivalent (CO2e)
• Scope 3 Emission	**458.36** Tons of Carbon Equivalent (CO2e)
Total	**803.35** Tons of Carbon Equivalent (CO2e)
Performance Indicator	
Fuel Usage	**188,282** Lites
Paper Usage	**14,113** Kilograms

* The calculations have not yet been certified by a greenhouse gas certifying agency.