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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, thriving with steady and secure 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.

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 2024, the Board of Directors' Meeting No. 6/2024 had a resolution to approve the improvement of the Company's sustainability management policy in accordance with the current situation and established regulations. The Company's sustainability management policy and goals are as shown in the table below.

Economic dimension	Social dimension	Environmental dimension
<ul style="list-style-type: none"> - Good corporate governance and business ethics - Effective risk management - Responsible supply chain management 	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Maintenance of water resources - Efficient use of energy and promotion of renewable energy - Effective waste management - Climate Change 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.	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.	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



- 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

Operation



- 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.

Distribution of Goods and Services



- Product delivery to customer's location.
- Product management in compliance with projects.
- Product distribution management in compliance with projects.

Marketing & Sales



- 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.

After Sales Service



- 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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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
Suppliers and Business Partners	<ul style="list-style-type: none"> • To engage in its business with transparency and fairness. • To be reliable and trustworthy. • To build good relationship and cooperation. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • To organize activities to maintain good relationship with each other. • To conduct a satisfaction survey and listen to feedback. • Code of Conduct

Stakeholders	Expectations and Key Issues	Response	Communication Channels for Relationships
Customer	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> To provide sales staff and pre-sale staff to understand and give advice appropriately 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 Customer" of the Code of Conduct. To conduct a satisfaction survey at least once a year. 	<ul style="list-style-type: none"> 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
Sub-Contractors	<ul style="list-style-type: none"> To engage in its business with transparency and fairness. To be reliable and trustworthy. To build good relationship and cooperation. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> To establish criteria for selecting external sub-contractors. To conduct a satisfaction survey and listen to feedback.
Competitors	<ul style="list-style-type: none"> To conduct business with transparency and fairness under the rules of good competition 	<ul style="list-style-type: none"> To strictly follow the "Policy and Treatment of Competitors" of the Code of Conduct. 	<ul style="list-style-type: none"> Code of Conduct
Creditors	<ul style="list-style-type: none"> To pay interest and repay the principal in a specified period of time. To provide a systematic repayment of creditors. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> To strengthen relationships in various ways. To receive suggestions or complaints Code of Conduct
Shareholders and investors	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> To organize activities for shareholders, analysts and investors to meet with the management. To provide information through various channels in a complete, fair, transparent and timely manner. To receive suggestions or complaints
Local and government regulators and independent organizations	<ul style="list-style-type: none"> Compliance Securities and Exchange Act Compliance with government agency regulations Compliance with relevant independent organization regulations Cooperation in pushing government policies. 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Rules, regulations and related laws Code of Conduct

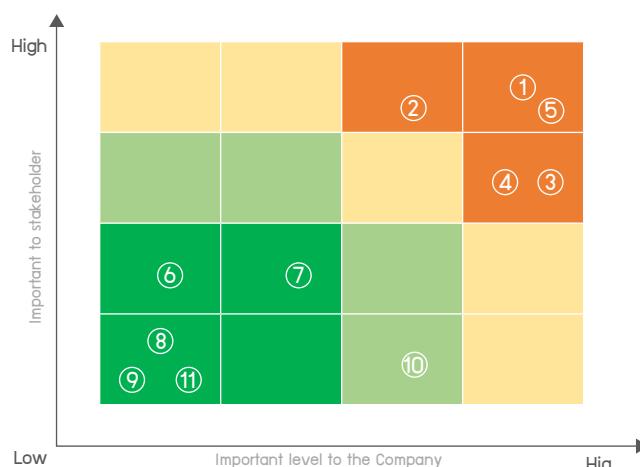
Determination of Sustainability Issues

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;



- 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 2024



Governance Dimension	Social Dimension	Environmental Dimension
1. Good Corporate Governance	4. Human Rights and Fair Treatment of Labor	8. Energy Management
2. Supply Chain Management	5. Customer, Supplier and Competitor Responsibility	9. Water Management
3. Cyber security and Protection of personal data	6. Responsibility to the community and society	10. Waste management, Electronic Waste, Waste and End-of-Life Product Management
	7. Providing access to digital and social opportunities	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
High priority					
• Good Corporate Governance	X	X	X	X	-
• Supply Chain Management	X	X	X	X	X
• Customer, Supplier and Competitor Responsibility	X	-	X	-	-
• Cyber security and Protection of personal data	X	-	X	X	-
• Human Rights and Fair Treatment of Labor	X	-	-	-	-
Middle priority					
• Waste management, Electronic Waste, Waste and End-of-Life Product Management	X	-	X	X	X
Low priority					
• Responsibility to the community and society	X	-	-	-	X
• Providing access to digital and social opportunities	X	-	X	X	X
• Energy Management	X	-	-	-	X
• Water Management	X	-	-	-	X
• Greenhouse Gas Management	X	-	-	-	X

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 (the "Policy") is an additional part of the Code of Business Ethics. It was approved by the Board of Directors' Meeting in 2019 and was recently updated by the Board of Directors' Meeting No. 6/2024 on December 12, 2024. The Anti-Corruption Policy and related policies are required to be reviewed on a regular basis 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 the financial and accounting reporting system, internal control system, internal audit system and risk management system to ensure compliance with international standards, strictness, appropriateness, timeliness and efficiency of these system. The Audit Committee is also responsible for receiving complaints and whistleblowing on corruption for consideration, investigation and subsequent submission to relevant departments.
3. The Corporate Governance and Sustainable Development Committee is responsible for supervising the establishment of an anti-corruption policy that is suitable and sufficient for the Company's business operation, receiving complaints and whistleblowing on corruption for consideration, investigation, and subsequent submission to Board of Directors for determination of penalties or solutions to such problems, and offering guidance and monitoring compliance with the anti-corruption policy.
4. 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.
5. 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
6. The Anti-Corruption Working Group is responsible for the preparation and proposal of anti-corruption policies, good practices and measures, including communication, public relations and monitoring to ensure compliance with the Company's policies.
7. 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 informed 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 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.

The Policy has been reviewed and revised by the Company. The Company will notify executives and staff about policy revisions at the start of each year. In 2024, 90.12 percent of the Company's executives and employees signed a declaration acknowledging the anti-corruption policy. In accordance with the plan, which calls for a policy review at least once a year, the Corporate Governance and Sustainable Development Committee's Meeting No. 3/2024 on December 12, 2024 reviewed and updated the Company's anti-corruption policy and submission to the Board of Directors for review and approval, including promoting the No Gift Policy. This reflects the ongoing effort and focus on 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: CG-SD@ait.co.th or AC@ait.co.th
2. Website: <https://www.ait.co.th/en/whistleblower>
3. Mail: Sealed letter

To Chairman of the Corporate Governance and
Sustainable Development Committee or
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 Corporate Governance and Sustainable Development Committee will review the Whistleblowing Policy and guidelines on an annual basis and present it to the Board 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 order to keep the whistleblowing and complaints policy and guidelines up to date and in line with the Company's context, the Corporate Governance and Sustainable Development Committee reviewed them at the Meeting No. 3/2024 on December 12, 2024. The results were then submitted to the Board of Directors' Meeting for consideration and approval. Such policy and guidelines are published on the Company's website.

The number of cases/complaints for violation of the Code of Conduct or Corruption in 2024

The number of corruption offences	0 case
The number of corruption offences	0 case
The number of resigned directors due to the Company's corporate governance	0 case
The number of whistleblowers and complaint recipients	0 case

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 is committed to protecting the system from cyber threats by improving and developing the system and infrastructure in compliance with the data security standards on a regular basis, conducting security assessments and inspections prior to its launch, and enhancing the potential and speed of response to cyber threats. The Company attaches great importance on the security team by offering support and promoting regular security training.

In 2024, the Company drafted a Cybersecurity Incident Response Plan to be used in dealing with potential cyber threats. This response plan outlines duties and responsibilities, types of cyber threats, their relationship with relevant policies and practices, cybersecurity incident reporting, and cybersecurity incident response procedures within the scope of the specified information system, including communication with stakeholders. The objective of this response plan is to reduce the potential impact on the Company's operations and to move DNS data to Cloudflare, a platform with a security system to protect against cyber-attacks, prevent DDoS attacks, encrypt connections, block brute-force intrusion attempts, and protect against hacking to secure the Company's website.

■ Information system protection and protection of personal data

In 2024, the Company renewed the Privacy Management System Lease Agreement in order to comply with the Personal Data Protection Act B.E. 2562 (2019) and reviewed the Company's personal data processing and recording activities in order to identify the categories of personal data collected. The Company has verified the facts with the person in charge of the Company's activities in order to obtain accurate information about the personal data processing activities and has reviewed the policies, practices, and safe disclosure or transfer of personal data. This review enabled the identification of statutory information such as retention period, purpose, and management of policy documents as required by law, etc.

The Company renewed the Privacy Management System Lease Agreement in order to comply with the Personal Data Protection Act B.E. 2562 (2019). This Privacy Management System consists of the following systems:

- Personal Data Processing Activity Recording System,
- Cookie and Data Subject Consent Management System,
- Data Subject Rights Management System,
- Data Breach Notification Management System

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 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.

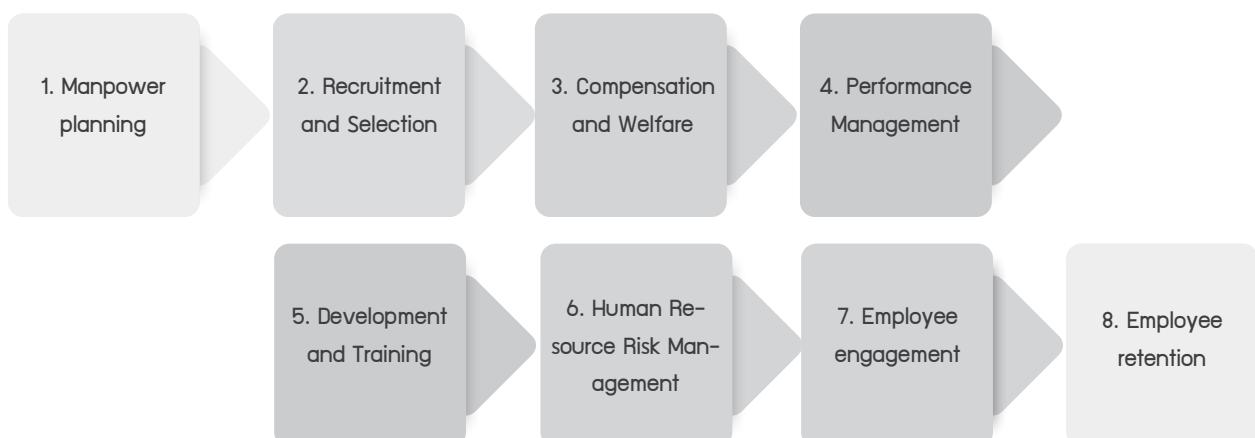
The number of cases in compliance with labor and human rights laws in 2024

The number of complaints in human rights violations within the organization	0 case
The number of disputes from labor law violations	0 case
The amount of compensation or penalty from labor law violation	0 million baht

■ Human Resource Management and Development

Human Resource management

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



1. Manpower planning

The Company will consider increasing/decreasing workforce each year according to the Company's expansion goals and direction to ensure the adequacy of the number of employees with the business needs in both the short and long term. The Human Resources Section (HR) has been proactive in its work under the establishment of HR Business Partner to support and provide information to departments, including recruitment, onboarding or replacement of resigned employees, workforce management, and employee development.

2. Recruitment and Selection

HR has a plan for recruitment and selection as shown in the following as:

1. Manpower planning and qualification verification	2. Recruitment through recruitment channels	3. Screening and interview	4. Negotiation and employment
<ul style="list-style-type: none"> To create a recruitment plan for positions in accordance with the Company's strategies 	<ul style="list-style-type: none"> Job advertisement Social media Employee referrals AIT Internship Academy Event Job Fair University MOU 	<ul style="list-style-type: none"> Focus on competency-based interview Focus on soft skill and attitude interview to intentionally recruit staff who align to the Company's strategies and core values 	<ul style="list-style-type: none"> Making offers to preferred candidate Set an employment commencement date and proceed with the hiring process if an agreement is reached by the Company and the candidate

In 2024, the following operations and recruitment support activities as:

1. AIT Internship Academy

The Company places a high value on personnel development by offering internships and on-the-job training to students, with an expectation to subsequently hire these students to work for the Company. As a result, the AIT Internship Academy initiative was created. Students from top colleges and universities who have the potential, talents, and desire to work as network or system engineers are intentionally chosen to join our AIT Internship Academy program through employment interviews, which are similar to the actual job application process. The program also includes pre-internship training aiming to help students build and enhance their technical and soft skills. Under the supervision and direction of mentors who are employed by the Company, students will be assigned to work on different projects. Students are also required to create a project based on their real work experience and submit it to the Company. This AIT Internship Academy program is an integral part of the Company's proactive recruitment plan. The program has been implemented for one batch of



students, where half of the interns attending this program met the requirements to be employed by the Company.

2. Basic Network Knowledge Training for AIT Internship Academy

The Company provides basic network knowledge training for AIT Internship Academy to get students ready for real operations.



3. Exhibition booths at EVENT JOB FAIR

In 2024, the Company participated in four (4) Event Job Fairs at leading universities and events organized by the Company's business partners for proactive recruitment at four (4) agencies/institutions as follows:

1. Event Job Fair at King Mongkut's Institute of Technology Ladkrabang,
2. Event Job Fair at Chitralada Technology Institute,
3. Event Job Fair at Chiang Mai University, and
4. Thailand Digital Talent Summit and Partner Job

Fair 2024 organized by Huawei Thailand in collaboration with the Ministry of Higher Education, Science, Research and Innovation (MHESI), the Ministry of Labor, and a network of universities and leading organizations in Thailand.



3. Compensation and Welfare

The company provides various welfare and benefits such as: Welfare and benefits offered by the Company include provident fund, health insurance, life and accident insurance, medical coverage for 40 critical illnesses, and allowances including loans, medical care expenses for family members, funeral allowance, etc. In addition, an Employee Welfare Committee has been established. The employee representatives can participate in conversations with the employer regarding employee welfare and benefits, offering their thoughts or recommendations on the subject. The details are as follows:

Provident Fund	The Company provides a voluntary provident fund for all employees. After completing the probationary period, they can apply to become members of the provident fund. In 2024, the number of provident fund members was 327, accounting for 86.97 % of all employees.
Life insurance and medical coverage for 40 critical illnesses	The Company provides coverage for life, accidents and total permanent disability due to illness and also provides coverage for medical coverage for 40 critical illnesses for all employees in a form of self-insurance, categorized by insurance plan.
Health insurance	The Company provides health coverage for the employees. All employees can use the Company-issued health insurance card to receive treatment at a hospital around-the-clock if they become ill.
medical care expenses for family members	The Company provides medical care benefit the employees' parents, spouses and children.
Funeral allowance	The Company provides funeral allowance for hosting a night of funeral's event of the employee's parents, spouse, and children.
Annual health check-up	The Company provides annual health check-ups for all employees to promote good health and prevent long-term illnesses.
Loan	The Company has prepared a credit line for employees who have financial needs. This credit line is divided emergency loan and welfare loan with low interest rate. The Company has signed a Memorandum of Understanding (MOU) with a bank to provide loans to employees at special interest rates.

Following the establishment of the Company's standard salary structure last year through a partnership with consultants from Mercer (Thailand) Company Limited, HR reviewed and adjusted the salary structure to increase the Company's competitiveness in the market. Additionally, HR also examined and enhanced the employee welfare and benefit plan by, for instance, hiring more provident fund managers to give employees more investment options. Currently, the Company has 2 fund managers. In addition, the Company has considered finding a health insurance companies that offer quick and simple processes for insurance claims and reimbursement, like applications that allow staff members to verify their rights and submit claims.

The Company has improved and added more welfare rights for contract employees such as medical care expenses for family members, funeral allowance, etc. Contract employees can claim such welfare and benefits within the limit and according to the criteria set by the Company.

4. Performance Management

The Company has an equitable performance evaluation policy by applying the SMART Goals, a key performance indicator approach in accordance with based on business plan throughout the Company. The performance evaluation is performed twice a year to allow the Company to closely monitor and review employee performance through one-on-one discussion. This approach also allows employees to review their own performance for further improvement. In addition, the Company uses the 9-Box Grid as a tool for managing and developing employee performance and potential, which will lead to a human resource development plan and a search for successors.

5. Development and Training

There are currently two (2) tracks of career path for the Company's employees: Managerial track and Professional track. In 2024, the Company planned to organize career development training in collaboration with the heads of departments. This training consists of two (2) parts: 1. Field specific training and development and 2. Training and development based on corporate culture.

1. Field specific training and development

Over the past year, the Company's personnel development has been centered on equipping employees with the skills necessary for particular job duties in order to adapt to the rapid advancements in technology and to the demands of modern business operations. Upskilling and reskilling in offline and online contexts are part of this development program, particularly the professional track's technical skill improvement. The Company places a high value on developing skills in fields including engineering, data, artificial intelligence, and cyber security. Additionally, the Company encourages staff members to take technology certification exams in order to advance their career and knowledge. The managerial track, on the other hand, concentrates on coaching and soft skills development so that its employees can have the right management skills and abilities in a professional way.

2. Training and development based on corporate culture

The Company has organized training programs to enhance important teamwork skills and people management skills for people like supervisors, subordinates, coworkers and customers, etc., in accordance with the Company's core values. We invited knowledgeable speakers to provide lectures and impart information in a variety of courses during the previous year, including:

- 1) **Developing Growth Mindset Course:** The goal of this course is to inspire individuals to apply a growth mindset in their everyday lives by fostering knowledge and comprehension of the concept's significance and advantages. This is to boost the courage to think, act, and create new things, which will lead to ongoing self-improvement, self-confidence, and future development. Having workers who have a growth mindset is crucial to the organization's ability to advance gradually and accomplish its objectives.
- 2) **Empathetic Mindset Course:** (Inward Outward Mindset) This course focuses on openness to perspectives and needs of others. This training course gives leaders a better understanding of what employees do for the company and demonstrates how our actions impact others. An outward mindset also lessens obstacles in collaboration. Organizations that can identify the desirable mindset for their employees are usually four (4) times more successful in bringing about change than those that are unable to do so.
- 3) **HR for Non HR Course:** It is a non-HR people management and development program designed for supervisors. This is due to the fact that supervisors have the closest relationship with their subordinates. They are aware of their employees' skills, shortcomings, and challenges, and they are able to help them realize their full potential in order to increase work efficiency and reduce their workload. Thus,

human resource management (HR) skills are one of the most crucial knowledge and abilities that supervisors should possess and use to enhance the Company's workforce and accomplish the intended outcomes and objectives.

4) **Professional Communicator Course:** This course provides employees with communication guidelines for better work efficiency. This is due to the fact that employee communication is an important tool that can promote work performance. Effective communication among employees is beneficial in exchanging information, creating understanding and reducing potential conflicts. It improves work performance and fosters positive relationships among the organization's personnel.

6. Human Resource Risk Management

Employee expertise, knowledge, and skills are crucial to the business operations. In order to lower the potential risk that could have an impact on the business operations, the HR has managed human resource risk by placing an emphasis on systematic and interchangeable work. For employees with potential and exceptional performance reviews, the Company has implemented job rotation and established a career path for staff members to further their careers. In addition, it is possible to transfer work positions across departments or assign special projects to employees to develop skills at an advanced level or stand-ins for allowing colleagues.

It is extremely important that the HR prioritizes the impact and risks of employee turnover on the Company. In 2024, the Human Resource Department has focused on all aspects of the work process, including recruitment of people who are qualified for the job, onboarding, site visit, one-on-one communication, and exit interview, as well as performance management and career path planning. To foster awareness and reach as many employees as possible, the Human Resource Department has collaborated with supervisors in each field. The Human Resource Department has also supported the potential growth of its employees through training, certification tests, and performance-based awards and remuneration. These efforts have resulted in a decrease in the risk of employee turnover.

7. Employee engagement

The Company's plan to reinforce its core values was put into action in 2024 in accordance with its vision, mission and future operational goals. An engagement survey was also used to measure the degree of employee engagement, which will lead to the creation of important organizational foundations and sustainable organizational development. The Company also places a strong emphasis on team building. Events like AIT Sports Day and New Year's party events were planned and organized during the previous year.

The HR has organized activities via the Line Application as the name "M-Connect" to improve employee engagement throughout the past year with support organizational engagement to good relationships and communication with employees within the organization. Each of these activities focuses on raising awareness and providing knowledge about the Company's core values in 5 aspects:



1. Professional refers to having in-depth and comprehensive skills, knowledge and expertise.
2. Being trusted refers to being trusted and reliable.
3. Growth and Outward mindset
 - Growth mindset refers to an attitude that anything is possible through effort, learning, and adaptation.
 - Outward mindset refers to being attentive to the needs of others rather than your own interests
4. Collaboration refers to working together to achieve a goal.
5. Gratitude refers to feeling grateful and thankful for the good things that happen in your work and trusting your teammates.

Examples of activities via M Connect include responding to questions regarding core values, enhancing employee comprehension of each core value, and filling in the blanks. Employees will be better able to recall and comprehend the Company's core values thanks to these activities.

In addition, an employee engagement survey was conducted through a collaboration between the Company and a team of consultants who have experience and expertise in human resource organization development (HROD). According to the survey, the Company had a score of 63 percent, suggesting that there are rooms for improvement. The HR has focused on development in 3 areas: work processes, career path, and compensation and welfare.

8. Employee retention

The HR has conducted onboarding and exit interview in an effort to gather and examine relevant data and identify solutions to lower employee turnover, particularly for key positions. Data on employee satisfaction with the Company was also gathered through an engagement survey. This survey acted as a communication channel between employees and the Company, which helped the company identify issues and find direct solutions. To motivate and demonstrate that the Company values their commitment, employee recognition has also been implemented, whereby employees with excellent performance are given the Great Employee award each year.

Employees Information Table

	Unit	2022	2023	2024
Employees Information				
Total Employees	person	578	620	656
Classified by gender				
- Male	person	412	439	463
- Female	person	166	181	193
Classified by age				
- Over 50 years	person	44	50	54
- 30 - 50 years	person	339	367	396
- Under 30 years	person	195	203	206
The proportion of permanent employees to total employees	%	60	59	57
Newly recruited employees	person	82	126	100
The proportion of new employees to total employees	%	18.3	20.2	15.2
Number of voluntarily resigned employees	person	112	67	100
The proportion of voluntarily resigned employees to total employees	%	19.4	10.8	15.2
Personnel Development				
Number of training hours	hours	3,798	4,992	14,436
Training expenditure	million baht	19.2	20.9	17.3

■ 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. In 2024, the Company established the Occupational Health and Safety Committee (OHS). Along with installing an AED and conducting yearly fire drills and training in 2024, the Company also evaluated indoor environment and air quality.

Number of employees with accident during operation	0 Person
Number of sick employees during operation and having to stop working	2 Person
Number of death employees	2 Person

Customer, Supplier and Competitor Responsibility

Award 2024

- Top SASE Partner of the year 2024 (Palo Alto Networks)
 - Best Performance in Public Sector Space 2024 (Palo Alto Networks)
 - Partner of the Year 2024 (Palo Alto Networks)
 - Public Sector Partner of the Year 2023 (Trend Micro)
 - Veeam Value-Added Reseller Platinum (Veeam)
 - Security Operation Partner of the Year (Fortinet)
 - HPE Gold Partner (Hewlett Packard Enterprise)

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 a comprehensive customer management, focusing on fostering good relationships, satisfaction and long-term trust through a variety of approaches and activities as follow;

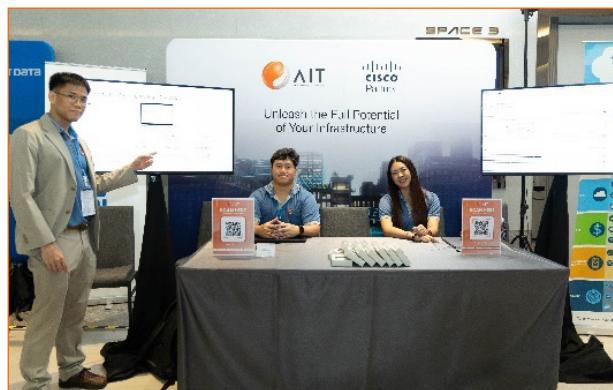
1. **Activities to enhance customer relationships:** The Company has organized activities in various formats, such as training, seminars, and exhibition booths in collaboration with partners in order to provide information, knowledge, and updates on new technologies. Important activities in 2024 include:
 - Unleash the Full Potential of Your Infrastructure with Cisco AI Seminar

This seminar was held on August 8, 2024 at the Grande Centre Point Hotel Terminal 21 Hotel. The objectives of this seminar were to impart knowledge on IT infrastructure development, to expand the usage of cloud technology, and to enhance cyber security, as well as to enhance attendees' digital skills, which are essential for guiding their organizations toward Thailand 4.0 Strategy.



- **Cisco FSI Summit 2024**

This event was held between 4-6 October 2024 at the Grande Centre Point Space Pattaya Hotel by Cisco Systems (Thailand) Company Limited. The Company co-sponsored the event and set up an exhibition booth to present Cisco SD-WAN solution to customers in the financial, banking, and insurance industries. In addition, Mr. Asanee Smithivas, Senior Advanced Technology Engineer, a representative of the Company, was honored to deliver a lecture to share knowledge and experience on “Cisco SD-WAN Intelligence” with the participants.



- **AIT Smart Connect 2024**

The annual seminar “AIT Smart Connect 2024” was held between 15-17 November 2024 at the Grande Centre Point Space Pattaya Hotel. The objectives of this seminar were to express gratitude to customers for their continuous support of the Company and to strengthen trust in accordance with the “LIFELONG TRUSTED PARTNER” mission. In the event, cutting-edge technologies and comprehensive solutions for organizations, as well as insights from experts in the IT industry and expert partners were presented in order to provide customers with useful information and guidelines for effective organizational development.



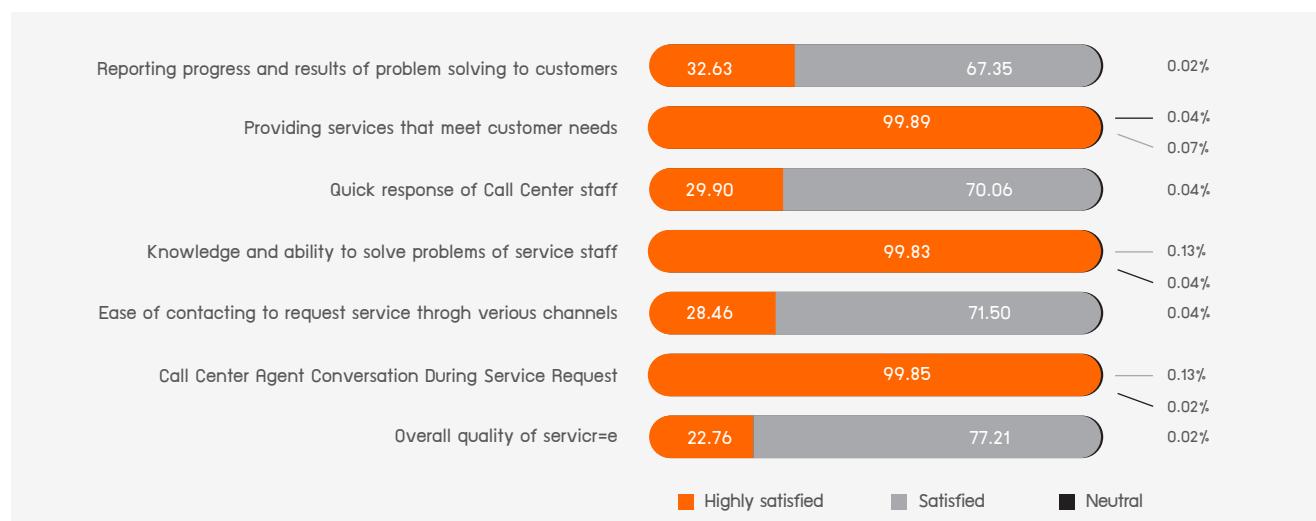
In addition, several activities were organized in order to foster good relationships between customers and the Company, including opportunities for exchanging ideas among participants.

2. **Solutions to meet the needs of customers:** The Company consistently develops and enhances its solutions to satisfy the unique demands of clients in every industry with the help of a group of experts who are available to offer guidance
3. **Building strong partnerships:** The Company has worked closely with top partners to provide the customers with the most suitable, up-to-date, and effective solutions and technologies.

Through such management approach, the Company is dedicated to becoming a "LIFELONG TRUSTED PARTNER" of its customers and assisting them in their future success and sustainable growth. 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 2024, 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) Call Center Agent Conversation During Service Request and 7) Overall quality of service. 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 partners 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.

Customer Satisfaction 2024



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 by Boardcom, Oracle and Cohesity. 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 by Boardcom, Cohesity, Veeam, Radware, 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" In 2024, there were no disputes with the Company's competitors, reflecting that the Company treats its competitors well within the framework of the competition rules.

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 2024, the Company played a part in providing assistance to flood



victims through the Mirror Foundation and Amaravas Temple, Mae Hong Son Province, and building principal Buddha images to be enshrined at eight (8) temples and monasteries in Mae Hong Son Province.

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 2024, The Company has supported the "Electronic Library" project and donated computers and related accessories to two (2) underprivileged schools: Ban Kiew Chan School in Nan Province and Ko Kha Wittayakhom School in Lampang 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.

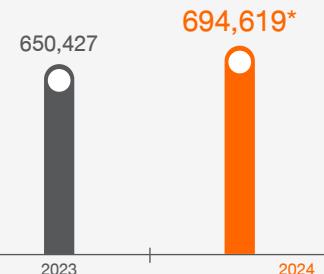
Energy Management

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 2024, the Company installed a solar cell system to generate electricity for lighting and implement the IOTONIX Carbon and Energy Management Platform, integrated with direct digital metering, enabled a more precise calculation of electricity consumption. This resulted in an adjustment to previous reported electricity consumption figures and a request to report the new electricity consumption figures according to the display graph. Moving forward for the year 2024 will serve as the baseline for future comparisons.

Water Management

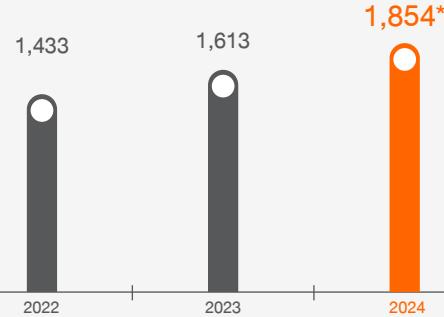
Although the Company's core business does not consume water in its business operations, the Company realizes and takes into account the role of conserving water resources. Water consumption in 2024 was higher than in 2023, which was partly due to the increase in the number of employees and more indoor training activities, resulting in more employees accessing the building. However, 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 electricity consumption of the Company
(Unit: kilowatt-hour)



Note: *Information excluded AOT service center

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



Note: *Information excluded Muang Thong Thani Warehouse and AOT service center

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 a systematic management system for electronic waste that has already expired or is about to

expire. The Company has disassembled its electronic devices and sold them to businesses that are permitted to dispose such electronic waste. In 2024, the Company also launched the “Waste Segregate for Sustainable Development” project, a campaign to encourage employees to segregate waste and put it in the appropriate containers. About 40% of employees participated in this the project last year. However, the project can be expanded to include other activities to improve atmosphere both inside and outside the buildings. The Company will thus carry on with this initiative in the upcoming years.

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. In 2024, the Corporate Governance and Sustainable Development Committee reviewed the sustainability management policy and added “climate change management” to the policy, considering it an important issue and also the business sector must seriously cooperate. 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 2024, the Company has hired Carbon Lead Co., Ltd., a subsidiary of the Company, a provider of carbon energy management services and carbon credit sales, to prepare the organization’s greenhouse gas emission account using the calculation method in accordance with ISO 14064-1 and the Greenhouse gas protocol and guidelines from the Thailand Greenhouse Gas Management Organization (TGO). A key focus in this year is establishing direct data collection for GHG reporting, with an emphasis on regulated Scope 1 and 2 emissions to ensure accuracy. Partial Scope 3 data is included where reliable, with ongoing improvements. The current inventory is based on energy bills, fleet fuel logs, and facility estimates for Scope 1 and 2, while limited Scope 3 data include business travel and purchased goods including water and paper consumption. Efforts are underway to expand coverage through sensor-based tracking and ERP automation, enhancing data accuracy and reporting efficiency. To ensure compliance, Scope 1 and 2 emissions are verified using the IOTONIX and SET Carbon Platform. The 2024 emissions inventory stands at 1,111.93 tons of carbon dioxide equivalent (tCO₂e).

GHG Emission 2024	
Scope 1 – Emission	35.65 tCO ₂ e
Scope 2 – Emission	347.24 tCO ₂ e
Scope 3 – Emission	729.04 tCO ₂ e
Total	1,111.93 tCO₂e
Performance Indicator	
 Fuel Usage	236,045.84 Lites
 Paper Usage	9,713 Kilograms

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

For the progress of investment in the Sak Forest for Carbon Credit Project. Currently, teak trees have been planted in the entire area. Currently, maintenance is underway and the plan is in progress