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*Advice*

# SUSTAINABILITY REPORT

ADVICE IT INFINITE PUBLIC COMPANY LIMITED

**2025**



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# Message from the chairman

(GRI 2-22)

During the past year, Advice IT Infinite PCL and its subsidiary (“the Company”) has placed strong emphasis on enhancing its competitive capabilities in the retail business of IT products, smartphones, and Apple products. The Company has focused on strengthening its core businesses while improving customer experience across all channels, both physical stores and online platforms. At the same time, the Company has continued to expand its branch network, particularly through the development and expansion of iStore by Advice, reflecting the Company’s commitment to refining its market positioning with greater diversity in both product offerings and distribution channels. This approach is intended to enhance competitiveness and create long-term value for customers.

In addition, the Company has initiated a group-level organizational restructuring through the establishment of a holding company structure. This initiative is aimed at supporting future business expansion opportunities and enhancing investment flexibility in new ventures related to technology and digital services. It represents part of the Company’s broader effort to strengthen its organizational readiness for long-term growth.

The Board of Directors places significant importance on good corporate governance, risk management, and internal control to ensure that the Company’s operations remain transparent, auditable, and compliant with relevant laws and regulations. Particular attention has been given to information technology risks, cybersecurity, and personal data protection, which are critical issues in the digital economy. The Company has continuously reviewed and enhanced its policies, processes, and control measures in these areas to reinforce confidence among customers and stakeholders. With respect to sustainability, the Company recognizes its responsibilities toward society and the environment and remains committed to balanced growth alongside long-term value creation. The Company continues to advance its ESG initiatives in alignment with the nature of its retail

and technology service business, including improving service quality, supporting employee welfare, managing environmental impacts and organizational resources responsibly, and promoting a culture grounded in integrity and accountability. These elements form an important foundation for maintaining trust in the capital market.

Finally, the Board of Directors reaffirms its commitment to closely overseeing and supporting the management team to ensure that the Company continues to deliver strong performance and sustainable value for shareholders and stakeholders in the long run.

On behalf of the Board, I would like to express my sincere appreciation to our shareholders, investors, partners, customers, and employees for their continued trust and support.



A blue ink handwritten signature of Mr. Sanit Rangnoi.

Mr. Sanit Rangnoi

Chairman of the Board of Directors

A decorative graphic consisting of a large blue bracket on the left and a large green comma on the right, framing the text below.

To deliver an exceptional customer experience through innovative IT products and advanced services at great value.

## About this report (GRI 2-1)

Advice IT Infinite Public Company Limited is a leading IT distributor in Thailand, operating retail and wholesale businesses for various products such as D.I.Y. computers, notebooks, desktops, peripherals, IT accessories, smartphones, and home appliances. These are offered through a nationwide branch network and online channels developed to meet the growing demands of digital consumers. The company focuses not only on sales but also on comprehensive after-sales services, including maintenance, inspections, consultations, and technical support, to enhance product efficiency and create a sustainable, positive customer experience.

With extensive experience and a business structure covering the entire value chain, from procurement, warehousing, and distribution to sales via branches and online, and after-sales service, the Company has played a vital role in Thailand's technology ecosystem since its founding in 2012.

The Company's headquarters is located at 74/1 Moo 1, Tha It, Pak Kret, Nonthaburi 11120, Thailand, serving as the hub for strategic management, corporate governance, and the company's key sustainability initiatives.

## Reporting Boundary (GRI2-2, GRI2-3, GRI 2-4)

The scope of this sustainability report covers the operations of Advice IT Infinite Public Company Limited and its subsidiary, Unity IT System Company Limited. It encompasses environmental, social, and governance (ESG) performance from January 1 to December 31, 2025, aligned with the company's consolidated financial statements period.

This report is published on April 30, 2026, marking the first year that the Company has officially prepared a sustainability report. Therefore, there is no restated or revised information from previous years. The absence of a prior report does not affect the completeness or accuracy of the information presented in this report.

Further information regarding the Company's business operations can be found in the 2025 One Report (Form 56-1 One Report)  
[https://www.irplus.in.th/Listed/ADVICE/th/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/th/ebook/annual/advice_ann_2025_E)

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### Contact Information

For further inquiries or questions regarding this report, please contact:

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Advice



# Vision and Mission

**To deliver an exceptional customer experience through innovative IT products and advanced services at great value.**

## Objectives

The Company strives to be a leading integrated distributor of IT products, smartphones, and technology, with a nationwide reach. We are committed to product quality and professional service standards while continuously expanding our distribution network through both storefronts and online platforms to meet customer needs across all channels. The Company prioritizes sustainable business operations under ESG (Environmental, Social, and Governance) principles, aiming for stable, transparent, and sustainable growth while creating long-term value for shareholders, customers, society, and the environment.





## Goals

The Company aims to be the "leader in IT and smartphone retail and services, creating modern, cost-effective, and nationwide accessible experiences" by expanding operations and elevating service quality to meet the needs of digital-age consumers and businesses. The Company's primary goals consist of:

- **Expanding the business network and distribution channels** to increase nationwide customer reach by developing physical branches, digital channels, and diverse sales models. This aims to support the growth of the IT and smartphone markets while enhancing the organization's long-term competitiveness.
- **Elevating service quality and customer experience** by developing sales support systems, comprehensive after-sales services, and an omni-channel approach. This aims to ensure satisfaction, maintain existing customer relationships, and strengthen long-term brand trust.
- **Achieving stable business and financial growth** by expanding branch networks and distribution channels while increasing product and service diversity to meet evolving market demands. This includes implementing marketing strategies to retain existing customers and reach new segments, effectively increasing market share, strengthening business foundations, and supporting the organization's sustainable growth.
- **Operating with responsibility and sustainability** by prioritizing efficient resource management, personnel development, social engagement, and transparent corporate governance. This aims to create long-term value for shareholders, customers, society, and the environment.



## Awards and Recognitions

### Quality Assessment of the Annual General Meeting of Shareholders



The Company received a score of 96 out of 100 points (4 stars) in the 2025 Annual General Meeting (AGM) Quality Assessment (AGM Checklist) conducted by the Thai Investors Association (TIA). The Company aims to continuously elevate the quality of its shareholder meetings by prioritizing shareholder rights and equitable treatment. This includes providing opportunities for shareholders to express their opinions with transparency and accountability, in accordance with corporate governance principles.

### Certificate of Honor for supporting and developing Cooperative Education Project of Kasetsart University

The Company was awarded a Certificate of Honor from Kasetsart University, recognizing it as an establishment that provides effective support for professional internships and the development of Cooperative Education programs. By providing opportunities for students to engage in real-world work experiences within the organization, the Company promotes the integration of academic knowledge with practical business operations. This support reflects the Company's commitment to developing the potential of youth and the new generation, ensuring they possess skills and knowledge that align with industry demands. Furthermore, it strengthens the collaboration between the educational and business sectors to collectively develop high-quality human resources for the country's future labor market.



### Award for participating in training with the Department of Skill Development

The Company received an award from the Nonthaburi Skill Development Institute 26, honoring its commitment to promoting and developing the professional skills of its personnel. By participating in training programs and capacity-building activities organized by the Department of Skill Development, the Company demonstrates its dedication to upskilling and reskilling employees to meet industry demands and keep pace with current technological advancements. Furthermore, this participation supports the development of the national workforce, ensuring potential and competitiveness in the global market.



# Partner Awards

1. TP-LINK Brand:
  - Modern Retail Chain Grand Pinnacle Award
2. Thermaltake Brand:
  - Best Outstanding Reseller Award
3. BenQ Brand:
  - Top Performance Award BenQ Data Projector Award
4. AMD Brand: Total 3 Awards namely;
  - Top Consumer Sales Retail Chain Partner Of The Year 2025
  - Outstanding Commercial Client And Server Partner Of The Year 2025
  - Outstanding CPU Performance Of The Year 2025
5. SVOA Public Company Limited:
  - Best Bangkok Partner 2025 Award



# Business Value Chain (GRI 2-6)

The Company operates within the service industry, conducting business responsibly under the principles of good corporate governance. We recognize the importance of relationships with key stakeholders involved in our business activities from upstream to downstream. The Company is committed to creating value through our products and services to meet the expectations of all stakeholder groups, with the objective of driving and promoting collaborative sustainable business growth. To this end, the Company has established guidelines for managing impacts on stakeholders throughout the Value Chain. This ensures sustainable development and maintains a balance across economic, social, and environmental dimensions throughout the supply chain, ultimately delivering maximum benefits to all stakeholder groups.

## Value Chain

### 1. Primary Activities of the Business Value Chain

#### 1.1 Procurement of Products and Services (Smart Sourcing)

**Product and Service Procurement:** The Company prioritizes the procurement of products and services from high-quality, cost-effective distributors, taking into account both cost efficiency and social and environmental sustainability. We focus on careful selection and sourcing to ensure products meet customer needs while reducing the risk of over-reliance on a single manufacturer or supplier. This approach strengthens our competitiveness in a rapidly evolving industry.

Furthermore, the Company has initiated the recording and collection of data regarding Green Products. This serves as a database for procurement planning, ensuring alignment with the Company's sustainability goals and evolving consumer demand trends.

**Product Trend Monitoring:** The Company continuously tracks new product trends and emerging technologies. Our procurement team actively analyzes market data within the IT and smartphone industries to inform decision-making in product selection and manage the product portfolio effectively to align with current market conditions.

#### 1.2 Warehouse Management

The Company has developed a comprehensive warehouse management system to enhance competitiveness by streamlining workflows and increasing agility. This system covers the entire process, from inbound receiving and storage to packaging, ensuring operational speed and accuracy. Designed for flexibility and scalability, the system continuously integrates modern technological updates to stay responsive to business shifts and evolving consumer behavior.

The Company fully implements the First-In, First-Out (FIFO) principle, integrated into the physical warehouse layout design. This ensures effective shelf-life management, significantly reducing the risk of product obsolescence or inventory expiration.

### 1.3 Sales Operation

The Company adheres to the **Smart Experience** principle, with details as follows:

The Company is dedicated to delivering **superior experiences to customers** and all stakeholder groups throughout the service and product delivery processes. By leveraging technology and innovation, we aim to enhance operational efficiency and consistently exceed customer expectations.

**The development of work processes** and the integration of technology to enhance operational efficiency. By streamlining workflows, we ensure a rapid and high-quality response to customer demands.

**Actively listening to customer feedback** to continuously develop and improve our services.

### 1.4 Logistics and Service Fulfillment

**Improving efficiency in product delivery and service processes** by integrating collaboration with transport partners through Application Programming Interface (API) connectivity. This enhances the speed of data transmission and order management, resulting in greater agility in distributing products to various destinations.

**Developing a systematic distribution and replenishment planning process** to balance inventory levels across all branches. This enables the Company to maintain a delivery standard of within 1 day for the Bangkok Metropolitan Region and 1–2 days for all other regions nationwide, fostering customer confidence and ensuring the highest level of satisfaction.

### 1.5 After-Sales Service

The Company adheres to the **Trustworthy After-Sales Services** principle, categorized as follows:

**Reliable After-Sales Support:** Building customer confidence by providing fast, professional, and efficient technical support and services.

**Service Development and Improvement:** Continuously enhancing services with consideration for social and environmental impacts, ensuring customers receive the most effective and timely solutions.

**Satisfaction Assessment:** Systematically evaluating customer satisfaction and actively listening to feedback to drive ongoing service improvements.



## 2. Support Activities for the Business Value Chain

### 2.1 Sourcing

Considering environmental impacts and maintains good corporate governance, including the selection of products that demonstrate social responsibility.

Adhering to transparent and fair procurement principles, prioritizing mutual benefits with business partners and maintaining strong, long-term relationships.

### 2.2 Human Resource Management

Developing employees to have modern capabilities aligned with technology and the Company's business goals.

Recruiting high-quality employees and developing them to adapt in an era of rapid technological change, while providing growth opportunities and motivating compensation.

### 2.3 Marketing and Marketing Analytics

The Company adheres to the Responsible Marketing principle as follows:

Marketing that focuses on equality and access to a diverse range of high-quality products and services, utilizing technology and innovation to communicate effectively and meet the specific needs of every customer.

Using Big Data to analyze customer behavior for forecasting and adapting sustainable marketing strategies, while building a strong and positive brand image for customers.

### 2.4 Technology Development

Developing software innovations and technologies that enhance efficiency throughout the entire business process, including the use of data to support operations and processing that responds to customer needs.

Adapting to Industry 4.0 while prioritizing Cyber Security and Personal Data Protection.

### 2.5 Partner Management

Operating the business on a foundation of ethics and equality, while strictly adhering to anti-corruption policies and business codes of conduct.

Adhering to trade agreements with transparency and prioritizing continuous communication and relationship-building with partners and business allies to ensure sustainable mutual growth.



In the past reporting year, there were no significant changes in the value chain, both in upstream and downstream activities. Consequently, the scope and components of the value chain remain consistent and continuous from 2024, with no changes impacting the organization's core operating model.

## Workforce Data

Further details regarding employees can be found in the **Human Resource Management** chapter



Note: \*Total number of employees excludes outsourced workers.

## Public Commitment to Corporate Policy (GRI 2-23, 2-26)

Advice IT Infinite Public Company Limited and its subsidiaries ("the Company") recognize the importance of operating under the principles of good governance, integrity, transparency, and accountability to build stakeholder confidence and support sustainable growth. The Company has established operational guidelines aligned with moral principles, ethics, and relevant laws as a standard for performance at all levels. Furthermore, the Company has developed a Business Ethics Manual to serve as a comprehensive framework covering various dimensions of business operations, such as maintaining integrity, preventing conflicts of interest, ensuring proper data management, anti-corruption, fair treatment of stakeholders, and upholding responsibility toward society, the environment, and human rights, which form the foundation of a strong and sustainable corporate culture.

Furthermore, the Company encourages the Board of Directors, executives, and employees at all levels to strictly adhere to the business code of conduct through regular communication and training, ensuring that ethical principles become an integral part of the corporate culture. The Company provides orientation and ethics training for new employees, as well as refresher courses for current staff. A systematic process for monitoring, auditing, and reporting compliance has been established, with dedicated units responsible for oversight and providing guidance on any concerns. Additionally, the Company encourages employees to report leads or grievances regarding ethical violations through secure channels, supported by whistleblower protection measures to promote a transparent, ethical, and accountable corporate culture.



**The Company's Business Ethics Manual** covers the following areas:

1. Prevention of Conflicts of Interest
2. Anti-Bribery and Corruption
3. Whistleblowing and Whistleblower Protection
4. Prevention of Insider Trading and Misuse of Internal Information
5. Anti-Money Laundering (AML)
6. Giving or Receiving Gifts, Entertainment, or Business Hospitality
7. Compliance with Laws, Rules, and Regulations
8. Use and Protection of Information and Assets
9. Anti-Unfair Competition
10. Information Security and Information Systems Security
11. Environmental Management
12. Human Rights
13. Occupational Health and Safety

**Further details regarding the development of the Board of Directors can be found in the 2025 One Report (E-One Report), Chapter 6.2: Business Ethics.**

[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

## **Integration of Sustainability Policies with Business Operations** (GRI 2-24)

Advice IT Infinite Public Company Limited and its subsidiaries prioritize sustainable business operations by establishing various policies and a Code of Conduct that encompass Environmental, Social, and Governance (ESG) aspects to serve as organizational guidelines. The Board of Directors and senior management are responsible for oversight and driving concrete implementation, while relevant departments are tasked with integrating these commitments into core business processes. This includes risk management, operational procedures, and procurement processes. Furthermore, the Company communicates its expectations to partners and business allies to ensure compliance with its established criteria. Internal training and communications are also conducted to enhance employees' understanding and ensure the effective practical application of these policy commitments.

## Grievance Mechanism and Remediation for Social and Environmental Impacts

(GRI 2-25, 2-26)

The Company prioritizes responsible business operations alongside the mitigation and management of potential negative impacts on personnel, customers, partners, communities, and the environment arising from its activities. Should an incident occur where the Company is the cause of or a contributor to damages, the Company is committed to taking appropriate corrective and remedial actions. These efforts focus on transparency, fairness, and the protection of the rights of those affected, as well as the continuous improvement of operational systems to prevent such incidents from recurring.

To ensure that stakeholders can safely communicate issues, the Company has established a Whistleblowing Policy and accessible grievance mechanisms. Complainants may choose to disclose their identity or remain anonymous. Various channels are available, including reporting directly to a supervisor, submitting through the Company website at [www.advice.co.th/complaint](http://www.advice.co.th/complaint), or sending documents via mail directly to the Chairman of the Audit Committee. These measures ensure that complainants can confidently report concerns regarding misconduct, corruption, or violations of the business code of conduct. Upon receiving a grievance, the Customer Relationship Management department or the responsible unit will conduct an initial screening and verification. If the complaint is found to have sufficient merit, it will be formally presented to the Audit Committee for consideration. The Company's investigation committee will then perform a comprehensive fact-finding process before determining corrective actions, disciplinary measures, or assistance for affected parties (if applicable). Additionally, the committee will propose improvements to relevant processes to prevent recurrence.

The Company has established protection measures for all whistleblowers, complainants, and informants, guaranteeing that there will be no victimization, retaliation, or unfair treatment during or after the investigation. Personal details and information of the informants will be kept strictly confidential to create a safe environment and encourage personnel and stakeholders to courageously report issues.

Furthermore, the Company encourages employees and stakeholders to seek advice regarding policy interpretation, ethically correct practices, and inquiries concerning responsible business operations. Contact can be made via email at [Compliance@advice.co.th](mailto:Compliance@advice.co.th). The management process designates the Compliance unit with the duty to review and address such inquiries. However, should an issue involve a critical interpretation that could significantly impact stakeholders, the Compliance unit must bring the matter to the Corporate Governance and Sustainable Development Committee for further consultation.

## Legal Compliance and Compensation for Damages (GRI 2-27)

The Company places great importance on full compliance with all relevant laws, rules, and regulations, covering labor, environment, corporate governance, data protection, and industry-specific laws. This ensures transparency and reduces legal risks that could affect stakeholders.

During the reporting year, the Company had no instances of non-compliance with laws or regulations resulting in fines, penalties, or compensation claims regarding the environment, labor standards, data protection, or other business laws. Additionally, there were no mediation processes or damage reparations involving regulatory bodies, government agencies, or other stakeholders.



## Stakeholder Analysis in the Business Value Chain (GRI 2-29)

The Company has thoroughly considered, analyzed, and assessed the expectations of stakeholders throughout the business Value Chain. This ensures a comprehensive response to the needs of both internal and external stakeholders associated with the value chain, as summarized below:

Stakeholder Group	Stakeholder Expectations	Responding to Stakeholder Expectations	Engagement and Communication Channels
Internal Stakeholders			
<ul style="list-style-type: none"> <li>• Employee</li> </ul>	<ul style="list-style-type: none"> <li>- Adhere to fair employment principles and human rights standards.</li> <li>- Compensation, benefits, and good welfare packages.</li> <li>- Continuously promote potential development and career advancement for personnel.</li> <li>- Provide opportunities for career growth, advancement, and job security.</li> <li>- Happiness and well-being in the workplace.</li> <li>- Provide adequate and appropriate occupational health and safety standards in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>- Consistent communication through internal organizational channels.</li> <li>- Annual employee performance appraisal and Mid-year review</li> <li>- Establish employee training plans tailored to job responsibilities and promote continuous development of skills and knowledge.</li> <li>- Develop a SUCCESSION PLAN to outline career growth for key positions.</li> <li>- Formulate personnel development policies and plans, and establish guidelines for occupational health and safety in the workplace.</li> <li>- Establish a WHISTLEBLOWER POLICY for receiving employee grievances.</li> <li>- Strictly comply with the Code of Conduct, employee regulations, and all related policies.</li> </ul>	<ul style="list-style-type: none"> <li>• CSR activities</li> <li>• Online communication</li> <li>• Internal meetings</li> <li>• whistleblowing channels</li> <li>• Employee engagement surveys</li> <li>• Satisfaction surveys</li> <li>• Training/Seminars</li> </ul>

Stakeholder Group	Stakeholder Expectations	Responding to Stakeholder Expectations	Engagement and Communication Channels
External Stakeholders			
<ul style="list-style-type: none"> <li>• Investors / Institutional Investors</li> <li>• Analysts</li> <li>• Shareholders</li> </ul>	<ul style="list-style-type: none"> <li>- Good Corporate Governance and accurate, complete, and timely information disclosure.</li> <li>Commitment to maximizing investor satisfaction.</li> <li>- Ability to generate profit and provide appropriate dividend returns.</li> <li>- Maximize efficiency in risk management and internal controls.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure good corporate governance and transparent, fair, and accountable information disclosure.</li> <li>- Provide appropriate dividend payments.</li> <li>- Formulate strategic business plans.</li> <li>- Create technology and innovation to efficiently enhance workflow systems, including management through modern technology.</li> <li>- Manage risks prudently by consistently applying the principle of caution.</li> </ul>	<ul style="list-style-type: none"> <li>• Company visits</li> <li>• Press conferences</li> <li>• Online communication and digital channels</li> <li>• Meetings with external organizations</li> <li>• Annual General Meeting of Shareholders</li> </ul>
<ul style="list-style-type: none"> <li>• Customer</li> </ul>	<ul style="list-style-type: none"> <li>- Receive high-quality products and services that meet expectations, along with impressive service and enhanced customer experiences.</li> <li>- Ability to resolve issues promptly and provide beneficial solutions for customers.</li> <li>- Treat customers with equality, respect human rights, and avoid unfair practices.</li> <li>- Strictly comply with all terms, conditions, and agreements made with customers.</li> <li>- Strictly maintain the confidentiality of customer information.</li> </ul>	<ul style="list-style-type: none"> <li>- Operate with good governance, holding ethics and integrity, equality, and no exploitation, which is our company's long-standing practice.</li> <li>- Build customer confidence in products and services, including after-sales support with warranties and multi-channel complaint processes to meet customer needs.</li> <li>- Provide customers with accurate, sufficient, and timely information.</li> <li>- Maintain quality management through ISO standards with a consistent and effective internal control system.</li> <li>- Adhere to professional ethics in maintaining the confidentiality of customer information.</li> </ul>	<ul style="list-style-type: none"> <li>• Online communication and digital channels</li> <li>• Meetings with external organizations</li> <li>• Customer complaint and grievance channels</li> <li>• Customer satisfaction surveys</li> <li>• Customer engagement activities</li> </ul>



Stakeholder Group	Stakeholder Expectations	Responding to Stakeholder Expectations	Engagement and Communication Channels
External Stakeholders			
<ul style="list-style-type: none"> <li>• Business Partner</li> </ul>	<ul style="list-style-type: none"> <li>- Strict compliance with contracts and mutual agreements.</li> <li>- Focus on supplier management, knowledge exchange, continuous product quality development, and building strong relationships.</li> <li>- Ensure high-quality products and services at fair prices for the company's best interest, while adhering to business ethics, transparency, fairness, and human rights as part of the value chain.</li> <li>- Maintain the confidentiality of supplier information.</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct business based on ethics, integrity, and equality, while strictly avoiding exploitation as a core principle.</li> <li>- Strictly comply with all mutually agreed terms and conditions.</li> <li>- Support and promote suppliers who demonstrate social and environmental responsibility and participate in Thailand's Private Sector Collective Action Against Corruption (CAC).</li> <li>- Strictly enforce the confidentiality of supplier information.</li> <li>- Strictly adhere to anti-corruption policies, business ethics, and all other relevant regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with external organizations</li> <li>• Complaint handling</li> <li>• Satisfaction surveys</li> <li>• Supplier registration</li> <li>• Clear procurement contracts for goods and services</li> <li>• Joint marketing activities with partners</li> </ul>
<ul style="list-style-type: none"> <li>• Community</li> <li>• Social</li> </ul>	<ul style="list-style-type: none"> <li>- Support community and social activities.</li> <li>- Ensure business operations do not negatively impact society, communities, or the environment.</li> <li>- Create job opportunities for nearby communities.</li> <li>- Promote access to IT products and technology for Thai people, and develop skills through the power of technology.</li> </ul>	<ul style="list-style-type: none"> <li>- Comply with laws and other relevant regulations in all operations.</li> <li>- Respect human rights, foster social equality, and maintain accountability through active social engagement.</li> <li>- Prioritize local hiring for residents near the company's facilities.</li> <li>- Conduct business with prudence and care to prevent adverse impacts on society, the community, and the environment.</li> <li>- Organize activities to promote and develop communities and society through technology.</li> </ul>	<ul style="list-style-type: none"> <li>• Social contribution activities</li> <li>• Online communication and digital engagement</li> <li>• Grievance mechanisms and complaint handling</li> </ul>

## Negotiating terms and conditions of employment. (GRI 2-30)

The Company promotes employees' rights and freedom of expression and their participation in issues related to employment conditions based on the principle of Collective Bargaining. To facilitate this, the Company has established a Welfare Committee in the workplace, consisting of employer and employee representatives. This committee serves as a channel for communication, listening to opinions, and receiving suggestions regarding welfare and working conditions. The committee meets every three months to discuss issues concerning employees' quality of work-life, with the outcomes used to improve human resource management practices appropriately, transparently, and fairly.

Furthermore, this mechanism enhances employee engagement in providing feedback on employment terms. In 2025, 100% of the Company's employees were covered by this participation mechanism, granting them the right to express opinions and provide suggestions regarding their terms of employment.



# Identification of Materiality Topics

In 2025, the Company conducted a materiality assessment in accordance with GRI 2021 standards, covering economic, environmental, and social dimensions, all stakeholder groups, and human rights. This assessment was performed under the Double Materiality Assessment (DMA) principles, which consist of:

## 1. Sustainability Impact – inside-out

The analysis of sustainability impacts, encompassing both existing (Actual impact) and anticipated (Potential impact) effects. This covers both positive and negative impacts on the environment and society resulting from the Company's operations throughout the entire value chain.

## 2. Financial Impact – outside-in

The analysis of risks and opportunities that may affect the Company's financial position in the short, medium, and long term. This considers potential impacts or opportunities on the Company's revenue, costs, cash flow, and assets under shifting external factors, such as regulations, markets, technology, and the business environment.

In addition to GRI 2021, this assessment also aligns with international sustainability frameworks based on the Double Materiality principles of the European Sustainability Reporting Standards (ESRS) and the IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information.

# Sustainability Materiality Assessment Process

(GRI 3-1)

## 01 Analyzing the Organizational Context

The Company conducts a comprehensive organizational context analysis by considering both the business model, structure, and roles of the corporate group alongside the assessment of internal and external factors such as peer companies, industry trends, regulatory changes, disclosure requirements, and the perspectives of each stakeholder group.

Additionally, the Company considers activities throughout the value chain to understand the linkages between operations and potential impacts in economic, environmental, social, and human rights dimensions. The obtained data is linked and benchmarked against sustainability standards and ESG Raters, namely SASB, S&P Corporate Sustainability Assessment (CSA), and MSCI ESG Rating, to support defining the scope and content of the material sustainability topic assessment to be appropriate, comparable, and aligned with the organization's strategy and operations.

## 02 Identification of Sustainability Impacts, Risks, and Opportunities

The Company identified and analyzed the positive and negative sustainability impacts (inside-out) of its operations on stakeholders and society. This process involved interviews and online questionnaires to gather comprehensive data and diverse stakeholder perspectives. The seven participating groups included employees, communities, society, customers, shareholders, analysts, and business partners. This stakeholder data was then analyzed alongside external information, such as industry trends and regulations, to confirm the significance of the sustainability topics most relevant to the Company.

Simultaneously, the Company has conducted an assessment of risks and opportunities from external factors (outside-in) that may impact the organization's finances through value chain analysis, Enterprise Risk Management (ERM), and executive interviews to identify topics that may impact the ability to operate and create long-term business value.

In this regard, the Company utilized information from both perspectives to develop Sustainability and Financial Impact Pathways. These serve as the foundation for assessing and prioritizing the Company's sustainability topics.



03

## Assessment of Impact Significance

The Company combined results from interviews, online questionnaires, and workshops with relevant departments to assess impact levels based on the following guidelines:

**Sustainability Impact Materiality Assessment** is based on:

- Scale: The severity of negative impacts or the scale of positive benefits that create changes for the environment, communities, or society.
- Scope: The scope of the impact, such as the number of individuals affected or the extent of environmental damage.
- Irremediability: (For negative impacts) The difficulty of remediating or restoring the impact to its original state, particularly when recovery requires significant time and resources or is irreversible.
- Likelihood: (For potential impacts) The probability of the impact occurring.

**Financial Materiality Assessment** is based on:

- Magnitude of risks or opportunities refers to the scale of their financial impact, assessed through both quantitative and qualitative data.
- Likelihood of risks or opportunities refers to the probability of the impact occurring.

04

## Prioritization of Material Sustainability Topics

The Company prioritizes sustainability topics by defining three levels of materiality: Crucial, Significant, and Immaterial. The assessment results are plotted on a Materiality Matrix to rank these topics, providing a framework for developing sustainability strategies, management approaches, and disclosure practices.

Throughout this process, external sustainability consultants supported the analysis and reviewed the prioritization of key topics alongside the Company's relevant departments to ensure appropriateness and accuracy.

05

## Validation of Assessment Results

The Corporate Governance and Sustainability Committee, along with the Executive Committee, reviewed and approved the sustainability materiality assessment results. These results serve as the framework for defining the Company's sustainability strategies, risk management, and disclosure practices.

# Double Materiality Assessment Results of Y2025 (GRI 3-2)

**E** E1 Climate Change Management  
E2 Environmental Management  
E3 Sustainable Products

**S** S1 Human Capital Mangement  
S2 Customer Relationship & Experience Management  
S3 Occupational Health & Safety Management  
S4 Empowering Communities Through Technology

**G** G1 Good Corporate Governance  
G2 Sustainable Supply Chain  
G3 Privacy & Cybersecurity












# Double Materiality Assessment Details For Year 2025

(GRI 3-3)









Materiality Topics	Impacts, Risks, and Opportunities*	Impact Levels	Relevant Stakeholders	SDGs
E1: Climate Change Management	<p>(-) The use of fossil fuels and energy in business operations, such as goods transportation and employee commuting, results in greenhouse gas (GHG) emissions.</p> <p>(-) Mineral mining for raw materials used in electronic component production within the upstream supply chain leads to greenhouse gas emissions, deforestation, and the destruction of local community habitats.</p> <p>(+) The adoption of clean energy, such as the installation of solar panels, results in a reduction of greenhouse gas emissions and mitigates environmental impacts.</p>	 <p>Significant (Sustainability Impact)</p>	<p>Employee</p> <p>Investor</p> <p>Analyst</p> <p>Shareholder</p> <p>Business Partner</p> <p>Community &amp; Society</p>	
	<p>(O) Revenue growth from green business through the distribution and installation of solar panels.</p>	 <p>Significant (Financial Impact)</p>		
E2: Environmental Management	<p>(+) Effective e-waste segregation reduces pollution, enhances the safety and well-being of employees and local communities, and supports sustainable resource management.</p> <p>(+) Organizing environmental activities and recognition programs increases employee engagement and strengthens environmental awareness across the organization.</p>	 <p>Significant (Sustainability Impact)</p>	<p>Employee</p> <p>Investor</p> <p>Analyst</p> <p>Shareholder</p> <p>Community &amp; Society</p>	
	<p>No significant financial impact.</p>	<p>N/A</p>		

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Materiality Topics	Impacts, Risks, and Opportunities*	Impact Levels	Relevant Stakeholders	SDGs
E3: Sustainable Products	(+) Requiring suppliers to establish environmental targets, such as Net Zero Emissions, to help reduce resource consumption and greenhouse gas emissions.	●●● Significant (Sustainability Impact)	Employee Investor Analyst Shareholder	   
	(R) Changes in laws and regulations may lead to increased operational costs.  (O) Selecting business partners who prioritize ESG operations, such as those with Net Zero Emissions targets, enhances the organization's corporate image and strengthens collaboration between the Company and its partners.	●●● Significant (Financial Impact)	Customer Business Partner	
S1: Human Capital Mangement	(+) Adhering to ethical standards, non-discrimination, and promoting equality enhances employee engagement and their sense of self-worth.  (+) Providing structured development systems and clear career paths increases growth opportunities and employee satisfaction.  (+) Offering competitive benefits and welfare in accordance with the law ensures income stability and improves the quality of life for	●●● Significant (Sustainability Impact)	Employee	    
	(O) Promoting employee training and welfare benefits to reduce turnover rates, as well as engaging interns to build a talent pipeline of the new generation, thereby mitigating the risk of labor shortages.	●●● Significant (Financial Impact)		

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk









Materiality Topics	Impacts, Risks, and Opportunities*	Impact Levels	Relevant Stakeholders	SDGs
S2: Customer Relationship & Experience Management	(+) Developing seamless service channels, providing honest product recommendations, and ensuring fast delivery; resulting in fewer complaints while increasing customer satisfaction and repeat purchases.	 Significant (Sustainability Impact)	Employee Customer	 
	(R) If service coverage is insufficient, there is a risk of customer dissatisfaction and failure to achieve customer experience targets. (R) If franchisees fail to comply with agreements, it poses a risk of litigation, which increases costs and negatively impacts service standards and customer satisfaction. (O) Providing Omni-channel services and express delivery leads to revenue growth from an expanded customer base and increased purchasing volume. (O) After-sales services, such as maintenance and repairs, help strengthen customer trust and enhance the Company's brand image.	 Crucial (Financial Impact)		
S3: Occupational Health & Safety Management	(+) Strictly adhering to occupational health and safety measures in accordance with legal requirements and standards ensures a safe working environment, reduces accidents, and enhances community safety.	 Immaterial (Sustainability Impact)	Employee Business Partner Community & Society	 
	(+) Conducting emergency response training and drills to boost confidence, operational efficiency, and overall workplace safety. (R) High-risk operations may lead to accidents that impact the health, safety, property, or lives of employees. (R) Providing occupational health and safety training for employees at all levels helps prevent and reduce accident rates that could affect the health, safety, property, or lives of employees.	 Immaterial (Financial Impact)		

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Materiality Topics	Impacts, Risks, and Opportunities*	Impact Levels	Relevant Stakeholders	SDGs
S3: Occupational Health & Safety Management	(O) Collaborating with business partners to provide occupational health and safety training on workplace safety standards, aimed at preventing and reducing accident rates that could impact the health, safety, property, or lives of both the Company's and partners' employees.	●●● Immaterial (Financial Impact)	Employee Business Partner Community & Society	 
S4: Empowering Communities Through Technology	(+) Providing digital technology training and IT equipment support to those in need to help develop digital skills and bridge the digital divide in society.	●●● Significant (Sustainability Impact)	Community & Society	   
	(R) Business operations near communities may disturb residents, risking dissatisfaction and the Company's image. (O) Community development and tech access through IT support to upgrade skills, create jobs, reduce inequality, and boost long-term corporate credibility.	●●● Significant (Financial Impact)		
G1: Good Corporate Governance	(+) Establishing transparent and accountable policies, guidelines, and governance frameworks enhances the confidence of internal and external stakeholders in the organization's stability.	●●● Crucial (Sustainability Impact)	Employee Investor Analyst Shareholder Customer	 
	(O) Promoting a culture of governance and transparent disclosure helps build trust and attracts investors and business partners.	●●● Significant (Financial Impact)	Business Partner Community & Society	

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk



Materiality Topics	Impacts, Risks, and Opportunities*	Impact Levels	Relevant Stakeholders	SDGs
G2: Sustainable Supply Chain	(+) Fair and transparent partner selection promotes healthy competition, ensuring the Company receives high-quality products and excellent services.	●●● Significant (Sustainability Impact)	Business Partner	   
	(O) Collaborating with partners to elevate ESG standards reduces regulatory compliance risks and strengthens the confidence of both internal and external stakeholders.	●●● Significant (Financial Impact)		
G3: Privacy & Cybersecurity	(+) Enhancing cybersecurity, such as implementing encryption and conducting awareness training, reduces data breach risks and strengthens the confidence of employees and stakeholders in the Company's operations.	●●● Crucial (Sustainability Impact)	Employee Investor Analyst Shareholder Customer Business Partner	 
	(O) Enhancing cybersecurity by upgrading systems, such as encryption, plus awareness training to reduce attack and data breach risks while building stakeholder confidence.	●●● Crucial (Financial Impact)		

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

An aerial photograph of a city skyline, likely Bangkok, Thailand, viewed from a high angle. The foreground is dominated by a vast, lush green park with a winding path and a large, calm lake. The city buildings, including several prominent skyscrapers, are visible in the background under a bright blue sky with scattered white clouds. The text 'Environmental Dimension' is overlaid in the upper left quadrant in a bold, green, sans-serif font. The text is framed by two white, stylized circuit-like lines that extend horizontally across the top and bottom of the text area, with small white circles at their ends.

# Environmental Dimension

# Climate Change Management

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (-) Fossil fuel and energy consumption in business operations, such as logistics and employee commuting, resulting in greenhouse gas emissions.</li> <li>• (-) High energy consumption from data storage expansion, AI systems, internal systems, and 24/7 cloud servers, resulting in greenhouse gas emissions.</li> <li>• (-) Mining for raw materials in electronic component manufacturing within the upstream supply chain, resulting in GHGs emissions and deforestation of community habitats.</li> <li>• (+) Use of clean energy, such as solar panel installation, resulting in GHGs reduction and diminished environmental impact.</li> <li>• (+) Establishing measures or joint projects to reduce GHGs emissions with partners, resulting in emission reductions across the entire supply chain.</li> <li>• (+) Green skill development for employees, resulting in new professional skills and increasing green labor for the market.</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Revenue loss from the inability to sell products or property damage caused by climate change, such as flooding.</li> <li>• (O) Increased revenue from green business through the sale and installation of solar panels.</li> <li>• (O) Reduced operational expenses through the installation and use of clean energy, supporting efficient and sustainable operations.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

According to a report by the World Economic Forum<sup>[1]</sup>, climate change risks are now clearly manifesting through increasingly frequent and severe extreme weather events. This is no longer just a future risk or a theoretical projection, but a problem causing tangible damage today. Insured losses from natural disasters exceed \$100 billion per year, and when considering the overall economic impact, the value is significantly higher.

Given this situation, it is crucial for all sectors to prioritize climate change risk management and accelerate concrete proactive measures. The Company recognizes that its operations, including logistics, product distribution, and supply chain activities, may be sources of indirect greenhouse gas emissions affecting both the environment and society. Therefore, establishing clear climate change strategies and practices, such as utilizing Electric Vehicles (EVs) for District Managers' business travel and adopting renewable energy through solar power systems—enables the organization to tangibly reduce its negative environmental impact. These efforts also mitigate risks that could lead to social rights violations regarding standards of living, including access to food, clothing, housing, medical care, and essential social services necessary for health and well-being.

Thailand's policies and the trend toward stricter climate change regulations, such as carbon taxes and climate-related financial reporting standards (IFRS S2), alongside operational disruptions from physical and transition risks, may lead to higher operating costs as organizations adapt to environmental requirements. In response, the Company has established a clear Quality and Environmental Manual on Climate Change aligned with ISO 14001 Environmental Management Systems. This proactive approach aims to mitigate potential impacts and ensure long-term cost reduction.

<sup>[1]</sup> World Economic Forum, (2026). What the Global Risks Report 2026 really says about the urgency of environmental threats, <https://www.weforum.org/stories/2026/02/2026-global-risks-report-environmental-risks-remain-urgent/>

# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

The Company has established greenhouse gas management guidelines based on sustainable development to create shared value across the business value chain, as follows:

- 1) Build awareness and enhance knowledge regarding energy conservation and climate change adaptation for the Board of Directors, executives, employees, and business partners.
- 2) Promote and support energy efficiency activities and the responsible use of natural resources within all employee-related activities.
- 3) Support and promote waste management and disposal initiatives.
- 4) Target zero (0) paper usage by implementing initiatives such as issuing e-Tax invoices and e-Receipts in accordance with government policy. This includes supporting comprehensive electronic transactions via the National e-Payment system for sales and services, encouraging fully online meetings and training, transitioning to document uploads via internal communication applications, establishing digital approval workflows, and fostering awareness for efficient paper utilization.
- 5) Promote eco-friendly packaging, the reduction of plastic packaging, and the mitigation of plastic waste that may disrupt ecosystems and biodiversity. Future guidelines also include transitioning to environmentally friendly fuel for logistics and transportation.

### GOVERNANCE

The Company prioritizes climate change management by defining the following roles, duties, and responsibilities:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"> <li>• Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li> </ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"> <li>• Formulating and reviewing the Company’s sustainability policies, strategies, and targets, including monitoring, evaluation, and disclosure of sustainability performance.</li> </ul>
Executive Committee	<ul style="list-style-type: none"> <li>• Directing the Company’s operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li> </ul>
ESG Working Group	<ul style="list-style-type: none"> <li>• Formulate sustainability action plans, as well as oversee, monitor, and evaluate operational performance to support the achievement of organizational goals.</li> </ul>
Management Representative Unit	<ul style="list-style-type: none"> <li>• Develop and continuously improve organizational management systems to maintain high standards and quality, while driving operations to align with relevant international criteria and standards to enhance efficiency, confidence, and sustainable organizational development.</li> </ul>



The Company is committed to promoting greenhouse gas management in alignment with the Royal Thai Government's policy, aiming to achieve Net Zero Emissions by 2050 in accordance with the NDC 3.0 framework, through the following actions:

### Greenhouse Gas (GHG) Inventory Preparation

Management Organization (Public Organization) or TGO, covering the activities of the Head Office, which is the main operation that the Company has operational control over, and classifies the greenhouse gas emission scopes into Scope 1, 2, and 3. The reporting covers Carbon Dioxide (CO<sub>2</sub>), Fossil Methane (Fossil CH<sub>4</sub>), Methane (CH<sub>4</sub>), Nitrous Oxide (N<sub>2</sub>O), and Hydrofluorocarbons (HFCs), Perfluorocarbons (PFCs), Sulfur Hexafluoride (SF<sub>6</sub>), Nitrogen Trifluoride (NF<sub>3</sub>), including considering other relevant gases such as refrigerants (HCFC-22) and Biogenic Carbon Dioxide (Biogenic CO<sub>2</sub>). The Company has referred to the Emission Factors determined by the IPCC for calculating direct greenhouse gas emissions (Scope 1), Thai National LCI Database, TIIS-MTEC-NSTDA for calculating indirect greenhouse gas emissions (Scope 2), and Thai National LCI Database, TIIS-MTEC-NSTDA, IPCC for calculating indirect greenhouse gas emissions (Scope 3).

In 2025, the Company had total greenhouse gas emissions for Scopes 1-3 of 624 tonnes of carbon dioxide equivalent, resulting from direct greenhouse gas emissions (Scope 1) equal to 244 tonnes of carbon dioxide equivalent, indirect greenhouse gas emissions from energy use (Scope 2) equal to 229 tonnes of carbon dioxide equivalent, and indirect greenhouse gas emissions from other activities (Scope 3) equal to 154 tonnes of carbon dioxide equivalent, which the data has been verified by external auditors and the Thailand Greenhouse Gas Management Organization (TGO). In this regard, the Company has designated 2025 as the baseline year for tracking greenhouse gas emission reductions for Scope 1 and Scope 2.



## Key Projects in 2025

### 1. Electric Vehicle (EV) Project for Internal Missions

**Project Description:** The Company recognizes climate change management and the importance of environmental responsibility and sustainable resource management. Therefore, it has initiated a project with the objective of replacing internal combustion engine vehicles with electric vehicles. This supports the goal of tangibly reducing the organization's carbon footprint. Currently, the Company has allocated a total of 15 electric vehicles for use across various departments.

**Objective:** To reduce environmental impact from the use of organizational vehicles.

**Quantitative Results:**

- 15 Electric Vehicles (EVs) out of a total of 132 company vehicles, equivalent to 11.36%.
- Reduced greenhouse gas emissions by 21 tCO<sub>2</sub>e from 2024, calculated from all 15 EV cars, with an average emission reduction proportion of 1-2 tCO<sub>2</sub>eq per year per vehicle.

Note: Emission factor (EF) = 0.4999 kgCO<sub>2</sub>/kWh



### 2. Solar Energy Project at Headquarters

**Project Description:** The Company recognizes the importance of energy efficiency and the promotion of clean energy. Consequently, it has implemented a solar cell system installation project at the Headquarters to focus on tangibly reducing the organization's carbon footprint. In 2025, the Company completed the installation of this system for both the office buildings and warehouses at the Headquarters.

**Objective:** To help reduce greenhouse gas emissions from electricity consumption within the organization's operational processes.

**Quantitative Results:**

- Reduced greenhouse gas emissions by 185.58 ton CO<sub>2</sub>e compared to 2024.
- Calculated electricity usage from the solar cell system at 390,694.00 kWh , which is equivalent to reducing greenhouse gas emissions by 185.58 ton CO<sub>2</sub>e

Note: Emission factor (EF) = 0.4999 kgCO<sub>2</sub>/kWh



# Targets and and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"><li>• Net Zero Emissions by 2050</li></ul>	<ul style="list-style-type: none"><li>• Scope 1-2 greenhouse gas emissions: 473 tCO<sub>2</sub>e</li></ul>
<ul style="list-style-type: none"><li>• Reduce Scope 1-2 greenhouse gas emission intensity by 20% from the 2025 baseline year by 2030.</li></ul>	<ul style="list-style-type: none"><li>• Organizational greenhouse gas emission intensity for Scope 1-2 at Headquarters: 0.053 tCO<sub>2</sub>e per million baht of revenue (which will be used as the baseline year for subsequent reporting).</li></ul>



# Environmental Management

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"><li>• (+) การคัดแยกขยะอิเล็กทรอนิกส์ช่วยลดมลพิษและส่งผลให้พนักงานและชุมชนมีความปลอดภัยดี พร้อมสนับสนุนการใช้ทรัพยากรอย่างยั่งยืน</li><li>• (+) การจัดกิจกรรมด้านสิ่งแวดล้อมและมอบรางวัล ช่วยเพิ่มการมีส่วนร่วมของพนักงาน และเสริมความตระหนักรู้ด้านสิ่งแวดล้อม</li></ul>	<ul style="list-style-type: none"><li>• ไม่มีผลกระทบต่อทางการเงินที่มีนัยสำคัญ</li></ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Natural resource shortages are considered one of the top environmental risks in the long-term outlook over the next 10 years<sup>[1]</sup> Since limited resources can lead to constraints on basic human survival and affect access to essential resources at community, national, and international levels, the Company recognizes the importance of resource efficiency and environmentally conscious business operations. We acknowledge that inefficient use of energy and water, as well as poor waste management, can lead to overconsumption, water scarcity, and pollution from improper disposal. These impacts can significantly affect the health and quality of life of surrounding communities. Therefore, implementing energy efficiency or clean energy solutions, such as installing solar panels, alongside raising awareness for water conservation and promoting waste sorting and recycling, not only mitigates environmental impact but also reflects social responsibility and sustainable development.

Additionally, the Company is well aware that inefficient management of energy, water, and waste may lead to financial risks arising from non-compliance with environmental laws and regulations. This could result in fines or penalties from regulatory bodies, particularly in cases where waste or pollution discharge exceeds established standards, or where water and energy are used wastefully. However, implementing proactive measures, such as waste sorting and recycling, water recirculation, and the use of renewable energy, not only reduces environmental impact and excessive resource consumption but also enhances resource efficiency. These actions lower operational costs, specifically utility expenses, mitigate the risk of fines, and strengthen the corporate image as a socially and environmentally responsible business. Ultimately, these are key factors supporting the organization's stable and sustainable growth in the long term.

<sup>[1]</sup> World Economic Forum, (2025). The Global Risks Report 2025 20th Edition, [https://reports.weforum.org/docs/WEF\\_Global\\_Risks\\_Report\\_2025.pdf](https://reports.weforum.org/docs/WEF_Global_Risks_Report_2025.pdf)

# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

The Company recognizes the environmental crisis and the urgent importance of addressing climate change. We are committed to being part of the drive toward a low-carbon society through responsible business practices, advanced innovation, and efficient resource management to create sustainable value for the organization, society, and the nation, in alignment with the Thai government's intent and international environmental agreements. The guidelines are as follows:

#### 1. Strategic and Sustainability Management

Analyze environmental risks and opportunities to align with the organization's strategic direction, establishing clear management guidelines to achieve long-term sustainability missions.

#### 2. Promotion and Support of Innovation and Modern Technology

Apply modern technology in business processes to maximize natural resource efficiency, reduce energy consumption, promote clean energy, and tangibly reduce greenhouse gas emissions.

#### 3. Building an ESG Corporate Culture

Cultivate environmental responsibility as part of the corporate culture by continuously providing ESG knowledge to personnel at all levels. To ensure sustainable environmental management reaches the "spirit" of employees across all branches nationwide, the Company initiated a morale-building mechanism through the "Exemplary Branch for Waste Management Award." This program honors branches demonstrating consistent commitment to waste sorting, transforming eco-conscious practices into a deep-rooted organizational way of life.

#### 4. Promotion of Waste Sorting and Management via the 4Rs (Reduce, Reuse, Recycle, Repair)

To minimize landfill waste and maximize resource quality, the Company has established systematic waste management and sorting policies. We focus on resource efficiency and proper source-segregation by material type, promoting the processing of items like cardboard boxes, plastic bottles, and office paper into proper recycling streams. Furthermore, as an electronics-related business, management prioritizes the proper disposal of E-waste while fostering shared awareness among all employees.



## Governance

The Company has established a committee and dedicated units for environmental oversight, with the following roles, duties, and responsibilities:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"> <li>Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li> </ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"> <li>Formulating and reviewing the Company’s sustainability policies, strategies, and targets, including monitoring, evaluation, and disclosure of sustainability performance.</li> </ul>
Executive Committee	<ul style="list-style-type: none"> <li>Directing the Company’s operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li> </ul>
ESG Working Group	<ul style="list-style-type: none"> <li>Formulate sustainability action plans, as well as oversee, monitor, and evaluate operational performance to support the achievement of organizational goals.</li> </ul>
Management Representative Unit	<ul style="list-style-type: none"> <li>Responsible for controlling, implementing, and maintaining the quality management system in accordance with the ISO 14001 Environmental Management System standard.</li> </ul>

## MANAGEMENT APPROACH

The Company prioritizes systematic environmental management to prevent potential impacts arising from its business operations. It has adopted the ISO 14001 Environmental Management System as an operational framework and promotes resource efficiency. The Environmental Committee oversees the Company's operations in accordance with resource control procedures, covering the following five areas of resources:



### Energy Consumption

The Company aims to enhance electricity and energy efficiency in its operations, with plans to transition to electric vehicles (EVs) instead of internal combustion engine vehicles to reduce greenhouse gas emissions. Additionally, the Company plans to expand solar cell installations across nationwide branches in the future and gradually replace old air conditioners with energy-saving models to improve the organization's overall energy efficiency.

### Water Consumption

The Company utilizes tap water as the primary source for business operations and general use. The Company is committed to efficient internal water management by upgrading sanitary fixtures, such as faucets, and conducting leakage inspections to reduce water consumption and encourage employees to use water wisely. Furthermore, the Company comprehensively monitors water processes, from sourcing and activity-based usage to wastewater discharge—while maintaining systematic wastewater management and standardized protocols.

### Waste Management

Furthermore, the Company has established guidelines for waste management and reduction by focusing on its primary waste source: packaging from packing and shipping processes. By considering significant waste impacts, the Company implements waste prevention measures throughout the supply chain. The Company repurposes expired paper by shredding it for use as cushioning material in customer shipments and encourages branches to return shredded and corrugated cardboard to the head office for reuse. These measures effectively reduce the use of plastic Fill Air and lower the Company's procurement costs for packaging materials. Additionally, the Company's waste disposal is handled by service providers certified according to relevant standards.

# Key Projects in 2025

## 1. Energy Efficiency Enhancement Project



**Project Description:** The Energy Efficiency Enhancement Project involves transitioning to new thermal printers starting in 2024 to reduce A5 paper and toner expenses, as these printers offer higher operational efficiency. Additionally, the organization has digitized certain workflows through the E-TAX system to support paper reduction and improve overall operational efficiency. This transition began at the head office and has since expanded to cover all branches nationwide.

**Objective:** To enhance energy efficiency at the head office and all branch locations.

**Quantitative Results:**

- In 2025, the project achieved a cost saving of 1,358,341 Baht compared to 2024 by replacing traditional printers.
- In 2025, energy consumption from printing was reduced by 69% compared to 2024.

## 2. Solar Panels Installation Project

**Project Description:** The Solar Panels Installation Project in 2025 involved installing solar cells at the warehouse and HQ, as well as at six additional branches: Chanthaburi, Phayao, Sukhothai, Khon Kaen, Loei, and Yasothon. In 2026, the Company plans to expand installations to another 12 branches, covering other regions across Thailand.

**Objective:** To increase the proportion of renewable energy consumption.

**Quantitative Results:**

- HQ generated 390,694 kWh of electricity from solar cells in 2025.
- The branches generated 154,865 kWh of electricity from solar cells in 2025.



## 3. Waste Sorting Project: REPURPOSE & RECYCLE

**Project Description:** This project aims to cultivate environmental behaviors within the organization and reduce waste at the source while promoting efficient and sustainable resource management. The focus is on sorting recyclable waste, including corrugated cardboard, white paper, tape cores, stretch film, plastic bottles, glass bottles, and cans, as well as stretch film cores and tissue cores, to add value, reduce the burden of general waste disposal, and mitigate long-term environmental impacts.

**Objective:** To reduce waste at the source for sustainable waste management.

**Quantitative Results:**

- Total sorted waste: 39,987.84 kg
- Recycled waste: 19,635.29 kg
- Repurposed waste: 17,610.28 kg
- General waste: 17,610.28 kg



# Targets and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"> <li>Reduction of energy consumption per unit of revenue by 10% within 2030, with 2025 established as the base year.</li> </ul>	<ul style="list-style-type: none"> <li>Energy intensity ratio: 169.72 kWh per million Baht of revenue (base year data).</li> </ul>
<ul style="list-style-type: none"> <li>The volume of electricity generated from solar power projects must not be less than 1,400,000 kWh per year for the head office and branches by 2026.</li> </ul>	<ul style="list-style-type: none"> <li>The total electricity generated from solar power projects for the head office and branches amounts to 545,559 kWh per year, which can be categorized as follows:               <ul style="list-style-type: none"> <li>o Head Office: Production volume of 390,694 kWh per year.</li> <li>o 6 Branches: Production volume of 154,865 kWh per year.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Reduction of average water consumption per employee by 10% within 2030, with 2025 established as the base year.</li> </ul>	<ul style="list-style-type: none"> <li>Average water consumption per employee: 14.45 cubic meters per person (base year data, which will be used for future reporting).</li> </ul>
<ul style="list-style-type: none"> <li>Zero complaints regarding wastewater discharge from neighboring communities.</li> </ul>	<ul style="list-style-type: none"> <li>Zero complaints regarding wastewater discharge from neighboring communities.</li> </ul>

Remark: Currently, the Company is in the process of considering targets and monitoring progress for sustainable waste management operations. This information will be disclosed to the public once the process is complete.

# Sustainable Supply Chain

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (+) Require suppliers to set environmental targets, such as Net Zero Greenhouse Gas Emissions, to help reduce resource consumption and greenhouse gas emissions.</li> <li>• (+) Collaborate with stakeholders through "Trade-in" programs to provide customers with access to products at affordable prices.</li> <li>• (+) Expand "Trade-in" programs to build stakeholder confidence and generate mutual benefits.</li> <li>• (+) Employees gain skills in repairs and waste material management, increasing career growth opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Changing laws and regulations may lead to increased operating costs.</li> <li>• (O) Selecting business partners who prioritize ESG operations, such as those with Net Zero Greenhouse Gas Emissions targets, enhances the organization's corporate image and strengthens collaboration between the Company and its partners.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

According to the Logicalis<sup>[1]</sup> article, global emphasis has shifted significantly toward corporate Information Technology (IT) strategies, as technology is no longer just a functional tool but a core mechanism for driving sustainability, reducing costs, increasing efficiency, and creating new business value. Many businesses are now applying Circular Economy concepts to their IT systems, such as extending hardware lifespans and implementing reuse/refurbish practices, which help reduce electronic waste (e-waste) sent to landfills and lower greenhouse gas emissions in line with global climate goals. The Company recognizes that environmental issues directly impact fundamental human rights, including the right to life, health, and an adequate quality of life. Consequently, the Company focuses on driving sustainable product initiatives through sustainable procurement and the development of products that consider the IT equipment life cycle, such as offering repair services for computers, smartphones, and other devices. This includes selecting manufacturers that communicate environmental product data to help reduce e-waste and the consumption of new resources while providing sustainable options for customers.

Additionally, growing demand from customers who prioritize both sustainability and cost-effectiveness has compelled the organization to adapt its procurement strategies and service designs to meet both environmental and economic needs, reinforcing the Company's image as a technology leader responsible to society and the environment.

<sup>[1]</sup> Logicalis, (2025). Why circular IT is a strategic imperative for CIOs in 2025, <https://www.logicalis.com/insights/circular-it-strategic-imperative-cios-2025>

# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

The Company focuses on products for a sustainable future by building a strong supply chain, establishing guidelines for product selection and procurement that cover the following dimensions:

1. Maintaining quality standards and operational excellence
2. Transparent procurement and systematic risk management
3. Promoting standardized and environmentally friendly products
4. Product life cycle management and electronic waste reduction

### Governance

The Company prioritizes products for a sustainable future by defining roles, duties, and responsibilities as follows:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"> <li>• Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li> </ul>
Risk Management Committee	<ul style="list-style-type: none"> <li>• Oversee the integration of sustainable product risks into strategic planning to accommodate changes in international environmental regulations and standards.</li> </ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"> <li>• Formulating and reviewing the Company’s sustainability policies, strategies, and targets, including monitoring, evaluation, and disclosure of sustainability performance.</li> </ul>
Executive Committee	<ul style="list-style-type: none"> <li>• Directing the Company’s operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li> </ul>
ESG Working Group	<ul style="list-style-type: none"> <li>• Formulate sustainability action plans, as well as oversee, monitor, and evaluate operational performance to support the achievement of organizational goals.</li> </ul>
Product Management Department	<ul style="list-style-type: none"> <li>• Responsible for end-to-end product and supplier management, from strategic supplier and product selection analysis to procurement and performance evaluation, to maximize business efficiency.</li> </ul>





The Company supports products for a sustainable future through the management of the Product Department, aiming to create a strong supply chain and deliver high-quality, eco-friendly products under the organization's product selection and procurement guidelines as follows:

### **1. Maintaining Quality Standards and Operational Excellence**

The Company prioritizes product and service quality by considering the expertise and attentiveness of partners in providing fast and accurate coordination, both in product management and effective marketing support. This also extends to logistics standards, requiring prompt delivery and product accuracy, as well as responsibility for after-sales issue resolution and transparent financial accounting management. These ensure smooth business processes and the delivery of maximum satisfaction to customers.

### **2. Transparent Procurement and Systematic Risk Management**

In conducting business with partners, the Company prioritizes transparency and accountability. We focus on establishing clear pricing structures and trade conditions that are fair to all parties. Additionally, annual supplier evaluations are conducted to comprehensively analyze various risks. These assessments not only help maintain operational standards but also serve as a vital tool for selecting ethical and stable business partners, thereby mitigating potential long-term impacts on business operations.

### **3. Promoting Standardized and Environmentally Friendly Products**

The Company supports the procurement and offering of products that meet international certification standards, particularly Green Products. These focus on energy-saving innovations and resource reduction. Selecting products with energy-saving labels or environmental certifications is a core practice to help reduce global impact, representing a shared responsibility between the Company, its partners, and consumers in choosing cleaner and safer technologies.

### **4. Product Life Cycle Management and Electronic Waste Reduction**

The Company has a policy to promote high-quality repair and maintenance services to extend the lifespan of products for as long as possible. This is a core strategy in reducing the rising trend of electronic waste (E-waste). We also consider appropriate policies to minimize resource disposal, focusing on circularity and maximizing resource utility in accordance with Circular Economy principles.

The Company prioritizes the efficient use of resources both within the organization and throughout the product supply chain. We support sustainable procurement from manufacturers with high quality and environmental responsibility standards, such as Apple products. Additionally, the Company promotes recycling, equipment reuse, and the use of circular materials through our Trade-in Program, engaging customers in reducing the consumption of new resources and significantly mitigating environmental impacts.



# Key Projects in 2025

## 1. Trade-in Program

The Company focuses on concretely addressing the problem of electronic waste (E-Waste) based on Circular Economy principles by allowing customers to bring in unused IT devices—including old mobile phones and computers, to the Trade-in Program through specialized partners. The core objective is to reduce new waste generation by encouraging customers to consolidate up to 5 old devices for valuation, which can be converted into discount benefits for accessing new, more energy-efficient technologies.

Collected devices are systematically sorted to be recycled according to international environmental standards or resold in the second-hand market, thereby extending the resource lifecycle to its maximum value. This project is not merely a sales promotion but the creation of a socially responsible business ecosystem that reduces natural resource consumption and drives toward the goal of becoming a sustainable low-carbon organization.

### Quantitative Results:

- In 2025, over 700 old IT products were processed through the Trade-in Program, totaling a value of 6,079,872 Baht.



# Targets and and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"><li>• Increase the sales proportion of environmentally friendly products by 20% by 2030, using 2026 as the base year.</li></ul>	<ul style="list-style-type: none"><li>• Currently in the process of collecting data on the sales proportion of environmentally friendly products.</li></ul>



**Social Dimension**

# Human Capital Management

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (+) Adhere to ethics and non-discrimination while promoting equality; enhancing employee engagement and their sense of self-worth.</li> <li>• (+) Maintain a clear development system and career paths; increasing growth opportunities and employee satisfaction.</li> <li>• (+) Provide benefits and welfare in accordance with the law; helping to establish income security and quality of life for employees.</li> </ul>	<ul style="list-style-type: none"> <li>• (R) The electronics labor market is highly competitive, leading to risks of talent shortages which may cause delays and impact the company's image.</li> <li>• (O) Promote training and manage employee welfare to reduce turnover, including recruiting interns to build a talent pipeline and mitigate labor shortage risks.</li> <li>• (O) Providing regular annual health check-ups helps reduce long-term medical expenses for both the employees and the organization.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Based on the 2025 global labor market situation cited by the World Economic Forum<sup>[1]</sup>, many countries are facing labor challenges. Although unemployment rates remain low, they do not reflect a true increase in employment because the Labor Force Participation Rate has declined, leading to a significant downward trend in available workers. This situation may cause labor shortages across various industries and impact overall economic growth potential. Consequently, human resources are considered a vital driver for organizations. Continuously caring for, developing, and upskilling employees through Skillset and Mindset training is essential. This must be done alongside promoting equity and equality within the organization, communities, and society, as well as respecting human rights. By adhering to non-discriminatory practices and providing appropriate physical and mental welfare, organizations can create a fair and safe work environment. This leads to higher employee engagement and belonging, which positively results in lower turnover rates, increased loyalty, and a sustainable corporate culture.

However, failure to comply with labor laws and relevant regulations, such as human rights violations or forced labor, can lead to legal risks, litigation, and damage to corporate reputation, while also undermining employee confidence. Furthermore, it may result in additional financial burdens from regulatory fines and remediation costs. Conversely, if the organization implements proactive measures, such as continuous training and skill development, providing appropriate welfare, and promoting human rights awareness, it enhances workforce readiness. This approach helps reduce recruitment and selection costs for new hires, mitigates legal risks, and elevates employee engagement and organizational commitment.

<sup>[1]</sup> World Economic Forum, (2025). The state of global labour markets in 2025, and other trends in jobs and skills this month, <https://www.weforum.org/stories/2025/09/global-labour-market-unemployment-wages/>

# Management of Material topics

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

To foster employee engagement and long-term organizational commitment, the Company is dedicated to operating under a Human Resources Management policy consisting of 6 core pillars, as follows:

1. Recruitment and Onboarding
2. Organizational Structure and Departmentalization
3. Compensation Management
4. Employee Welfare
5. Work Environment
6. Employee Development

### Governance

The Company manages its human resources by defining the following roles, duties, and responsibilities:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"><li>• Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li></ul>
Nomination and Remuneration Committee	<ul style="list-style-type: none"><li>• Recruit and determine compensation for directors and the Chief Executive Officer (CEO), while recommending executive remuneration policies and establishing criteria for the Succession Plan for executives and key positions.</li></ul>
Executive Committee	<ul style="list-style-type: none"><li>• Directing the Company's operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li></ul>
Human Resources Department	<ul style="list-style-type: none"><li>• The primary responsibility is to define strategic direction, establish policy foundations, and oversee human resource operations to ensure compliance with good corporate governance and international standards.</li></ul>





## MANAGEMENT APPROACH

The Company is committed to managing human resources based on respect for human rights, fair treatment, and equal opportunity. The HR Department plays a key role in driving and overseeing these efforts, with details as follows:

### 1. Recruitment and Onboarding

The Company focuses on the fair recruitment and selection of personnel whose qualifications, skills, and experience align with organizational needs. Priority is given to Internal Recruitment to promote career advancement before seeking external candidates, ensuring the highest-potential individuals are placed in each role.

### 2. Organizational Structure and Departmentalization

The Company defines a clear chain of command and departmental structure that aligns with business operations and responsibilities at all levels. This structure is reviewed regularly to maintain agility and suitability for changing business environments.

### 3. Compensation Management

3.1 Fair Compensation: The Company establishes salary and wage structures based on fairness, considering qualifications, experience, and job responsibilities. These are benchmarked against market rates and similar industries to maintain competitiveness and align with business conditions.

3.2 Other Compensation: The Company provides special compensation for overtime (OT) and holiday work, as well as support for off-site assignments both domestically and internationally, such as per diems and accommodation allowances.

### 4. Employee Welfare

The Company prioritizes employee hygiene and well-being to promote quality of life and work efficiency. Welfare benefits are allocated in accordance with legal requirements and are comparable to industry standards to attract and retain personnel in the long term.

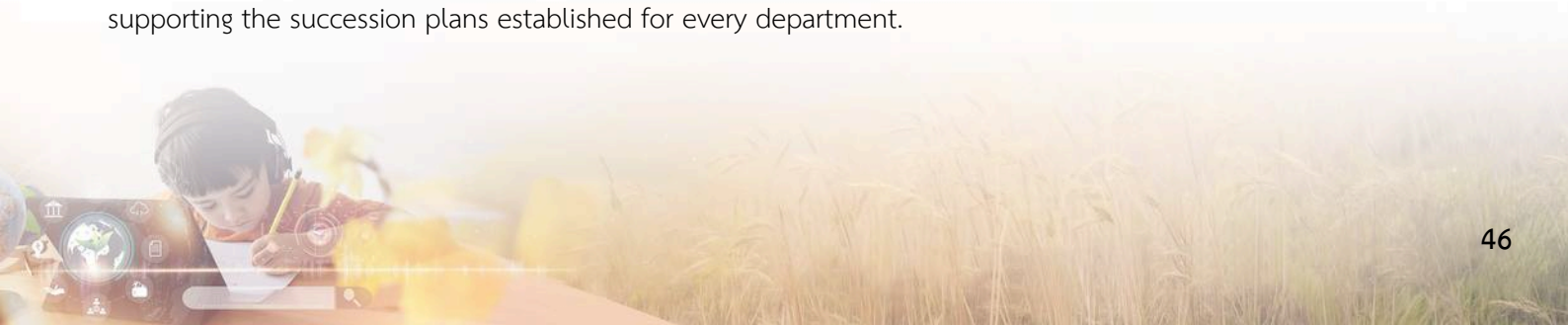
### 5. Work Environment

The Company strives to create a corporate culture of happiness and safety. We provide standard facilities, tools, and equipment suitable for each job function, along with full amenities such as medical rooms and support areas to enhance employee well-being and operational efficiency.

### 6. Employee Development

The Company focuses on elevating personnel capabilities, including knowledge, skills, and mindset, to align with required competencies. This is achieved through diverse learning formats, such as seminars by internal and external experts, as well as on-site skill enhancement through Coaching and On-the-Job Training to foster a shared learning society at all levels.

Furthermore, the Company has streamlined workflows across all departments to enhance agility and efficiency. Employees are strategically assigned to roles that align with their specific knowledge and expertise, supporting the succession plans established for every department.



The Company prioritizes continuous employee care and potential development, alongside fostering employee engagement and organizational commitment. We aim to create a safe work environment that facilitates both individual and organizational growth, leading to long-term sustainable development as follows:

**Human rights**

The Company prioritizes respect for human rights by promoting equity and equality within the organization, communities, and society. We foster a positive, fair work environment free from all forms of harassment or discrimination for employees at all levels. Furthermore, the Company operates on the principles of non-discrimination, regardless of gender or social status, prohibits child labor, and ensures it does not engage or participate in any activities that may lead to direct or indirect human rights violations.

Additionally, the Company provides transparent channels for employees, communities, and society to voice opinions or file complaints regarding human rights violations. The Company is also in the process of developing a comprehensive Human Rights Policy to encourage all partners and stakeholders to comply with international human rights standards.

**Employee development**

The Company focuses on developing employee skills to meet business demands under the "Smart Thinking, Smart People, Smart Work" concept. We support comprehensive self-potential development—covering both Skillset and Mindset, aligned with the Company's long-term strategies and goals. This approach consists of three primary pillars:

- 1) Succession Planning
- 2) Updating Knowledge and Skills based on industry trends, changes, or emerging technologies.
- 3) Sustainable Employee Development based on ESG principles.

Training and development programs are executed according to the Annual Personnel Development Plan, categorized into the following courses:

<p>1. Compulsory Courses</p>	<p>Help employees adapt and start working effectively within the organization by focusing on fostering an understanding of the vision, mission, and corporate values to ensure they comprehend business operations and goals, enabling smooth performance. This also includes essential courses required for operations and compliance with relevant regulations.</p> <p>Such as ESG courses for basic sustainability knowledge, Business Sustainability Foundations, New Employee Orientation, Anti-Corruption, Corporate Values Promotion, Occupational Health and Safety, Safety Officer courses at various levels, Basic Fire Fighting, Annual Fire Drills, and Personal Data Protection Act (PDPA) courses, etc.</p>
<p>2. Quality System Courses</p>	<p>Enhance knowledge and skills in managing and developing quality systems, enabling learners to apply this knowledge to improve business processes and increase efficiency for long-term sustainability through international quality standards, such as ISO 9001 Quality Management Systems, ISO 31000 Risk Management, and ISO 14001 Environmental Management Systems, etc.</p>



### 3. Leadership Development Courses

Focus on enhancing employee leadership skills and effective management, encouraging leaders to be visionary, decisive, and capable of effectively inspiring their teams. They must be able to handle challenges arising in a rapidly changing and complex business world to develop leaders who can grow alongside the Company. The executive and leadership development programs are designed and categorized to cover strategic perspectives, team management, and self-development, consisting of the following sub-courses:

- Business Strategic Thinking Course: enhancing strategic thinking capabilities, business environment analysis, and systematic decision-making, enabling executives to set directions and operational plans aligned with organizational goals.
- Junior Leadership Course: Aims to develop effective task and team management skills, reinforcing understanding of supervisory roles in planning, delegation, monitoring, and performance management, as well as communication and systematic problem-solving to ensure targets are met and results align with organizational direction.
- Middle Leadership Course: Aims to reinforce leadership and appropriate mindsets for modern leaders, emphasizing precise problem-solving, building trust, coaching, and leading teams through change. Participants learn to bridge team goals with organizational goals to drive sustainable success.
- Executive Leadership Course: Focuses on developing leaders capable of inspiring and stimulating team potential through positive communication, building trust, and empowering employees to participate and feel shared ownership of goals. This helps create a work environment conducive to collaboration, learning, and growth for both personnel and the organization.
- "Happy People, Successful Work" with DISC for Leaders: Enables leaders to understand themselves and manage teams by understanding individual differences. This allows executives to adapt their communication and management styles appropriately, promoting mutual respect and a collaborative atmosphere for organizational success.
- Potential Development for Branch Managers: Since they play a crucial role in driving organizational success and provide direct customer service, a comprehensive leadership course has been developed covering both strategic management and effective team management as follows:
  - The Winner's Leadership Preparation Course: Develops supervisory-level employees to understand modern leadership roles, manage performance through teams, and develop themselves and their teams to keep pace with changes and remain competitive in the labor market.
  - Balanced Scorecard Course: Develops supervisory-level employees in using this strategic management and measurement tool to translate vision into action across four balanced perspectives: Financial, Customer, Internal Process, and Learning/Growth, ensuring sustainable organizational growth.

<p>4. Specialized Skill Development Courses to Enhance Business Potential</p>	<p>Enhance specialized professional skills to a higher level of expertise, led by trainers with specific proficiency in those fields, to ensure more effective operational performance. Examples include Product Knowledge, Digital and AI for Work, Retail and Corporate Sales Force Development, and Technician Development, as well as courses on adopting new technologies within the Company's technology units.</p>
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In addition to internal personnel development, the Company has expanded its cooperation with academic institutions by signing Memorandums of Understanding (MOU) with 65 universities nationwide. This initiative provides opportunities for students to participate in internships and gain professional experience with the Company, contributing to the development of the nation's human capital and preparing the workforce for the labor market. In 2025, a total of 42 students participated in this program.

**Annual Employee Evaluation Process and Career Growth Plan**

The Company utilizes a Performance Management system that operates on an annual cycle to ensure that employee evaluations are transparent, fair, and aligned with organizational business goals. The process is divided into 3 steps as follows:

**1. Goal Setting**

At the beginning of the year, supervisors and employees collaboratively define Key Performance Indicators (KPIs) that align with the goals of both the department and the organization.

**2. Year-End Evaluation**

At the end of the evaluation cycle, the Company assesses employee performance based on the established KPIs. This considers work achievements, goal success, and work behaviors consistent with corporate values to ensure the evaluation is transparent, fair, and reflects actual performance.

**3. Feedback & Development**

Supervisors communicate evaluation results and provide feedback to employees, while jointly establishing an Individual Development Plan (IDP) and Career Development planning. This encourages employees to develop the skills, knowledge, and potential necessary for future growth. Through this systematic performance management process, the Company utilizes the data to create individual potential development plans to meet the requirements of future roles. In 2025, 100% of employees underwent performance evaluations.

**Employee engagement & Retention**

The Company prioritizes employee engagement and motivation. By fostering a clear, inspiring culture where employees feel valued, they become ready to dedicate themselves to shared goals. The Company organizes activities to reinforce awareness and understanding of corporate culture, values, behaviors, and collaboration guidelines, such as Orientations, Management Roadshows, Core Value communication events, and content distribution through various online media to align employee mindsets and behaviors with organizational values.

Furthermore, the Company has established a Welfare Committee, comprising representatives from both employees and management, to collaboratively develop and review welfare benefits transparently, fairly, and in response to actual employee needs. This mechanism encourages employee participation and fosters a sense of ownership and empowerment in shaping their own quality of life.



# Key Projects in 2025

## 1. Advice 90 Days BMI Challenge Project



**Project Description:** This project is designed as a starting point for "Advice People" to transform their behaviors toward better physical health, such as choosing nutritious food, exercising, and practicing proper mental self-care within a 90-day period.

**Objectives:**

- 1. To promote proper health care and weight management.
- 2. To reduce the risk of Non-Communicable Diseases (NCDs).
- 3. To create motivation and engagement in employee health care.

**Quantitative Results:**

- Employees achieved an average BMI reduction of 1.66, representing a 5.4% decrease.

## 2. Core Value Understanding Project

**Project Description:** Instilling corporate values and fostering a deep understanding among employees through activity-based learning.

**Objectives:**

- 1. To understand the meaning and importance of the Core Values.
- 2. To enable employees to apply Core Values to their work.
- 3. To enable employees to represent the organization's identity through service and external coordination.

**Quantitative Results:**

- Employees demonstrate an understanding of corporate values: 81%



# Targets and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"> <li>Human rights violation complaints: 0 cases (2026 Target)</li> </ul>	<ul style="list-style-type: none"> <li>Human rights violation complaints: 0 cases</li> </ul>
<ul style="list-style-type: none"> <li>Average employee training hours of at least 16 hours per person per year (2026 Target)</li> </ul>	<ul style="list-style-type: none"> <li>Average employee training hours of 15 hours per person per year</li> </ul>
<ul style="list-style-type: none"> <li>At least 80% of employees attend training per year (2026 Target)</li> </ul>	<ul style="list-style-type: none"> <li>Employees who attended training: 100%</li> </ul>
<ul style="list-style-type: none"> <li>Employee engagement at 80% (2030 Target)</li> </ul>	<ul style="list-style-type: none"> <li>Currently driving the employee engagement action plan</li> </ul>
<ul style="list-style-type: none"> <li>Voluntary turnover rate for all employees not exceeding 20% (2026 Target)</li> </ul>	<ul style="list-style-type: none"> <li>Employee turnover rate: 15.23%</li> </ul>

# Customer Relationship & Experience Management

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (-) Service deficiencies, incomplete product details, and delivery delays impacted customer satisfaction.</li> <li>• (+) Comprehensive after-sales service, maintenance, product guidance, and troubleshooting to boost confidence and create a positive experience</li> <li>• (+) Seamless service channels, honest product guidance, and fast delivery to reduce complaints, increase satisfaction, and drive repeat purchases</li> <li>• (+) Upskilling service staff to ensure efficient response and troubleshooting, enhancing overall customer impression</li> <li>• (+) Conducting satisfaction surveys to understand customer needs, enhancing the feeling of being cared for, building trust, and fostering long-term relationships</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Inadequate service risks customer dissatisfaction and failure to achieve customer experience goals</li> <li>• (R) Franchisee non-compliance risks litigation, increasing corporate costs and impacting service standards and customer satisfaction</li> <li>• (O) Omni-channel services and express delivery have increased corporate revenue through higher customer purchase volumes</li> <li>• (O) After-sales services, such as maintenance, enhance corporate trust and brand image</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Journal of Business Research<sup>[1]</sup> indicates that effective Omni-channel service in retail, driven by tailored engagement for both existing and new customers, along with convenient, seamless responsiveness, significantly impacts customer and business engagement, both directly and indirectly. Recognizing customers as our core, the Company implements clear relationship management strategies, including inclusive service design, continuous feedback loops, and real-time digital responsiveness to build trust and brand loyalty. Furthermore, upholding consumer rights through safe, standardized products and providing accurate, sufficient, and transparent information is fundamental to sustainable relationships and a socially responsible corporate image.

Amidst the rapid changes in consumer expectations and the intensifying competition in creating User Experience, organizations may face revenue risks if they lack effective response mechanisms, which not only lead to the loss of business opportunities and customer bases but also result in higher Customer Retention costs and marketing budgets, as well as excess expenses in accelerating process improvements to keep up with market trends. Therefore, if an organization defines proactive strategies and practices—such as applying Voice of the Customer systems, developing products and services that meet needs, and continuously increasing process efficiency—it will be a key factor in creating competitive opportunities and enhancing profits by delivering value that corresponds to customer expectations precisely.

<sup>[1]</sup> Syed Mahmudur Rahman, et al. (2025). How do omnichannel customer experiences affect customer engagement? Theory and empirical validation. Journal of Business Research, Volume 189. <https://doi.org/10.1016/j.jbusres.2025.115196>

# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

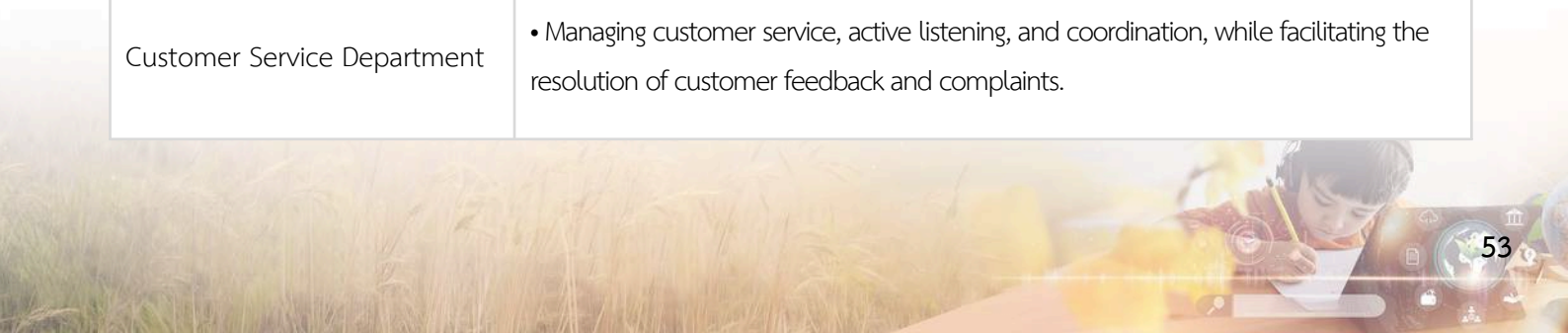
To ensure efficient, systematic customer service and marketing communications aligned with high standards, the Company has established a Customer Relationship Management Policy and Operational Manual, which include.

1. Customer information disclosure through various channels
2. Customer complaint resolution
3. Customer satisfaction evaluation

### GOVERNANCE

The Company manages customer relationships and user experiences by defining roles, duties, and responsibilities as follows:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"><li>• Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li></ul>
Risk Management Committee	<ul style="list-style-type: none"><li>• Oversee the integration of customer relationship and user experience risk management into strategic planning and business decision-making to prevent reputational risk and maintain long-term organizational competitiveness.</li></ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"><li>• Formulating and reviewing the Company's sustainability policies, strategies, and targets, including monitoring, evaluation, and disclosure of sustainability performance.</li></ul>
Executive Committee	<ul style="list-style-type: none"><li>• Directing the Company's operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li></ul>
ESG Working Group	<ul style="list-style-type: none"><li>• Developing ESG action plans, while overseeing, monitoring, evaluating, and reporting performance to the Corporate Governance and Sustainability Committee, including tracking customer satisfaction results.</li></ul>
Sale Department	<ul style="list-style-type: none"><li>• Executing systematic and efficient product sales, customer service, and after-sales support for both Business-to-Consumer (B2C) and Business-to-Business (B2B) segments.</li></ul>
Customer Service Department	<ul style="list-style-type: none"><li>• Managing customer service, active listening, and coordination, while facilitating the resolution of customer feedback and complaints.</li></ul>



## MANAGEMENT APPROACH

The Company is executing systematic Customer Relationship Management through responsible operational and service planning, alongside a strategic roadmap for satisfaction enhancement and relationship building, based on the following five strategic pillars:

1. Advancing seamless omni-channel service development	2. Elevating personnel service capabilities and expertise	3. Data-driven Service Improvement	4. Upholding customer data security in accordance with ISO 27001 Information Security Management standards and ensuring full compliance with the Personal Data Protection Act (PDPA)	5. Leveraging social listening and real-time response
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The Company designates the Customer Service department to oversee all customer inquiries, feedback, and complaint resolutions across voice, Live Chat, and social media platforms, including Facebook, LINE, and Pantip website.

Furthermore, the Company's customer resolution and feedback protocols are governed by the Complaint Handling Manual, based on the following guidelines:

Customer Complaint Resolution Process	Customer Clarification Procedures
<ol style="list-style-type: none"> <li>1. Listen to and acknowledge issues reported by customers.</li> <li>2. Investigate root causes by consulting with relevant departments to identify specific bottlenecks and review previous client communications.</li> <li>3. Analyze and cross-reference information from both the customer and internal teams to determine if the issue stems from a misunderstanding or a procedural error.</li> </ol>	<ol style="list-style-type: none"> <li>1. In cases of miscommunication, a thorough internal investigation will be conducted, followed by a formal clarification to the customer.</li> <li>2. Should an operational error be confirmed, the relevant departments are required to analyze root cause and implement corrective actions.</li> </ol>

The Company analyzes the data gathered to identify improvement opportunities, ensuring operations are efficient, transparent, and capable of meeting customer needs effectively. Furthermore, this information serves as a key input for continuous product and service development to stay aligned with evolving market demands.

Additionally, the Company has established guidelines for customer satisfaction assessments to monitor the service quality of the Customer Relationship Management (CRM) team. If satisfaction scores fall below the predefined targets, relevant departments are required to develop an Action Plan to enhance service standards. For the year 2025, the Company has set a customer satisfaction target of at least 95%.

# Targets and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"><li>• Customer satisfaction score not less than 95%</li></ul>	<ul style="list-style-type: none"><li>• Customer satisfaction score = 96.68%</li></ul>
<ul style="list-style-type: none"><li>• Customer response rate via digital channels exceeds 98%</li></ul>	<ul style="list-style-type: none"><li>• Customer response rate via digital channels = 99.27%</li></ul>
<ul style="list-style-type: none"><li>• Average response time to customers via social media channels not exceeding 2 minute</li></ul>	<ul style="list-style-type: none"><li>• Average response time to customers via social media channels = 2.13 mins. (2 minutes 13 seconds)</li></ul>

# Occupational Health & Safety Management

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (-) In-community deliveries can be disruptive and dangerous. Issues like speeding and loud noises directly affect the community's well-being and quality of life.</li> <li>• (+) Strictly enforce Occupational Health and Safety measures per laws and standards to ensure safe work, reduce accidents, and enhance community safety.</li> <li>• (+) Emergency training and drills to boost confidence, efficiency, and workplace safety.</li> <li>• (+) Collaborative OHS training with partners ensures confidence and safety for all personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Risky operations may cause accidents impacting the health, safety, property, or lives of employees.</li> <li>• (O) OHS training for all levels helps prevent and reduce accidents that may impact the health, safety, property, or lives of employees.</li> <li>• (O) Joint OHS training with partners on safety standards helps prevent and reduce accidents that may impact the health, safety, property, or lives of both company and partner employees.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Comprehensive work standards—encompassing labor rights, a positive work environment, and protection against exploitation, are vital to business operations aligned with International Labour Organization (ILO) guidelines. The Company prioritizes occupational health and safety practices and awareness, focusing on accident prevention through safety training, the provision of Personal Protective Equipment (PPE), and regular workplace environment audits. These actions foster a safety-first corporate culture, ensuring employees feel confident and can perform their duties effectively.

Neglecting safety guidelines can lead to fines for non-compliance with occupational health and safety laws and increased costs for upgrading systems to meet regulations. Furthermore, it results in higher expenses for medical treatments, insurance premiums, and accident compensation. Therefore, implementing continuous preventive measures, such as training, safety audits, and appropriate welfare, not only reduces the risk of fines but also boosts employee confidence and long-term operational efficiency.



# Management of Material topics

(GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

To ensure every employee enjoys good health and well-being, the Company is committed to excellence in safety, occupational health, and workplace environment management. We have established an Occupational Health, Safety, and Working Environment Policy covering 8 key pillars as follows:

1. Adhere to and monitor all relevant laws and regulations mandated by government agencies.
2. Maintain readiness to allocate the necessary budget for safety and health management.
3. Safety is the duty of every employee and visitor. All individuals must strictly follow safety protocols while on company premises.
4. Support potential development through various activities and training to ensure all staff are skilled in safety management.
5. Actively manage operations to achieve Zero Accidents and eliminate Occupational Diseases. Supervisors at all levels must lead by example and provide constant guidance.
6. Utilize employee suggestions, feedback, and complaints to refine management systems, supported by regular audits.
7. Provide appropriate Personal Protective Equipment (PPE), medical supplies, and emergency equipment based on the specific risks of each area.
8. Foster employee cooperation in maintaining cleanliness and ensuring that tools, equipment, and machinery are hygienic and in safe working condition.



## GOVERNANCE

The Company manages occupational health and safety by defining roles, duties, and responsibilities as follows:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"> <li>• Establish high-level policies, approve budgets, and set overall safety targets to ensure the organization complies with good corporate governance principles.</li> </ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"> <li>• Determine and review the company's sustainability policies, strategies, and goals, as well as monitor, evaluate, and disclose sustainability performance data.</li> </ul>
ESG Working Group	<ul style="list-style-type: none"> <li>• Develop ESG action plans, while overseeing, monitoring, evaluating, and reporting performance to the Corporate Governance and Sustainability Committee, including the monitoring of occupational health and safety performance.</li> </ul>
Safety Committee	<ul style="list-style-type: none"> <li>• Audit work standards, identify risks, recommend preventive measures to management, and monitor compliance with safety policies.</li> </ul>
Safety Department	<ul style="list-style-type: none"> <li>• Plan, control, and oversee occupational health, safety, and the working environment within the workplace, with primary duties to prevent accidents, mitigate risks, and train employees to work safely in compliance with the law.</li> </ul>





## MANAGEMENT APPROACH

The Company maintains a safe working environment and ensures the well-being of all employees and workers within its premises. This is achieved through safety policies, manuals, and an Occupational Health and Safety (OHS) management system based on the Occupational Safety, Health, and Environment Act B.E. 2554 (2011). These standards cover all corporate activities across the head office and retail branches. To drive and oversee these operations, the OHS department and professional safety officers play a vital role as follows:

1. Audit and recommend that the employer complies with occupational safety, health, and environment laws.
2. Conduct job hazard analysis to identify dangers and define preventive measures and safe work procedures for the employer's approval.
3. Assess risks related to occupational safety, health, and the working environment.
4. Analyze work plans or projects, including suggestions from various departments, to recommend safety measures to the employer
5. Evaluate workplace operations to ensure alignment with safety plans, projects, or measures.
6. Advise employees to follow the occupational safety, health, and environment manual.
7. Guide, coach, and train employees to ensure work is performed without incidents that could lead to unsafe conditions.
8. Measure and evaluate the working environment.
9. Provide recommendations to the employer for appropriate safety management and continuous efficiency improvements.
10. Investigate and analyze causes of work-related injuries, illnesses, or nuisances, reporting findings and recommending prompt corrective actions to the employer.
11. Compile statistics and analyze data to prepare reports and recommendations concerning work-related injuries, illnesses, or nuisances for the employer.
12. Educate and train employees on occupational diseases and environmental factors both before they start work and through annual refreshers.
13. Perform other safety-related duties as assigned.

### Work-Related Hazard Identification Procedures

The Company has a work-related hazard identification process that utilizes risk assessments and incident investigations, while applying the hierarchy of controls. We emphasize employee participation through a 5-step process, as follows:

1. Identify the sources of hazards using various methods, such as walkthroughs, checklists, and Job Safety Analysis
2. Analyze the severity and the likelihood of occurrence for each identified hazard.
3. Hierarchy of controls:



4. Conduct investigations to identify the root cause and prevent recurrence, covering both near-misses and actual accidents.
5. Regularly review risk control measures and encourage employee participation in every step of the safety management process.

## Occupational Health and Safety Service Guidelines

1. First Aid and Emergency Care: Provide first aid kits and training for personnel to become certified First Aiders capable of providing basic emergency care.
2. Assess and improve the work environment to promote better ergonomics and employee well-being.
3. Environmental Factor Monitoring
4. Measure air quality, lighting, and noise levels in the workplace to ensure they meet legally mandated standards.
5. Sanitation and Facilities: Provide clean and adequate toilets, drinking water, and rest areas to accommodate the number of employees.

The Company also provides voluntary health promotion programs for employees to help mitigate and manage both physical and mental health risks. These include mental health services to alleviate stress, the provision of health education, and behavioral change programs, such as exercise initiatives, weight-loss campaigns, nutritional promotion in cafeterias, and smoking/alcohol cessation activities. Furthermore, the Company facilitates health screenings and risk assessments, including annual health check-ups, health risk evaluations, vaccinations, and on-site infirmary services.

In addition, the Company provides external services and supplemental benefits, such as group health insurance, life insurance, disability insurance, and coordination with contracted hospitals. These initiatives ensure that employees receive comprehensive and continuous healthcare support.

## Promoting Access to Occupational Health and Safety Services and Employee Participation

The Company supports access to employee potential development activities by providing training that enables staff to recognize risks and implement proper preventive measures. This fosters a work culture that prioritizes health and safety. Key training includes Compulsory courses covering occupational health and safety standards, as well as Safety Officer courses at various levels. Furthermore, the Company systematically records accident data and employee health information to analyze and enhance the efficiency of safety measures.

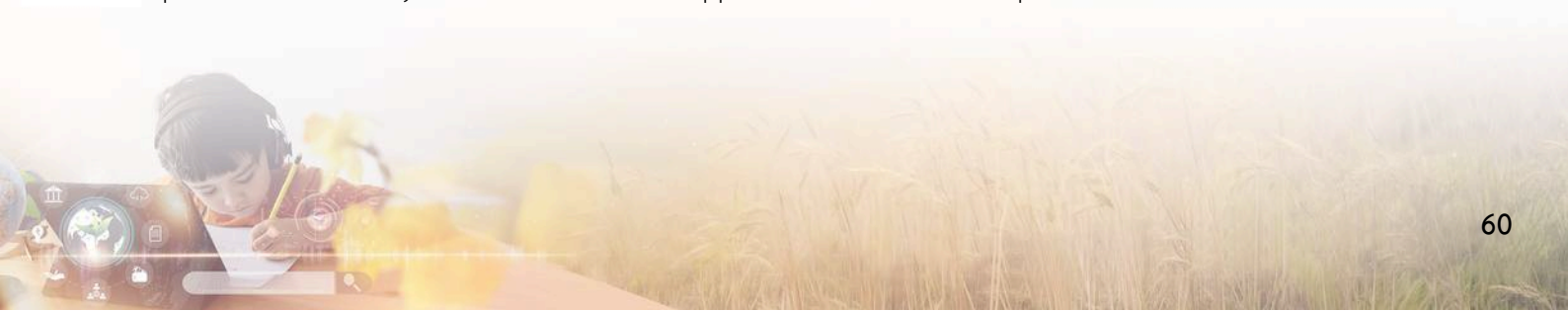
The Company promotes employee engagement in safety through the Safety Committee. This joint committee consists of management representatives (employer representatives) and employee representatives, playing a crucial role in co-defining policies, measures, and monitoring occupational health and safety performance as follows:

- Review occupational health and safety policies.
- Determine measures to prevent workplace accidents.
- Analyze the causes of accidents and propose corrective actions or solutions.
- Monitor and track the progress of safety operations and initiatives.
- Receive and address safety suggestions and complaints from employees.

## Corporate Guidelines for Preventing or Mitigating Occupational Health and Safety Impacts

The Company maintains emergency preparedness and response protocols by establishing clear procedures and action plans for handling emergencies or serious incidents. This ensures a timely and efficient response to minimize potential impacts on employees, assets, and business operations.

Simultaneously, the Company emphasizes monitoring and employee participation. The Company encourages continuous involvement through a Hazard Reporting system, workplace inspections, and the reporting of abnormalities. These practices enable early risk identification and support sustainable accident prevention.



# Key Projects in 2025

## 1. Safety Training Program for Employees

**Project Description:** The Company prioritizes raising safety awareness by ensuring all employees adhere to efficient and safe work practices. In 2025, the Company organized several key training programs, including the Occupational Safety Training for General Employees, Safety Orientation for New Hires, and Basic Firefighting Training.

**Objective:** To ensure that all employees are capable of performing their duties safely, thereby fostering a high quality of life and good health in the workplace.

**Quantitative Results:**

- Total Participants: 546 employees in 2025

## 2. Training Program for Safety Personnel and Safety Officers

**Project Description:** The Company is committed to continuously elevating the operational potential of both staff and management within the safety workstream. In 2025, the Company organized several specialized training programs, including Occupational Safety Officer (OHS) training for both Supervisory and Executive levels, OHS knowledge development refreshers, Working at Heights safety training for operators, and Building Electrician certification courses.

**Objective:** To ensure professional readiness and further develop specialized skills required for specific safety roles and technical career paths.

**Quantitative Results:**

- Total Participants: 55 employees in 2025



# Targets and and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"> <li>Employee's Lost Time Injury Frequency Rate LTIFR/LTIR = 0.00</li> </ul>	<ul style="list-style-type: none"> <li>Employee's Lost Time Injury Frequency Rate LTIFR = 0.41</li> </ul>
<ul style="list-style-type: none"> <li>Employee's Work-related Fatalities: 0 cases (Zero)</li> </ul>	<ul style="list-style-type: none"> <li>Employee's Work-related Fatalities: 0 cases (Zero)</li> </ul>
<ul style="list-style-type: none"> <li>Contractor's Lost Time Injury Frequency Rate LTIFR/LTIR = 0.00</li> </ul>	<ul style="list-style-type: none"> <li>Contractor's Lost Time Injury Frequency Rate LTIFR = 6.57</li> </ul>
<ul style="list-style-type: none"> <li>Contractor's Work-related Fatalities: 0 cases (Zero)</li> </ul>	<ul style="list-style-type: none"> <li>Contractor's Work-related Fatalities: 0 cases (Zero)</li> </ul>

The Company has monitored and audited the causes of accidents involving employees and contractors over the past year, implementing corrective actions through incident investigations and establishing measures to prevent recurrence, as follows:

Incidents and Injuries	Preventive Measures
<b>Employee Cases</b>	
<ul style="list-style-type: none"> <li>A pallet jack/tow tractor ran over an employee's toes.</li> <li>An employee was injured by fragments of a shattered grinding disc hitting their foot.</li> </ul>	<ul style="list-style-type: none"> <li>Establish a mandatory dress code requiring employees to wear proper footwear while on duty to prevent workplace injuries.</li> <li>Strictly enforce the use of PPE at all times during operations.</li> <li>Procure and prepare specialized PPE specifically for grinding machine operations to ensure they are always ready for use.</li> </ul>
<ul style="list-style-type: none"> <li>While moving stacked product baskets, the baskets slipped from their locked position, resulting in an injury to the employee.</li> </ul>	<ul style="list-style-type: none"> <li>Instructed employee to wear sneakers while on duty to prevent accidents during work operations.</li> <li>Prohibit employees from stacking baskets above appropriate heights and ensure baskets are positioned at a safe level for transport.</li> </ul>
<ul style="list-style-type: none"> <li>An employee stepped over conveyor rails within the warehouse and slipped, resulting in an injury.</li> <li>An employee stepped onto a pallet jack and tripped due to a cramped workspace and operational negligence, resulting in an injury.</li> </ul>	<ul style="list-style-type: none"> <li>Strictly prohibit employees from crossing conveyor rails at all times, whether the machinery is operating or stationary, to prevent potential hazards.</li> <li>Issue a formal warning and strictly forbid stepping onto pallet jacks; employees must operate pallet jacks following correct procedures during duty.</li> </ul>

Incidents and Injuries	Preventive Measures
<ul style="list-style-type: none"> <li>The employee was unfamiliar with the correct operating procedures as it was a new task and they lacked prior experience, resulting in a hand injury during work.</li> </ul>	<ul style="list-style-type: none"> <li>Safety Officers (OHS) must be notified to inspect the work area and assess the weight and size of objects to be lifted, in order to evaluate risk levels and determine if such risks are acceptable.</li> <li>Employees are strictly prohibited from performing tasks outside their regular duties unless the work has been officially inspected and authorized by relevant personnel.</li> </ul>
<ul style="list-style-type: none"> <li>Equipment was not properly welded or locked, causing a steel support to give way and resulting in all products stacked above collapsing to the floor, as the employee failed to remove them first (products packaged in paper bags). The falling steel structure impacted the floor, creating a loud noise heard throughout the entire warehouse.</li> </ul>	<ul style="list-style-type: none"> <li>Notify relevant technicians to inspect and install anchor points or weld beams to uprights, ensuring the structure is securely fastened and preventing rack collapse.</li> <li>Inform relevant departments that if the rack must be moved, they must notify the supervisor and manager beforehand, and ensure coworkers are present to assist for safety.</li> <li>Affix "Do Not Move" stickers to the rack beams as a warning to prevent unauthorized actions that could lead to potential hazards.</li> </ul>
Contractor Cases	
<ul style="list-style-type: none"> <li>While a contractor was moving double-stacked metal storage cages within the warehouse, the bottom cage was not properly secured. Combined with the top cage being heavier due to stored products, the unit toppled over and struck an employee who was cleaning the area.</li> </ul>	<ul style="list-style-type: none"> <li>Before commencing work, operators must thoroughly inspect the metal cages to ensure that all locking points are securely fastened and in perfect condition, preventing any slippage or falling during use.</li> </ul>



# Empowering Communities Through Technology

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (-) Operating businesses near communities may cause air or noise pollution, disturbing and affecting community health</li> <li>• (+) Organizing community listening activities helps build good relationships</li> <li>• (+) Providing digital technology training and IT equipment support to those in need, to help develop and reduce the digital gap of people in society</li> <li>• (+) Supporting E-Sport athletes helps create career paths for youth and the public, develops essential skills, and promotes disciplined gaming.</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Operating businesses near communities may disturb residents, risking dissatisfaction and the company's image</li> <li>• (R) Inadequate support for technology access may increase inequality and affect the corporate image</li> <li>• (O) Organizing community development activities and promoting technology access through IT equipment support to upgrade skills, create careers, reduce inequality, and strengthen the organization's long-term credibility and image</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

Through business operations, the Company cannot avoid impacts occurring to stakeholders surrounding operational areas; thus, Corporate Social Responsibility (CSR) activities are a vital responsibility of the organization, both to prevent fundamental rights violations and to drive positive impacts on society and the environment. CSR activities can take various forms, according to UNESCO's Corporate Social Responsibility article, whether environmental, ethical, philanthropic, or economic, reflecting the challenges and opportunities in integrating social activities into business processes appropriately. One possible approach is supporting the development of knowledge and solutions to strengthen community potential sustainably. The Company realizes the importance of elevating people's quality of life alongside sustainable business growth; as an IT product distributor, it aims to promote effective and safe digital technology skills through training and creating broader technology access for society. This will help reduce the digital divide, promoting equality in information access and economic opportunities for Thai society, enabling communities to apply knowledge to careers, develop quality of life, and adapt to technological changes sustainably.

Simultaneously, developing community skills and knowledge helps strengthen self-reliance capabilities and sustainable development, making communities strong and able to cooperate with organizations in developing effectively, which helps reduce expenses in managing social and environmental problems in communities that may occur. If organizations neglect supporting community development, they may lose opportunities to build community relationships and corporate social responsibility images; furthermore, they may face higher costs in remedying or compensating for damages arising from neglecting community issues. Therefore, investing in digital skill development projects helps increase efficiency in operating together with communities and creates a strong stakeholder base, which also positively affects the corporate image.



# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE

### Policy/Related Guidelines

The Company believes that technology is a fundamental cornerstone for enhancing people's quality of life. Consequently, a Community and Social Management Plan has been established to strengthen relationships with stakeholders throughout the business value chain. This plan drives social responsibility while fostering a volunteer spirit among employees at all levels.

### GOVERNANCE

The company supports community development by defining roles, duties, and responsibilities as follows:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"><li>Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li></ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"><li>Formulating and reviewing the Company's sustainability policies, strategies, and targets, including monitoring, evaluation, and disclosure of sustainability performance.</li></ul>
Executive Committee	<ul style="list-style-type: none"><li>Directing the Company's operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li></ul>
ESG Working Group	<ul style="list-style-type: none"><li>Developing ESG action plans, while overseeing, monitoring, evaluating, and reporting performance to the Corporate Governance and Sustainability Committee, including driving and tracking the progress of community and social initiatives.</li></ul>
Marketing Department and Human Resources Department	<ul style="list-style-type: none"><li>Implement initiatives aimed at community and social development</li></ul>

## MANAGEMENT APPROACH

The Company is committed to enhancing community potential and quality of life alongside business growth, operating under the core philosophy: "A thriving society sustains a thriving business." We strive to create shared value (CSV) by bridging the digital divide, promoting educational access, and improving the quality of life for surrounding communities. We foster a culture of social responsibility among all employees, promote youth employment, and provide vocational skill development for the public. Furthermore, the Company actively supports communities facing hardships or disasters. Our initiatives and projects are implemented based on the following four key pillars:



In addition, the Company's future plans include expanding the 'PAY IT FORWARD' project for technology knowledge transfer and the 'Zero to Hero' project for career creation and quality of life enhancement. We aim to integrate our IT expertise to develop basic digital literacy training for communities receiving equipment donations, ensuring that technology is utilized for maximum benefit and long-term sustainability.

### Key Projects in 2025

#### 1. Passing on opportunities & Developing Thai education

##### “Share Dreams, Share Reading” Project



**Project Description:** “Share Dreams, Share Reading” Project was conducted in collaboration with the company’s branch employees to promote reading and cultivate lifelong learning habits. Over 700 age-appropriate books were collected and donated to schools in Udon Thani, Songkhla, Phra Nakhon Si Ayutthaya, Nong Khai, Phichit, and Sa Kaeo.

**Objective:** To support education and encourage employee engagement in educational development initiatives.

##### Quantitative Results:

- Participation from employees across 10 branches.
- 6 participating educational institutions in 2025

## 2. Career Creation & Enhancing Quality of Life

### “ZERO TO HERO” Project for Career Creation & Enhancing Quality of Life

**Project Description:** “ZERO TO HERO” Project focuses on empowering underprivileged individuals to achieve self-reliance and career stability. By providing essential equipment and seed funding, we aim to build a sustainable future and reduce social inequality. In March 2025, professional salon equipment and vocational grants were awarded to individuals at the Central Family and Women’s Development Learning Center in Nonthaburi Province.

**Objective:** Supporting community career building through essential equipment and resource provision.

#### Quantitative Results:

- Total funding support of 15,000 THB in 2025



## 3. Empowering Communities through technology

### The Learning HUB! Project

**Project Description:** The Learning HUB is an in-store learning center designed to facilitate and enhance digital literacy regarding IT and electronic devices. In 2025, the project was successfully completed at one branch in Loei province, with another currently underway in Chanthaburi. Furthermore, the company plans to expand this initiative to cover all four regions of Thailand (one branch per region) by 2026.

**Objective:** Promoting the development of technological knowledge for IT and electronic devices

#### Quantitative Results:

- 1 branch completed



## PAY IT FORWARD 2025 Project

**Project Description:** “PAY IT FORWARD” represents as flagship project, reflecting the Company’s core identity in supporting IT equipment for education. Applications are open via social media channels, alongside schools selected by The Mirror Foundation. In collaboration with business partners, the Company provides essential IT resources to underprivileged schools across Thailand.

By focusing on distributing opportunities across all regions with a "one school per province" target, the initiative enables students in remote areas to access information and develop equitable digital skills. Through the delivery of IT equipment to 77 schools across all 77 provinces nationwide, learning opportunities are created for youth to gain essential digital literacy.

**Objective:** Facilitating student access to computer hardware and IT resources

### Quantitative Results:

- Over 10,000 participants reached through the program
- 59 participating educational institutions in 2025
- Total funding support of 1,383,239.61 THB in 2025



## PC Assembly & AI Software Training Project

**Project Description:** An ongoing project from 2022–2025 for high school, vocational, and undergraduate students, as well as interested individuals. The content explains the importance of DIY, identifying the components of a computer, and enables participants to assemble a computer independently.

**Objective:** Promoting self-learning in PC assembly for high school students, vocational students, undergraduate students, and interested individuals.

### Quantitative Results:

- 3,753 participants
- 33 participating educational institutions in 2025



#### 4. Assisting Communities in Crisis and Building Good Community Relations

##### Flood Relief Project



**Project Description:** Originating from the major floods in Southern Thailand in late 2025, the project prioritized the welfare of citizens and communities. The "Advice We Care" campaign was launched to alleviate suffering and support recovery. Free inspection and cleaning services for all types of IT equipment, including computers, smartphones, and printers, were provided regardless of the original place of purchase.

**Objective:** Mitigating damage and ensuring safety in the use of electrical equipment for citizens in disaster-affected areas.

**Quantitative Results:**

- Project implementation through 5 branches, Hatyai, Songkhla, Satun, Pattani, and Phatthalung, providing device check-up services for a total of 470 units.

##### Beautiful Home by Our Hands Project and Advice x TerraCycle

**Project Description:** Focusing on communities near the HQ and branches to build positive relationships and improve the environment, social management and community relations are prioritized. Employees regularly participate in volunteer activities to clean and improve the landscape of public areas surrounding the company premises.

Additionally, prioritizing environmental responsibility and employee engagement, the Company collaborated with the TerraCycle Thai Foundation in 2025 for the "Beautiful Home by Our Hands" activity. Waste was collected in the Lat Phrao Canal to reduce public waterway pollution, with the Company ranking 10th in total accumulated waste weight for the project.

**Quantitative Results:**

- 60 participants
- Collected a total of 2,669 kilograms of community waste.



# Targets and and Key Indicators

Target	Performance of Y2025
<ul style="list-style-type: none"><li>• At least 2 projects per year to develop essential skills and knowledge in the digital era.</li></ul>	<ul style="list-style-type: none"><li>• 3 projects was conducted to develop essential skills and knowledge in the digital era.</li></ul>



The image features a complex digital circuit board as a background, with glowing blue lines representing data paths and various components. Several golden scales of justice are positioned across the board, symbolizing balance and law in a digital context. The scales are partially obscured by the glowing lines and the text.

# Governance Dimension

GOVERNANCE

# Good Corporate Governance

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (+) Establishing transparent and auditable policies, practices, and governance frameworks, resulting in increased confidence among internal and external stakeholders regarding the organization's stability.</li> <li>• (+) Providing risk management training across all levels to foster a proactive risk management culture and ensure emergency preparedness.</li> <li>• (+) Offering diverse grievance mechanisms, ensuring stakeholders are confident that the organization listens to and prioritizes every voice.</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Changes in relevant laws and regulations may lead to increased operational costs.</li> <li>• (O) Promoting a culture of good governance and transparent disclosure helps build trust and attracts investors and business partners.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

In today's business world, characterized by high volatility and multifaceted expectations from society and stakeholders, a robust corporate governance system is more than just a framework; it is a vital mechanism that sets the standards for transparency, accountability, and the exercise of sound judgment in organizational management. Adhering to business ethics and ensuring auditable operations reflect a genuine commitment to good governance. Furthermore, it serves as the essential foundation for building trust between the organization and its employees, customers, investors, and all stakeholder groups. The Company, therefore, places the utmost importance on fostering a transparent and ethical corporate culture. This is achieved through a systematic approach, including regular training and consistent communication of ethical guidelines, the provision of diverse and secure grievance mechanisms for whistleblowers, and comprehensive risk oversight. These measures ensure that employees at all levels perform their duties in alignment with corporate values, guided by the principles of integrity, transparency, and accountability toward all stakeholders.



# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE

### Related Policies and Guidelines

The Company has established a Corporate Governance Policy and a Code of Conduct to serve as operational guidelines for employees at all levels and to enhance transparency standards in its business operations.

Further details can be found in the Corporate Governance Policy.

[https://www.advicepcl.co.th/en/pdf/Document/2569\\_Advice\\_Corporate%20Governance%20Policy%20-%20signed.pdf](https://www.advicepcl.co.th/en/pdf/Document/2569_Advice_Corporate%20Governance%20Policy%20-%20signed.pdf)

### Governance

#### Corporate Governance Structure



## Board of Directors Information

The Board of Directors serves as the Company’s highest governing body, responsible for setting the direction, vision, and strategy, as well as monitoring overall performance across economic, social, and environmental dimensions. This ensures that operations are transparent, prudent, and aligned with good corporate governance principles. The Company’s corporate governance structure consists of the Board of Directors and five sub-committees: the Audit Committee, the Executive Committee, the Risk Management Committee, the Nomination and Remuneration Committee, and the Corporate Governance and Sustainability Committee.

The Company maintains a policy requiring that the Chairman of the Board and the Chief Executive Officer (CEO) be different individuals. This is to ensure a proper balance of power in operations and to establish a clear separation of roles and responsibilities.

**Details regarding the names of the Board of Directors, their positions, roles and responsibilities, as well as their skills and expertise, can be found in the 2025 One Report, Chapter 7.2 :**  
[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

<b>Total Number of Directors</b> 10 persons	<b>Male Directors</b> 9 persons	<b>Female Directors</b> 1 person
<b>Executive Directors</b> 5 persons	<b>Non-Executive Directors (Non-Independent)</b> 1 person	<b>Independent Directors</b> 4 persons

Remark: The Company specifies the term of office for board members in the Board of Directors Charter and the Sub-Committee Charters. Additionally, members of the Board of Directors serve as representatives of minority groups and stakeholders to reflect diverse perspectives in corporate governance.

## Nomination and Selection of Directors

The Company has appointed the Nomination and Remuneration Committee to establish criteria for recruiting individuals to serve as directors and senior executives. This includes determining compensation for the Board of Directors, sub-committees, and senior executives that is appropriate for their duties, responsibilities, and the value created for the organization, in order to enhance the confidence of shareholders and investors. In the nomination and selection process, the Company has established qualifications and criteria covering knowledge, ability, experience, and specialized expertise, as well as diversity in accordance with international standards, such as gender, ethnicity, culture, and professional skills. This ensures a balanced Board structure and effective business oversight. The Company requires that the Board of Directors consist of independent directors representing at least one-third of the total number of directors, and no fewer than three individuals, to strengthen independence in governance and ensure a balance of power in decision-making. The Nomination and Remuneration Committee is responsible for screening qualified candidates before proposing them to the Board of Directors and/or the Shareholders' Meeting for further appointment.

**Details regarding the nomination of directors can be found in the 2025 One Report, Chapter 6.1.1: Policies and Guidelines Related to the Board of Directors.**  
[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

## Board Skills Development

The Company prioritizes the potential development of its Board of Directors to strengthen the organization in terms of both good corporate governance and effective strategic direction. As directors play a crucial role in defining the vision, policies, and business direction to drive the organization toward long-term success and growth, the Company provides regular opportunities for knowledge enhancement and essential skill-building. The Company supports directors in attending training programs or seminars beneficial to their duties, including courses organized by the Thai Institute of Directors (IOD). This includes the mandatory programs required by the Securities and Exchange Commission (SEC) for directors of listed companies, such as the Director Accreditation Program (DAP) or the Director Certification Program (DCP). Beyond these mandatory requirements, directors also emphasize participation in specialized IOD courses, such as the Role of the Compensation Committee (RCC) and the Advanced Audit Committee Program (AACP), as well as the Intensive Strategic Foresight (ISF) program by the Thai Listed Companies Association. These efforts aim to enhance understanding of governance, risk management, strategic planning, and shifting business environments, enabling the Board to perform its duties effectively, transparently, and in alignment with good corporate governance principles.

**Details regarding director development can be found in the 2025 One Report,**

**Chapter 8.1.1: Nomination of Directors / Director Development / Performance Evaluation of the Board.**

[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

## Board Performance Evaluation

The Company requires an annual performance evaluation of the Board of Directors, utilizing assessment forms that follow the guidelines of the Stock Exchange of Thailand. The evaluation is categorized as follows:

The self-assessment of the BOD as a whole	The self-assessment of individual directors The self-assessment of sub-committees (both as a whole and individually)
<ul style="list-style-type: none"><li>• Board structure and qualifications</li><li>• Roles and responsibilities of the Board</li><li>• Board meetings</li><li>• Performance of directors' duties</li><li>• Relationship with management</li><li>• Director and executive development</li></ul>	<ul style="list-style-type: none"><li>• Structure and qualifications of directors</li><li>• Director meetings</li><li>• Roles, duties, and responsibilities of the BOD</li><li>• Governance and management of organizational impacts on ESG dimensions</li></ul>

The Board's performance evaluation process is conducted independently, with directors performing self-assessments through standardized forms on an annual basis. The Company utilizes these evaluation results as a guideline to improve corporate governance, enhance directors' potential, and consider adjustments to Board composition or organizational practices as appropriate to address the insights gained from the assessment.

**Further details regarding the criteria and results of the Board of Directors' performance evaluation for the past year can be found in the 2025 One Report,**

**Chapter 8.1.1: Nomination of Directors / Director Development / Performance Evaluation of the Board.**

[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

## Sustainability Governance Structure

The Board of Directors has appointed the Corporate Governance and Sustainable Development Committee to manage sustainability and climate change, as well as oversee the organization's impacts on the economy, society, and environment. The committee consists of representatives from the Board and senior executives. Additionally, an ESG Working Group has been established to drive initiatives according to the defined policies, with progress reported at quarterly ESG committee meetings. The roles and responsibilities of the Corporate Governance and Sustainable Development Committee include:

- 1. Consider, establish, and review policies, strategies, and update the Company's sustainable development goals**  
to cover Environmental, Social, and Governance (ESG) dimensions, ensuring alignment with best practices and both domestic and international standards.
- 2. Provide advice and support for establishing sustainability policies, strategies, and operations**  
to achieve defined goals, maintain sustainability leadership recognized by external organizations, and encourage directors, executives, and employees to effectively follow sustainability guidelines.
- 3. Oversee, monitor, evaluate, and disclose sustainability performance data**  
to ensure balance and transparency, while generating maximum benefits for the Company and its stakeholders.
- 4. Review and approve reported information, including the organization's material topics**  
to ensure that disclosures are accurate, complete, and truly reflect significant issues impacting the organization and its stakeholders.

## Code of Business Conduct

The Company aims to elevate its operational standards to be responsible and credible; therefore, it has developed the 'Code of Business Conduct' as a guideline for directors, executives, and employees at all levels to make decisions and perform their duties appropriately, in alignment with corporate values and stakeholder expectations.

Details regarding the Code of Business Conduct can be found in the 2025 One Report, Chapter 6.2 :

[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

## Conflict of Interest

The Company recognizes that conflicts of interest are a significant risk that could impact the credibility and transparency of its operations. Therefore, strict policies and guidelines have been established to prevent and manage such issues. The Company requires directors, executives, and employees at all levels to avoid any actions or behaviors that may lead to a conflict of interest, whether directly or indirectly. Furthermore, personnel have a duty to fully and transparently disclose any relationships or information that could give rise to a conflict of interest, and must refrain from participating in the review, approval, or decision-making process regarding matters in which they have a personal interest.

In addition, the Company has established processes for reviewing and approving related party transactions to ensure they are conducted on an Arm's Length Basis and in strict compliance with relevant laws and regulations. Related information is disclosed transparently in the annual report to strengthen a corporate culture rooted in ethical standards, transparency, and accountability. Within the annual report, the Company discloses relevant information in accordance with good corporate governance principles, including:

- Details of Cross-board Membership
- Disclosure of directors' shareholdings
- No instances of cross-shareholding with suppliers or other stakeholders were found.
- No related parties were identified that could give rise to a conflict of interest, and no transactions or outstanding balances were found with individuals who could be considered related parties.

These actions reflect the Company's commitment to managing conflicts of interest systematically and transparently in accordance with good corporate governance principles, aiming to build sustainable trust and confidence among shareholders and all stakeholders

## Anti-Corruption

The Company prioritizes anti-fraud and anti-corruption at all levels. We integrate fraud risk management into the annual enterprise risk management process to effectively identify, assess, prevent, and manage incidents that could impact our credibility and transparency. Furthermore, our clear Anti-Corruption Policy applies to directors, executives, employees, and stakeholders, supported by continuous training and communication to foster an organizational culture rooted in ethics, integrity, and good governance.

In the past year's annual report, the Company conducted corruption risk assessments across all departments identified with operational or transactional risks. A total of 7 departments underwent these assessments, representing 100% of all relevant business units. These assessments covered activities susceptible to corruption, such as procurement, vendor management and selection, customer service, corporate asset management, and approval processes for significant related transactions. The results were used to define internal controls, improve procedures, and ensure continuous monitoring to strengthen systems and tangibly reduce fraud risks. From the departmental corruption risk assessments, significant risks were identified, namely fraud related to petty cash management and financial transactions at the branch level.

## Concerns Reporting Process

The Company has established a process for communicating critical concerns, including events or situations that could significantly impact the business, stakeholders, or corporate reputation. Management is required to assess the severity and impact of such issues and report to the Audit Committee and the Board of Directors, respectively. This ensures appropriate and timely monitoring, direction, and risk management measures.

In 2025, the Company found no issues or complaints that constituted significant risks or impacts requiring a report to the Board of Directors.

## Remuneration Policy

The Company establishes the remuneration policy for the Board of Directors and Sub-committees by considering their roles, duties, and responsibilities in corporate governance, including oversight of economic, environmental, and stakeholder issues. Although compensation is not directly linked to sustainability performance indicators, the Board remains responsible for overseeing such impacts thoroughly under the corporate governance framework. This ensures that the remuneration mechanism supports good governance and sustainable growth.

At the 2025 Annual General Meeting of Shareholders on April 28, 2025, the meeting resolved to approve a total remuneration budget not exceeding 10 million Baht per year. This covers monetary compensation, including monthly fees, meeting allowances, and annual bonuses for non-executive directors. Bonus payments are contingent upon the Company's performance, risk levels, and the achievement of key organizational indicators. Furthermore, the Company's remuneration policy prioritizes other governance elements, namely:

- **Group Insurance** for the Board of Directors, which serves to enhance welfare and support the efficient performance of their duties.
- **Severance pay** provided in accordance with the Company's work rules and relevant labor laws.
- **Post-retirement benefits or other long-term benefits** for directors or senior executives, in accordance with the conditions prescribed by law.

Furthermore, the Company has no policy of providing non-monetary compensation to maintain transparency and alignment with good corporate governance principles. All remuneration policies are established to balance business outcomes with sustainability results, taking into account stakeholder interests, natural resources, and risk management efficiency in accordance with organizational goals.

Details regarding the Board of Directors' remuneration can be found in the 2025 E-One Report.

## Chapter 8.1.2: Board of Directors' Meeting Attendance and Individual Remuneration

[https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice\\_ann\\_2025\\_E](https://www.irplus.in.th/Listed/ADVICE/en/ebook/annual/advice_ann_2025_E)

### Remuneration Determination Process

The Company establishes remuneration processes under the oversight of the Nomination and Remuneration Committee, comprising at least three members, with the Chairman and the majority being Independent Directors to ensure independent, transparent, and conflict-free policy-making. This committee is responsible for defining criteria, policies, and structures aligned with roles, responsibilities, performance, and strategic goals, while benchmarking against industry peers before proposing to the Board and/or Shareholders. Furthermore, the Board considers remuneration based on all stakeholder interests and reviews shareholder voting results on new policies to ensure the process reflects shareholder expectations, remains appropriate, transparent, and adheres to Good Corporate Governance.

In this regard, directors with a conflict of interest in remuneration matters shall abstain from participating in the discussion or voting on related agenda items. This is to prevent conflicts of interest and to maintain the fairness, transparency, and overall credibility of the decision-making process.

### Risk Management and Internal Control

The Board of Directors recognizes the importance of the internal control system as a vital mechanism for risk management, fraud prevention and detection, and promoting efficient, transparent, and fair operations to build confidence among shareholders, stakeholders, and society. The Company continuously develops and improves its internal control system based on the COSO (The Committee of Sponsoring Organizations of the Treadway Commission) framework, which covers five key components: Control Environment, Risk Assessment, Control Activities, Information and Communication, and Monitoring Activities. Our internal control system is designed to suit the size, nature of business, and organizational context, under the oversight of the Board of Directors and the Audit Committee, who play a pivotal role in supervising, monitoring, and continuously evaluating the effectiveness of the internal control system.

Based on the assessment of the internal control system's adequacy, prepared by management and reviewed by the Audit Committee, along with reports from the Internal Audit department, the Board of Directors is of the opinion that the Company's internal control system is adequate, appropriate, and effective. It is capable of managing risks that may impact business operations appropriately while supporting the organization's objectives with transparency and fairness.

The Company manages its internal control system based on the COSO (The Committee of Sponsoring Organizations of the Treadway Commission) framework, which encompasses five key components as follows:

#### 1. Control Environment

The Company promotes an organizational culture based on integrity, ethics, and compliance with the Code of Conduct, with clear policies and guidelines covering daily operations, decision-making, and stakeholder treatment. We maintain oversight by an independent Board and a clear separation of roles between the Board of Directors and Management.



## 2. Risk Assessment

The Company conducts comprehensive risk assessments and analyses at all levels, considering both internal and external factors. We have established appropriate risk mitigation policies and measures, while also evaluating the potential for fraud and monitoring changes that could impact the internal control system.

## 3. Control Activities

The Company has established written internal control measures covering all operational aspects, including procurement, financial approvals, and general administration, while ensuring an appropriate system of checks and balances.

## 4. Information & Communication

The Company maintains information systems that provide accurate and timely data, supported by clear and comprehensive internal communications to ensure employees understand their roles and responsibilities, and the internal control policies.

## 5. Monitoring Activities

The Company continuously monitors and evaluates internal controls via internal audits and self-assessments, ensuring prompt remediation whenever weaknesses are identified.

# Key Projects in 2025

## 1. Communication and Training on Anti-Corruption Policy and Guidelines



**Project Description:** The Company continuously communicates its Anti-Corruption Policy and related guidelines to directors, executives, and employees at all levels. Technology is utilized as a key tool for disseminating and promoting knowledge regarding our anti-fraud policies and procedures. This includes mandatory orientation for new hires, online training programs for current management and staff, and educational video clips for knowledge review. These initiatives ensure that employees can conveniently access learning materials anytime, anywhere, enabling them to adhere to the policy correctly and appropriately.

**Objective:** To ensure that directors, executives, and employees at all levels are fully informed and have a clear understanding of the intent, definitions, and scope of the Company's Anti-Corruption Policy and Guidelines. Furthermore, it aims to foster awareness of the potential impacts and damages that corruption can inflict upon individuals, the organization, and society as a whole.

Furthermore, the training aims to reinforce the understanding of directors, executives, and employees at all levels regarding their roles, duties, and responsibilities in preventing and opposing all forms of corruption. This is to promote business operations that are transparent, ethical, and in full alignment with the principles of Good Corporate Governance.

### Quantitative Results:

The Company successfully communicated its Anti-Corruption Policy and related guidelines to 100% of its personnel, covering all directors, executives, and employees. This includes all 10 members of the Board of Directors, as well as the entire management team and staff, all of whom have been fully informed and have completed the required training in line with the established targets.



# Targets and and Key Indicators



Target	Performance of Y2025
<ul style="list-style-type: none"><li>• By 2027, 100% of employees will have completed training on Anti-Corruption policies, Business Ethics, and Risk Management.</li></ul>	<ul style="list-style-type: none"><li>• Disseminate and communicate the Anti-Corruption Policy to personnel at all levels through internal communication channels, including email and internal public relations systems (AV Staff), to ensure comprehensive reach.</li><li>• Establish this as a mandatory course for new employee orientation to foster an early understanding of business ethics and anti-corruption policies. A post-test will be administered following the session to evaluate learning outcomes and ensure transparent operational standards from the onset.</li></ul>



# Sustainable Supply Chain

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (+) Fair and transparent supplier selection, enhancing fair competition as well as product and service quality</li> <li>• (+) Establishing ESG criteria for supplier selection to ensure partners participate in sustainable business practices</li> </ul>	<ul style="list-style-type: none"> <li>• (R) Suppliers who fail to comply with labor laws or environmental standards may impact the company's image and credibility.</li> <li>• (O) Collaborating with suppliers to elevate ESG standards reduces compliance risks and strengthens the confidence of both internal and external stakeholders.</li> <li>• (O) Green procurement enhances brand image and expands market opportunities to reach customers seeking eco-friendly products.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

The Company recognizes that responsible supply chain management—prioritizing transparency, fairness, and human rights protection throughout the value chain—is a vital mechanism for elevating operational standards toward sustainability, especially within the global context of increasing demand for responsible business practices.

Consequently, the Company prioritizes transparency throughout every stage of the procurement process. This includes establishing clear, fair, and verifiable selection criteria to ensure that supplier recruitment is conducted equitably, without discrimination, and based on professional principles. This commitment plays a vital role in strengthening stakeholder trust and supporting long-term sustainable operations.



# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

The Company has established a Procurement Policy to serve as a transparent operational framework aligned with good governance. This policy includes a clear internal control system to ensure that supplier selection and management processes are efficient and support sustainable growth.

### Governance

The Company manages a sustainable supply chain and has defined the roles, duties, and responsibilities as follows:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"> <li>Establishing and reviewing the Corporate Governance Policy, Business Ethics, and Anti-Corruption Policy, as well as other governance practices, while ensuring consistent and comprehensive compliance monitoring.</li> </ul>
Audit Committee	<ul style="list-style-type: none"> <li>Review the adequacy of internal control systems and the reliability of governance processes to ensure that operations comply with relevant laws, regulations, and international standards.</li> </ul>
Corporate Governance and Sustainability Committee	<ul style="list-style-type: none"> <li>Formulating and reviewing the Company’s sustainability policies, strategies, and targets, including monitoring, evaluation, and disclosure of sustainability performance.</li> </ul>
Executive Committee	<ul style="list-style-type: none"> <li>Directing the Company’s operations in accordance with the objectives, policies, strategies, business plans, and budgets approved by the Board of Directors.</li> </ul>
ESG Working Group	<ul style="list-style-type: none"> <li>Developing ESG action plans, while overseeing, monitoring, evaluating, and reporting performance to the Corporate Governance and Sustainability Committee.</li> </ul>
Product Management Department	<ul style="list-style-type: none"> <li>Responsible for end-to-end product and supplier management, ranging from strategic supplier and product selection analysis to procurement operations that balance quality standards with competitive pricing. This includes promoting eco-friendly products and conducting annual supplier performance evaluations to maximize business efficiency.</li> </ul>



## MANAGEMENT APPROACH

### Principles of Transparent and Fair Business Conduct with Suppliers

The Company has established principles for conducting business with suppliers to ensure collaboration is transparent, fair, and legally compliant. These principles reflect our commitment to elevating responsible supply chain management standards, as outlined below:

- 1** Strictly adhere to contracts and conditions with business partners, including opening business opportunities for all partners, while establishing transparent procurement, purchasing, and contracting criteria.
- 2** Avoid accepting gifts, invitations to social gatherings, or receptions from business partners organized specifically for any private gain or benefit.

### Supplier Tiering for Supply Chain Risk Management

The Company has established Supplier Tier Classification guidelines to ensure supply chain management is systematic and aligned with the importance of each supplier. Classification is based on the nature of the business relationship, purchase value, operational criticality, and potential risk levels impacting the organization. Suppliers are categorized into the following 2 groups:

Supplier Tier	Description
Critical Tier- 1	Major suppliers accounting for 70% of total annual purchase volume.
Tier 1	All remaining suppliers

### Procurement Process

The Company assesses and selects suppliers based on their ability to meet requirements. Evaluations are conducted for new suppliers before engagement and for existing suppliers periodically to ensure ongoing compliance with the following criteria:

- Business Track Record
- Financial Stability
- Brand Reputation
- Sales & Marketing Support
- Product Quality & Warranty
- Commercial Terms & Credit Terms

The Company has planned a 2026 supplier assessment covering Environmental, Social, and Governance (ESG) dimensions. This ensures all partners align with our sustainability expectations and corporate governance standards.

# Targets and and Key Indicators



Target	Performance of Y2025
<ul style="list-style-type: none"><li>• 100% of the Company's critical tier-1 suppliers received sustainability assessments (Environmental impacts and Social impacts) (Critical Tier-1 Suppliers Assessment)</li></ul>	<ul style="list-style-type: none"><li>• Action plan in place for 2026.</li></ul>



# Privacy & Cybersecurity

## Impact, Risk and Opportunity (GRI 3-3)

Impact (+/-)	Risk and Opportunity (R/O)
<ul style="list-style-type: none"> <li>• (-) Storing data digitally is susceptible to breaches and misuse by cybercriminals.</li> <li>• (-) AI usage increases the risk of data leaks because it relies on storing massive volumes of customer data.</li> <li>• (+) Enhancing cybersecurity through measures such as implementing encryption systems and conducting security awareness training can reduce the risk of data breaches and bolster the confidence of employees and stakeholders in the company’s operations.</li> </ul>	<ul style="list-style-type: none"> <li>• (O) Enhancing cybersecurity by upgrading systems such as implementing encryption alongside fostering awareness and providing employee training, mitigates the risk of attacks and data breaches while building confidence among all stakeholders.</li> </ul>

\* Remark: (-) Negative impact, (+) Positive impact, (O) Opportunity, (R) Risk

In the digital era where data and technology are central to business operations, privacy and cybersecurity have become critical issues demanding serious organizational attention. This is especially true for IT retail businesses operating across multiple online platforms. The management of personal data and the security of information systems are fundamental to building trust among customers, partners, and all stakeholders. Consequently, the Company prioritizes conducting business with respect for individual rights and personal data protection. We strictly adhere to the Personal Data Protection Act B.E. 2562 (PDPA) and other relevant regulations. Our information security management follows international standards, specifically ISO/IEC 27001:2022, while concurrently fostering an organizational culture of privacy and cybersecurity awareness through continuous employee training. These efforts aim to mitigate risks and impacts from potential cyberattacks, legal penalties, or the loss of stakeholder confidence.



# Management of Material topics (GRI 3-3)

## POLICY AND GOVERNANCE



### Policy/Related Guidelines

To ensure maximum efficiency in privacy and cybersecurity management, and to guarantee data subjects that the Company maintains secure and appropriate security measures, the company has established a Privacy Policy and operational guidelines. This framework ensures compliance with relevant laws and standards, guaranteeing that personal data protection is appropriate, transparent, and secure.

Further details are available in the Privacy Policy <https://www.advice.co.th/policy/policy-page>

### Governance

The Company has established a Personal Data Protection Working Group and appointed a Data Protection Officer (DPO), with roles, duties, and responsibilities defined as follows:

Responsible Unit	Roles, Duties, and Responsibilities
Board of Directors	<ul style="list-style-type: none"><li>• Elect the Personal Data Protection Committee to establish an organizational structure for the oversight of personal data protection.</li><li>• Establish a Personal Data Protection Policy and guidelines.</li><li>• Oversee and support the Company in the tangible implementation of the Personal Data Protection Policy and guidelines, ensuring that data protection practices are effective and fully compliant with the law.</li></ul>
Audit Committee	<ul style="list-style-type: none"><li>• Review the adequacy of internal control systems and the reliability of governance processes to ensure that operations comply with relevant laws, regulations, and international standards.</li></ul>
Executive	<ul style="list-style-type: none"><li>• Monitor and ensure that the supervised units comply with the Personal Data Protection Policy.</li><li>• Support and promote awareness regarding the importance of personal data protection among the Company's employees.</li></ul>
Personal Data Protection Working Group	<ul style="list-style-type: none"><li>• Supervise personal data under your responsibility, define personnel duties, and monitor the performance of staff, contractors, and relevant officers involved in the collection, use, or disclosure of data.</li><li>• Monitor and ensure that the department's Record of Processing Activities kept up to date.</li><li>• Provide support for the performance of duties of the Office of the Personal Data Protection Commission (PDPC) and the Data Protection Officer (DPO).</li><li>• Supervise personnel and related parties to ensure strict and continuous compliance with the Company's Personal Data Protection Policy.</li></ul>

Responsible Unit	Roles, Duties, and Responsibilities
Personal Data Protection Working Group	<ul style="list-style-type: none"> <li>• Maintain the confidentiality of personal data obtained or disclosed in the course of performing one's duties.</li> <li>• Promptly report key operational results to the Data Protection Officer (DPO) whenever there are material changes affecting compliance with the Personal Data Protection Act B.E. 2562 (PDPA).</li> <li>• Manage personal data breach incidents by establishing remediation plans, monitoring progress, and implementing preventive measures to ensure efficient incident management and prevent recurrence.</li> </ul>
Data Protection Officer (DPO)	<ul style="list-style-type: none"> <li>• Provide guidance on personal data protection laws to personnel and ensure the promotion of awareness regarding proper data handling practices throughout the organization.</li> <li>• Monitor operations and ensure ongoing compliance with the Personal Data Protection Policy.</li> <li>• Coordinate with regulatory authorities in the event of a personal data breach. The Data Protection Officer (DPO) shall be responsible for coordinating the issuance of a data breach notification to the Office of the Personal Data Protection Commission (PDPC) within 72 hours.</li> <li>• Notify data subjects of the purposes for collecting, using, and/or disclosing their personal data, as well as their various rights, prior to or at the time of data collection.</li> <li>• Process data subject rights requests—such as requests to rectify, modify, and/or delete/destroy personal data—while maintaining complete records and evidence of such transactions.</li> <li>• Responsible for the collection, storage, maintenance, and prevention of unauthorized use or disclosure of personal data, in accordance with the purposes notified to or consented by the data subject, and as prescribed in this Policy, guidelines, and relevant operating manuals.</li> <li>• Protect confidential company information acquired through work responsibilities.</li> </ul>
Employee	<ul style="list-style-type: none"> <li>• Comply with the Company's Personal Data Protection Policy and guidelines</li> <li>• Report any personal data protection incidents, as well as any non-compliance with the law or the Company's Personal Data Protection Policy, to your immediate supervisor.</li> </ul>



## MANAGEMENT APPROACH

To ensure the highest efficiency in privacy and cybersecurity management, the Company has adopted international cybersecurity frameworks for designing internal systems and processes, namely the ISO/IEC 27001:2022 standard, which is an Information Security Management System (ISMS) standard covering both technical and administrative security controls, including systematic cyber risk assessment and management, enabling the Company to prevent, detect, and respond to cyber threats in a timely and effective manner.

The Company continuously monitors and evaluates cybersecurity and personal data protection and arranges for assessments by external independent auditors at least once a year, while establishing concrete improvement and development guidelines based on assessment results to increase potential and elevate the Company's security systems to be even stronger, as well as enhancing the readiness of personnel and work systems to handle new forms of cyber threats effectively. Additionally, the Company conducts cybersecurity Penetration Testing annually and reports operational results strictly according to specified procedures. Advice: Please submit the independent auditor's assessment report for consideration and to add information into the draft report.

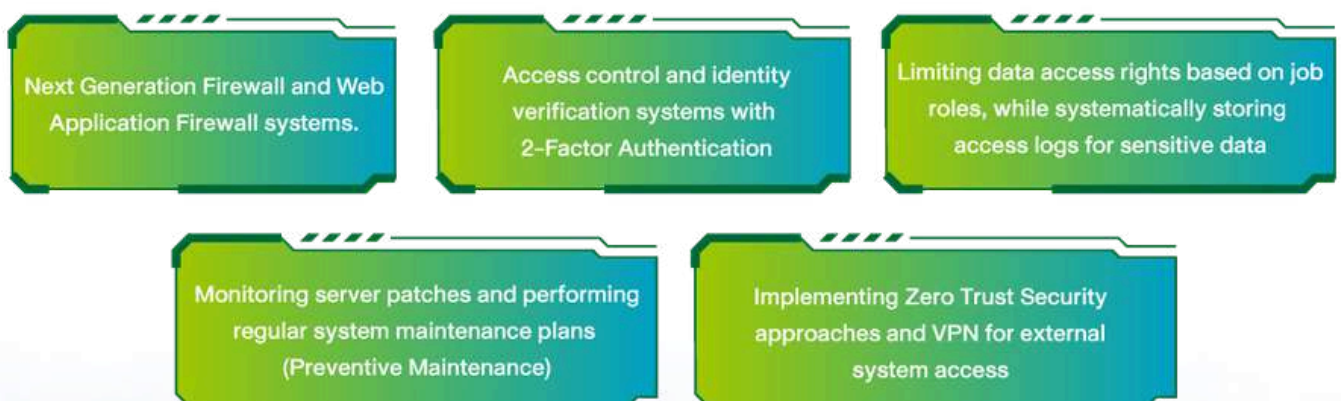
Furthermore, to create a work culture that considers cybersecurity and personal data protection, the Company has a plan to require employees at all levels to acknowledge the policy.

### Identification of technology and cyber risks.

The Company systematically identifies and assesses information technology and cybersecurity risks against cyber attack and intrusion risks (Cyber Attack Risk), using the Security Operations Center (SOC) as the primary mechanism for monitoring, analyzing, and alerting incidents that may cause risks.

### Technology and cyber risk management measures.

To ensure that privacy and cybersecurity management is effective and to prevent potential risks, the Company has established technology and cyber risk management measures as follows:



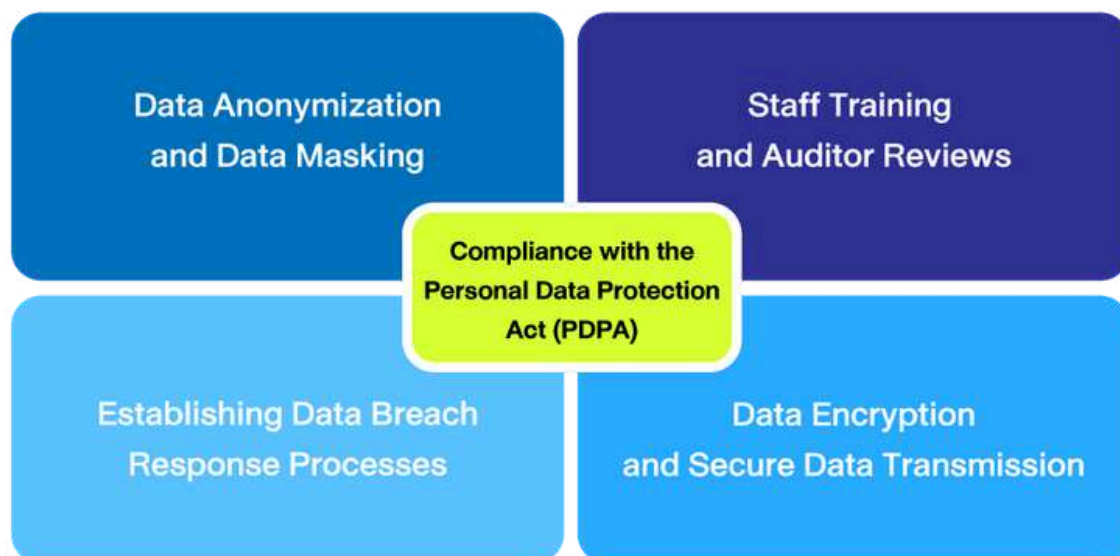
## Business Continuity Plan (BCP)

To enable the Company to operate its business continuously even in the event of unexpected incidents, the Company has developed a Business Continuity Plan (BCP) to define procedures and readiness in responding to incidents that may affect technology systems, business processes, and customer service, with the goal of minimizing impacts and rapidly restoring operations to a normal state.

Additionally, the Company has developed its information infrastructure by providing both an Incident Response Plan and a Disaster Recovery Plan (DRP) that align with international standards, to ensure business continuity and the protection of stakeholders' data. This reflects the Company's Digital Governance and social responsibility.

## Compliance with the Personal Data Protection Act (PDPA)

The Company prioritizes the personal data protection of customers, employees, and all related parties by strictly complying with the Personal Data Protection Act (PDPA) to ensure that the collection, use, disclosure, and management of data are transparent and secure, in accordance with legal requirements. Within the context of the digital economy, the Company plans to elevate its data management system to international standards through the development of a Privacy Information Management System (PIMS) based on the ISO/IEC 27701 standard within 2026, to increase stakeholder confidence and strengthen the organization's digital governance within the ESG dimension.



## Key Projects in 2025

### 1. The 2025 Corporate Information Security Awareness and Understanding Enhancement Project

**Project Description:** The Corporate Information Security Awareness and Understanding Enhancement Project aims to strengthen the knowledge, understanding, and appropriate behaviors regarding information security for executives and employees. This is to ensure they can prevent and mitigate risks from cyber threats, as well as comply with relevant policies, laws, and standards correctly and effectively.

**Objective:**

1. To build information security awareness and understanding among executives and employees.
2. To promote compliance with the organization's information security policies, standards, and requirements.
3. To reduce risks from cyber threats and improper use of information systems.
4. To support efficient and continuous corporate information security management.

**Quantitative Results:**

- IT personnel completed information security training according to the plan.
- There were 100 participating employees, accounting for 97 percent of IT personnel.



### 2. Security Operations Center (SOC) Establishment Project

**Project Description:** To develop and elevate the organization's capabilities in monitoring, detecting, analyzing, and responding to cybersecurity incidents 24/7, in order to prevent and mitigate the impacts of threats that may occur to the organization's information systems and critical data.

**Objective:**

1. To establish a continuous and systematic cyber threat monitoring and detection system.
2. To increase efficiency in analyzing and responding to security incidents in a timely manner.
3. To protect information assets and critical data from attacks or unauthorized access.
4. To support compliance with relevant security laws, standards, and requirements.

**Quantitative Results:**

- Capable of monitoring and detecting security incidents covering no less than 95% of critical systems.



# Targets and and Key Indicators



Target	Performance of Y2025
<ul style="list-style-type: none"> <li>• 100% of employees acknowledging the Information Security Policy, measured by the proportion of staff who read and record their acknowledgement in the AV Staff Application.</li> </ul>	<ul style="list-style-type: none"> <li>• In progress</li> </ul>
<ul style="list-style-type: none"> <li>• Information Security Policy understanding rate <math>\geq</math> 90%, focusing on 'actual understanding' measured via policy assessment quizzes in the AV Staff Application (conducted once per quarter).</li> </ul>	<ul style="list-style-type: none"> <li>• In progress</li> </ul>
<ul style="list-style-type: none"> <li>• Information technology security policies and guidelines are clearly established in writing and approved by the Board of Directors within 2026.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
<ul style="list-style-type: none"> <li>• Information technology security policies and guidelines are communicated to all employees, with every staff member receiving training, communications, and comprehension testing to achieve 100% information technology security awareness by 2027.</li> </ul>	<ul style="list-style-type: none"> <li>• In progress</li> </ul>
<ul style="list-style-type: none"> <li>• Cybersecurity and information security are assessed by independent external auditors at least once a year, with concrete guidelines established for continuous improvement and development.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
<ul style="list-style-type: none"> <li>• Conduct cybersecurity penetration testing at least annually.</li> </ul>	<ul style="list-style-type: none"> <li>• In progress</li> </ul>



# Appendix

ESG



# ESG Performance

## Environmental Performance

### Greenhouse Gas Emissions

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
GRI 305-1	GHG emissions					
	Direct (Scope 1) GHG emissions	TonCO <sub>2</sub> e	N/A	2,162	245	244
	• Head Office	TonCO <sub>2</sub> e	N/A	2,162	245	244
	• Branches	TonCO <sub>2</sub> e	N/A	N/A	N/A	N/A
GRI 305-2	Energy indirect (Scope 2) GHG emissions	TonCO <sub>2</sub> e	N/A	457	330	229
	• Head Office	TonCO <sub>2</sub> e	N/A	457	330	229
	• Branches	TonCO <sub>2</sub> e	N/A	N/A	N/A	N/A
GRI 305-3	Other indirect (Scope 3) GHG emissions	TonCO <sub>2</sub> e	N/A	435	599	154
	• Category 1: Purchased goods and services	TonCO <sub>2</sub> e	N/A	255.74	439.56	21.08
	• Category 3: Fuel- and energy related activity	TonCO <sub>2</sub> e	N/A	109.45	86.61	59.28
	• Category 5: Waste generated in operation	TonCO <sub>2</sub> e	N/A	62.29	72.68	72.68
GRI 305-4	Direct (Scope 1) GHG emissions intensity	TonCO <sub>2</sub> e/ unit of revenue (Million Baht)	N/A	0.253	0.029	0.027
	Energy indirect (Scope 2) GHG emissions intensity	TonCO <sub>2</sub> e/ unit of revenue (Million Baht)	N/A	0.054	0.39	0.026
	Other indirect (Scope 3) GHG emissions intensity	TonCO <sub>2</sub> e/ unit of revenue (Million Baht)	N/A	0.051	0.071	0.017

Remarks: N/A refers to data for which no quantitative collection was conducted.

- Current GHG reporting is limited to the headquarters, with plans to expand data coverage to all branches nationwide in subsequent phases.
- Revenue for GRI 305-4 intensity is adjusted by deducting branch-level retail revenue to align with the defined GHG reporting boundaries

## Environmental Management

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
<b>GRI 302-1</b>	Energy consumption within the organization					
	Total energy consumption	Kilowatt-hour	890,046.00	1,531,905.86	1,559,381.66	1,519,351.73
	Electricity consumption from the national grid	Kilowatt-hour	890,046	912,467.00	659,467.00	480,931.00
	Total fuel consumption within the organization from non-renewable sources	Kilowatt-hour	N/A	619,438.86	689,884.66	647,726.73
	• Diesel consumption	Kilowatt-hour	N/A	547,878.07	620,526.56	584,951.61
	• Gasoline consumption	Kilowatt-hour	N/A	53,654.99	39,812.70	62,381.52
	• LPG consumption	Kilowatt-hour	N/A	17,905.80	29,545.39	393.61
	Total energy consumption within the organization from renewable sources	Kilowatt-hour	N/A	N/A	210,030.00	390,694.00
	• Electricity consumption from solar energy	Kilowatt-hour	N/A	N/A	210,030.00	390,694.00
<b>GRI 302-3</b>	<b>Energy Intensity</b>					
	Energy intensity ratio	Kilowatt-hour per unit of sales	N/A	179.60	183.85	169.72
<b>GRI 303-3</b>	<b>Total water withdrawal</b>					
	Water withdrawal	Cubic meters	N/A	24,000	11,598	10,403
	• Third-party water	Cubic meters	N/A	24,000	11,598	10,403

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
GRI 303-4	<b>Total water discharge</b>					
	Water discharge	Cubic meters	N/A	0	0	0
GRI 303-5	<b>Total Water consumption</b>					
	Water consumption	Cubic meters	N/A	24,000	11,598	10,403
GRI 306-3	<b>Waste data disclosure</b>					
	Total weight of waste generated	Metric Tons	N/A	107.25	107.25	90
	• Total weight of hazardous waste	Metric Tons	N/A	N/A	N/A	N/A
	• Total weight of non-hazardous waste	Metric Tons	N/A	N/A	N/A	N/A
GRI 306-4	<b>Waste diverted from disposal</b>					
	Total weight of hazardous waste by management operation	Metric Tons	N/A	N/A	N/A	N/A
	Total weight of non-hazardous waste by management operation	Metric Tons	N/A	N/A	N/A	N/A
GRI 306-5	<b>Total weight of waste directed to disposal</b>					
	Total weight of hazardous waste directed to disposal	Metric Tons	N/A	N/A	N/A	N/A
	Total weight of non-hazardous waste directed to disposal	Metric Tons	N/A	107.25	107.25	90

Remarks: N/A refers to data for which no quantitative collection was conducted.

- The disclosure of energy, water, and waste data (GRI 302-1, 302-3, 303-3, 303-4, 303-5, 306-3, 306-4, 306-5) for this reporting period covers only the Company's HQ. However, the Company is committed to expanding the reporting boundary to include all branches nationwide in the near future to ensure comprehensive data coverage.
- The Company's electricity consumption data is primarily sourced from monthly electricity bills provided by the utility authorities
- The consumption of LPG (GRI 302-1) in 2025 decreased significantly, primarily due to the phasing out of LPG-powered vehicles.
- Energy intensity (GRI 302-3) is calculated using total revenue excluding retail branch sales to align with the current energy reporting boundary
- The Company primarily utilizes municipal water as its main water source, with consumption data calculated based on utility bills.
- It is assumed that total water withdrawal is equal to total water consumption
- Total waste generated is converted from kilograms to metric tons using the ratio of 1 kg = 0.001 metric tons.
- Net Calorific Value Diesel = 36.43 MJ/Litre Gasoline = 31.48 MJ/Litre LPG = 26.62 MJ/kWh (sourced from the Energy Policy and Planning Office)
- 1 kWh = 3.6 MJ

## Sustainable Products

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
GRI 301-1	Total weight or volume of materials used*					
	Total weight or volume of materials used to produce and package the organization's primary products and services during the reporting period.	Kg	N/A	191,053.71	205,635.60	118,888.44
	• Total weight or volume of non-renewable materials used	Kg	N/A	5,290.23	5,483.60	4,462.00
	• Total weight or volume of renewable materials used	Kg	N/A	185,763.48	200,142.00	114,426.44
GRI 301-3	Reclaimed products and their packaging materials					
	Percentage of reclaimed products and their packaging materials for each product category	Percentage	N/A	N/A	N/A	N/A

Remarks: N/A refers to data for which no quantitative collection was conducted.

\*As the Company has no manufacturing operations, the disclosure for GRI 301-1 were from two key areas:

(1) Office Materials: Total weight of office paper consumption. and

(2) Packaging Materials: Corrugated boxes and packaging tapes used in logistics and operations.

# Social Performance

## Human Capital Management

Standard GRI	Indicator	Unit	Reporting Year				
			2022	2023	2024	2025	
GRI 2-7	<b>Employees</b>						
	Total number of employees		person	1,693	1,742	1,775	1,976
	By gender	Male	person	1,022	1,057	1,059	1,183
		Female	person	671	685	716	793
	By region	Nonthaburi (Head Office)	person	674	710	714	777
		Bangkok	person	109	104	112	132
		Central	person	114	119	131	130
		Eastern	person	107	110	113	131
		Southern	person	161	167	168	199
		Northern	person	217	231	210	243
Northeastern		person	311	301	327	364	
GRI 2-8	<b>Workers who are not employees</b>						
	Total number of contractors		person	20	22	46	61
GRI 401-1	<b>New employee hires and employee turnover</b>						
	Total number of new employee		person	551	529	612	719
	By gender	Male	person	340	300	343	378
		Female	person	211	229	269	341
	By age group	Under 30 years old	person	269	273	325	398
		30-50 years old	person	279	255	287	321
Over 50 years old		person	3	1	-	-	

Standard GRI	Indicator		Unit	Reporting Year			
				2022	2023	2024	2025
GRI 401-1	By region	Nonthaburi (Head Office)	person	76	98	81	82
		Bangkok	person	93	68	73	74
		Central	person	89	79	80	76
		Eastern	person	61	56	69	119
		Southern	person	63	77	82	96
		Northern	person	71	62	85	87
		Northeastern	person	98	89	142	185
	Total number of employee turnover		person	420	429	347	306
	By gender	Male	person	231	232	196	183
		Female	person	189	197	151	123
	By age group	Under 30 years old	person	237	232	207	166
		30-50 years old	person	183	195	136	133
		Over 50 years old	person	-	2	4	7
	By region	Nonthaburi (Head Office)	person	128	129	123	107
		Bangkok	person	51	57	49	43
		Central	person	39	46	35	31
		Eastern	person	46	42	30	28
		Southern	person	48	40	31	29
		Northern	person	29	31	25	22
		Northeastern	person	79	84	54	46

Standard GRI	Indicator	Unit	Reporting Year				
			2022	2023	2024	2025	
GRI 401-3	Parental leave						
	• Employees that were entitled to parental leave	person	683	684	713	793	
	• Employees that took parental leave	person	17	38	34	20	
	• Employees that returned to work in the reporting period after parental leave ended	person	16	35	31	19	
	• Employees that returned to work after parental leave ended that were still employed 12 months after their return to	person	13	27	23	19	
	• Return to work and retention rates of employees that took parental leave	person	94.12	92.11	91.18	95	
GRI 404-1	Average hours of training per year per employee						
	• Average hours of training that employees have undertaken		hrs/ person	7	7	11	15
	By gender	Male	person	N/A	N/A	1,026	1,151
			hrs/ person	N/A	N/A	11	15
		Female	person	N/A	N/A	719	756
			hrs/ person	N/A	N/A	11	15
	By category	Top Management	person	N/A	N/A	16	15
			hrs/ person	N/A	N/A	9	14
		Staff-level employees	person	N/A	N/A	1,729	1,892
			hrs/ person	N/A	N/A	13	16

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year				
			2022	2023	2024	2025	
GRI 405-1	<b>Diversity of governance bodies and employees</b>						
	Governance bodies' members						
	By gender	Male	Percentage	N/A	90	90	90
		Female	Percentage	N/A	10	10	10
	By age group	Under 30 years old	Percentage	N/A	0	0	0
		30-50 years old	Percentage	N/A	40	20	20
		Over 50 years old	Percentage	N/A	60	80	80
	Employees						
	By gender	Male	Percentage	60.58	60.56	59.68	58.95
		Female	Percentage	39.42	39.44	40.32	41.05
	By age group	Under 30 years old	Percentage	39.49	39.8	40.74	39.73
30-50 years old		Percentage	58.31	57.97	57.13	58.07	
Over 50 years old		Percentage	2.2	2.23	2.13	2.2	
GRI 405-2	<b>Ratio of basic salary and remuneration of women to men</b>						
	Ratio of the basic salary and remuneration of women to men for employee and management, by significant locations of operation	Ratio	1	1	1	0.98	

Remarks: N/A refers to data for which no quantitative collection was conducted.

- GRI 405-2 significant locations of operation refers to the Company's Head Office
- GRI 2-7 Total employee headcount is reported without a breakdown by working hours, as all permanent employees are full-time. This disclosure covers employees at both the headquarters and all branch offices.
- GRI 2-7 and GRI 2-8 Data is provided as of the end of fiscal year 2025. There've been no significant changes to the data collection methodology

## Customer Relationship & Experience Management

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
-	Overall Customer Satisfaction Score	Percentage	90.31	98.00	97.06	96.68
	• Branch Service Satisfaction	Percentage	N/A	98.00	98.00	98.00
	• After Sales Service and Support Satisfaction	Percentage	90.31	N/A	96.13	95.36
-	Customer Response Rate on Social Media	Percentage	99.00	98.37	97.60	99.27
-	Average Social Media Response Time	Minute	N/A	N/A	N/A	2 min 13 sec

## Occupational Health & Safety Management

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
<b>GRI 403-8</b>	Workers covered by an occupational health and safety management system					
	Workplace is controlled by the organization, who are covered by occupational health and safety management system	Percentage	100	100	100	100
		person	1,713	1,764	1,821	2,037
	• Head Office	person	694	732	761	838
	• Branches	person	1,019	1,032	1,060	1,199
	Workplace is controlled by the organization, who are covered by such a system that has been internally audited	Percentage	41	41	42	41
		person	694	732	761	838
	• Head Office	person	694	732	761	838
	• Branches	person	N/A	N/A	N/A	N/A

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
	Workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party	Percentage	41	41	42	41
		person	694	732	761	838
	• Head Office	person	694	732	761	838
	• Branches	person	N/A	N/A	N/A	N/A
<b>GRI 403-9</b>	Work-related injuries for employee					
	Number and rate of fatalities as a result of work-related injury	person	0	0	0	0
		case/1,000,000 hours worked	0.00	0.00	0.00	0.00
		case/200,000 hours worked	0.00	0.00	0.00	0.00
	Number and rate of high-consequence work-related injuries (excluding fatalities)	person	0	2	1	2
		case/1,000,000 hours worked	0.00	0.47	0.23	0.41
		case/200,000 hours worked	0.00	0.09	0.05	0.08
	Number and rate of recordable work-related injuries	person	1	3	1	3
		case/1,000,000 hours worked	0.24	0.71	0.23	0.62
		case/200,000 hours worked	0.05	0.14	0.05	0.12
	Number of hours worked	hours	4,135,872	4,250,064	4,325,984	4,819,984

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
GRI 403-9	Work-related injuries for contractors					
	Number and rate of fatalities as a result of work-related injury	person	0	0	0	0
		case/1,000,000 hours worked	0.00	0.00	0.00	0.00
	Number and rate of high-consequence work-related injuries (excluding fatalities)	person	N/A	N/A	N/A	1
		case/1,000,000 hours worked	N/A	N/A	N/A	6.57
	Number and rate of recordable work-related injuries	person	N/A	N/A	N/A	1
		case/1,000,000 hours worked	N/A	N/A	N/A	6.57
Number of hours worked	hours	49,920	54,912	114,816	152,256	
GRI 403-10	Work-related ill-health for employees					
	Number of fatalities as a result of work-related ill-health	person	0	0	0	0
	Number of cases of recordable work-related ill-health	case	1	3	1	3
	Work-related ill-health for contractors					
	Number of fatalities as a result of work-related ill-health	person	0	0	0	0
	Number of cases of recordable work-related ill-health	case	N/A	N/A	N/A	N/A

Remarks: N/A refers to data for which no quantitative collection was conducted.

- GRI 403-9 and GRI 403-10 report data on work-related injuries and ill-health, covering both employees and contractors operating at the HQ. As the primary operational site, the HQ encompasses key activities such as product distribution and work at heights.

## Empowering Communities Through Technology

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
<b>GRI 413-1</b>	Operations with local community engagement, impact assessments, and development programs					
	Operations with implemented local community engagement, impact assessments, and/or development	Percentage	N/A	N/A	N/A	N/A

Remarks: N/A refers to data for which no quantitative collection was conducted.

# Governance Performance

## Good Corporate Governance

Standard GRI	Indicator	Unit	Reporting Year				
			2022	2023	2024	2025	
GRI 205-1	Operations assessed for risks related to corruption						
	Total number and percentage of operations assessed for risks related to corruption	Percentage	N/A	N/A	100	100	
	Significant risks related to corruption identified through the risk assessment	Percentage	N/A	N/A	0	0	
GRI 205-2	Communication and training about anti-corruption policies and procedures						
	Directors that the anti-corruption policies and procedures have been communicated to , break down by region	Nonthaburi (Head Office)	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	10
	Employees that the anti-corruption policies and procedures have been communicated to , break down by region	Nonthaburi (Head Office)	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	665
		Bangkok	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	128
		Central	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	100
		Eastern	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	117
		Southern	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	168
		Northern	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	217
		Northeastern	Percentage	N/A	N/A	N/A	100
Numbers			N/A	N/A	N/A	328	

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year				
			2022	2023	2024	2025	
	Total number and percentage of business partners that the anticorruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the anti-corruption policies and procedures have been communicated to any other persons or organizations.	Percentage	N/A	N/A	N/A	N/A	
		Numbers	N/A	N/A	N/A	N/A	
	Directors that have received training on anti-corruption, break down by region	Nonthaburi (Head Office)	Percentage	N/A	N/A	N/A	100
			Numbers	N/A	N/A	N/A	10
	Employees that have received training on anticorruption, break down by region	Nonthaburi (Head Office)	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A
		Bangkok	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A
		Central	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A
		Eastern	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A
		Southern	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A
		Northern	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A
		Northeastern	Percentage	N/A	N/A	N/A	N/A
			Numbers	N/A	N/A	N/A	N/A

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
<b>GRI 205-3</b>	Confirmed incidents of corruption and actions					
	Total number and nature of confirmed incidents of corruption	Numbers	5	6	14	21
	Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	Numbers	5	6	14	21
	Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.	Numbers	0	0	0	0
	Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes	Numbers	0	0	0	0

Remarks: N/A refers to data for which no quantitative collection was conducted.

GRI 205-3: The significant increase in corruption incidents during 2024-2025 is a result of improvements in the HR disciplinary management system, which established clear investigation and penalty standards and a systematic recording process for all cases.

## Sustainable Supply Chain

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
<b>GRI 308-1</b>	New supplier that were screened using environmental criteria					
	New supplier that were screened using environmental criteria	Percentage	N/A	N/A	N/A	N/A
<b>GRI 308-2</b>	Negative environmental impacts in the supply chain and actions taken					
	Number of suppliers assessed for environmental impacts	Number	N/A	N/A	N/A	N/A
	Number of suppliers identified with significant actual and potential negative environmental impacts	Number	N/A	N/A	N/A	N/A
	Percentage of suppliers identified with significant actual and potential negative environmental impacts for which corrective action plans have been established	Percentage	N/A	N/A	N/A	N/A
	Percentage of suppliers identified with significant actual and potential negative environmental impacts for which contracts were terminated	Percentage	N/A	N/A	N/A	N/A
<b>GRI 414-1</b>	New suppliers that were screened using social criteria					
	New suppliers that were screened using social criteria	Percentage	N/A	N/A	N/A	N/A

Remarks: N/A refers to data for which no quantitative collection was conducted.

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
GRI 414-2	Negative social impacts in the supply chain and actions taken					
	Number of suppliers assessed for social impacts	Number	N/A	N/A	N/A	N/A
	Number of suppliers identified as having significant actual and potential negative social impacts	Number	N/A	N/A	N/A	N/A
	Percentage of suppliers identified as having significant actual and potential negative social impacts, for which corrective action plans have been established	Percentage	N/A	N/A	N/A	N/A
	Percentage of suppliers identified with significant actual and potential negative social impacts for which contracts were terminated	Percentage	N/A	N/A	N/A	N/A

## Privacy & Cybersecurity

Standard GRI	Indicator	Unit	Reporting Year			
			2022	2023	2024	2025
GRI 418-1	Total number of substantiated complaint received concerning breaches of customer privacy					
	Complaints received from outside parties and substantiated by organization	Case	N/A	N/A	7	10
	Complaints from regulatory bodies	Case	N/A	N/A	0	1
	Total number of identifies leaks, thefts, or losses of customer data	Case	N/A	N/A	1*	1*

Remarks: N/A refers to data for which no quantitative collection was conducted.

\*The aforementioned data breach was the result of a data theft.

# GRI Content Index

## Statement of use

Advice IT Infinite PCL has reported in accordance with the GRI Standards for the period 1 January 2025 - 31 December 2025

## GRI 1 used

GRI 1: Foundation 2021

## Applicable GRI Sector Standard(s)

Retail

GRI Standard	Disclosure	Location (Page)	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>General disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	2			
	2-2 Entities included in the organization's sustainability reporting	2			
	2-3 Reporting period, frequency and contact point	2			
	2-4 Restatements of information	2			
	2-5 External assurance	-			
	2-6 Activities, value chain and other business relationships	7 - 8			
	2-7 Employees	10, 97			
	2-8 Workers who are not employees	97			
	2-9 Governance structure and composition	74			
	2-10 Nomination and selection of the highest governance body	74			
	2-11 Chair of the highest governance body	74			
	2-12 Role of the highest governance body in overseeing the management of impacts	76			
	2-13 Delegation of responsibility for managing impacts	76			
	2-14 Role of the highest governance body in sustainability reporting	76			
	2-15 Conflicts of interest	76			
	2-16 Communication of critical concerns	77			
	2-17 Collective knowledge of the highest governance body	75			
	2-18 Evaluation of the performance of the highest governance body	75			
	2-19 Remuneration policies	77 - 78			

GRI Standard	Disclosure	Location (Page)	Omission		
			Requirement(s) Omitted	Reason	Explanation
	2-20 Process to determine remuneration	78			
	2-21 Annual total compensation ratio	-	2-21 (a)(b)(c)	Confidentiality constraints	The company has omitted this disclosure due to internal confidentiality requirements
	2-22 Statement on sustainable development strategy	1			
	2-23 Policy commitments	10 - 11			
	2-24 Embedding policy commitments	11			
	2-25 Processes to remediate negative impacts	12			
	2-26 Mechanisms for seeking advice and raising concerns	10, 12			
	2-27 Compliance with laws and regulations	12			
	2-28 Membership associations	-	2-28 (a)	Information unavailable/incomplete	The company currently has no membership associations in place.
	2-29 Approach to stakeholder engagement	13 - 15			
	2-30 Collective bargaining agreements	16			
<b>Material topics</b>					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	18 - 19			
	3-2 List of material topics	20			
	3-3 Management of material topics	21 - 25			
<b>Climate Change</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	27 - 31			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	29, 93			
	305-2 Energy indirect (Scope 2) GHG emissions	29, 93			
	305-3 Other indirect (Scope 3) GHG emissions	29, 93	305-3 (c)	Not applicable	The company has no biomass-related activities and therefore generates no biogenic CO <sub>2</sub> emissions.
	305-4 GHG emissions intensity	93			

GRI Standard	Disclosure	Location (Page)	Omission		
			Requirement(s) Omitted	Reason	Explanation
	305-5 Reduction of GHG emissions	30			
	305-6 Emissions of ozone-depleting substances (ODS)	-		Not applicable	The company has no manufacturing activities that produces, imports, and exports of ODS.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-		Not applicable	The company has no manufacturing or combustion activities that produce NOx, SOx, POPs, VOCs, HAPs, particulate matter, or other significant air emissions.

### Environmental Management

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	32 - 37			
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	94			
	302-2 Energy consumption outside of the organization	-	302-2 (a)(b)(c)	Not applicable	The company has no activities that generate energy use outside the organization.
	302-3 Energy intensity	94			
	302-4 Reduction of energy consumption	36			
	302-5 Reductions in energy requirements of products and services	-	302-5 (a)(b)(c)	Not applicable	The company does not design or manufacture products, so it has no influence over their energy requirements.
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	35			
	303-2 Management of water discharge-related impacts	35			
	303-3 Water withdrawal	94			
	303-4 Water discharge	95			
	303-5 Water consumption	95			
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	35			
	306-2 Management of significant waste-related impacts	35			

GRI Standard	Disclosure	Location (Page)	Omission		
			Requirement(s) Omitted	Reason	Explanation
	306-3 Waste generated	95			
	306-4 Waste diverted from disposal	95	306-4 (a)(b)(c)(d)(e)	Information unavailable/in complete	The data collection process is underway, company expects to report this information in future
	306-5 Waste directed to disposal	95	306-5 (a)(b)(c)(d)(e)	Information unavailable/in complete	The data collection process is underway, company expects to report this information in future
<b>Sustainable Products</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	38 - 42			
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	96			
	301-2 Recycled input materials used	-	301-2 (a)	Not applicable	The company does not engage in manufacturing, therefore has no input or recycled materials.
	301-3 Reclaimed products and their packaging materials	96	301-3 (a)(b)	Information unavailable/in complete	The company currently has no membership associations in place.
<b>Human Capital Management</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	44 - 51			
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	97 - 98			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	46, 60			
	401-3 Parental leave	99			
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	99			
	404-2 Programs for upgrading employee skills and transition assistance programs	47 - 49			
	404-3 Percentage of employees receiving regular performance and career development reviews	49			
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	100			
	405-2 Ratio of basic salary and remuneration of women to men	100			

GRI Standard	Disclosure	Location (Page)	Omission		
			Requirement(s) Omitted	Reason	Explanation
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	-	406-1 (a)(b)	Information unavailable/in complete	The company currently has no data collection in place for this disclosure.
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	49, 16			
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	-	408-1 (a)(b)(c)	Information unavailable/in complete	The company currently has no data collection in place for this disclosure.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	-	409-1 (a)(b)	Information unavailable/in complete	The company currently has no data collection in place for this disclosure.
<b>Customer Relationship &amp; Experience Management</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	52 - 55			
<b>Occupational Health &amp; Safety</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	56 - 63			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	59			
	403-2 Hazard identification, risk assessment, and incident investigation	59			
	403-3 Occupational health services	60			
	403-4 Worker participation, consultation, and communication on occupational health and safety	60			
	403-5 Worker training on occupational health and safety	60-61			
	403-6 Promotion of worker health	60			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	60, 62 - 63			
	403-8 Workers covered by an occupational health and safety management system	101 - 102			
	403-9 Work-related injuries	102-103			
	403-10 Work-related ill health	103			

GRI Standard	Disclosure	Location (Page)	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>Communities Through Tech</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	64-70			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	104	413-1 (a)	Information unavailable/in complete	The company currently has no data collection in place for this disclosure.
	413-2 Operations with significant actual and potential negative impacts on local communities	-	413-2 (a)	Information unavailable/in complete	The company currently has no data collection in place for this disclosure.
<b>Good Corporate Governance</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	72 - 80			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	105			
	205-2 Communication and training about anti-corruption policies and procedures	105 - 106			
	205-3 Confirmed incidents of corruption and actions taken	107			
<b>Sustainable Supply Chain</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	81 - 84			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	108	308-1 (a)	Information unavailable/in complete	The data collection process is underway, company expects to report this information in future
	308-2 Negative environmental impacts in the supply chain and actions taken	108	308-2 (a)(b)(c)(d)(e)	Information unavailable/in complete	The data collection process is underway, company expects to report this information in future
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	108	414-1 (a)	Information unavailable/in complete	The data collection process is underway, company expects to report this information in future
	414-2 Negative social impacts in the supply chain and actions taken	109	414-2 (a)(b)(c)(d)(e)	Information unavailable/in complete	The data collection process is underway, company expects to report this information in future
<b>Privacy &amp; Security</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	85 - 91			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	109			

