

3. Business Sustainability Development

3.1 Policy and Objectives of sustainable management

The Company realizes that achieving and preserving goals in accordance with its vision and missions, the Company must be committed to conduct business which responds to all stakeholders and reduce the impact on the economy, society and environment. The company thus abides by the concept of “Sustainability for All” in its operations to promote environmental, societal, and economic sustainability, taking into consideration as well as responsibility to stakeholders. At the same time, the Company’s development is geared towards sustainable growth, which requires accountability to society and environment, good corporate governance, and respect for human rights including supports for the United Nations Sustainable Development Goals (UN SDGs) with a management structure of sustainable development through the Company’s Board of Directors, the Sustainable Development Committee, and the working group of the Sustainable Development Committee.



The Company specified the Sustainable Development Policy as follows:

1. To commit to develop the organization based on good governance by supervising the affiliated companies to conduct business with transparency, fairness, and effective risk management. Finding the opportunities for business expansion and investing in the new businesses, and returns benefits to the stakeholders effectively and sustainably.
2. To promote business operations with responsibility to customers, partners, communities, society, as well as employees of the organization by setting policies and practices to treat all parties in the business value chain with fairness and comply with human rights principles.
3. To promote environmental conservation and the efficient use of resources, as well as encourage affiliated companies to develop and present the technologies which are friendly to the environment.

The policy and practice are disclosed on the Company’s website (www.samartcorp.com) in the part of “Investor Relations” under topic “Sustainable Development Policy”.

The United Nations Sustainable Development Goals (UN SDGs)



For corporate sustainability goals of Samart Group operates business according to the principles of being a sustainable organization within the framework of sustainable development by being a leader in providing high quality technology that meets international standards and ready to creatively respond the needs of the users. The Company also aims to raise the quality of life, society, and environment to support sustainable development of the country, which consists of 3 parts (ESG) as below:






The Company has reviewed the Company’s policies and/or sustainability goals which will be proposed to the Sustainable Development Committee and the Board of Directors’ meeting for consideration, annually.

Management Structure for Sustainable Development

The Company establishes the management structure for sustainable development. The Chairman has assigned the Sustainable Development Committee to drive the organization to the sustainable development. The Committee holds the meeting to determine the approaches and review, monitor and report the operating results to the Board of Directors. in order to achieve the sustainable development goals and satisfy the needs of all stakeholders.

Goals and Operating Performance

1. Economic and corporate governance dimension

Goal for the year 2020 - 2027	Operating Performance		
	2022	2023	2024
1.1 The assessment result of good corporate in “ Excellent level ” (5 stars).	 Excellent (Score 94)	 Excellent (Score 96)	 Excellent (Score 100)
1.2 New employees must train the Business Ethic and pass the test not less than 80%	75.60%	77.07%	76.71%

Goal for the year 2020 - 2027	Operating Performance		
	2022	2023	2024
1.3 No significant warning issues or findings from a Compliance Unit.	No significant warning issues or findings from a regulator.	No significant warning issues or findings from a regulator.	No significant warning issues or findings from a regulator.
1.4 No cases of operations that do not comply with various laws and regulations.	No case	No case	No case
1.5 Risk and Crisis Management: <ul style="list-style-type: none"> Risk management carried out based on COSO-ERM framework. All service systems must have business continuity plan reviewed and updated and must pass rehearsal of crisis management plan once a year. 	Processed	Processed	Processed
1.6 No case or incident related to cyber security or data leaks.	None	None	None

2. Social dimension

Goal for the year 2020-2027	Operating Performance		
	2022	2023	2024
2.1 Percentage of developed employee per total employees (>20%)	48% of the total employees	52% of the total employees	68% of the total employees
2.2 Average human resource development time (>=6 hours/person/year)	7 hours/person/year	6 hours/person/year	8 hours/person/year
2.3 Average percentage of satisfaction in developed human resources by employees and supervisors (not less than 90%)	98%	98%	98%
2.4 Survey and bring employees' opinions to improve or clarify cases or issues to enhance retention of executives and employees (not less than 90%)	Improve and clarify cases 100%	Improve and clarify cases 100%	Improve and clarify cases 100%
2.5 No case or complaint regarding to human rights violations by both inside and outside the organization	No cases or Complaints	No cases or Complaints	No cases or Complaints
2.6 No cases or complaints regarding unfair treatment of workers by inside and outside the organization.	No cases or Complaints	No cases or Complaints	No cases or Complaints
2.7 No cases or complaints concerning occupational health and safety (OH&S) in the Company	No cases or Complaints	No cases or Complaints	No cases or Complaints
2.8 No case or complaint for solving the problem of whistle blowing, complaints, unfair discipline and punishment.	No cases or Complaints	No cases or Complaints	No cases or Complaints
2.9 No cases or complaints about unfair termination from inside and outside the organization	No cases or Complaints	No cases or Complaints	No cases or Complaints

3. Environmental dimension

Goals for the year 2020-2027	Operating Performance					
	2019	2020	2021	2022	2023	2024
3.1 Within the year 2027, there was a 5% decrease from the year 2019 in the consumption in units per person of all kinds of resources and energy within the organization.						
- Water consumption (liter/person)	846.59	298.88 64.70% reduction	11.50 96.15% reduction	8.90 22.61% reduction	8.39 5.67% reduction	8.18 2.49% reduction
- Electricity consumption (kW/person)	14,136.40	13,133.30 7.10% reduction	7,248.06 44.81% reduction	5,769.07 20.41% reduction	7,373.10 27.80% increase	6,122.61 16.96% reduction
- Vehicle fuel consumption (liters/person)	491.92	586.04 19.13% increase	251.53 57.08% reduction	172.24 31.52% reduction	230.88 34.04% increase	237.74 2.97% increase
- Office supplies consumption A4 paper (reams/person)	6.94	5.71 17.72% reduction	3.33 41.68% reduction	1.99 40.24% reduction	2.29 15.22% increase	1.96 14.41% reduction
- Office waste (kilograms/person)	-	-	-	-	118.35 (1 st year of data collection)	139.38 17.77% increase

Notes: * Water consumption varies with the proportion of business operations/number of employees, and water cost.
 ** In 2019-2020, drinking water ordered for employees was included in the amount of consumption up to June 2020 when drinking water filters were installed and used instead.
 ** In 2020-2022, during the Covid-19 situations, a work from home policy was implemented and office space was rearranged for maximum benefits and efficiency.
 *** In 2023-2024, employees returned to work onsite at the office full time and new business projects started.

Managing to reduce the greenhouse gas problem

Greenhouse gas emission control goals and operating performance in 2024

Goals	2024 Operating Performance	Long - term Goals by 2027
Limit greenhouse gas emissions, both direct and indirect scopes (Scope 1 and 2) not exceeding 1,100 tons of CO ₂ equivalent.	919.12 tons of CO ₂ equivalent.	To reduce greenhouse gas emissions, both direct and indirect scopes (scope 1 and 2) by 5% compared to 2023.
Reduce power consumption by 5% from base year 2019.	Power consumption at 6,122.61 kilowatts/unit, a reduction of 56.69% from base year 2019.	To reduce power consumption by 5% compared to 2019.
Reduce fuel consumption by 5% from base year 2019.	Fuel consumption at 237.74 liters/unit, a reduction of 51.67% from base year 2019.	To reduce fuel consumption by 5% compared to 2019.
Organize activities to raise awareness of the importance and take action to isolate the remainder, to pass on the benefits to society before it becomes waste, as well as to properly dispose of the waste, to reduce environmental pollution.	Organized environment activities under “SAMART save the world” project as published in the environment dimension section under the topic “Waste Reduction”.	The waste has been isolated for re-use and recycle process by the year 2027.

3.2 Management of impacts on stakeholders in the business value chain

3.2.1 Business Value Chain

The Company conducts business by investing through the subsidiaries as a Holding Company and dividing into 3 line of businesses as follows: 1) Digital ICT Solution 2) Digital Communications and 3) Utilities and Transportations. The Company aims to connect and encourage stakeholders in the business value chain, whether it be the subsidiaries, affiliated companies, employees, society, communities and the environment. The development and grow strong under the vision “**Aiming for sustainable growth**” by Samart Group. Samart Group focus on the foundation by seeking for opportunities and invest in businesses that generate regular income as well as providing the services with international standards, taking into account the promotion of development together in all sectors for sustainable growth which there are 2 types of related activities along the value chain as follows,

1. Main Activities

1.1 Before investment

- **Investment opportunities / Investment analysis**

The Company will seek for opportunities to invest in businesses from both government and private agencies by analyzing economic, political, industry trends, business model, competitive potential and various risks that may occur in order to assess the value and possibility of investing. The Company will take into account the opportunity to create sustainable operating results and gain long term of regular income.

- **Investment approval**

The Company has a policy of investing in the subsidiaries and affiliated companies by focusing on investing in potential businesses with high growth, stable income, low risk and gain long-term income to the Company. When the management team has analyzed the investment, it will be presented to the Executive Board and/or the Board of Directors and/or the shareholders’ meeting for consideration and approval (depending on the case) as required by law.

- **Procurement of funds**

The Company must find the funds to invest in the new projects or expanding efficiently business by considering the necessity and appropriateness of funding supply to be in line with the Company’s financial needs and find the appropriate funding sources with the business conditions, conditions of the capital market by considering the financial costs and risks of funding supply in order to provide the maximum benefit to the Company.

1.2 After investment

- **Investment management**

The Executive Board attended the meeting with the managements of the Company and the subsidiaries which the Company was invested, monthly, in order to follow up the performance and business plans of such companies, closely, also giving the recommendations and suggestions for business management of the subsidiaries, affiliated companies to strengthen the organization in continuous business operations. In addition, the managements of the Company have assigned to be the directors in the subsidiaries according to the proportion of shareholding.

- **The return of investment**

The Dividend Policy of the Company as follow;

“The Company has policy to pay dividend to the shareholders of no less than 50% of its net profit in financial statement after deduction of all reserves as stated in the Company’s Articles of Association and related laws, subject to the Company’s future investment plans and business expansion, including other necessity and suitability.

In addition, payment for dividend will derive from profits from disposal of investments or fixed assets of the Company or its subsidiaries. The management and the Board of Director will decide whether or not to pay dividend or amount to be paid by taking into account the Company’s future investment plans and business expansion, including other necessity and suitability.

The subsidiaries’ dividend payment policy will be the same as that of the Company.”

2. Supporting activities

2.1 Human resources

Human resources are an important crucial on driving a sustainable business. The Company therefore places the importance on human resource management starting from recruiting, selecting, and hiring potential employees with knowledge, abilities, and expertise, competitive compensation management and motivating employees, encouraging employees to continuous the development training, improving and developing working pattern and life, providing career opportunities, care and building morale as well as treating employees equally and fairly in order to build the relationship between the employees and the Company dedicated to work and deliver efficient services enabling to respond to the needs of customers appropriately and support the Company’s business operations efficiently throughout the value chain.

2.2 Technology development

The Company has developed technology to provide high quality technology that meets international standards and respond to all needs of service users. It also aims to improve the quality of life, society, and environment to support the sustainable development of the country.

2.3 Organizational infrastructure

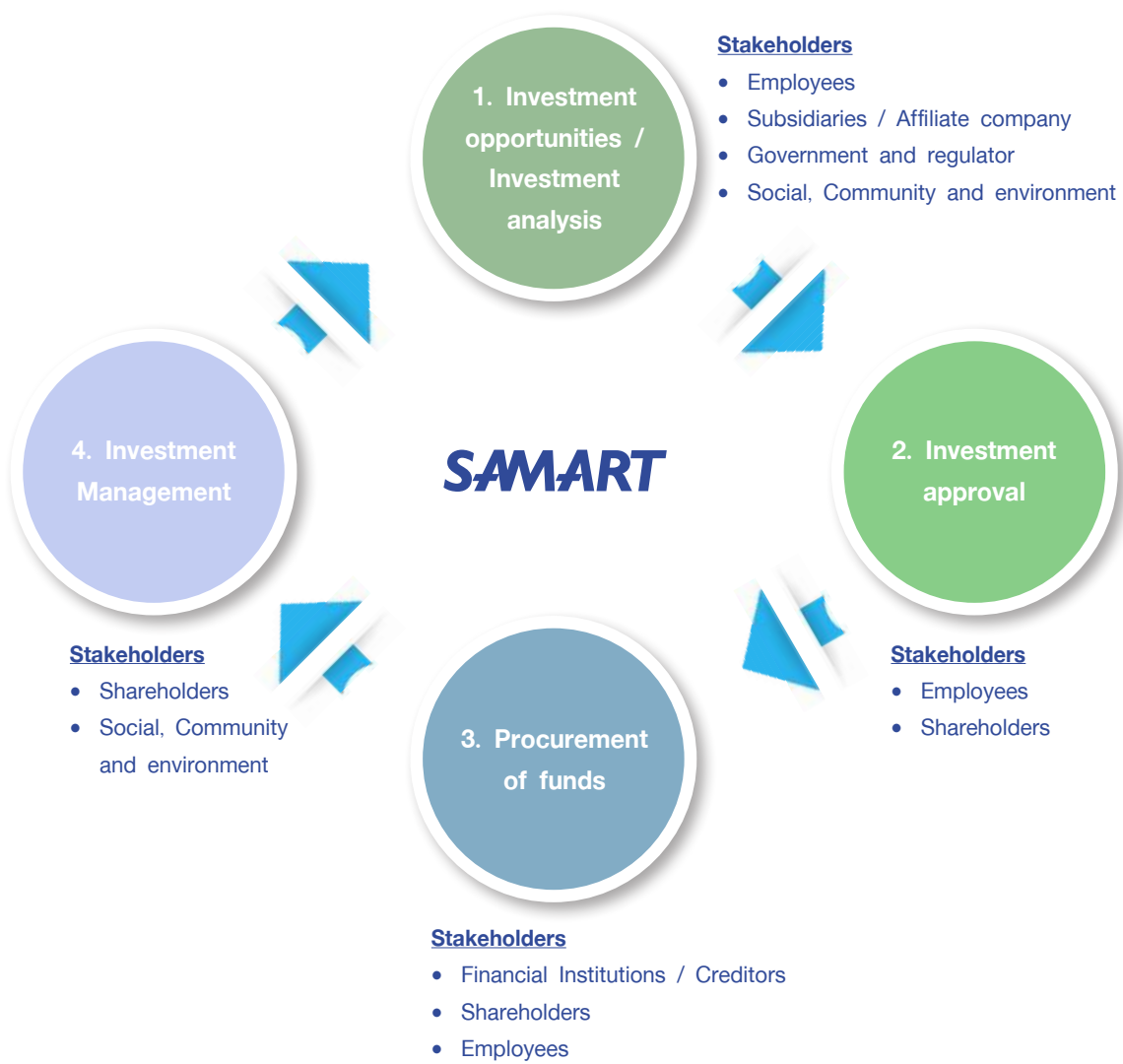
The Company places importance on the organization’s infrastructure which is the foundation that helps driving various parts, whether it be management within the organization, including the work of various departments such as the finance, accounting, legal and corporate communications, etc. to analyze data and summarize the results to the stakeholders which can make business decisions conveniently, quickly, and appropriately.

Moreover, even the supporting activities serve to support the main activities, the support activities also serve to support each other.

In addition, you can see the value chain of subsidiaries which are the Company’s core businesses and listed in the Stock Exchange of Thailand, such as, Samart Telecom Public Company Limited (“SAMTEL”), Samart Digital Public Company Limited (“SDC”) and Samart Aviation Solutions Public Company Limited (“SAV”) at Annual Registration Statement / Annual Report 2024 (Form 56-1 One Report) of SAMTEL under topic “**Business Sustainability Development**”.

SAMART Value Chain

Main activities



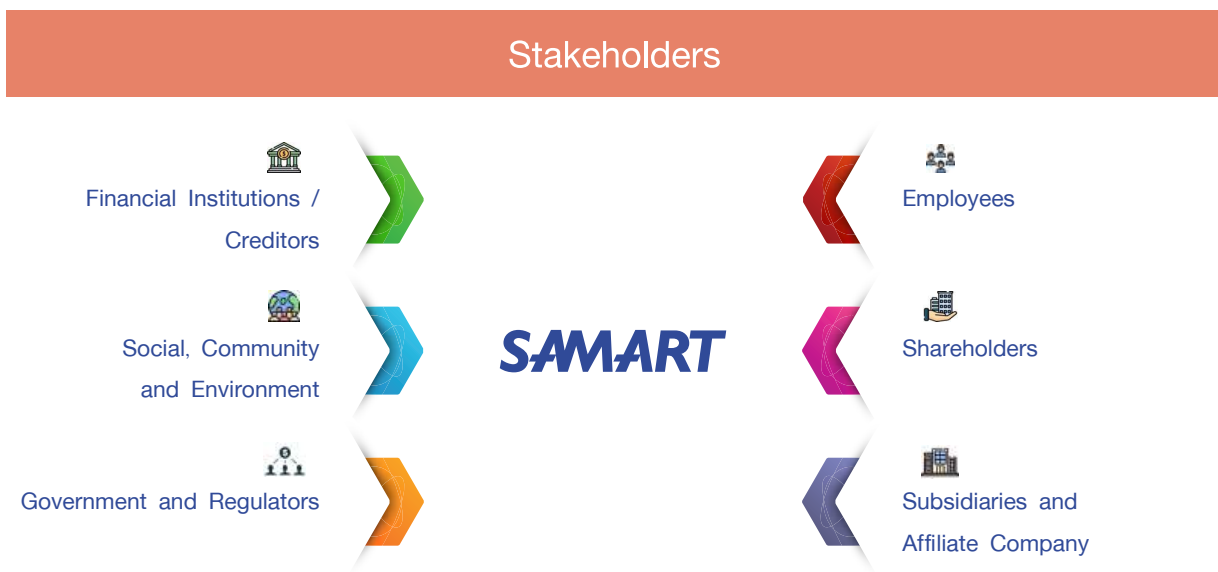
Supporting Activities




3.2.2 Analysis of stakeholders in the business value chain


The Company focuses on all stakeholder groups both directly and indirectly. The classification of the stakeholders is based on the impact of the Company’s business operations to each stakeholder group. However, the Company has implemented all the value chains, appropriately in order to prevent business interruption and impact on all groups of stakeholders. The Company has classified stakeholders in the business value chain into 6 groups as follows:

- **Internal Stakeholders :**
 - 1) Employees
 - 2) Shareholders
 - 3) Subsidiaries and Affiliate Company
- **External Stakeholders :**
 - 1) Financial Institutions / Creditors
 - 2) Government and Regulators
 - 3) Social, Community and Environment





In 2024, we can summarize our performance to meet the expectations and needs of stakeholders as follows:

Stakeholders	Communication channel / communication method	Expectation of Stakeholders	Response
Internal Stakeholders			
 Employees	<ul style="list-style-type: none"> - Management Meeting twice a year - Opportunity to communicate with a leader to exchange opinions and coaching 	<ul style="list-style-type: none"> - Reasonable remuneration and welfares - Stability and progress - Fair performance appraisal - Good environment at work place - Safe working 	<ul style="list-style-type: none"> - Arranged meeting to consider the rate of salary increase and annual bonus determination according to the performance - Promote Synergy culture activities professionally (Team of Professional) of employees - Promote well-being activities for the physical and mental health and well-being of employees.

Stakeholders	Communication channel / communication method	Expectation of Stakeholders	Response
Internal Stakeholders			
<p>Employees (cont.)</p> 	<ul style="list-style-type: none"> - Provide public relations information through various channels such as the Company's and HR website, voice calls, e-mail, LINE, social media ie; Facebook - Communication issues as introducing the creative ideas of employees through the project name "Open mind box" - Establish the welfare committee of the Company - Lunch and Learn activities (Lunch activities for employees with the top managements to convey work experiences and company visions and listen to creative ideas, suggestions, and build good relationships within the organization) 	<ul style="list-style-type: none"> - Employee potential development - Fair treatment to employees - Promote employee satisfaction in performance 	<ul style="list-style-type: none"> - Provided annual employees performance evaluation and two ways communicate with a leader to exchange opinions 1-2 times / year about their owned strength and improvement - Set clearly indicators of Performance evaluation method - Communicated public relations information through various channels such as the Company's and HR website, voice calls, E-mail, LINE, social media ie; Facebook to notify information to employees - Supported the creation of new ideas and innovations as a guideline for the Company and develop the creativity of the employees - Conducted survey or involved project to promote employee engagement and company job satisfaction for company continuous improvement - Promoted and developed work performance, skills, career development, compensation, welfare, working pattern, work life balance, quality of life, mentality, finance and health, and activities for enhancing employees engagement and retention including various project clubs, etc. - Provided channels for complaints, whistleblowing of offenses or corruption - Provided Succession plan of the Managements and employees - Provided Training plans of the Managements employees - Provided opportunities for training both inside and outside the organization. Number of training hours for the year 2024 = 8 hours/person/year - Manage development tools both Onsite and Online through the internal V-Learn system, external e-learning, and the e-library system.

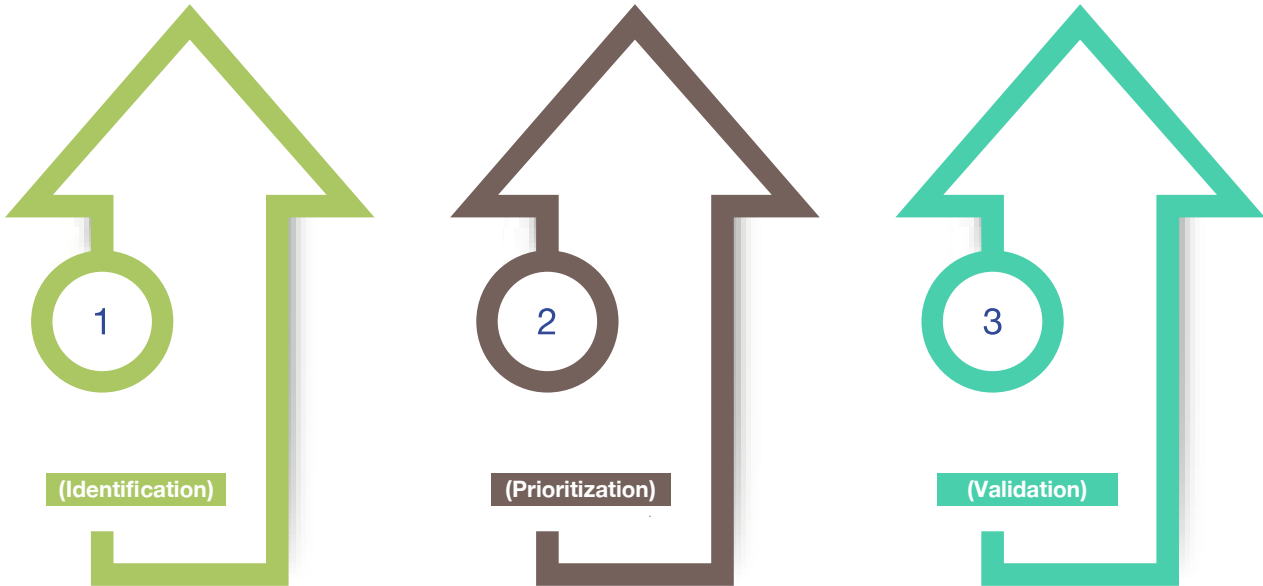
Stakeholders	Communication channel / communication method	Expectation of Stakeholders	Response
Internal Stakeholders (Cont.)			
Shareholders and investor 	<u>Minority shareholders</u> - The AGM of shareholders - The Company's website - The SET's website <u>Institutional investors</u> - Analyst Meeting	<ul style="list-style-type: none"> - Good Performance and business growth - The dividend is paid at a reasonable rate - Legal compliance, transparency, accountability and good corporate governance - Fair treatment of all shareholders - Acknowledge the accurate information on time and easily accessed from various channels 	<ul style="list-style-type: none"> - There were jobs in various projects from government, state enterprises and the private sector, continuously. - Payment of dividends in accordance with the policy. - Implement of good corporate governance policy. - Complied with the regulations of the SET and the SEC. - Met analysts, investors, also press conference about the Company's operating results and the Company's image. - The AGM of shareholders 1 time/year - Published the Company's news to the Stock Exchange of Thailand and shareholders, regularly for equality - Provided whistle blowing channels / channels to contact the Investors Relations and the Company Secretary
Subsidiaries/ Affiliate Company 	<ul style="list-style-type: none"> - Monthly meeting to exchange the information and opinion - Provide the management to be the directors in the subsidiaries 	<ul style="list-style-type: none"> - Conduct business with honesty and integrity in accordance with the corporate governance policy and business ethics of the Company. - Cooperation in business and jointly create the innovations or new products and for business growth 	<ul style="list-style-type: none"> - Meeting with the managements of subsidiaries / affiliate companies that the Company invested on monthly basis for follow up the performance and business plans of such companies, closely with consultation and suggestions about business management guidelines for subsidiaries / affiliate companies to strengthen the organization in business operations, continuously.
External Stakeholders			
Financial Institutions / Creditors 	<ul style="list-style-type: none"> - Meet and provide information to financial institutions - Communicate via telephone and E-mail - Meeting continuously 	<ul style="list-style-type: none"> - Ability to pay debt - Transparent and up-to-date information - Performance, business growth, and the direction of the Company - Follow the terms and conditions - Risk management and business continuity 	<ul style="list-style-type: none"> - Submitted annual progress information to financial institutions - Invited financial institutions to attend meetings / online meetings as necessary and appropriate - Followed terms and conditions, managed risks and maintained business continuity

Stakeholders	Communication channel / communication method	Expectation of Stakeholders	Response
External Stakeholders (Cont.)			
<p>Social, Community and Environment</p> 	<ul style="list-style-type: none"> - Display the Company information through the website and Facebook of the Company - Disclose the business operations through the Annual Registration Statement / Annual Report 2024 (Form 56-1 One Report) 	<ul style="list-style-type: none"> - Work safely and do not effect to the community - Support community activities and social contributions - Protect the environment and reduce greenhouse gas emissions 	<ul style="list-style-type: none"> - Supporting, promoting and participating in activities that benefit the community or the public through the concept of “Creating Quality People, Promoting a Moral Society” by organizing activities to promote and develop quality people in society both in education and technological innovation. - Collaborating with government agencies to help underprivileged people in various communities. - Used resources efficiently to reduce the impact on society and the quality of life of the community and society through the project of “SAMART save the world” - There are measures to reduce resource usage by setting targets, recording results, checking outcomes, and adjusting plans accordingly.
<p>Government and Regulators</p> 	<ul style="list-style-type: none"> - Reporting / Disclosure - Meeting - Discussion - Seminar / Give opinion - The Company’s website 	<ul style="list-style-type: none"> - Comply with relevant laws, rules and regulations properly - Comply with the good corporate governance policy and the Company’s business ethics 	<ul style="list-style-type: none"> - Complied with relevant laws, rules and regulations, strictly. - Applied the good corporate governance principles in the organization, also published the policies through the Annual Registration Statement / Annual Report 2024 (Form 56-1 One Report) and the Company’s website.

3.2.3 Sustainability Materiality

Analysis Process for Sustainability Materiality

The Company has analyzed and determined issues that are important to the sustainable development of the economy, society, and environment by considering those that affect the organization and each group of stakeholders. The determination of such issues was carried out through a survey of the organization’s management and relevant departments and the results of the assessment were prioritized which consist of 3 main steps as follows:



1. Identify the materiality by gathering issues in each side, covering economic, social and environmental dimensions.
2.
 - Prioritize the materiality by considering issues that are important to the organization and stakeholders in 3 dimensions.
 - Rated in 4 levels: very important issues that have a very high impact on the business and stakeholders, high, medium and low.
3.
 - The Sustainability Development Committee Working Group will conduct a preliminary review of the materiality.
 - Propose to the Sustainable Development Committee for consideration, then use the materiality to set the management goals.
 - Set the strategies and important management guidelines and follow up on results and relevant actions for continued improvement and development.

Materiality



Economic and corporate governance

1. Good corporate governance
2. Good corporate risk management
3. Funding and Investing Management
4. Cyber Security and Personal data protection
5. Business Continuity Management

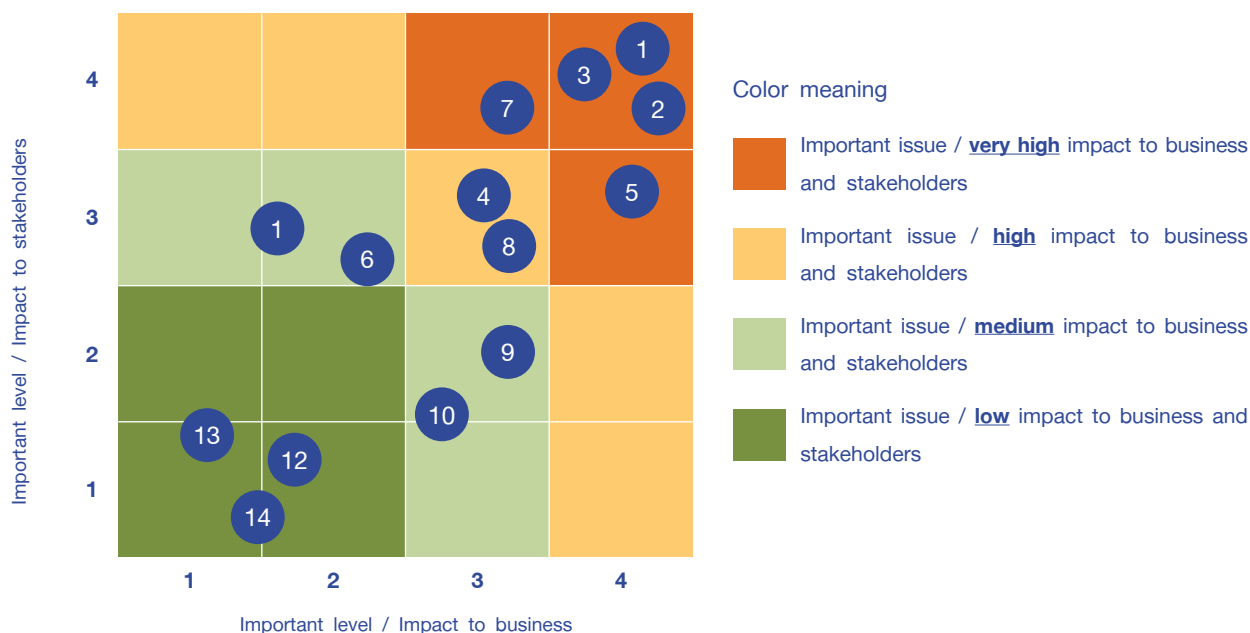
Social

6. Respect to Human right
7. Fair treatment to the employees
8. Employee potential development
9. Occupational safety and health
10. Community and social responsibility

Environmental

11. Energy management
12. Water management
13. Waste management
14. Greenhouse gas management

Materiality Assessment



For the 2024 materiality assessment, a total of 14 issues were identified, with 5 of them being of very high importance. These issues are linked and responded to the United Nations Sustainable Development Goals (UN SDGs) as follows:

Sustainability Materiality	Respond to UN SDGs
1. Good corporate governance	
2. Good corporate risk management	
3. Funding and Investing Management	
4. Business Continuity Management	
5. Fair treatment to the employees	

Management approach for sustainability material issues

1. Good corporate governance

The Company is committed to developing its business based on good Corporate Governance, complying with the law, and strictly implementing the Company’s corporate governance policy and business ethics. The Company regularly monitors and evaluates the implementation results. The corporate governance policy demonstrated in the Annual Registration Statement / Annual Report (Form 56-1 One Report). In addition, the Company is committed the directors, managements, and employees strictly adhere to the Company’s manual in order to ensure that its operations are honest, upright, with standards, quality, and morality, covering the care of all stakeholders, transparency, and preventing the conflicts of interest. The Company’s Corporate Governance policy and Business Ethics are reviewed and updated annually and published on the Company’s website (www.samartcorp.com) under the topic “**Good Corporate Governance**”.

Performance results in 2024

The Company was rated in good corporate governance in “**Excellent**” (5 stars).

2. Good corporate risk management

The Board of Directors has appointed the Risk Management Committee to assess the overall business situation, analyze internal and external risks, the possibility of impacts on the achievement of the Company’s main goals and stakeholders, in order to determine measures to reduce the risks to an appropriate level. In addition, there is the risk assessment by the Internal Audit Division, which proposed to the Audit Committee and the management, jointly prevent the emerging risks, as well as monitoring and reviewing the assessment results, continuously.

The Company has established the risk management policy in order to keep up with changes in economic and political situations, including the impact of the global financial crisis. This risk management policy includes measures to prevent and resolve the risks, by the Risk Management Committee, overseeing and monitoring the risks according to the plan, with cooperation and coordination from various divisions.

Performance results in 2024

The Company has disclosed the corporate risk management in the Annual Registration Statement / Annual Report (Form 56-1 One Report) under the heading “**Risk Management**”.

3. Funding and Investing Management

The Company shall seek the funds to be used for investment the new projects or business expansion efficiently by taking into account the necessity and appropriateness of seeking funds in line with the Company’s financial needs, and shall seek the appropriate sources of funds in accordance with business conditions, and capital market conditions, taking into account the financial costs and risks of seeking such funds in order to maximize the Company’s benefits.

Performance results in 2024

The Company plan to bid many large projects in year 2024, which would generate impressive revenue recognitions in the future, nevertheless the project also needed a large amount of working capital, therefore the Company has been strictly and cautiously negotiated and agreed with financial institutions and business partners to ensure that a cash cycle have been match and have least affects the Company’s liquidity. For supporting operation of the large projects, there would be an issue about the Company’s debt-to-equity ratio that could be gone temporally high over a short period of time. However if the Company’s debt-to-equity ratio been high over a long period of time, the Company may have to consider a capital increasing as an alternative to reduce risks from having a relatively high D/E ratio.

4. Business Continuity Management

The Company requires managements and employees to have a stake in business continuity management by conducting Business Impact Analysis (BIA) that affects the Company’s work processes and impacts business operations. They are also provided the Business Continuity Plan and Disaster Recovery Plan, annually to ensure it aligns and can respond to threats that cover potential new threats.

Performance results in 2024

The Company and its subsidiaries have reviewed and updated their business continuity plans and Disaster Recovery Plan, as well as practice the business continuity and Disaster Recovery Plan at least once a year.

5. Fair treatment to the employees

The Company highly regards all of the employees as invaluable resources and indispensable factor that propel the Company to meet all objectives and future successes. Henceforth, the Company is responsible to provide just opportunity, reasonable remuneration, promotion, transfer and development of potential. The Company has disclosed the employee policy in the Business Ethics and published on the Company’s website (www.samartcorp.com) under the topic “**Business Ethics**”.

Performance results in 2024

No cases or complaints regarding unfair treatment of workers by inside and outside the organization. Moreover, the Company has disclosed the information about fair treatment in the Annual Registration Statement / Annual Report (Form 56-1 One Report) under the topic “**Social sustainability management**”.

3.3 Management of the environmental sustainability

3.3.1 Environmental policy and practices

The Company attaches importance to business operations with environmental concerns and smart use of resources appreciating their values. It also develops and offers environmental-friendly technologies, supports environment projects, and creates true and constant environmental awareness in employees so that they join in sustainable environmental conservation. Environmental policies have been established for affiliated companies to adhere to and comply with as follows:

1. Policy in resource consumption management for maximum benefit appreciating the value of such resources as water, electricity, office supplies and vehicle fuel, etc.
2. Policy in the development of technological products and services to promote sustainable conservation of natural resources and environment.
3. Policy in continually cultivating environmental sustainability awareness in employees and stakeholders in the company’s value chain, through media and activities.

However, the policy and practice are disclosed on the Company’s website (www.samartcorp.com) in the part of “**Investor Relations**” under topic “**Environment policy**”.

3.3.2 Environmental Operation Results

Samart Corporation Public Company Limited’s environmental management

Samart Corporation Public Company Limited recognizes the importance of environmental problems, which affects the way of life and business operations both directly and indirectly with consideration for preserving the environment and using resources wisely, appreciating its value.

The Company is committed to management and business operations without having a negative impact on the environment, community and society throughout the business value chain by adhering to sustainable development guidelines in three dimensions, environmental, social, and economic dimensions (ESG). Policies and guidelines regarding efficient energy consumption have been set. Efforts have been made to raise awareness among employees so resources are used for maximum benefit. At the same time knowledge about environmental management is disseminated to stakeholder groups and environmental conservation activities are continually supported. The environmental policy is published on the Company’s website (www.samartcorp.com) in the part of “Investor Relations” under the topic “Environment policy”. In 2024, Samart Corporation Public Company Limited’s environmental management performance according to its Sustainability Roadmap - SD Roadmap is presented below.

Performance in promoting reduction in energy and resource consumption

1. Energy Conservation

Samart Corporation Public Company Limited attaches great importance to energy efficiency, appreciating its value. To make optimum use of energy, policies and work plans have been set with the concrete aim to reduce all types of energy and resources consumption in the organization by 2027 by 5% compared to the base year 2019. Related efforts have been made towards the aim of using resources for maximum efficiency in accordance with the Ministry of Industry’s standards and the government’s BCG policy (Bio-economy, Circular economy, Green economy), which is also relevant and likely to meet target 12.5 of the UN SDGs (Sustainable Development Goals): to substantially reduce waste generation through prevention, reduction, recycling, and reuse by 2030. The 4Rs principle (Rethink, Reduce, Reuse, and Recycle) has been put into practice, thereby reducing the cost of energy and resources, while also alleviating the problems and the impact of climate change. The reduction in consumption of energy and resources is summarized below.

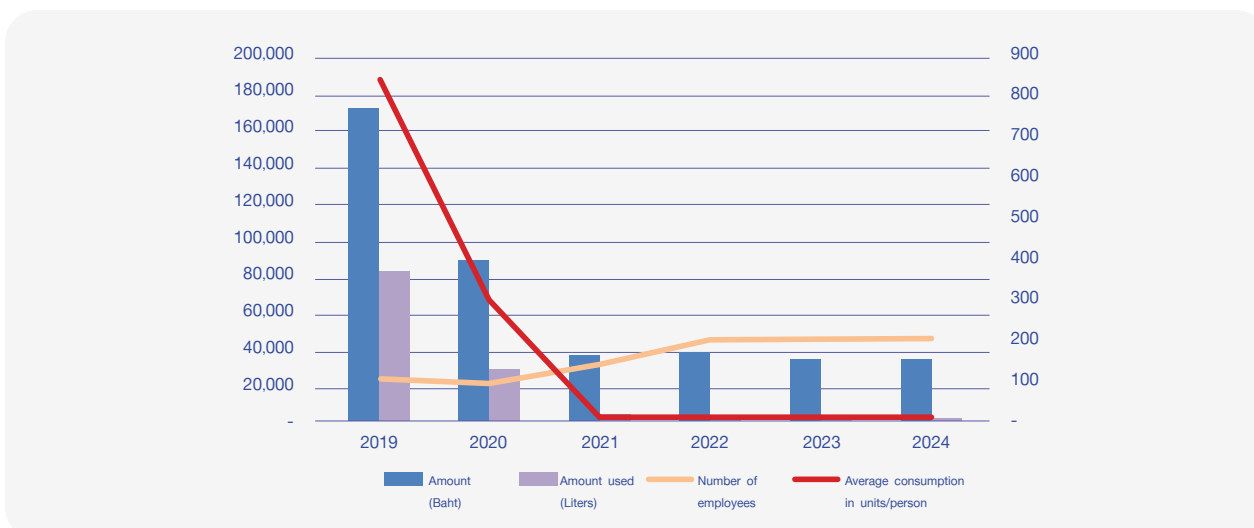
1.1 Running water

Ongoing campaigns are run to encourage awareness in employees of the value of water so they use it sparingly. The adjusting - suitable flow water - saving approach has also been implemented. Equipment and sanitary ware are regularly checked and maintained. Faults are immediately repaired to avoid unnecessary water loss. Meanwhile, water-saving campaign signs are put up as reminders.

Following the implementation of the action plans, water consumption in 2024 stood at 1,791.71 liters or 1.792 cubic meters, a lower volume than that in 2023. However, considering the number of employees, compared to average consumption between 2019 and 2024, water consumption went down by 838.41 liters / person (0.84 cubic meters / person), representing a 99% decrease, in line with the policy set.

Samart Corporation Public Company Limited’s water consumption from 2019-2024

Year	2019	2020	2021	2022	2023	2024
Amount (Baht)	174,183.79	89,116.00	35,875.20	37,759.85	36,580.00	35,834.20
Amount used (Liters)	82,965.53	29,290.40	1,793.76	1,876.85	1,829.00	1,791.71
Number of employees	98	98	156	211	218	219
Average consumption in units / person	846.59	298.88	11.50	8.90	8.39	8.18



- Notes:**
- * Water consumption varies with the proportion of business operations/number of employees, and water cost.
 - ** In 2019-2020, drinking water ordered for employees was included in the amount of consumption up to June 2020 when drinking water filters were installed and used instead.
 - ** In 2020-2022, during the Covid-19 situations, a work from home policy was implemented and office space was rearranged for maximum benefits and efficiency.
 - *** In 2023-2024, employees returned to work onsite at the office full time and new business projects started.

1.2 Electricity

To manage energy consumption both for lighting and air conditioning systems efficiently, the Company has installed and maintained monitoring equipment to control the operation of related electrical systems, in accordance with the energy saving standards of the Energy Policy and Planning Office, Ministry of Energy, B.E. 2560. Campaigns are also run to encourage awareness in employees of smart use of electricity. This includes turning off lights in the office during lunch break and when not in use. In addition, office air conditioners are set to turn on at 8:00 a.m. and turn off at 5:30 p.m.

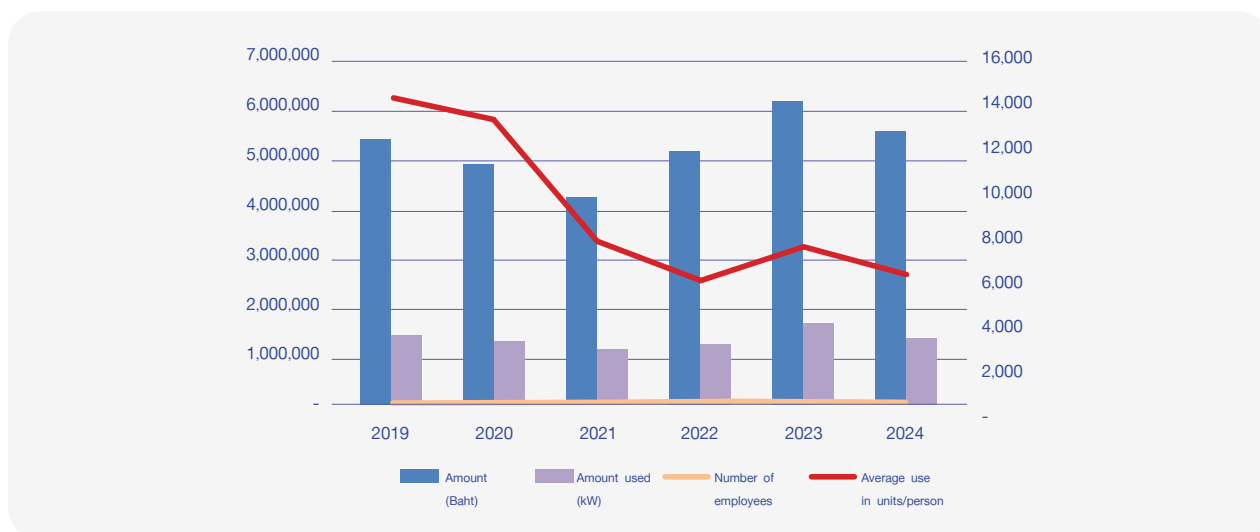
There has also been a policy to modify or replace various devices in the office with the aim to reduce power consumption continuously including the following.

1. **Replacement with LED energy-saving bulbs:** Following the sustainability development plan (SD Roadmap), in 2011, all T8 bulbs were replaced with energy-saving T5 bulbs. Subsequently, the company gradually switched from T5 energy - saving bulbs to LED ones. So far 80% of the bulbs have been replaced. This has helped save electricity by up to 50% and the Company plans to continue using 100% of LED bulbs in the future.
2. **Samart Corporation Public Company Limited has been replacing personal computers with notebooks,** starting the project in 2018. The objective is to increase work efficiency as well as to reduce electricity consumption. Compared to a PC computer which consumed 220 watts, it was found that a notebook consumed only nine watts. In addition, as a notebook uses less electricity, the heat build - up in the device also goes down, in turn reducing the heat emitted into the office space, thereby reducing the workload of the air conditioner at the same time.

As a result of the implementation of such measures, electricity bills in 2024 showed electricity consumption of 1,340,851.43 kilowatts, lower than 2023. However, considering the number of employees, it was found that in 2024 average consumption stood at 6,122.61 kW / person. Compared to the base year 2019, when electricity consumption was 14,136.40 kW / person on average, electricity consumption went down by 8,013.79 units / person, or 56.69%, in line with the policy set.

Samart Corporation Public Company Limited’s electricity consumption from 2019-2024

Year	2019	2020	2021	2022	2023	2024
Amount (Baht)	5,336,461.59	4,904,500.92	4,237,976.94	5,165,824.60	6,075,725.66	5,604,758.97
Amount used (kW)	1,385,367.52	1,287,063.83	1,130,697.24	1,217,274.20	1,607,334.83	1,340,851.43
Number of employees	98	98	156	211	218	219
Average use in units/person	14,136.40	13,133.30	7,248.05	5,769.07	7,373.10	6,122.61



- Notes:**
- * Electricity consumption varies with the proportion of business operations/number of employees, and electricity cost.
 - ** In 2020-2022, during the Covid-19 situations, a work from home policy was implemented and office space was rearranged for maximum benefit and efficiency.
 - *** In 2023-2024, employees returned to work onsite at the office full time and new business projects started.

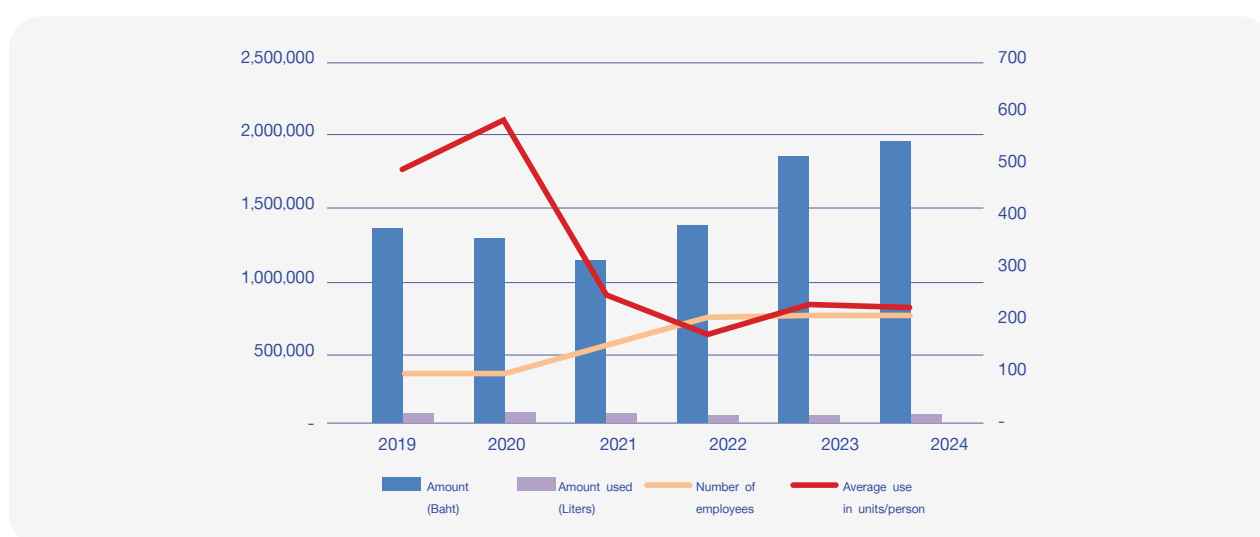
1.3 Fuel

Samart Corporation Public Company Limited has a practice guideline for maximum efficiency with the aim to reduce vehicle fuel consumption, according to fuel economy standards of the Energy Policy and Planning Office, Ministry of Energy, B.E. 2560. Approaches in reducing vehicle fuel consumption and travel include car pooling and scheduling routine vehicle maintenance by mileage. Technology was also brought in befitting the digital age, such as holding more meetings online instead of on site. This helped increase work efficiency while reducing the operational costs. Also reduced were air pollution and the greenhouse effect caused by carbon monoxide (CO) and carbon dioxide (CO₂).

As a result of the implementation of such measures, fuel consumption in 2024 stood at 52,065.95 liters, higher than 2023. However, considering the number of employees, it was found that in 2024 the average consumption was 237.74 liters / person. Compared to the base year 2019, when average consumption was at 491.92 liters / person, fuel consumption decreased by 254.17 units / person, or 51.67%, in line with the policy set.

Samart Corporation Public Company Limited’s fuel consumption from 2019-2024

Year	2019	2020	2021	2022	2023	2024
Amount (Baht)	1,330,538.20	1,269,248.96	1,122,229.55	1,370,511.27	1,842,634.60	1,947,266.63
Amount used (liters)	48,207.91	57,432.08	39,238.80	36,343.44	50,331.46	52,065.95
Number of employees	98	98	156	211	218	219
Average use in units/person	491.92	586.04	251.53	172.24	230.88	254.17



- Notes:*
- * Fuel consumption varies with the proportion of business operations/number of employees, and fuel price
 - ** In 2020-2022, during the Covid-19 situations, a work from home policy was implemented and some work was operated off-site.
 - *** In 2023-2024, employees returned to work onsite at the office full time and new business projects started.

2. Reducing the use of resources

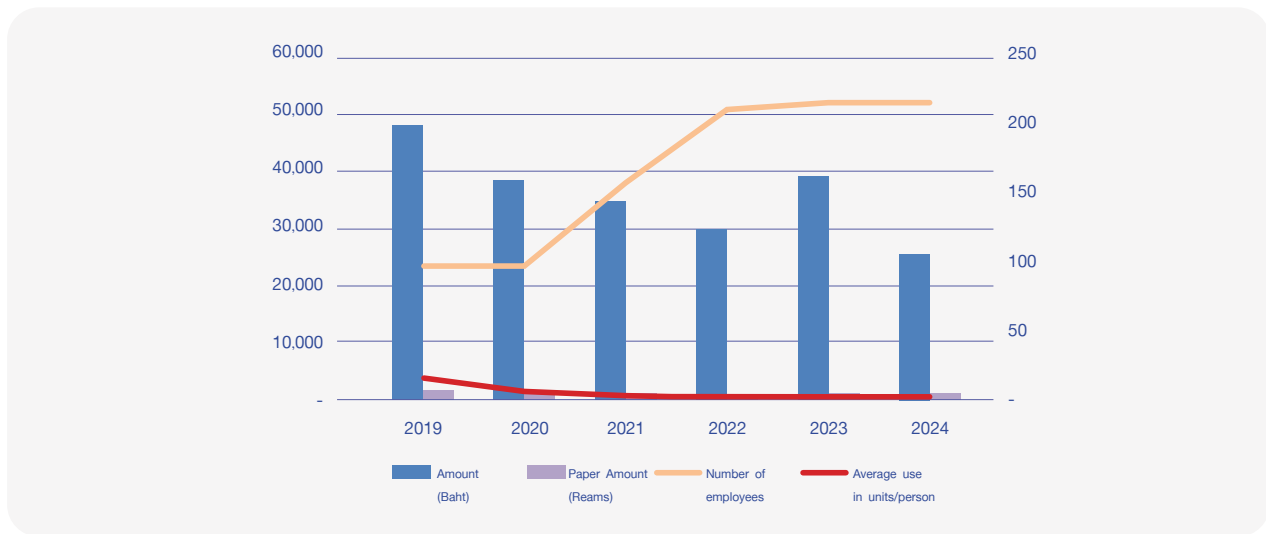
“Paper” is a resource in the category of consumable office supplies, necessary for the operations in the organization. Considering important the concept of smart use of resources, Samart Corporation Public Company Limited has embarked on the idea of paperless operations. Thus digital platforms have been established for various work systems in order to reduce the use of paper in printing documents. This has added to convenience and work efficiency while also reducing the organization’s operating costs.

In 2024, it was found that the amount of paper used in business operations of Samart Corporation Public Company Limited saw a downward trend from the base year 2019. In 2024, the amount of paper used stood at 1.075 tons (1 ream = 2.5 kg.). Compared to the base year 2019, paper consumption went down by 0.625 tons, or a 36.76% decrease, in line with the set policy. Considering that it requires 17 trees and 31,500 liters of water* to produce one ton of paper, the reduced amount used by the Company thus means a number is reduced by 10 trees, also reduced by 19,687.50 liters of water in producing paper for the Company’s operations.

Source: * Paper for Trees Project by the Media Center for Development Foundation

Paper consumption in business operations at Samart Corporation Public Company Limited from 2019 - 2024

Year	2019	2020	2021	2022	2023	2024
Amount (Baht)	48,280	38,340	34,840	29,996.40	39,000	27,020
Amount used (reams)	680	560	520	420	500	430
Number of employees	98	98	156	211	218	219
Average use in units/person	6.94	5.71	3.33	1.99	2.29	1.64



Notes: * Paper consumption varies with the proportion of business operations/number of employees, and paper price
 ** In 2020-2022, during the Covid-19 situations, a work from home policy was implemented and some work was operated off-site.
 *** In 2023-2024, employees returned to work onsite at the office full time and new business projects started.

3. Waste reduction

Samart Corporation Public Company Limited pays attention to management of waste from operations, in accordance with the standards for waste disposal set by the Pollution Control Department, Ministry of Natural Resources and Environment, to reduce environmental pollution problems. Reuse and recycling are promoted and employees are encouraged to be environmentally conscious both at work and in daily life in 60 news articles through public relations channels within the organization, including Facebook, E-mail, and Line regularly throughout the year. This is in order to enhance the employees’ knowledge, which is in line with the Company’s policies and guidelines on environmental management. It is hoped that the concept will rub off on the employees’ families and further on their communities.

Regarding this, the Company practices sorting waste into types as required by law, followed by waste management, including putting up a monthly internal waste management system. Waste is then collected and processed by companies with eligibility standards. The purpose is to keep the offices and nearby areas hygienic, free of pollutants so the Company gets no complaints. In 2024, related efforts were made as follows:

1. Grease from wastewater

Grease traps are inspected to ensure normal working condition and cleaned weekly, totaling 52 times / year.

2. General waste (non-hazardous)

- **Paper and office documents**

According to the Company’s operational plan, office documents that are no longer valid or needed are cleared at scheduled times. They are then collected and forwarded to a company appointed to get them into recycling process.

- **Other types of waste**

Campaigns are continually organized every year to educate and raise awareness on proper waste separation and waste management for the purpose of waste reduction, **based on the concept of 4Rs principle “Rethink, Reduce, Reuse, Recycle” under “SAMART Loves the Earth”** project. Executives and employees are encouraged to realize the importance and the impact of waste on the environment in order to reduce the amount of waste from the beginning at its source. They are also invited to participate waste separation activities. Reusable items are shared with the underprivileged in society. Surplus or expired items are sorted out and properly disposed of so they do not cause pollution to the environment. These efforts are reflected through various activities throughout the year including the following:

Don’t throw away the valuable old desk calendars : 200 people donated 1,000 old calendars to be made into Braille books for the blind; the leftover was sorted so it can be recycled or disposed of properly.

Love Cycle Recycle : With a campaign promoting the use of reusable cups 1,000 disposable plastic cups and 500 dessert plastic bowls were not used, thus reducing waste.

How to discard : Discarding e-waste = grow plants : To encourage proper e-waste disposal, information was provided regarding how to sort e-waste and e-waste collection points were set up. The e-waste was then forwarded to collaborating partners and dismantled to maximize the use of resources while reducing environmental pollution. Meanwhile, seedlings were given out to participating employees to be planted at home. Photos depicting the growth of the plants were then shared to show their effort in contributing green space, as part of a sustainable all-round environmental preservation effort.

More than 200 people took part in the proper e-waste disposal and recycling campaign, with a reduction in pollution by more than 1,622 pieces of e-waste.

How to discard : Plastic bottles : Information was provided regarding how to sort plastic bottles properly and collection points were set up. With the cooperation of over 500 employees in 13 major branches all over the country, more than 2,900 plastic bottles (more than 79 kilograms) were collected and properly recycled. The bottles were forwarded to the Mirror Foundation’s “Recycling by the Elderly” project, creating opportunities for the elderly in the project to make use of them while also reducing environmental pollution.

Waste sorting and distribution : This included sorting out tissue paper cores and old calendars scraps, items leftover and no longer usable. They were then forwarded to Waste-buy Delivery Co., Ltd. for recycling and proper disposal.



3. Hazardous waste and electronic waste

- **Old and faulty light bulbs and electronic devices** are discarded at collection points designated by office buildings and the municipality, thus ensuring zero contamination of other wastes.
- **Set up a SAMART E-Waste Drop Point** to encourage employees and the general public to be aware of the importance of separating electronic waste for proper disposal in order to reduce environmental pollution problems sustainably.



4. Climate and greenhouse gas management

Based on the environmental performance of Samart Corporation Public Company Limited as reported above, it can be seen that the Company pays attention to activities in its value chain that affect the climate and greenhouse gas emissions throughout the work process. The Company supports customers' operations while also providing concrete knowledge for employees and stakeholders to promote understanding, awareness, and an environmental spirit in working towards the goal of becoming a low carbon organization in the following ways.

- **Fuel consumption and travel**

Regarding this, the Company carried out continuous vehicle maintenance as planned. Also, there's a policy to use Thailand's standard fuel to help stabilize the price of palm oil while also reducing pollution. In addition, the car pooling arrangements for work helped reduce twice as much greenhouse gas emissions where the emission rate by a car is at 100 - 200 grams of CO₂e per kilometer.

- **Electricity consumption and management**

With air conditioners turned on and off as scheduled during the day helped reduce greenhouse gas emissions from electricity consumption. The replacement of light bulbs with LED bulbs also helped save energy and reduce carbon dioxide production.

- **Water consumption and management**

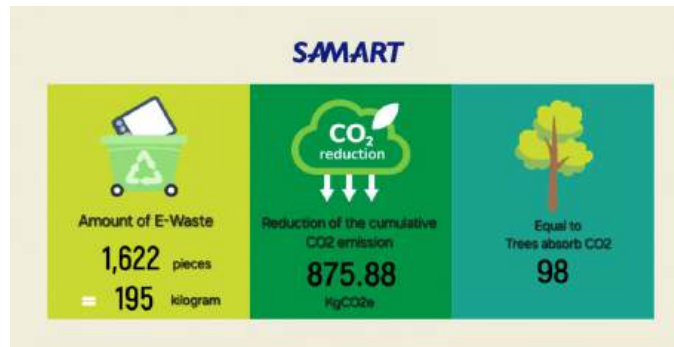
As a result of regular inspections of water leakage points in the water supply system and sanitary ware, waste of water resources and greenhouse gas emissions were reduced. When comparing every unit (m³) of water saved, greenhouse gas emissions can be reduced by 0.7948 kgCO₂e/unit. Water consumption by operations in 2024 went down by about 81.17 m³, representing a reduction in greenhouse gas emissions by about 64.80 kgCO₂e.

- **Increased sustainable green space in the community** through the activity named "Kla Phuea Lok," which roughly means "Put it forward for the World" as part of "Samart Loves the Earth" project. About 900 seedlings were presented to Pak Kret Municipality to be planted in public areas including Somdej Phra Srinakarindra Park, Nonthaburi. Some were delivered further to community leaders in all of the 66 communities in Pak Kret area. Employees were also given some to be planted at home. Additional activities were later organized to support the sustainable growth of the plants.

- **Waste management**

Waste management: Based on the "Samart Loves the Earth" project's **"Sustainability for All"** concept, various activities were organized to encourage changes in consumption behavior among Samart employees to reduce waste, such as using reusable food containers. Waste sorting was also promoted for recycling purposes. Certain items were donated to the underprivileged who could further benefit from them in some ways. Hazardous waste was disposed of properly to reduce environmental pollution. The following campaigns were carried out throughout the year.

- 1,000 old calendars were collected for recycling, while the unusable ones were disposed of properly to reduce environmental pollution. The effort resulted in a reduction of the cumulative Co₂ emission by 1,378.33 KgCO₂e, an equivalent of planting 145 trees.
- The use of reusable water bottles was promoted in the reuse campaign with a change in consumption behavior, resulting in less waste, by 1,000 plastic cups and 500 dessert plastic bowls.
- A total of over 2,900 plastic water bottles (about 79 kilograms) were sorted out for proper recycling. They were forwarded to the Mirror Foundation's "Recycling by the Elderly" project, creating opportunities for the elderly in the project to make use of them while also reducing environmental pollution. The effort resulted in reduction of the cumulative Co₂ emission by 81.45 KgCO₂e.
- E-Waste collection points were set up. The e-waste was then forwarded to collaborating partners to be dismantled to maximize the use of resources and reduce pollution to the environment by 1,622 pieces of e-waste. The effort resulted in a reduction of the cumulative CO₂ emission by 875.88 KgCO₂e, an equivalent of planting 98 trees.



Greenhouse gas emission of the Company compared with the 2024’s goal

	2022	2023	2024
The goal of Greenhouse gas emission (tCO₂eq)	N/A	1,100.00	1,100.00
Scope 1 (tCO ₂ eq)	N/A	112.61	116.49
Scope 2 (tCO ₂ eq)	N/A	962.15	802.63
Scope 3 (tCO ₂ eq)	N/A	N/A	N/A
Total of Greenhouse gas emission (tCO₂eq)	N/A	1,074.76	919.12

Development of products and services with impact on society and the public for corporate customer

Samart Telcoms Pcl., the subsidiary of the Company, focuses on developing products and services, taking into account environmental conservation, upgrading and creating environmental safety standards, offering environmentally conscious telecommunications services, and using energy appreciating its value for stakeholders including customers and partners in government organizations and state enterprises that have the same vision.

Operational results

The services provided in 2024 include the following:

- **Project of online pollution monitoring boxes contract.** The Company delivered 233 sets of (online pollution monitoring boxes to the Maptaphut Industrial Estate, Industrial Estate Authority of Thailand.

Benefits to the customer

1. With an online pollution monitoring system, the data transmitted is accurate and cannot be tampered with. The resulting pollution levels are readily available.
2. Warnings of pollution levels exceeding standards make it possible to monitor pollution efficiently.
3. A database of water/air pollution measurement results of industrial plants can thus be created and warnings can be given accordingly. Timely response is then possible, which helps reduce complaints and impact on the public and environment.

Benefits to the people and surrounding communities

This alleviates the concerns of people living in areas surrounding factories and industrial estates.

3.4 Social sustainability management

3.4.1 Social policy and practice

The Company always regards that our employees are the most valuable and crucial fundamental for the Company’s sustainable success becoming a leading Telecommunication Technology and Digital Technology company in the competitive industry. SAMART group practically initiated corporate HRM & HRD policy and build 4 strategic corporate cultures including of Think Ahead, Customer Focus, Team of Professional, and Commit to Excellence to

suit business operations in the digital era. However, the Company adheres and follows with human rights policy in business operations in accordance with the Universal Declaration of Human Rights (“UDHR”), fair treatment of labor and labor law which disclosed at the Company’s and HR website. In addition, especially in the year 2024, the Company also regards to the occupational health policy, safety and hygiene in various operations in order to implement human resource management and development policies and support all business processes to be continued with maximum efficiency and effectiveness to create success and growth of the company sustainably.

◆ **Policies related to social, community and public responsibility**

- **Responsibility to society as a whole**

The Company recognizes that it can survive and grow in a society. Therefore to bring about societal progress, the Company has policies to:

1. Participate in societal improvements with financial support to all activities that aim to maintain beneficial cultures, customs and rituals. Moreover, the Company will involve in religious activities regularly.
2. Support educational activities, vocational development, athletic ability as well as sanction for outreach people.
3. Support and aid society and community, and also always aid sufferer.

- **Responsibility to community**

The Company has defined the scopes and practices on strengthening the closed relationship with surrounding and nearby communities as follows:

1. Strengthen good relationship with the organizations, both from public and private sectors, as well as the community leaders in various levels so that the works for community development can be harmoniously coordinated on sustainable and concrete basis;
2. To provide buildings, materials including funds to oversee the livelihood condition and safety of the communities, for instance the construction of bus shelter in front of the Company’s office building, donation of rain coats and reflective coats to the traffic police in the areas of Pakkred Local Police Station and Pak Klong Rangsit Local Police Station, support the learning materials and sport equipment to schools in nearby areas, restoration of the temples and donation of money to the poor in the communities;
3. To raise funds and supply the necessities to help the disaster victims, for instance provision of boats to the government agencies to be used for facilitating people who were suffered from flood;
4. To cultivate consciousness to the Company’s employees on responsibility to the society, community and environment via media and internal activities continually.

◆ **Fair Labor Treatment**

The Company always realizes that all employees are the most valuable assets of the Company and they are the successful factors in making the Company achieve its objectives. The Company must respect and obey the laws and ethics in order to establish justice, stability and peace in the society. Therefore, the Company takes good care of and equally treats them with regards to the opportunity, compensation, appointment, transfer including fair and appropriated welfares in various aspects as well as complying labor law as follows:

1. Respect for the right to work pursuant to the fundamental human right principles.
2. Specify to have **“Compensation & Benefit Policy”** regarding to employee motivation, internal impartiality and compensation standards, and job value to company, Company essentially determines corporate compensation, benefit and welfare policy being compatible to position accountability, knowledge, and competence with business operation and up-to-date compare to leading companies in industrial competition. In the other hand, Company certainly ensures compensation, benefit and welfare policy aligned to new

wage of legal regulation. Propose reasonable remuneration packages according to market situations, business competitions, job descriptions, work qualities including assessment of company's performance on short term and long term based on Company's capability to pay for that remuneration packages. And provide opportunities for employees to express opinions and file complaints related to their jobs. Those suggestions and complaints will be seriously taken into consideration for formulating solutions. This important policy is meant to draw benefits to all parties and spawn camaraderie in the office.

For welfare to the employees, the Company has group health insurance (in case of in-patient) for the Company's employees as well as group life insurance which covers all kinds of death, accident, and disability, social security system, health services in addition to annual health check, medical consult as project "Doctor consultation" for employees at all levels, special health services such as "Heart Disease Clinic" by expertise doctor etc., financial services for employee including of provident fund setting up to allow employees to select their own accumulation rate and investment alternative policy, as well as to closely monitor investment performance at all times to secure their owned life fund. The Company also has company urgent loan in case of the accident or sickness and multi-purpose loan welfare to the employees, financial assistance in the event of the death of an employee or family member, company fitness center and other project or activities for escalating employee engagement and company job satisfaction.

3. Specify to have "**Safety and Health Policy**". The Company develops policy and system of safety and health of employees in accordance with the requirements of law and performs all necessary measures to ensure the safety of life and health of employees including of strengthening health, provide the medical care and basic medical services, serving modern medicine as well as annual vaccination service and annual health check-up with medical consult as project "Doctor consultation for employees at all levels. Furthermore, the Company also has the practical guidelines concretely by appointment of the safety officers, training and cultivate consciousness of safety, occupational health and working environment for the employees, the annual evacuation drill in case of fire, the fingerprint and face scanning system in addition to developing knowledge by training courses since new employees orientation, company e-learning systems, internal and external training to build awareness of safety and healthy as an important policy and publish on the company and HR website.
4. Specify to have "**Human Resources Management and Development Policy**" as below:

- 1) **Human Resources Management Policy**

For responding to Corporate HR Policy, Human Resources Management Policy has mainly been concentrated on :

- **SAMART Policy for managing COVID-19 pandemic situation**

For supporting all SAMART lines of business and organizations to operate efficiently and continuously, increasing safety and reducing the risk of infection for employees. The company has consequently formulated the policy to manage the pandemic situation of Covid-19 as follows;

1. The company has appointed a committee to prevent and deal with the pandemic of Covid-19 of the group of companies by setting up 4 working groups which has divided duties and synergy including of the working group on pandemic prevention working group, incident response working group, public relations working group, and business continuity management working group. Each working group clearly defines policies and procedures for each situation, and holds a meeting of the committee to closely monitor the situation every week or two as necessary. In addition to working groups and related functions such

as the Human Resources and Public Relations Department continuously providing advice and assistance to employees being infected and high-risk exposure continually.

2. The company has complied with the government policy including the order of Nonthaburi Province Regulation and strictly follow VUCA measures (V: Vaccine, U: Universal Prevention, C: COVID Free Setting, A: ATK) including of assistance in providing vaccination channels for employees to be fully vaccinated, Universal Prevention campaign which includes social distancing, work from home, split teams, separation of the workplace (Split Site) meaning making partitions in the workplace, mandatory to wear a mask at all times, regular cleaning of frequently touched surfaces, compliance with corporate safety measures (Covid Free Setting) such as cleaning, disinfecting, and social distancing, and promoting the use of online meetings instead, etc. Moreover, The company also provides an ATK test in case employees are at risk of infecting COVID-19 virus as well as regularly screening the risks of building operators on a regular basis.
3. The company has arranged for the departments related to customer service and performing duties with business partners to be able to work continuously in parallel with the prevention of COVID-19 strictly providing effective customer service and working with business partners and safe from covid-19.

- **Manpower planning Policy**

To support all lines of business in SAMART group, The Company has applied a variety of HR indicators and tools in optimizing manpower planning also balancing among functional workloads to increase HRM & HRD policy more efficiencies. These would enhance organizational design and restructuring as well as enable HR manpower policy and costing most effective to company leading to success in both current and new company business meeting company's vision and mission sustainably.

- **Recruitment & Selection Policy**

Proactive recruitment approaches have been applied in acquiring capable people at all careers, levels and positions including of sourcing and attracting all levels of candidates by launching Campus Tour and Activities Programs in leading universities, coordinating with business recruitment agency and allied business network to build SAMART group's branding to all external candidates. In Selection Policy, the Company places importance on the selection process, focusing on the most appropriate knowledge, ability and attribute by which their virtues recruitment & selection combines cooperation among original affiliation, expertise in various careers and human resources department to ensure the process of recruitment & selection the most equitable and best efficiency. Thus, the selection of employees is transparent, appropriate and support the Company's business situation to lead to the sustainable success.

- **Performance Management and Development Policy**

SAMART ensures an equitable and appropriate performance management system through applying KPIs approach cascading organization objectives through division to individual goals and corporate competencies methodologies aligning to business strategic planning at all levels throughout SAMART. In 2020, the Company has applied new global standard application to support Goal/KPIs and Performance Management i.e. closed monitoring, solution consulting and organizing arrange their owned and subordinators' Goal/KPIs, etc. at individual through top management level leading to be the company's sustainable success efficiently and effectively in organizational strategic management.

- **Human Resources Management and Development Information Technology Policy**

The Company conducts information technology developed by Human Resources Information Systems to support both HRM & HRD functions through “HRIS Applications” and HR website for all digital platforms by increasing speed of work, data accuracy, decreasing operation cost, and applying digital technology to HR procedures by portal services. Furthermore, the company would fully utilize HRIS data to support in HRM & HRD Policy decision making for sustainable organization achievement.

- **Compensation & Benefit Policy**

The company wisely formulates compensation, benefit and welfare scheme by job analyzing and evaluating all positions, responsibilities and their performances at all levels throughout SAMART to determine corporate compensation, benefit and welfare policy being compatible to organizational position including of skill, accountability, knowledge, and competence related to business operation and economic situation with comparative analysis among related businesses as well as strictly complying to labor law and compliance. These might ensure that our employees would be in the appropriate and equitable compensation, benefit and welfare package being competitive in labor market or among leading companies in the industry.

- **Employee Relation & Engagement Policy**

The Company places strong emphasis on building and escalating employee relationship among company, top executives, and employees as well as two-way communication as a mean to communicate top management direction to all employees closely and directly for exchanging employee’s innovative, improvement and other open-mind ideas to enhance SAMART business operations and other processes including of synergy and culture cultivation activities, known as project “Lunch & Learn” and “Open mind box” in addition to employees’ survey for company job satisfaction and closely monitor company retention rate. Moreover, the Company has promoted and developed work performance, skills, career development, compensation, welfare, working pattern, work life balance, quality of life, mentality, finance and health, and activities for enhancing employee engagement and retention.

2) **Human Resources Development Policy**

The Company has a consolidated HRD policy to continuously develop the knowledge and ability of employees being appropriate to their owned position at all levels for leading them to success their owned career at SAMART and also achieving business’s needs and preparing staff for domestic and oversea digital business expansion to “professional” and opportunities for advancement of employees. Therefore, the Company aspires to develop employees in all careers at all levels by harmonizing a wide range of development tools for increasing their owned skill, knowledge, capability through corporate culture and code of conduct according with SAMART strategy and operation not only for present day but the future business as well.

- **Career Development Policy**

The Company defines career development policy by which the Company further supports employees in all careers to be continuously developed in their qualifications, knowledge and abilities. Particularly, competency approach has been applied to categorize required business capabilities to Generic competency, Managerial Competency and Functional Competency for analyzing, planning, and leading to individual competency development with diversified development tools for all executives and all employee levels. Thus, our employees might be developed to create their high potential specified by both corporate and Line of business (LOB) levels to prepare for business expansion.

- **Employee Training & Development Policy**

The Company regards the employees as a key success factor and fundamental to success as “Learning & Growth Aspect” in order to achieve business strategies and goals, resulting in corporate sustainable growth and business competitive advantage. Hence, the Company has HRD policy to continuously develop all employees among qualifications, knowledge and ability in parallel with the human resources development system at all levels as summarized below;

In-house Training

To encourages and develop the employees to facilitate the organization’s strategies and goals most effectively and efficiently. The Company therefore conducts standardized training courses matching the company and recruiting career expertise to be coach or instructor deem necessary to achieve business goal and support sustainable growth of the Company.

For top and management executives:

The managerial competency program, courses have been designed for management level in order to develop in managerial competency to strengthen leadership and management skills for executives as well as prepare promotion qualification in the future for pre-executive or talent employees. Moreover, this program would elaborately lead executives to support organization’s business growth and prepare SAMART to become business leader in the industry existed. These courses provide innovated and practical knowledge to be applied to arrange managerial work such as Creating & Strategic Implementation Plan, Modern Supervisory, etc.

For operational staffs:

The functional competency program, courses have been designed for developing and enhancing functional knowledge and functional capability related to operational responsibilities and increasing skill of employees for each career and division concerned such as Risk Management course, Project Management courses, Compliance and Law course, Financial and Accounting Standard courses, Computer skill and Technology related course, Marketing and Sales Management course, Information Technology & ISO standard courses, Administrative Management and Training and Assessments for Building Electricians, etc.

For all employees:

The Generic Competency Program, courses have been designed to ensure that the employees could perform their work in accordance with their owned career and the corporate culture at the most efficiency such as Orientation course for new employees, Effective communication, Courses for corporate culture, etc.

Furthermore, to accommodate business expansion, develop employee in English communication skill and achieve their competence continuously, the Company thus developed English communication skills standardized and modernized among classroom training, e-learning and V-Learn (Internal Online Training of the Company) being used to support a large group of learner both new and current employees. This has enabled employee at all levels developing for this skill more conveniently at anywhere and anytime to achieve business goal.

External Training

In addition to In-house Training, SAMART supports all executives and employees to acquire external standard knowledge and skill from training certified courses conducted or instructed by external reputable institutes standardized and modernized both local and international in form of classroom training and external E-Learning in order to enhance their expertise, knowledge, ability and also updating and exchanging new aspect with other organizations to apply some appropriate approach to organization relevantly regarding to achieving sustainable business goal.

- **Knowledge Management :**

For human resources developing in long term and adding business value, the Company thus considers information technology as an important tool for improving staff management efficiency, Project “SAMART knowledge sharing”, V-Learn (Internal Online Training of the Company) and e-library has been implemented, this promotes knowledge management throughout organization and responds to business’ mission continuously and sustainably.

- **Talent Management Policy and Succession Planning :**

The Company designed special HRM & HRD programs and tools to prepare excellent performance and high potential employee (talent) for their succession planning including of Job rotation, Job Enlargement & Enrichment, Job assignment, Talent monitoring, and fast-track program preparation. By encouraging them through employee engagement programs as well, these would motivate talent to full utilize their owned skill, knowledge, competence and potential to dedicate performing all missions to achieve SAMART’s goals most efficiently.

Furthermore, the Company always recognizes the importance of having a succession plan, especially at the top management level, to ensure continuity when there is a vacancy or to support expansion of business.

The Company has provided the training continuously and systematically in order to promote opportunities for them to have knowledge, management skill, problem solving skill and making effective decision. In addition, the Company has arranged internal and external training course and has also been sending staff to training with following institutions.

- **The Company environment management for employees policy**

The Company places great significance on the use of energy and resources consciously for maximum benefits. Consequently, the policy has been planned to encourage employees to have knowledge and to practice in managing environmental management of the company through training courses, public relations, campaign, and activities such as organizing training courses in classrooms and online, and disseminating campaigns for 5S activities, energy and resource conservation projects of the company consisting of reducing the use of water resources, electricity, air conditioning, fuel, paper, waste donation project, waste reduction project, providing knowledge, training and development from orientation for new employees, including e-learning systems, internal and external training to create awareness of the company’s environmental management on the company and HR website through various activities of the Company, etc.

- **Disabilities and disadvantaged employment policy**

The Company respects all human rights principles equally without discrimination. For the disabled and underprivileged groups, the Company supports by giving opportunities to the disabled and underprivileged groups employing and/or paying subsidies to the Fund for Empowerment of Persons with Disabilities in accordance with the law as well as supporting the underprivileged groups through the company’s donation and social assistance projects.

- **Fair termination policy**

In case of necessity to lay off employees, the Company places importance on both guilty and non-guilty with equality and fairness, procedures, actions and payment of compensation in accordance with the law.

◆ **Customer policies**

The Company strongly believes in building confidence and bringing satisfaction to all of the customers. Since their trusts are critical to our business, the Company promotes the following policies:

1. Determine to provide and produce commodities and services that are trendy to satiate customers' needs.
2. Provide high-quality products and services at reasonable price.
3. Provide accurate information without any exaggeration that may cause misunderstandings on product's quality and quantity, or special conditions for each product and service.
4. Formulate procedures that permit customers to inform about drawbacks of the products or improper services, because those complaints are valuable for the Company to come up with immediate remedy and improvement for problematic products and services.
5. Provide effective after-sale services for customer's convenience.
6. Guard all customers' information as confidential and refuse to use them for personal benefits.
7. Support all activities that will strengthen, as well as maintain, lasting and good relationship between Company and customer.

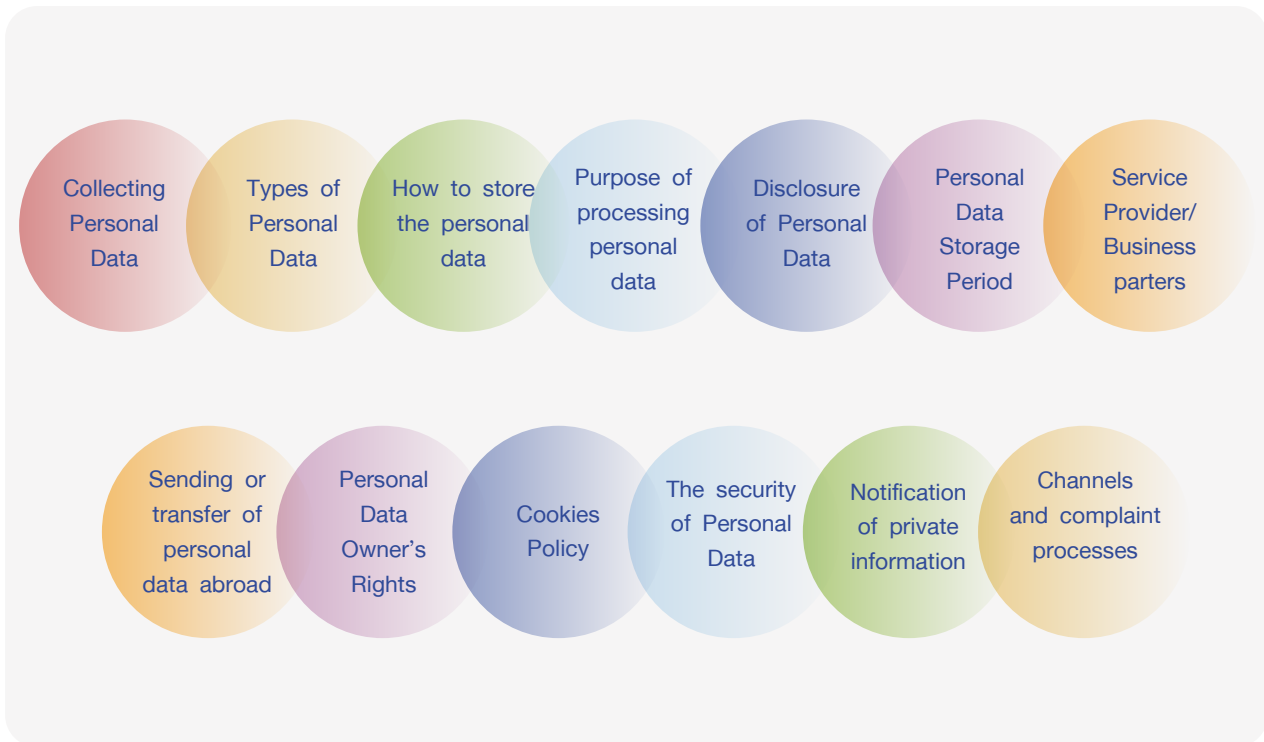
In addition, Samart Group also focus on providing accurate and complete news and important details of products and services through the website, email and various channels with public documents, proposal document, characteristics detail of products documents and services including the document from the manufacturer which offered to customers. Samart Group has a process for customers to report problems of the products or improper services, in order to prevent and solve the problems for customers and improve or develop such products and services.

Customer Satisfaction has provided in order to analyze and improve the result, arranges the defects include maintaining and strengthening good strengths of customer's suggestion in order to deliver the higher quality products and services.

Protecting Customer's Personal Information in accordance with the Personal Data Protection Act

Samart group focuses on the protection of the customer personal information and responsible for ensuring the security of the personal information of customers under the company's supervision. Then, Samart group has published a Protecting Customer's Personal Information to describe the practices regarding the collection, use, or disclosure of personal information, as well as the customers' rights under the Personal Data Protection Act. 2019 ("PDPA"), such as,

Teda Co., Ltd. ("TEDA"), a core business subsidiary of the Company, is an EPC contractor for Power Substations and Power Transmission, offering services like Engineering Design, Construction, and Installation for both Arial and Underground systems. TEDA has published a Protecting Customer's Personal Information to describe the practices regarding the collection, use, or disclosure of personal information, as well as the customers' rights under the Personal Data Protection Act. 2019 which covers key points, summarized as follows:



Channels and complaint processes

In the event of the complaint of a customer’s personal data, TEDA will notify the Office of the Personal Data Protection Committee within 72 hours as soon as possible. In cases the violation is at high risk of affecting the customers’ rights and freedoms, TEDA will inform the customer with remedial measures, immediately through various channels, such as the website, text (SMS), email, telephone, mail, etc.

For the convenience of the customers, TEDA also has complaint channel on its website (<https://www.teda.co.th/>) under the **“Contact”** menu.

Moreover, please see the policy regarding to the customer confidential information, channels and processes for handling customer complaints of Samart Telcoms Public Company Limited, which is a subsidiary of the Company at <https://samtel.com/index.php/en/privacy-notice-en/>.

◆ **Counterpart/Competitor**

The Company has policy to conducts all business affairs under just rules and competitions, support free trading and disclose such practices in the Company’s Business Ethics. Refuse to search for rivals’ secret information by all means, dishonestly or inappropriately. Refuse to ruin counterparts/Competitors’ reputations. Not intervene or have a secret transaction that give negative impact to competitor and give benefit to the Company and Refuse to violate intellectual property rights of business’ counterparts/competitor.

In 2024, the Company and its subsidiaries had no dispute or lawsuit with their competitors.

◆ **Partner policies**

The Company has policy to equitably and fairly treat its trade partners by taking into consideration of the Company’s interest and on mutual benefits basis and such practices have been disclosed in the Company’s Business Ethics. The Company conducts the selection of business partners with transparency, a systematic approach, and established standards as well as developing and maintaining sustainable relationships with its partners and contractors. This includes conducting regular visits to exchange insights. The Company establishes mutual trust and strictly prohibits accepting personal benefits from business partners and

contractors. Additionally, it ensures that false or misleading advertising is not used to deceive partners. The Company also avoids purchasing products and/or services from partners that violate human rights or infringe on intellectual property rights. The company monitors partner activities and if it found that any partner has behaviors involving in human rights violations, intellectual property infringement, or any unlawful activities, the Company shall not purchase the product and/or service from such partner who is deemed to have an illegal behavior.

Enhancing Partner Capabilities and Competencies

1. The company provides training to share knowledge about products, services, and innovations with partners, including suppliers, customers, and company personnel, to enhance overall capabilities.
2. Contractors working on company projects must undergo training on work procedures, safety standards, appropriate attire, and professional conduct when interacting with customers.
3. Contractors receive training to ensure their work aligns with customer requirements and standards, minimizing errors before starting a project.
4. The company evaluates contractor performance upon project completion. If performance does not meet standards, the contractor is informed and given an opportunity to improve and enhance their capabilities.

◆ **Community and Social Development**

SAMART put an emphasis on leveraging the quality of life and developing prosperity to the community and society by establishing the policies and best practices to achieve the mission of **“Create Quality People; Promote Moral Society.”** The detail were published at www.samartcorp.com.

◆ **Human rights policies**

The Company adheres and follows with human rights policy in business operations in accordance with the Universal Declaration of Human Rights (“UDHR”) to ensure that the Company’s operations are free from human rights violation. The Company deems it appropriate to formulate policies and guidelines to prevent human rights violation in all business activities of the Company including business partner in business value chain and business associates are aware of the policies in the same principles and practices, such as, Employees treatment with equality, Equal treatment and indiscriminate of the Company’s stakeholders, Human Rights Risk and Impact Assessment and Suggestions and complaints of human rights violation. Any person who violated this human rights policy are considerate violating against the Company’s business ethics and shall be disciplined in accordance of the Company’s regulation. In addition, violators may be penalized legal punishment if such action is illegal. The Human rights policies were published at www.samartcorp.com in the part of **“Investor Relations”** under topic **“Human Rights Policy”**.

3.4.2 Social Operation Results

1. Social Performance related to employees and employment

In 2024, the Company treats all employees and workers regarding to human rights by Human Resources Management and Development since the hiring process with fair compensation, company culture cultivation, employee engagement, improving working pattern and work life balance , personnel development, developing employee engagement and satisfaction as well as the management of occupational health and safety and working environment in addition to managing various situations in a timely manner with efficiency. Consequently, in 2024, the Company had provided knowledge about the business and human right through the intranet system to the directors, managements and employees. The directors and managements have acknowledged their awareness to the course at 100%. Moreover, the employees have acknowledged their awareness to the course at 76.71% In addition, these lead to no cases or complaints about human rights violations, unfair treatment of workers, and other cases or complaints both inside and outside the company. The company has details of employment in 2024. as follows:

1) Employment

Detail	Total employee (Person)		
	Male	Female	Total
The Company's employees	172	47	219

Supporting the Rights Role of Female Employees in the Organization

Female Share of Total Employee	21.46%
Females in All Management Positions	53.33%
Females in Senior Management Positions	40.00%
Remuneration Ration of Female Employees to Male Employees	4:6

Employment of disabled persons

The Company has supported the importance of elevating the quality of disabled person's life according to the Empowerment of Persons with Disabilities Act, B.E. 2550 and its amendments. In order to promote such concept, the Company had contributed money to the Fund for Empowerment and Development of Persons with Disabilities in accordance with the law. Moreover, the Company's subsidiaries had also hired disabled person, so that they could demonstrate their abilities and gain income.

In addition, Cambodia Air Traffic Services Co., Ltd. ("CATS"), a subsidiary of the Company in Cambodia, realized the importance of disabled people. Then, CATS has coordinated with the Ministry of Labor to recruit disabled workers who can work in the positions and duties which specified by CATS. The Ministry of Labor is still unable to recruit disabled people for CATS. As a result, CATS has paid to the Ministry of Labor through the Persons with Disabilities Foundation, with the amount of USD 3,600 per year from 2020, onwards.

2) Employees' Training

In 2024, the Company concentrated on continuous developing potential employee knowledge and competence at all levels to **"professionalism"** and increase opportunities for employee career development by combining both skill and knowledge development as well as cultivating corporate culture and ethics altogether in accordance with the Company's business strategy and guidelines preparing for now and future regarding to sustainable company success. The Company has organized 385 training courses for permanent and contract employees, with a total of 20,792 hours per year or averagely 8 hours/person/year which is the standard hours specified by the Department of Skill Development. Moreover, training and development satisfaction survey of employees and supervisors is agreeably more than 90 percent.

In addition, the Company had provided knowledge about about the corruption prevention and environmental responsibility through the intranet system to the directors, managements, and employees. The directors and managements have acknowledged their awareness to the course at 100%. Moreover, the employees have acknowledged their awareness to the course at 76.71%

Summary of Training to management and employees of the Company and its subsidiaries in 2024

Training	Frequency (Times)	Number of Participants (Persons)
In-House Training		
Managements	48	201
Employees	82	962
Sub-Total	130	1,163
External Training		
Managements	111	460
Employees	144	819
Sub-Total	255	1,279
Total	385	2,442

Training Expenses in 2024

In 2024, Total expenses concerning the employees' participation in the trainings domestically and abroad of the Company and its subsidiaries were Baht 3.82 million. Total employees' training hours were 20,792 hours per year or averagely 8 hours/person/year which is more than the standard hours specified by the Department of Skill Development which equaled to 6 hours/person/year. Example of training courses internally, externally and abroad were as follows:

Internal Training Courses

- Board of Director Course (E-Learning Online)
 - Business Ethics of the SAMART Group
 - Environment 4.0
 - Sustainable Development Goals : SDGs
 - Personal Data Protection Act (PDPA)
- Management Course (E-Learning Online)
 - Business Ethics of the SAMART Group
 - Performance Management
 - New Business Model
 - Personal Data Protection Act (PDPA)
 - Environment 4.0
- Employee Course (E-Learning Online)
 - Business overview, regulations and welfare
 - Business Ethics of the SAMART Group
 - Personal Data Protection Act (PDPA)
 - Behavior Based Safety
 - Environment 4.0
- Project Management Course (E-Learning Online)
 - Project Management
 - Government Budget
 - Construction Contract
- Quantum Computing
- Sustainability in the AI Era
- Everyday English with kru Mye (16 Hours)
- English for Presentation Skill (Online)
- Essential Grammar for Writing and Speaking (Online)
- Risk Management (Online)
- Business's Conflict Resolution (Online)
- Business Negotiation (Online)
- Effective Presentation (Online)
- Soft Power Silent Strategy Sustains Impact (Online)
- Why Social Security is Vital to Us. (Online)
- Knowledgeable in investments, laws, and rights. (Online)
- Labour law for Management (Online)
- Confined Space (2 Models)
- Confined Space Refresher (3 Models)
- Over Head, Granty Crane, Tower Crane and Mobile Crane. (18 Hours)
- Preventive Maintenance

- Finance & Account Course
 - Financial Management together with Accounting & Tax
 - Financial and Account (Online)
 - Financial Statements for the Management (Online)
- IT Course (E-Learning Online)
 - Cloud Computing for Everyone
 - The Personal Data Protection Act B.E. 2019
 - ISMS Awareness for User
 - Personal Data Protection Act (PDPA)
- Field Service Management (2 Models)
- SNOW and Splunk Online (18 Models)
- Arrange 3 forces to capture taxes, TAX, mutual funds, provident funds of SAMART in 2024
- Chat GPT
- 12 AI for use in everyday life (Online)
- PR Workflow (WebEx Online)
- Orientation Samart Group (4 Models)
- Popular diseases of working people.

External and international Courses

- Sustainable Development Journey 2024 Project by the SET;
- Insight in SET : knowledge for growth and sustainability in the capital market no.3/2024 by the SET;
- Focus Group No. 2 for SETLink improvement : Preparation and publication of the schedule of shareholders' meetings by the SET;
- "Preventing and Suppressing Inappropriate Behavior of Listed Companies" by the SEC, the SET and Thai Institute of Director Association;
- "ESG Integration for Sustainable Business Success" by Thai Institute of Director Association;
- CGR Workshop Project 2025 by Thai Institute of Director Association and the SET;
- "Information Disclosure via SETLink about the publication of the shareholder's meeting schedule (New Revision)" by the SET;
- "The next step for SET ESG Ratings: preparing for FTSE Russell assessment" by the SET;
- The reducing of greenhouse gas emission through LESS and T-VER project for private section in the Thai Capital Market by the SEC and Thailand Greenhouse Gas Management Organization (TGO);
- The amendment of the rules for material transactions and related parties transactions of listed companies by the SET and the SEC;
- "Materiality and Sustainability Risk Analysis" by the SET;
- "CFO 01 Business and GHG Emission Reduction" by the SET;
- Security Management and Leadership for Executives Program. SML (Gen 6)
- Financial & Fiscal Management Program for Senior Executives (FME.) (Gen 11)
- Top Executive Program in Commerce and Trade : TEPCoT
- Study Visit on EV Charging Station in China
- Advanced Certificate Course in Promotion of Peaceful Society (Gen 15)
- Thai Financial Reporting Standards for Publicly Accountable Entities - TFRS for PAEs (Online)
- CAE Chief Audit Executive Professional Leadership Program
- The Society of Leadership for Change (Gen 14)
- AI and Marketing 6.0: What are the changes and adjustments in society
- Construction Contract Management
- Digital Accounting
- Essential Knowledge for Purchasing Professionals
- Work at height & Tower Climber
- Crane Train the Trainer
- Lecturer on safety working at heights
- Evaluate Labor skill standards Building Electrical Engineer Level 2
- Safety Committee
- Executive-level Occupational Safety Officer Course
- Supervisory-level Occupational Safety Officer Course
- ISO 22301:2019 Implementation
- TFRS for NPAEs and PAEs in 2024 (Online)
- Administering Windows Server Hybrid Core Infrastructure (MS240902) (Online)

- “CFO 02 Carbon Footprint for Organization” by the SET;
- “Business sustainability development (ESG101)” by the SET;
- “Thailand Sustainability Investment (THSI)” by the SET;
- “ESG201 ESG Risk Management” by the SET.
- IR-BF : Basic Finance for IR
- P01- Preliminary to Corporate Sustainability
- Beyond Accounting System (Online)
- Cybersecurity Awareness (Online)
- Giving Basic Presentation in English (Online)
- S01- Sustainability Commitment
- S02- Value Chain Analysis
- S03- Sustainability Strategy and Initiative
- S04- Materiality and Sustainability Risk Analysis
- S05- Sustainability Initiative Performance Evaluation

Furthermore, the Company has also supported academic scholarship for potential employees in order to continuously increase their owned knowledge and skills from 2004 until the present. In 2024, the Company provided a master’s degree scholarships to the employee of the Company, in the field of Operations Management at Kasetsart University.

3) Safety, Occupational Health and Working Environment

In 2024, the company strives to carry out all-round work safety and enhance safety systems and control policy for continuous maximum efficiency to reduce the risk of accidents caused employees injury and death as well as strengthened sustainable business stability. These also focus on occupational health and safety and working environment in addition to sanitation through educating all levels of employees and setting measures for all new employees to check up their health before on boarding including annual health check, annual vaccination service, and medical consult as project “Doctor consultation” for employees at all levels to ensure that all employees are in good health and ready to efficiently work by which the company subsequently reduce the risk of accidents leading to injury and death of employees.

Furthermore, the Company also followed such practical guidelines concretely as follows:

1. To appoint the safety officers and the relevant persons in all levels to take responsibility, supervise and monitor the strictly compliance with safety, occupational health and working environmental policy.
2. To fortify the employees at all levels with knowledge, consciousness and joint responsibility, for instance, to arrange for the training and cultivate consciousness on safety, occupational health and working environment for the employees, as well as to arrange for the training on health both classroom and V-Learn online for raising awareness and knowledge through the company website and arranging the Healthy Week and the Safety Week and etc.
3. To conduct the annual evacuation drill in case of fire as well as to designate the assembly points of all offices.
4. To use the fingerprint scanning system and elevator system so only the eligible persons can enter and exit the office building for safety of life and properties of the employees and the Company.
5. Organize a training course on first aid and life support (First Aid & CPR) and install an AED defibrillator at the office.
6. To arrange for the annual health check and annual vaccination service with medical consult as project “Doctor consultation” for employees at all levels. and special health services ie; “Heart Disease Clinic” by expertise doctor etc.
7. To arrange for the fitness center and to encourage for the sport competition, both inside and outside the Company to promote health of the employees.

In addition, the Company determines the welfare to employees fairly. i.e. there is always be the nurse(s) stationed in the infirmary everyday at the Company’s office building and the doctor shall visit and treat sick employees twice a week and special health disease services ie; health disease services. The Company also has the medical treatment welfare for the employees (in case of out-patient) who are treated at the government and private hospitals. The employees shall be entitled to the annual medical treatment fee pursuant to their level. In 2024, total amount of medical treatment fee reimbursed by the employees of the Company and its subsidiaries amounted to Baht 3.4 Million. Moreover, the company also has group health insurance (in case of in-patient) for the Company’s employees which is made with the FWD Insurance Public Company Limited as well as group life insurance which covers all kinds of death, annual health check with medical consult as project “Doctor consultation” for employees at all levels. The Company also has the social security fund and company provision of loan at special discount interest rate in case of the accident or sickness to the employees, in case of death of the employee or his/her immediate family member, the funeral allowance shall be provided, in case the employee is sick or gives birth, a visiting in hospital shall be arranged and fitness center.

Record on 2022 - 2024 accident at work of Samart’s Group

Line of Business	Lost Time Accidents					
	2022		2023		2024	
	Persons	Time	Persons	Time	Persons	Time
1. Digital ICT Solution	-	-	-	-	-	-
2. Digital Communications	-	-	-	-	-	-
3. Utilities and Transportations	3	3	3	3	5	5

Measures to prevent and reduce the risk of accidents from work

The Company had provided professional safety officers to take responsibility in order to supervise and follow up in accordance with the safety, occupational health and working environment policies strictly by providing training courses about safety to employees before start working, such as, wearing gloves and helmet to prevent accidents, including techniques for using various working equipments in each role. This is to prevent and reduce the risk of accidents leading to injury and death of employees.

4) The Employee Engagement

In 2024, the Company concentrates on the importance to build and escalate relationships among companies, top management, and employees at all levels including of supporting two-way communication within the organization by which the process is listening various opinions by exchanging of ideas or presenting new ideas in the creativity of employees and utilize them to be company operational guidelines and enhance company operational processes more effective such as SAMART Management Meeting 2 times a year, project “Lunch & Learn” , and project “Open mind box” for direct listening the opinions of employees at all levels including a survey of employees’ job satisfaction. The company has also promoted and developed work performance, skills, working style and pattern, corporate culture, team and synergy skill (Team of Professional), career development, performance evaluation and promotion, remuneration and welfare, development standardized and modernized training at all levels and requirements, orientation for new employees, and support company academic scholarship.

Furthermore, the Company emphasize on projects and activities for improving employee work life balance, quality of life, mentality, finances, health and other activities to enhance their engagement and raise retention by various project clubs including of company merit and charity, joined with other foundations to enhance society and donation on various occasions such as blood and various items donation, Kathin religious ceremony, making merit together on various occasions, flexible working hours to increase organizational efficiency (Flexihour), employee shuttle service, organizing joint activities among various employees such as employee birthday activities, New Year activities, various emergency aids by company, financial and legal advisory service activities, provident fund, welfare, emergency loan with special discount interest rates, first-aid service at office, annual health check, annual vaccination service, fitness center, and other employee clubs such as D-Club...etc. These are to develop employee engagement and retention resulting in creative initiatives developing, improving and solving various problems in the performance of work, escalating quality of life, mentality, and health of employees enabling enhancing continuous satisfaction among employees with the organization. The results of the 2024 employee engagement and retention survey are at a rate of 90 percent with employees being satisfied in work assignments, flexibility and organizational culture leading to lower rate of voluntary resignation (Turnover rate decreased).

The voluntary resignation rate of employees is as follows:

Proportion of employees who voluntarily resigned (%)	2024		2023		2022 [*]	
	Male	Female	Male	Female	Male	Female
		2.74	1.83	4.13	2.29	9.18
Total	4.57%		6.42%		11.11%	

Remark: ^() In 2022, the Company had changed its organizational structure and manpower.*

5) Managing the pandemic situation of COVID-19

The result of complying with the prevention and response policy of the Covid-19 pandemic situation. As a result, the number of infected employees of the company is very low and no continuous pandemic in the office. Efficiently, all employees can work without affecting the operations of the company. On the other hand, employees who have recovered from illness return to usually work and receive follow-up from the company for symptoms persist both short-term and long-term.

6) Managing company environment by employees

The result of the implementation of the policy and campaigning the use of resources and energy consciously for maximum benefit. Consequently, the company’s environmental management is described in “performance in promoting reduction in energy and resource consumption” topic, explanation, and indicators in this report efficiently.

7) Fair Termination

As a result of complying the employee termination policy for guilty and non-guilty in accordance with the law, this appears which there were no cases or complaints in case of unfair termination of employment from both within and outside the organization in 2024.

2. Social Operating Result about Customer

Samart Telcoms Pcl., a subsidiary of the Company, places strong emphasis on its customers, key stakeholders, by addressing issues related to customer and consumer responsibility, which are considered significant sustainability issues. The Company therefore strives to ensure that customers receive the highest level of satisfaction and good experience from the company, from consultation to after-sales service. The Company set a customer policy and practices in its business ethics, disclosed on its website at www.samtel.com under the heading “Corporate Governance”. The Company aims to source, develop, and deliver quality and up-to-date products; select environmentally friendly products and equipment manufactured by factories or product owners certified for quality manufacturing according to international standards at fair prices; provide accurate information to customers; and provide channels and processes for reporting problems to be resolved quickly. All employees are required to place great importance on the confidentiality of customer information, supported by systems and processes helping protect important data, preventing cyber threats, and complying with personal data protection policies to ensure continuous customer trust. In 2024, the Company undertook the following operations.

1) Personal data protection

The Company recognizes the importance of personal data and has updated its policy to comply with the Personal Data Protection Act BE. 2562. The Company has announced a privacy policy for customers and comply with personal data protection measures by restricting the rights to access the data allowing only the authorized personnel only on necessity and only for the purposes notified to the owner of the personal data. The Company has established a data access audit and data security measures in compliance with internationally standards both in process and technical aspects. A central supervisory department was established responsible for enforcing the personal data protection policy, arranges training, managing risks, evaluating impacts, improving practices, and reviewing policies according to situations and emerging risks.

2) Cyber security

The Company provides regular annual training to raise awareness among employees regarding information security and consistently disseminates relevant news to employees and stakeholders. In 2024, the Company enhanced its processes and upgraded its cyber security systems to be more modern and secure. The Company also arranges Cyber Threat Monitoring 24 hours a day from the Cyber Security Operations Center of SecureInfo Co., Ltd, continuously certifying ISO/IEC 27001 (Surveillance Annually Audit) in 2024.

3) Product development and quality improvement

With responsibility towards customers, the Company is committed to continuously developing and improving quality of its products and services. In 2024, the Company and subsidiaries undertook activities to enhance efficiency and increase customer confidence, including:

- Samart Communication Services Co., Ltd. has maintained ISO 20000, standard for quality management and efficiency in IT service, as well as ISO 9001 standard for quality operations and service delivery. Additionally, the company has enhanced its measurement tools to accelerate maintenance processes. All these efforts aim to ensure high-quality service and customer satisfaction.
- Samart Comtech Co., Ltd. has maintained ISO 9001 while improving security management solutions, AI-powered video analytics, and expertise in alternative energy solutions, among others, to integrate and add value to products and services.

- Samart Infonet Co., Ltd. elevated network security system and cyber security to strengthen the safety of its services for customers and improved its cloud backup services to enhance efficiency.
- NetService (Thailand) Co., Ltd. has upgraded its information systems to be more modern and functional, particularly by enhancing automation capabilities to improve operational efficiency of the services provided to customers.
- Smarterware Co., Ltd. has enhanced the efficiency and capability of its Incident Management System to better support problem resolution for customers, while also exploring and developing AI applications to integrate with group company solutions and create future solutions for customers.
- Secureinfo Co., Ltd. has provided services under the continuous ISO/IEC 27001 standard for information security management throughout 2024. This includes Cyber Security Operations Center services, Penetration Testing, Vulnerability Assessment, and Security Consulting services. Additionally, the company has enhanced cybersecurity processes and testing to further strengthen customer confidence.
- Posnet Co., Ltd. has maintained the Payment Card Industry Data Security Standard (PCI-DSS) for information security while providing auditing and network payment system verification services and maintaining ISO 9001 standard. Additionally, the company has enhanced the efficiency of its Payment Connecting Platform, a centralized system that integrates various payment solutions across different industries, and has improved cross-border payments via QR Code (QR International Payment).
- Portalnet Co., Ltd. has operated under the CMMI Level 3 standard for high-quality software development and adheres to the ISO 9001 standard for its operations. Additionally, the company has achieved ISO 20000 certification for IT service management support. Furthermore, it has expanded employee expertise, with an increasing number of personnel obtaining certifications from SAP and IBM, as well as project management certifications from the Project Management Institute (PMI).
- Thai Trade Net Co., Ltd. has enhanced its cybersecurity systems and measures while improving the EDI system to comply with new regulatory requirements, ensuring it meets customer needs and reinforces trust.

4) Development of safety products and services

The Company focuses on delivering high-quality products and services that meet the needs of customers, while placing importance on selecting environmentally-friendly products. The Company also prioritizes developing products and services that are safe for the health of customers and users. This is accomplished by ensuring that:

- All equipment installed and delivered to customers must meet electrical safety standards and must be installed safely passing electrical safety test.
- All equipment installed and delivered must be RoHS (Restriction of Hazardous Substances) certified, with hazardous substances not exceeding the specified standards. This is to ensure the safety of users from hazardous substances, and to reduce the impact on the environment from electronic waste.
- All radio communication equipment that uses radio frequency must meet the safety standards for human health from the use of radio communication equipment, according to the regulation specified by the National Broadcasting and Telecommunications Commission.

5) Customer Relationship Management

The Company has conducted business with customer responsibility, one of the key sustainability issues. The Company management customer relationship to response to customer expectation and to deliver excellent experience leading to customer satisfactions. Customers expect the Company to deliver quality products and services that meet their requirements, delivered under standards, on timely manner, and with great after-sales services. Additionally, they expect the Company to be capable of providing knowledge and consultancy in technology areas. As a business partner and ally, the Company has developed and implemented plans for sustainable customer relationship management by:

- Studying customers operations, industry of customers, market, technologies, and more to gain insight of customer needs supporting to persistent changes in order to seek solutions and services satisfying the needs efficiently.
- Regularly arranging training, seminar, and demonstration to present new knowledge in technologies and solutions in various formats and channels, including online channels, facilitating customers access for training and knowledge.
- Meeting for discussion and providing advices in aligning technologies or solutions to elevate services and improve efficiency of customers' organization.
- Improving, testing, researching and developing to increase quality and values in products and services delivered to customers.
- Maintaining standards in delivery of products and services with efficient project management.
- Visiting customers to see feedback on implementation, delivery, and usage of the Company's solution to gather recommendations and suggestions for quality improvement.
- Preserving operations and services in compliant with international standards for after-sales service quality.

The Company has managed customer relationship using 3S guideline by synergizing subsidiaries and partners (Synergy) to study requirements and providing training and knowledge beneficial to customers as well as improving products and services, conducting with Standards for all operations from consultancy, design, implementation, delivery, to after-sales services to achieve customer satisfactions. The Company conducted survey and measured customer satisfactions, and provides channels for customers to send beneficial suggestions and complaints by direct mail or email. All suggestions and complaints will be collected to verify and analyze leading to improving quality of products and services. Additionally, all operations are conducted adhering to data protection policy and privacy policy for customers.

Results of Customer Satisfaction Survey

Customer satisfaction is one of the important factors for the Company's sustainability development and key targets. The Company, therefore, emphasizes all services, delivered to customers with quality compliant with international standards, ranging from consultancy, design, installation, implementation and delivery to after-sales services in order to respond to customer requirements and achieve satisfaction of customers in both government and private sectors.

- **Samart Telcoms Pcl.**, a subsidiary of the Company, places great importance on the services delivered to customers under international quality standards, making customer satisfaction a key objective. The Company conducted customer satisfaction surveys to obtain genuine results, carried out by an impartial external service provider to design questionnaire and conduct the surveys. The results were brought into analysis and utilized to improve identified deficiencies, while maintaining and elevating strengths valued by customers. Conducting customer satisfaction surveys and implementing subsequent corrective actions are procedures required by the ISO 9001 standard, which subsidiaries have been certified consistently. The Company has set a target for customer satisfaction score at no less than 90 percent of total customers surveyed.

In 2024, the external, neutral party conducted surveys by interviewing customers every time after-sales services were delivered by service teams. Customers rated their satisfaction of the services received, ranging from Excellent, Good, Fair, Need Improvement and Must Improve with score of 5,4,3,2,1 respectively.

The Company’s customer satisfaction survey, based on 637 responses in 2024, found that the overall score was at a high level with average score of 4.997 out of 5, or 99.94 percent (an increase from 2023, which had an average score of 4.99 or 99.83 percent). Rated by customers, 99.68 percent of total number of responses were “Excellent” (higher from 99.13 percent in 2023), 0.31 percent were “Good”, and no responses were “Fair”, “Need Improvement”, and “Must Improve” in 2024.

The Company has acknowledged the evaluations and suggestions from customers, creating analytical reports presented to management every month to incorporate the identified issues into continual improvement process and to implement preventive measures to avoid recurring deficiencies, thereby further elevating quality of customer services.

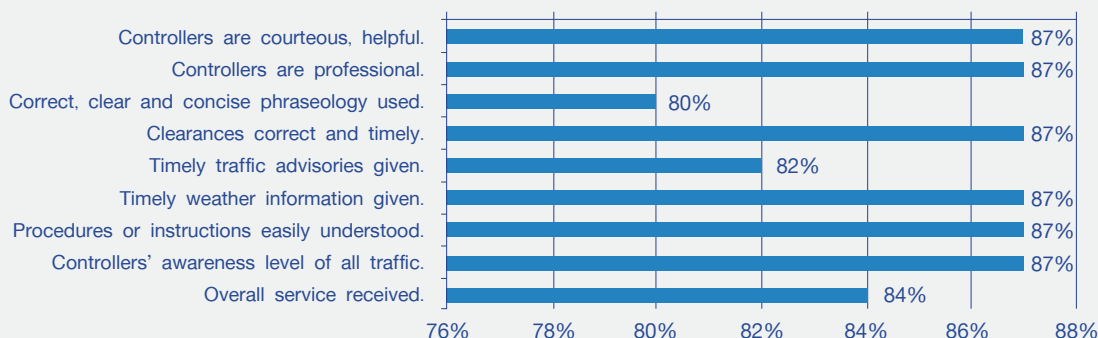
Target and results

	Target : Overall customer satisfaction of not less than 90 percent				
	2020	2021	2022	2023	2024
Results of Customer Satisfaction Survey (%)	93.00	95.68	98.46	99.83	99.94

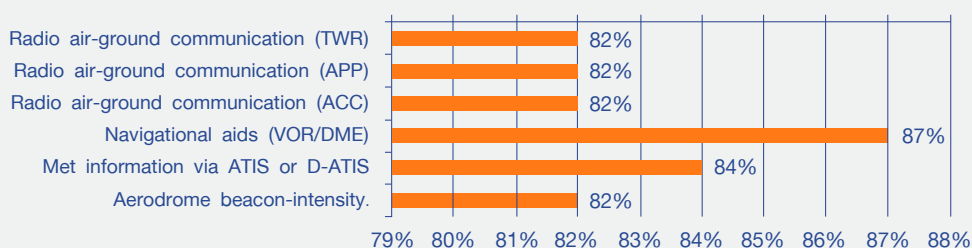
Performance results in 2024, the Company found no complaint from customers or relevant parties regarding data breach and wrongful use of personal data.

- **Cambodia Air Traffic Service Co., Ltd. (“CATS”)**, a subsidiary of the Company, provides air traffic control services in Cambodia. CATS has focused on evaluating the quality of customer service, so CATS has organized the satisfaction survey of airlines’ customers (domestic and international airlines) in Cambodia in 2024 as follow;
 1. The satisfaction survey for Air Traffic Services found that the overall satisfaction score was high, at 85.3%.
 2. The satisfaction survey for Facility Services found that the overall satisfaction score was high, at 83.2% that details of each type of service are as follows:

Air Traffic Services



Facility Services



However, CATS acknowledged such evaluations and recommendations from Airlines' customers and therefore generated that issue into the improvement process in order to prevent those flaws from recurrence and to elevate quality of customer services.

3. Social Operating Result about Partner

The Company has strictly complied with the business partner treatment policy by selecting the qualified business partner to enter into the Approved Vendor List and prices have been compared before the purchase order has been made. The business partner has been evaluated by using the auditable standard criteria pursuant to the international standards. The Company also has the policy not to corrupt, extort, embezzle or not tolerate such action. The business partner must not propose or take bribery or any illegal reward from the Company and the business partner must not give the reward or propose personal benefit in whatsoever form to the employee as a result of business undertaking. Such policy has been inspected by the management under the document and the supporting particulars and it also has been audited by the neutral auditor both from the inside and outside the organization.

Moreover, the subsidiary of Samart Telcoms' Group has also required partners to conduct self-evaluation on sustainability, including in the dimensions of environment, society, and governance, as well as standards for controlling the quality of products and services. This demonstrates that the Company's partners, besides having standards for product and service quality, also prioritize safety, occupational health, and good environmental conditions in the workplace, uphold business ethics, and bear responsibility towards society and the environment. In 2024, all new business partners passed the screening and self-assessment process regarding sustainability and signed an acknowledgment of the Company's business ethics and sustainable business practices. The Company, in addition, conducted site visits for key partners at their location as well as verifying related information and news through various channels, including Internet searches.

The Company set procurement process, with system, standard, criteria, and clear regulations and procedures specified, for fair competition on the same information given to suppliers. With criteria deployed for partner assessment and selection, the Company also formulates fair agreements and strictly comply with conditions specified in the agreements as well as protecting confidentiality of partners. The Company has guideline for process monitoring to ensure full compliance of the contract and prevent corruptions in all processes.

According to the partners' policy, the Company develops sustainable relationship with partners by encouraging partners in value chain to comply with the Company's sustainable operations guidelines and avoid purchasing products and services from suppliers violating human rights or intellectual properties or illegal behaviors. Collaborating with partners to mutually elevate capabilities of other, the Company, in short term and long term, has plans and conducts trainings, seminars, and demonstrations to provide knowledge through various channels both online and offline, to individual, teams, and management. Such knowledge shared to trade partners, providers, product owners, including subcontractors can be expertise of the Company's operations ranging from customer requirements, market trends, solutions and techniques, standardized implementation, to after-sales services and maintenance. Collaboration in improvement and development of solutions, products, and services as well as increasing values added and innovation, is to create benefits for all partners and deliver values to customers and eventually end-users, taking part in social development and impact reduction to environment.

By elevating knowledge and developing capabilities with partners, in 2024, the Company was able to propose solutions and develop projects that met customer needs while also competing in various bidding projects. Additionally, the Company collaborated with its partners to implement and deliver challenging projects on a timely manner, maintaining standards, and ensuring efficient after-sales service in compliance with the service level agreements made with customers. Furthermore, the Company continues to adhere to cooperation with partners to create innovations and add value to products and services for various companies in the group consistently.

Green Procurement

The company promotes environmentally friendly procurement (Green Procurement) with the following categories of products:

1. Environmentally Friendly Products

1.1 Multifunctional Machine - Copy, Print, and Scan

- 1.1.1. The company leases copiers that are ENERGY STAR certified, ensuring environmental friendliness.
- 1.1.2. These copiers are compatible with 70 grams paper.
- 1.1.3. They support recycled paper (double-sided paper) with a low jam rate.
- 1.1.4. Employees receive training on using the copiers to minimize waste.

1.2 Personal Computers (PC Desktops) and Laptops (Notebooks)

- 1.2.1. Must meet quality standards such as Thai Industrial Standards (TIS), ISO 9000, or ISO 14000, or be certified products.
- 1.2.2. Must have an Energy Star label or environmental certification from the manufacturing country or the Thai Green Label.
- 1.2.3. The backup battery of a notebook must have at least a one-year warranty.

1.3. A4 Paper (70 Grams and 80 Grams)

- 1.3.1. Must meet quality standards such as TIS, ISO 9000, or ISO 14000, or be an environmentally certified product.
- 1.3.2. Must be made from virgin pulp sourced from sustainable forests or recycled pulp.

1.4. Split-Type Air Conditioners

Must have an energy-saving label and use R32 refrigerant, which does not contribute to global warming.

2. The company collaborates with business partners that meet environmental quality standards, including SICPA SA, Huawei, Cisco and Oracle / SAP
3. Environmentally Friendly Work Systems
 - 1) The company utilizes an online system for procurement-related documentation to reduce paper usage, such as PR Online and AVL online registration.
 - 2) Online meetings with suppliers are encouraged to reduce travel, conserving fuel and minimizing PM 2.5 emissions and air pollution.
 - 3) Office supplies and consumables are procured on a monthly basis to streamline processes and reduce transportation, leading to energy savings.
 - 4) The company has switched to water filtration systems instead of bottled water to reduce transportation costs and plastic bottle usage.

4. Social Operating Result about Community and Society**1. Upgrading and improving people's quality of life with information technology and digital services**

"Samart Group" develops products and services with the aim to help improve the quality of life, promote understanding and access to information technology and digital services for people. The products and services developed with the said objectives include the following.

- **Direct Coding System service:** Providing installation and service of packaging control code printing system technology on beer cans produced in the country so that tax collection by the Excise Department becomes more comprehensive and efficient.
- **Smart Meter System Projects:** These initiatives enable electricity users to plan their energy consumption more efficiently while reducing fuel usage for meter reading and maintenance visits by staff.
- **Land Information Management System Projects:** These enhance the efficiency of government agencies in delivering accurate, convenient, and rapid services to the public.
- **CCTV Security System Projects:** These support surveillance and safety measures for communities and various areas.
- **Comprehensive Cloud-Based Education Software Services:** These allow parents to closely monitor students' progress and enable school administrators to gain a holistic view, managing teaching and learning with greater efficiency.
- **Digital Banking System Projects:** These support financial transactions via online platforms, offering consumers convenience and speed across various channels, accessible 24/7.
- **Cyber Threat Monitoring Center Services:** These provide vigilance and protection against cyber threats, including analysis to prevent future attacks, fostering confidence among users, consumers, and the public.
- **Telemedicine Systems:** These promote easier and more equitable access to medical services for communities, while also reducing travel costs.

- **Electronic Document and Service Systems (e-Document & e-Service):** These enable users to store and manage documents electronically with convenience, speed, and efficiency, alongside digital services that allow access anytime, anywhere, saving time and reducing the burden of travel.

2. Community and social activities under the concept of “creating quality people and promoting moral society”

The company places importance on improving the quality of life as well as participating in the development of prosperity for the community and society by establishing policies and guidelines under the concept of “creating quality people and promoting moral society.”

“Developing quality people”

Human resources are the key driving force behind the progress of society, economy and the nation. The Company therefore focuses on **“developing quality people”** both within and outside the organization, providing support of several kinds through various projects and activities as follows:

1. Upleveling people’s technological capabilities

“Samart Group” recognizes the importance of education and thus carried out a project to provide various technological equipment to promote Thai youth’s experience and to prepare them become professionals in technology in the future.

- **ICT Smart Camp**

This is an activity to promote knowledge and understanding of technology and digital services for young people in employees’ families. The purpose was to get the young people to understand the connection between technology and nature around them, learn how to live with technology, get to know computer languages and computing mechanisms. In the process of creating understanding, the young participants got to play games and apply the knowledge to code real robots in the final session.

Benefits of the activity as evaluated by parents

- Learning : Gaining experience with AI and practice of analytical thinking and coding the robot.
- Socializing : Joining a team, making new friends, boosting self-confidence in expressing themselves, learning to live with others.
- Learning about senses : Smelling, seeing, distinguishing objects.





2. Promoting knowledge and understanding of information technology and digital services

• Articles and information on technology

The Company provides interesting knowledge and information regarding technology and digital services through articles and video clips on a regular basis, with the aim to promote awareness and better understanding of information technology and digital services among Thai people. These articles and video clips are published on the Company’s facebook page, (www.facebook.com/SamartCompany), which has over 6,800 followers.

• Technology Knowledge Support

1. “SAMART CAREER DAY” is a project of collaboration between Samart Group and leading IT educational institutions and universities. The objective is to help promote skills, knowledge, and capabilities of students and to provide opportunities for internships or to work on projects or innovations with Samart Group so the students can enhance their experience for the future.

- Panyapiwat Institute of Management

Samart Group’s executives and a team of staff organized a lecture to provide knowledge to students of the Faculty of Engineering and Technology, Panyapiwat Institute of Management, to prepare them for career paths as developers and data scientists in AI, cybersecurity, and ERP systems.



- University of the Thai Chamber of Commerce

Executives and a team of staff of Portalnet Co., Ltd., a subsidiary of Samart Telcoms, organized a lecture to provide knowledge to 3rd and 4th-year students of the Faculty of Accountancy, University of the Thai Chamber of Commerce, to prepare them for career paths in ERP systems.



2. **Portalnet Co., Ltd.**, a company in Smart Group and a provider of consulting service as well as design, and implementation of large enterprise management systems with integrated digital technology, together with IBM Thailand Co., Ltd., organized a seminar on “The Power of AI & Sustainability” to present topics of interest regarding IBM’s MAXIMO application and Generative AI to upgrade the utilities industry in Thailand at The Residence 305, the Grand Hyatt Erawan Hotel, Bangkok.



3. **Smart Telcoms Public Company Limited**, in collaboration with Maryvit School Group, held a demonstration of the PowerSchool’s Schoology Learning, a holistic system in teaching and learning management, at an academic seminar organized by the Catholic Education Council. The demonstration at the Asia Pattaya Hotel was well-received, attended by school owners and administrators from over 160 schools.



4. **Smart Telcoms Public Company Limited**, in cooperation with PowerSchool, USA, organized a online seminar entitled “Reimage Education with AI & PowerSchool AI”, offering interesting information regarding the application of AI technology to benefit the classroom, including the design of a Smart Classroom in the 5G era in Thai schools to systematically enhance development, along with a demonstration of how to make use of AI for education. Educators and those interested were invited to join the seminar at no cost.



5. **Samart Telcoms Public Company Limited and its subsidiaries** arranged a visit to the Cyber Security Operation Center (CSOC) for the executives of the Department of Medical Sciences, Ministry of Public Health, as well as a talk on electronic payment systems and cloud storage as a guideline for further studies of the techniques and development of cyber security work.



6. **SecureInfo Company Limited**, a full-service cybersecurity provider under Samart Telcoms, provided a talk by a team of cybersecurity experts “Enhancing Security Operations with Isolation Technology” to provide knowledge to participants of RED X BLUE PILL 2024.



7. **SecureInfo Co., Ltd.**, a full-service cybersecurity provider under Samart Telcoms Group, was invited by QAD (Thailand) Co., Ltd. to join a seminar to provide knowledge and create awareness of cyber threats to industrial factory customers at Grande Centre Point Terminal 21 Hotel.



8. **Samart Ed-Tech Co., Ltd.** a full-service educational technology and management provider under Samart Telcoms Group, provided information and demonstrated the use of PowerSchool’s leading teaching and learning management platform from the U.S. Schoology Learning, a complete cloud-based Learning Management System (LMS) and Student Information System (SIS), was presented as a guideline for educators interested in teaching and learning management technology in schools in the digital age at the “didacta Asia 2024” event at the BITEC Bangna Convention Center, Bangkok.



3. Development of quality people within the organization

- **Smart Talk**

- > Activities were organized throughout the year to provide knowledge and food for thought for employees. The following speakers with expertise in their fields were invited to hold a session to share their knowledge and experiences with employees, while also giving them opportunities to exchange opinions and ask questions.
 - **“Quantum Technology” by Dr. Tanapat Deesuwan:** Taking employees to explore the world of Quantum Technology to get updated on cutting-edge technology trends, study the impact and spark new business ideas.
 - **“How to change...to survive and grow sustainably”** by Ms. Suphajeer Suthampun: Sharing ideas, experiences and new business ideas that executives and employees can apply.
- > The following talks were organized to promote employees’ well-being, which, in turn, results in work efficiency.
 - **“Money Fitness”** by Ms. Sirattaya Issarabhakdi: Providing knowledge about financial planning for salaried employees to strengthen their finances.
 - **“Mind Fitness” by Ms. Napaporn Trivitwaregune (DJ P’ Aoy):**
Strengthening the mind with techniques to energize, build up motivation, replenish the stamina, getting ready to cope with work challenges.





- **Smart V-Learn**

To encourage employees to keep learning and developing their potential, the Smart V-Learn system allows employees to access self-study online courses in content and skills necessary for them anywhere anytime.

“Promoting a moral society”

The Company earnestly encourages employees to take initiatives for the benefit of society, stimulating their volunteer spirit to help, share, and do good deeds for society, through the “Dee Club”, formed by a group of volunteering employees. Other activities beneficial to society are also held and contributions to various public charitable activities continuously made by “**Samart Foundation**”.

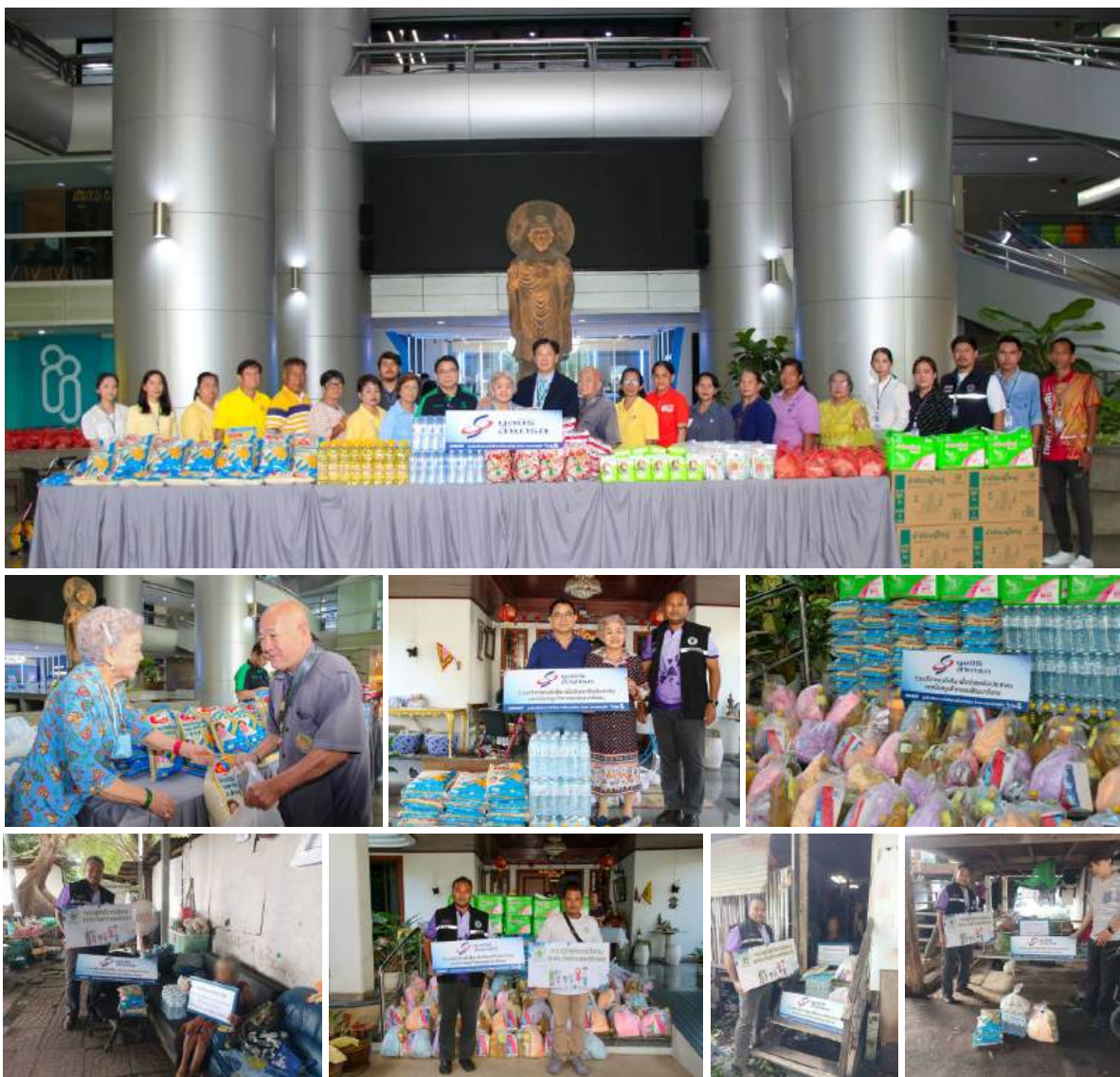
1. Volunteering power contributing to social development

- “**Give Blood, Save more Lives, Happiness to All**”, a blood drive project, is run annually in cooperation with Thai Red Cross Society at Software Park Building. Run three times in March, July, and November 2024, the campaign achieved a collection of 148,000 CC. of blood donated by employees and members of communities nearby. This year, HM Queen Sirikit the Queen Mother, President of the Thai Red Cross Society, graciously proclaimed that Samart Group was awarded a 3rd-class certificate of honor from the Thai Red Cross Society as an organization consistently hosting blood donation drives for more than 7 years. A total of more than 3,000 units of blood or more than 1,200,000 CC was collected.



- **Assistance for the underprivileged project**

The Samart Foundation provided consumer goods, medicines and necessities to people in communities with life’s challenges including the bedridden, the elderly, the disabled and the underprivileged to help improve their way of living. In this project, the Foundation gathered information from and then worked with government agencies, namely, Pak Kret Municipality and Lak Hok Subdistrict Municipality, in providing the assistance.



- **The “Charity Knitting”** project was organized for the 10th consecutive year. This year, Samart Group, together with its employees, donated rice, educational supplies, and scholarships, as well as over 50 woolen hats knitted by employees to underprivileged youths at Ban Chiang Khan School in Chiang Rai Province.





- **Collaborating with government agencies for charity activities, contributions were made as follows:**
 - A donation to the Mae Thorani Foundation for public charity to celebrate the 57th anniversary of the Metropolitan Waterworks Authority (MWA).
 - A donation to Mae Fah Luang Foundation under Royal Patronage and Seub Nakhasathien Foundation to celebrate the 66th anniversary of the Metropolitan Electricity Authority (MEA).
 - A donation for charity to the Neurological Research Foundation under Royal Patronage, the Pid Thong Lang Phra Foundation, and the Sai Yai Faifa Foundation to celebrate the 64th anniversary of the Provincial Electricity Authority (PEA).
 - A donation for charity to the “Emergency Fund for Disaster Victims, Thai Red Cross Society” project to celebrate the 13th anniversary of the National Broadcasting and Telecommunications Commission (NBTC).
 - A donation for charity to “Siriraj Foundation” to celebrate the 71st anniversary of the Government Housing Bank (GHB).
 - A donation to support the Department of Airports’ Welfare Fund and charitable activities for public benefit to celebrate the 91st anniversary of the Department of Airports.
 - A contribution to support the Leaders - Leading Changes training course organized by the Sammachiv Foundation.



2. Fostering Buddhism

Samart Group hosted Kathin ceremonies at Wat Chai, Phra Nakhon Si Ayutthaya province, Wat Sri Udomand and Wat Thammawong, Lopburi province.



3. Supporting sports and other public charity activities

Samart Group made contributions for sports and other charitable activities as follows:

- A sum of 50,000 baht for Thammasat University’s charity golf tournament.
- A sum of 100,000 baht for the Leaders - Leading Changes training course organized by the Sammachiv Foundation.
- A sum of 100,000 baht for sports competition in honor of HM the King organized by the Sports Association of Bangkok Province.
- A sum of 80,000 baht for the 2024 St. Gabriel’s Alumni Association charity golf tournament (held in January 2025).
- Football jerseys for teams of underprivileged children in the community for the football tournament, an anti-drug event organized in honor of HM King Rama IX on December 5, 2024.
- Samart Telcoms Public Company Limited joined in organizing the 13th “PEA Mini Marathon 2024” to promote exercise for health among employees as well as the general public at the Provincial Electricity Authority Headquarters. The net proceeds were donated to the Sirindhorn National Medical Rehabilitation Institute.

- Samart Telcoms Public Company Limited participated in “THE 3rd RUNWAY SUVARNABHUMI CHARITY RUN,” organized by the Airport Authority of Thailand as well as made a contribution for the purchase of medical equipment for hospitals in remote areas.
- Samart Telcoms Public Company Limited provided support for “PEA-Partner Basketball 2024,” a tournament organized by the Basketball and Netball Club, Provincial Electricity Authority (PEA) to promote exercise and cooperation between the Provincial Electricity Authority and the private sector.
- Samart Telcoms Public Company Limited provided support and participated in the “2024 PEA OPEN,” a petanque tournament organized by the Provincial Electricity Authority to continue the promotion of the sport in Thailand as initiated by HRH Princess Srinagarindra. The proceeds from the event were used to purchase petanque equipment for schools in remote areas.
- Samart Telcoms Public Company Limited provided support and participated in the “2024 PEA 3x3 Amateur,” a basketball tournament organized by the Basketball and Netball Club, Provincial Electricity Authority (PEA) to promote exercise, cooperation, and good relations between the Provincial Electricity Authority and the private sector.
- Samart Telcoms Public Company Limited, in cooperation with the Department of Medical Sciences delivered 20 computers in good condition to Pha-kwang Witthaya School, Mae Yao Subdistrict, Mueang District, Chiang Rai Province to open up opportunities in technology and promote education for Thai youth.



Business Sustainability Development’s Framework

The information which were published in Form 56-1 One Report for the year 2024 in the topic “**Business Sustainability Development**” in the environment and social consist of only Samart Corporation Pcl.’s performance. This report is for the period from January 1 to December 31, 2024. In addition, some part of the information may disclose the subsidiaries’ information as well. The information provided reflects the expectations of every group of the Company’s stakeholders. However, the disclosed informations based on the Sustainability Reporting Guide for Listed Company of the Stock Exchange of Thailand.