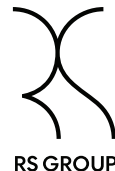


SUSTAINABILITY MANAGEMENT ON SOCIAL DIMENSION



Performance Highlights Society

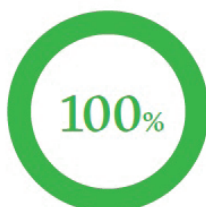
WE SHARE

Enhancing employee potential through efficient knowledge management, while inspiring people in the society through joint value creation and delivery via diverse channels covering all stakeholders.

“Employees”



of employees completed new employee orientation program



of employees with defined performance targets and evaluation



employee satisfaction from training programs

30

hours/person/year

of internal and external competency development training hours for employees

0

case

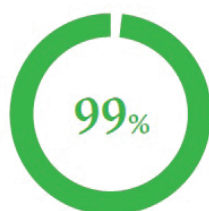
of accident at work causing absence for more than 3 days (LTIFR)

0

case

of accident at work causing fatality or disability

“Customers”



customer satisfaction on products and services

<1%

of products that are claimed.

“Community and Society”

8

activities

conducted for the society through various channels

100

hours

of employees dedicated for volunteering work

2,800

people

received assistance through different projects RS offered to the society



People > We Share

The Company is consistently aware that good society is a baseline for sustainable business growth. Consequently, we promote social involvement and support while our social responsibility is not limited internally to just employees but also externally to include suppliers, customers, communities and the overall Thai society. This endeavor covers fair treatment for employees, talent development, employee health and safety, activities for public interest, whistleblowing policy and mechanism to protect whistleblowers.

Sustainability Goals by 2025

- 50% of vacant executive positions to be filled from internal promotions
- 100% of suppliers assessed on sustainability.
- 95% minimum for customer satisfaction index.
- 50% minimum for brand loyalty index.

Sustainability Guidelines

- To foster a learning organization with provisions of offline and online curricula to enhance employee efficiency.
- To monitor sustainability performance of suppliers.
- To pass on knowledge to students and people.
- To support and donate for communities to promote good quality of life.