

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).

Business Sustainability Development’s Framework

The information which were published in Form 56-1 One Report for the year 2025 in the topic **“Business Sustainability Development”** about the environment and social consist of only Samart Corporation Pcl.’s performance. This report is for the period from January 1 to December 31, 2025. In addition, some parts of the information may disclose the subsidiaries’ information as well. However, the disclosed informations based on the Sustainability Reporting Guide for Listed Company of the Stock Exchange of Thailand.

The Company has management structure for sustainable development through the Board of Directors, the Sustainability Development Committee, and Working Team of the Sustainability Development Committee.



The Company specified the **Sustainable Development Policy** as follows:

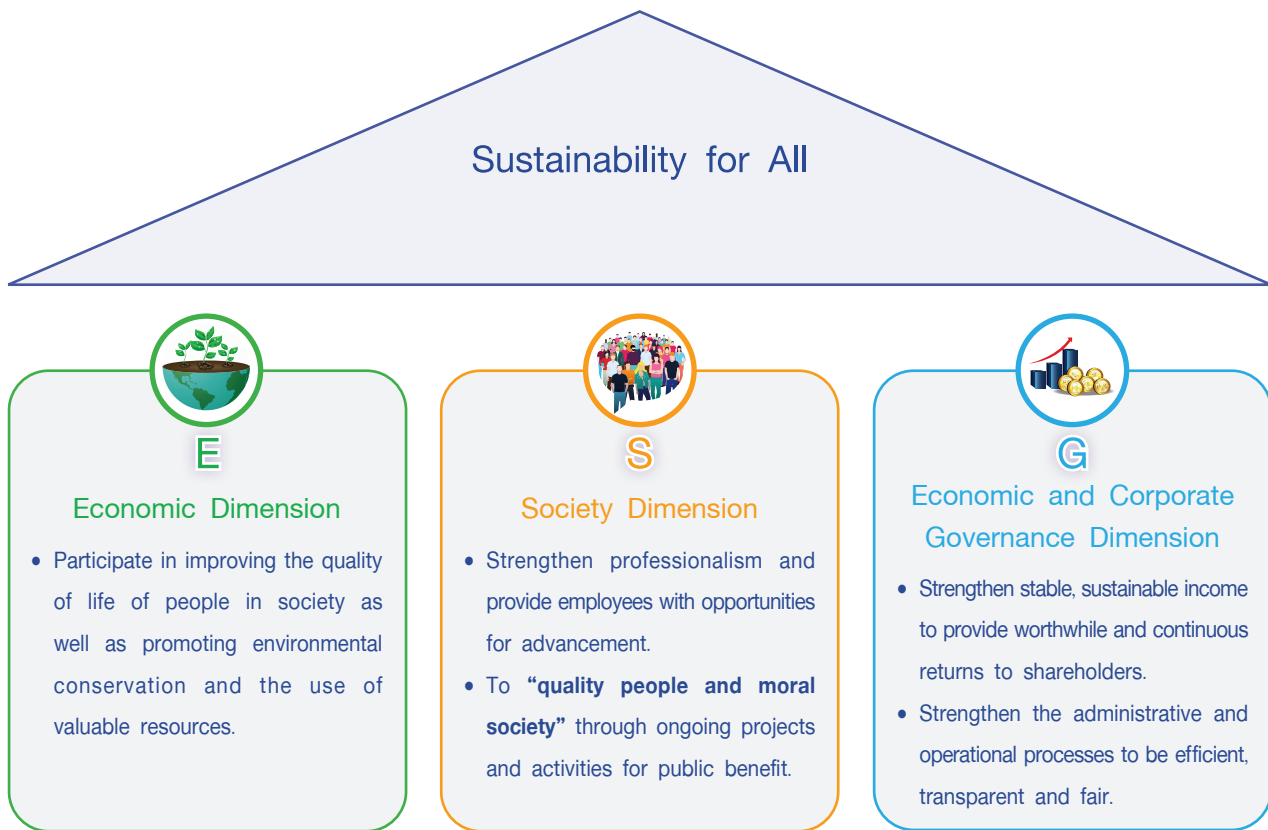
1. To commit to develop the organization based on good governance by supervising the affiliated companies to conduct business with transparency, fairness, and effective risk management. Finding the opportunities for business expansion and investing in the new businesses, and returns benefits to the stakeholders 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 **“Corporate Governance”** 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. Environmental dimension : E

Goals by 2027	Operating Performance			
	2019 (Base Year)	2023	2024	2025
1.1 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	8.39	8.18 2.49% decrease from previous year	9.16 11.99% increase from previous year 98.92% decrease from the year 2019
- Electricity consumption (kW / person)	14,136.40	7,373.10	6,122.61 16.96% decrease from previous year	6,249.43 2.07% increase from previous year 55.79% decrease from the year 2019
- Vehicle fuel consumption (liters / person)	491.92	230.88	237.74 2.97% increase from previous year	258.91 8.90% increase from previous year 47.37% decrease from the year 2019
- Office supplies consumption A4 paper (reams / person)	6.94	2.29	1.96 14.39% decrease from previous year	2.14 8.97% increase from previous year 69.17% decrease from the year 2019
- Office waste (kilograms / person)	-	118.35 (1 st year of data collection)	139.38 17.77% increase from previous year	115.12 2.73% decrease from previous year

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 2025, employees returned to work onsite at the office more and new business projects started.

Managing to reduce the greenhouse gas problem

Greenhouse gas emission control goals and operating performance in 2025



Goals	Base Year	2025 Operating Performance	Long - term Goals by 2028
Limit greenhouse gas emissions. both direct and indirect scopes (Scope 1 and 2) not exceeding 1,100 tons of CO ₂ equivalent.	2023 (1 st Year of data collection) 1,074.76 tons of CO ₂ equivalent.	928.83 tons of CO ₂ equivalent.	To reduce greenhouse gas emissions, scope 1 and 2, by 5% compared to 2023.
The consumption of energy resources / unit	2019 (Base Year : consumption of energy resources)		
- Power consumption / unit	14,136.40 kilowatts/unit	6,249.43 kilowatts/unit, a reduction of 55.79%.	To reduce power consumption by 5% compared to 2019.
- Fuel consumption / unit	491.92 liters/unit	258.91 liters/unit, a reduction of 47.37%.	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.		Organized environment activities under "SAMART save the world" project as published in the environment dimension section.	The waste has been isolated for re-use and recycle process by the year 2032.

2. Social dimension : S

Goals by 2027	Operating Performance		
	2023	2024	2025
2.1 Percentage of developed employee per total employees (>20%)	52% of the total employees	68% of the total employees	89% of the total employees
2.2 Average human resource development time (>=6 hours/person/year)	6 hours/person/year	8 hours/person/year	6 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

Goals by 2027	Operating Performance		
	2023	2024	2025
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. Economic and corporate governance dimension : G

Goals by 2027	Operating Performance		
	2023	2024	2025
3.1 The assessment result of good corporate governance in “Excellent level” (5 stars).	 Excellent (Score 96)	 Excellent (Score 100)	 Excellent (Score 100)
3.2 New employees must train the Business Ethic and pass the test not less than 80%	77.07%	76.71%	85.84%
3.3 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.
3.4 No cases of operations that do not comply with various laws and regulations.	No case	No case	No case
3.5 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
3.6 No case or incident related to cyber security or data leaks.	None	None	None

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.”

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.

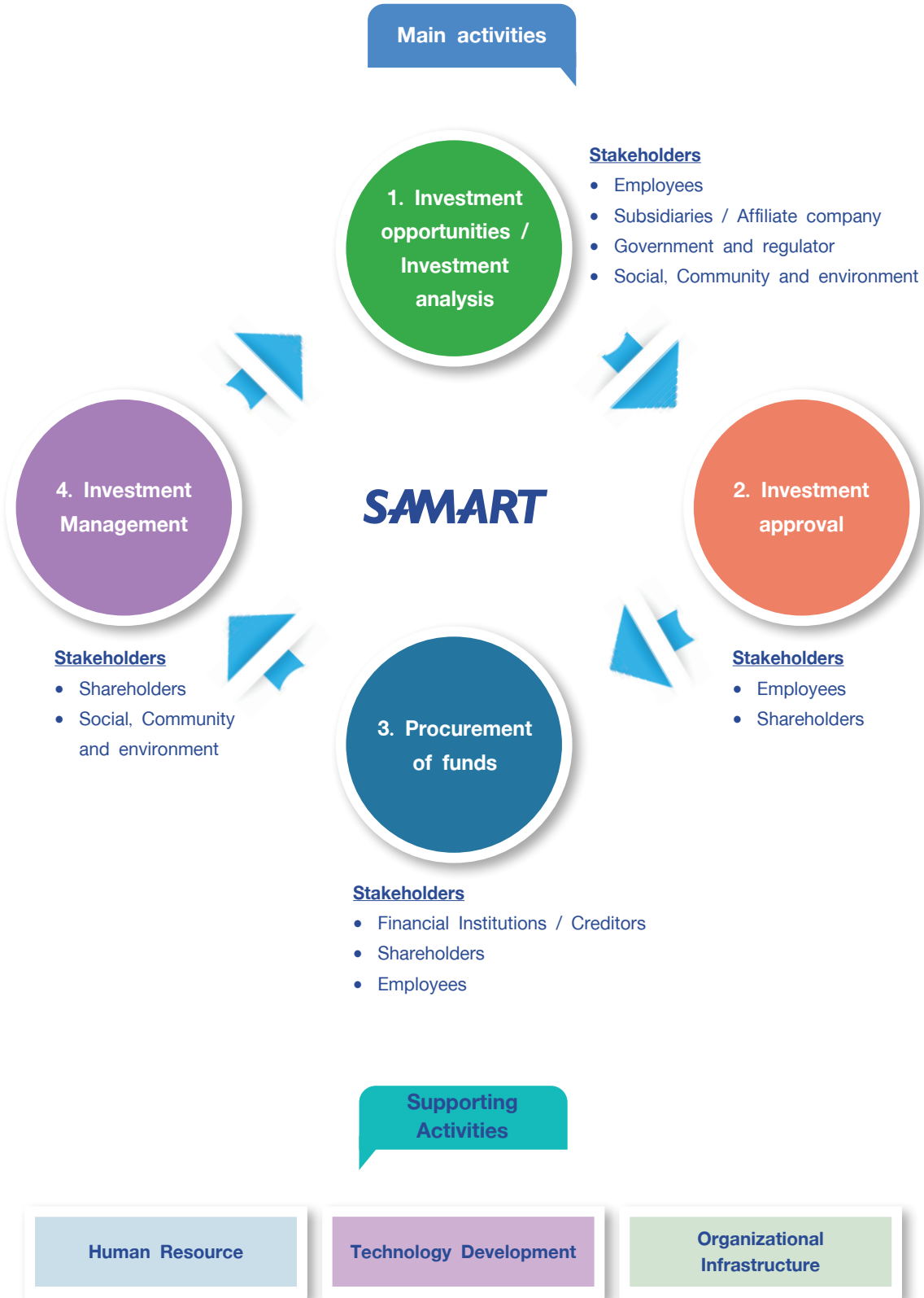
2.3 Organizational infrastructure

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 Telcom Public Company Limited (“SAMTEL”), Samart Digital Public Company Limited (“SDC”) and Samart Aviation Solutions Public Company Limited (“SAV”) at Annual Registration Statement / Annual Report 2025 (Form 56-1 One Report) of SAMTEL under topic **“Business Sustainability Development”**.

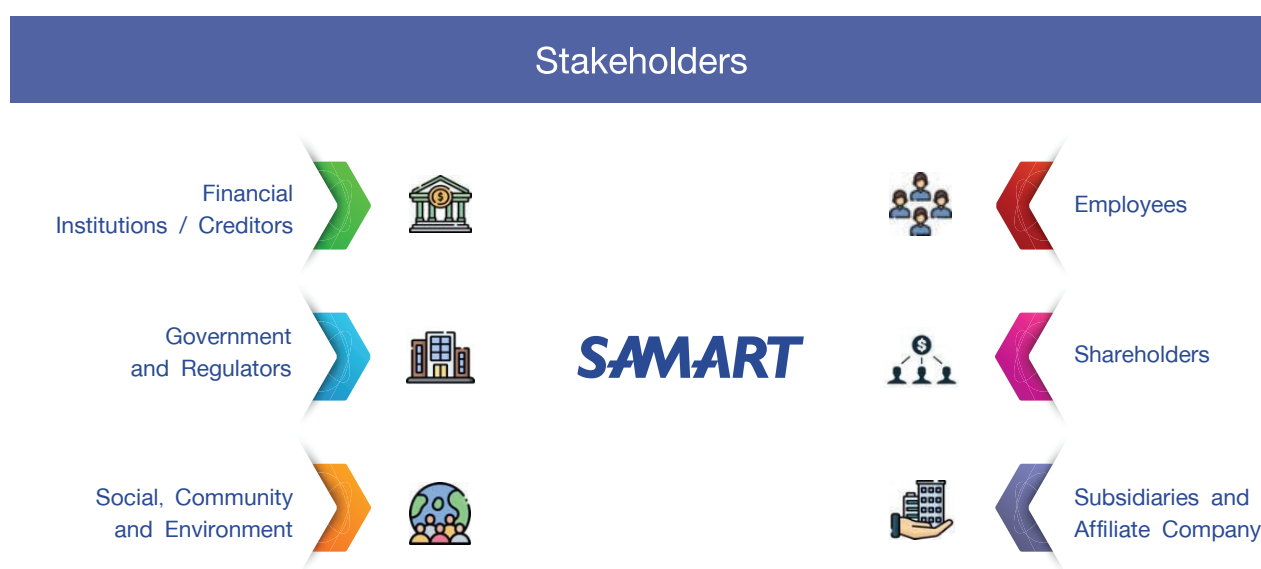
SAMART Value Chain



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 2025, 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"> - Management Meeting twice a year - Opportunity to communicate with a leader to exchange opinions and coaching - Provide public relations information through various channels such as the Company's and HR website, 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"> - Reasonable remuneration and welfares - Stability and progress - Fair performance appraisal - Good environment at work place - Safe working - 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, 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 - Promote and develop employee engagement and job satisfaction by conducting surveys to gather feedback and assess employee engagement questionair for continuous improvement. - 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 2025 = 6 hours/person/year - Manage development tools both Onsite and Online through the internal V-Learn system, external e-learning, and theve-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	- 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	- 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 	- Monthly meeting to exchange the information and opinion - Provide the management to be the directors in the subsidiaries	- 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	- 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 	- Meet and provide information to financial institutions - Communicate via telephone and E-mail - Meeting continuously	- 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	- 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 2025 (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 “Developing 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 2025 (Form 56-1 One Report) and the Company’s website.

3.2.3 Sustainability Materiality

Analysis Process for Sustainability Materiality

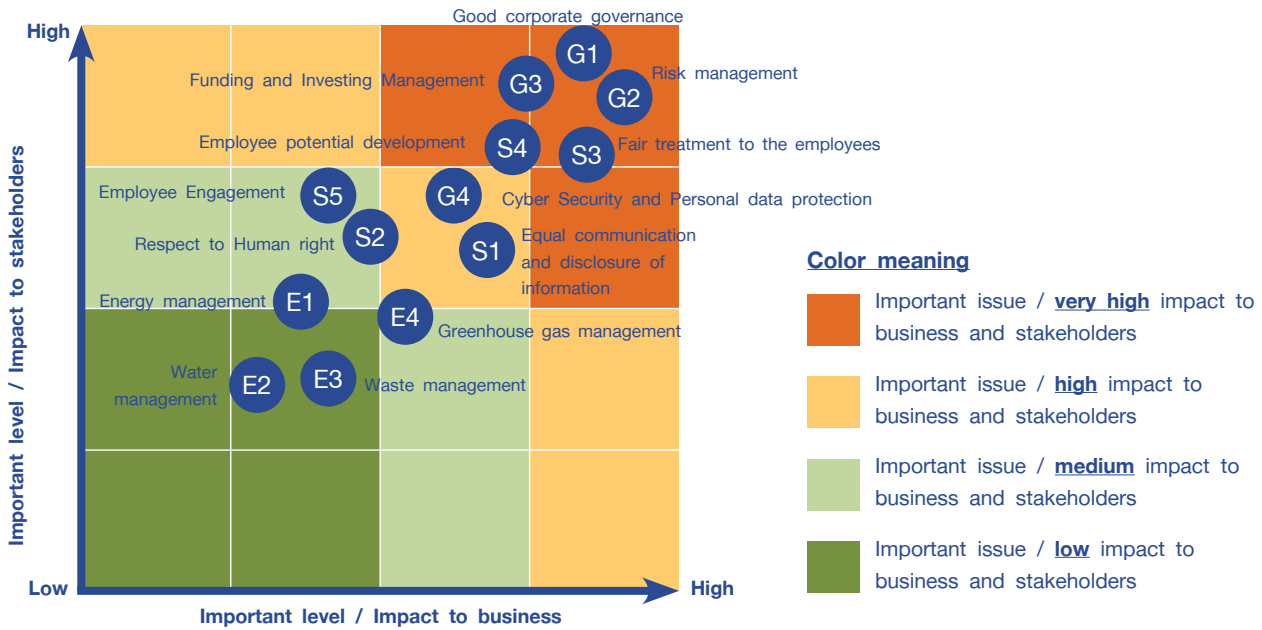
The Company has analyzed and determined issues that are important to the sustainable development of the environment, economy and corporate governance as well as society by considering those that affect the organization and each group of stakeholders. The determination of such issues was carried out through 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:



Materiality



Materiality Assessment



For the 2025 materiality assessment, a total of 13 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:

Key sustainability issues that impact businesses	Encourage to the UN SDGs
1. Good corporate governance (G1)	
2. Funding and Investing Management (G3)	
3. Risk Management (G4)	
4. Fair treatment to the employees (S3)	
5. Employee potential development (S4)	

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 2025

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

2. 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 2025

The Company plan to bid many large projects in year 2025, 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.

3. 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 Devision, 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 2025

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”**.

4. 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) in the part **“Corporate Governance”** under the topic **“Business Ethics”**.

Performance results in 2025

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”**.

5. Employee potential development

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.

Performance results in 2025

The Company has organized 249 training courses for permanent and contract employees, with a total of 43,996 hours per year or averagely 6 hours/person/year which is the standard hours specified by the Department of Skill Development.

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 “**Corporate Governance**” 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. In 2025, 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 value chain according to standards. In 2025, the Company invested in researching opportunities to expand into new projects. Workplaces were also consolidated as employees were back to work fully on-site. This may result in increased energy and resource consumption, but the Company remains committed to its goal 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.

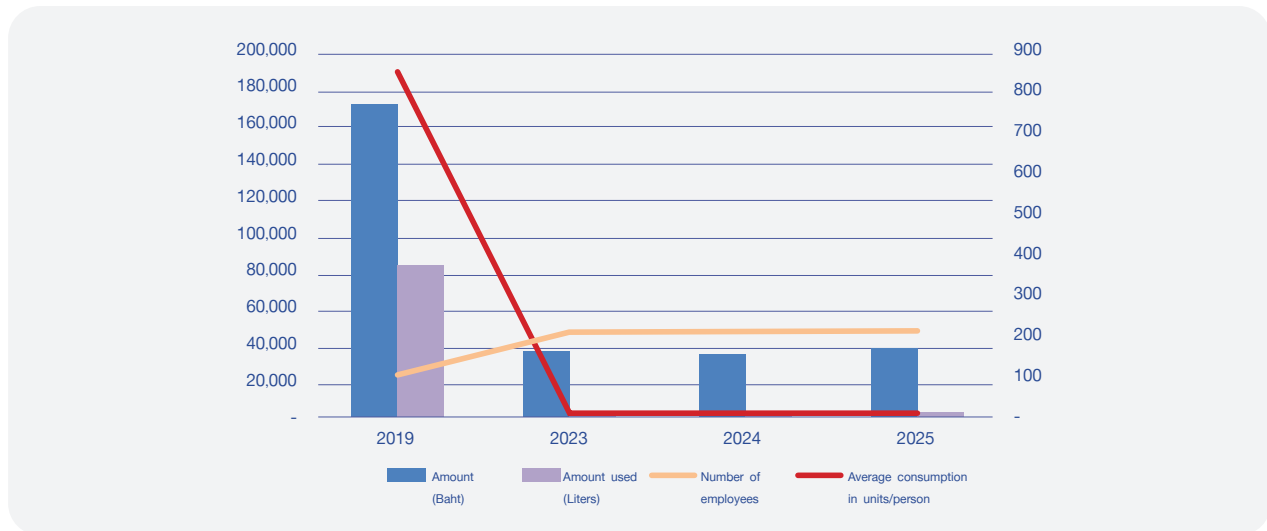
1.1 Running water

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 are put up as reminders.

Following the implementation of the action plans, water consumption in 2025 stood at 1,969.89 liters or 1.97 cubic meters, a higher volume than 2024 at 0.18 cubic meters. However, considering the number of employees, compared to average consumption between 2019 and 2025, water consumption went down by 837.42 liters / person (0.84 cubic meters / person), representing a 98.92% decrease, in line with the policy set.

Samart Corporation Public Company Limited's water consumption from 2023-2025

Year	2019 (Base Year)	2023	2024	2025
Amount (Baht)	174,183.79	36,580.00	35,834.20	39,397.75
Amount used (Liters)	82,965.53	1,829.00	1,791.71	1,969.89
Number of employees	98	218	219	215
Average consumption in units / person	846.59	8.39	8.18	9.16



- 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 2025, employees returned to work onsite at the office more 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.

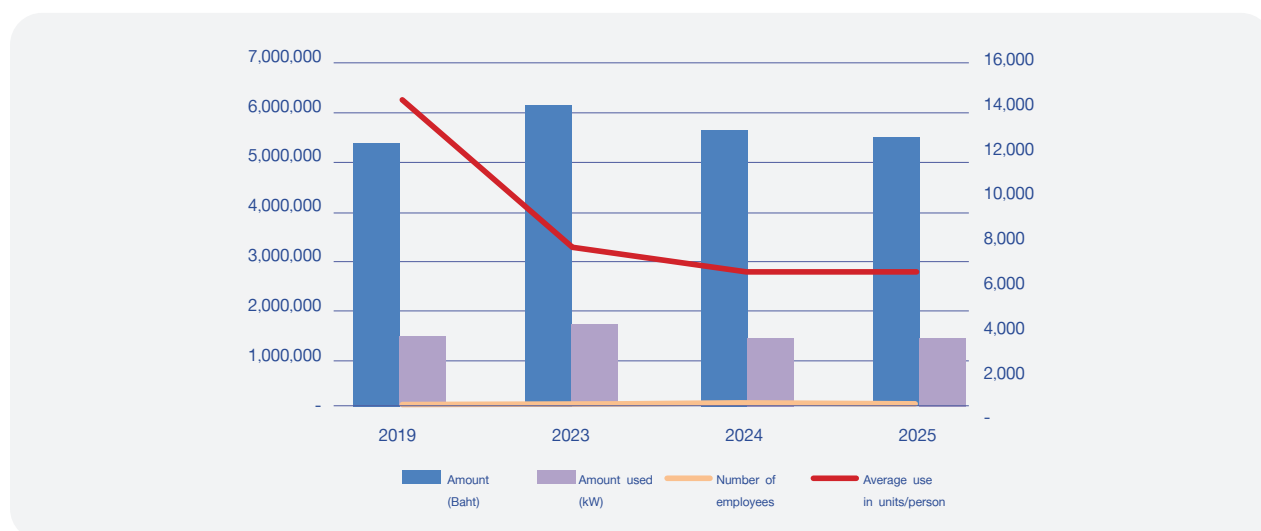
There has also been a policy to modify or replace various devices in the office with the aim to reduce power consumption continuously including the following.

1. **Replacement with LED energy-saving bulbs:** Following the sustainability development plan (SD Roadmap), all T8 bulbs were replaced with energy-saving T5 bulbs. Subsequently, the company gradually switched from T5 energy - saving bulbs to LED ones. This has helped save electricity by up to 50%. So far 85% of the bulbs have been replaced, 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.

In 2025, the Company started operating new projects and employees returned to working on-site full-time. This resulted in the electricity consumption of 1,343,626.79 kilowatt-hours, a slight increase from 2024, while the overall costs went down in line with electricity rates. Compared to the base year and the number of employees, the average usage in 2025 was 6,249.43 kilowatt-hours per person, lower than that in the base year 2019 (14,136.40 kilowatt-hours per person). This represents a decrease in electricity consumption of 7,886.98 units per person, or 44.21%, which is in line with the set policy.

Samart Corporation Public Company Limited's electricity consumption from 2023-2025

Year	2019 (Base Year)	2023	2024	2025
Amount (Baht)	5,336,461.59	6,075,725.66	5,604,758.97	5,401,379.69
Amount used (kW)	1,385,367.52	1,607,334.83	1,340,851.43	1,343,626.79
Number of employees	98	218	219	215
Average use in units / person	14,136.40	7,373.10	6,122.61	6,249.43



*Notes: * Electricity consumption varies with the proportion of business operations/number of employees, and electricity cost.
** In 2025, employees returned to work onsite at the office more and new business projects started.*

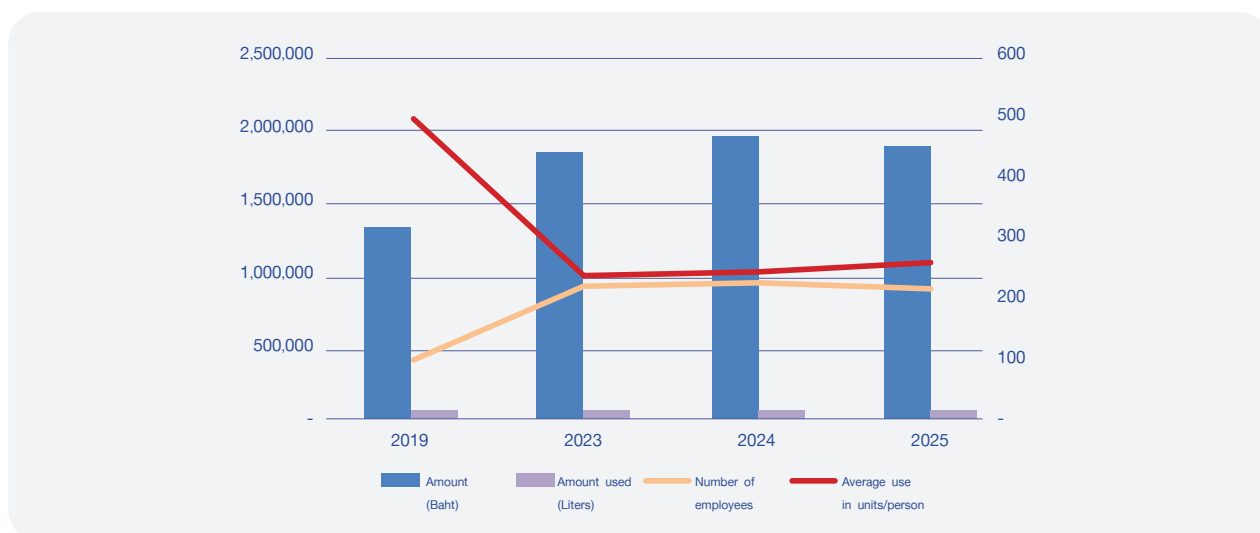
1.3 Fuel

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. 2017. Approaches in reducing vehicle fuel consumption and travel include car pooling and scheduling routine vehicle maintenance by mileage. Abiding by the policy, more meetings were held online instead of on site. In addition, the gradual replacement of senior management cars with hybrid electric vehicles (HYDVs) starting in 2020 was finally completed this year. To date, 100% of the vehicles have been replaced. 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).

In 2025, with the Company's starting new business projects and employees returning to work in the office full-time. This resulted in the implementation of such measures, fuel consumption in 2025 stood at 55,666.52 liters, higher than 2024. However, considering the number of employees, it was found that in 2025 the average consumption was 258.91 liters / person. Compared to the base year 2019, when average consumption was at 491.92 liters / person, fuel consumption decreased by 233.01 units / person, or 47.37%, in line with the policy set.

Samart Corporation Public Company Limited’s fuel consumption from 2023-2025

Year	2019 (Base Year)	2023	2024	2025
Amount (Baht)	1,330,538.20	1,842,634.60	1,947,266.63	1,874,291.61
Amount used (liters)	48,207.91	50,331.46	52,065.95	55,666.52
Number of employees	98	218	219	215
Average use in units / person	491.92	230.88	254.17	258.91



*Notes: * Fuel consumption varies with the proportion of business operations/number of employees, and fuel price
 ** In 2025, employees returned to work onsite at the office more and new business projects started.*

2. Reducing the use of resources

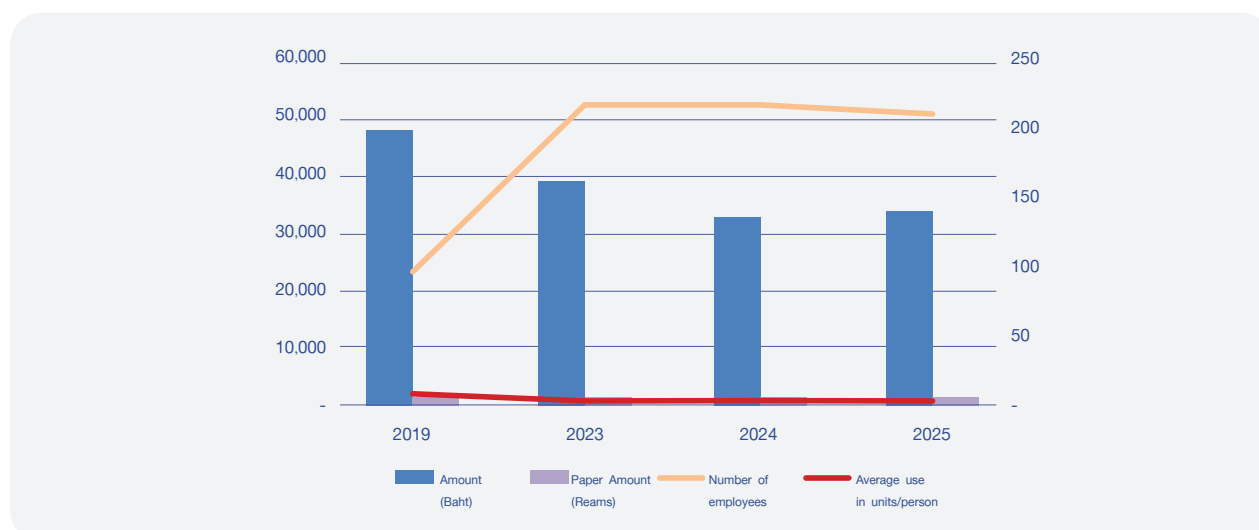
“Paper” is a resource in the category of consumable office supplies, necessary for the operations in the organization. Considering important the concept of smart use of resources, Samart Corporation Public Company Limited has embarked on the idea of paperless operations. Thus digital platforms, such as manuals or training materials, as well as online surveys for feedback, 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 2025, 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. In 2025, the amount of paper used stood at 1.150 tons (1 ream = 2.5 kg.). Compared to the base year, paper consumption went down by 0.55 tons, or a 32.35% 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 9 trees, also reduced by 17,325 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 2023-2025

Year	2019 (Base Year)	2023	2024	2025
Amount (Baht)	48,280	39,000	33,100	33,970
Paper amount (reams)	680	500	430	460
Number of employees	98	218	219	215
Average use in units / person	6.94	2.29	1.64	2.14



*Notes: * Paper consumption varies with the proportion of business operations/number of employees, and paper price
 ** In 2025, employees returned to work onsite at the office more 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 57 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 2025 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 : 100 people donated 500 old calendars to be made into Braille books for the blind; the leftover was sorted so it can be recycled or disposed of properly.

4R for Earth : With a campaign promoting 4R, the use of reusable cups, 1,000 disposable plastic cups and bowls were not used, thus reducing waste.

Samart Go Green Market : The Go Green Market was an event organized for employees to meet and trade their goods and swap their hobbies, with the emphasis on environmentally friendly behavior according to the 4R principles reduced the waste and using reusable materials and containers.

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 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.



- **How to Dispose of E-Waste:** The project provides knowledge on the proper segregation of electronic waste, with a practical campaign on waste sorting according to the 4R principles, to encourage employees and the general public to recognize the importance of sorting electronic waste for efficient use of resources, and disposing of the e-waste properly to sustainably reduce environmental pollution. E-waste collection points for communities are also set up. Collaboration was expanded to include service centers and branches nationwide (a total of 19 locations). In addition, partnering with AIS and 250 other organizations, the Company was involved in converting e-Waste into internet access to support education in schools in remote areas.

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.

In 2025, the Company invested in researching opportunities to expand into new projects. Workplaces were also consolidated as employees were back to work fully on-site. Meanwhile, the aim to control greenhouse gas emissions, both direct (Scope 1: Direct GHG Emissions) and indirect (Scope 2: Energy Indirect GHG Emissions), to not exceed a total of 1,100 tons of carbon dioxide equivalent (“tCO₂e”) was still maintained. The following are the results of the operations:

- **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.

In 2025, the Company’s total fuel consumption stood at 55,666.52 liters, resulting in direct greenhouse gas emissions of 124.54 tCO₂e, an increase of 6.92% compared to 2024, leading to an increase of 8 tCO₂e in emissions.

- **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.

In 2025, the Company’s total electricity consumption is 1,343,626.79 kilowatt, resulting in indirect greenhouse gas emissions from energy use of 804.29 tCO₂e, an increase of 1.66% compared to 2024, leading to an increase of 0.21 tCO₂e in emissions. This may be due to investments in researching opportunities for business expansion into new projects, as well as the consolidation of workspaces to allow employees to return to being fully operational on-site.

Greenhouse gas emission of the Company compared with the 2025’s goal

	2023	2024	2025
The goal of Greenhouse gas emission	1,100.00	1,100.00	1,100.00
Scope 1 (tCO ₂ e)	112.61	116.49	124.54
Scope 2 (tCO ₂ e)	962.15	802.63	804.29
Scope 3 (tCO ₂ e)	N/A	N/A	N/A
Total of Greenhouse gas emission (tCO₂e)	1,074.76	919.12	928.83

In short, both direct and indirect greenhouse gas emissions from energy use in operations remain within the target set to control greenhouse gas emissions to not exceed 1,100 tCO₂e.

- **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 2025 went down by about 80.99 m³, representing a reduction in greenhouse gas emissions by about 64 kgCO₂e.

- **Samart Go Green Market:** The Go Green Market was an event organized for employees to meet and trade their goods and swap their hobbies, with the emphasis on environmentally friendly behavior according to the 4R principles. This included using reusable materials and containers, and sorting unused clothing for the Yuvabhadana Foundation, which exchanged it for educational funds for youth through their Pankan project.



All in all, with the event, the use of single-use plastic bags and containers was reduced by over 1,000 pieces. The fast fashion clothing waste was reduced, maximizing the use of valuable resources. Pollution from over 800 pieces of unsorted waste was also reduced.

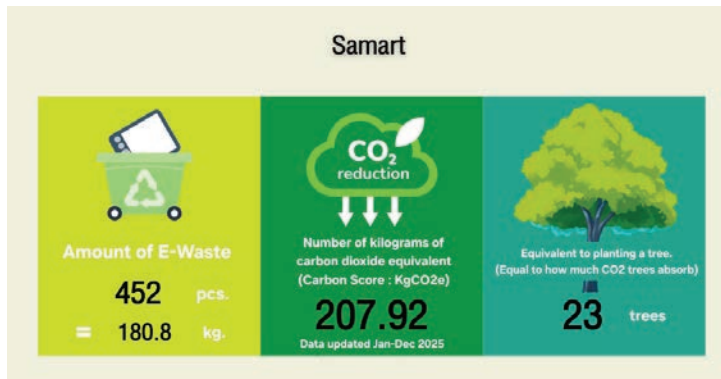
- **The “Dare for Earth” project** put forth efforts in collaboration with Pakkret Municipality to provide environmental knowledge and training for people in the community and employee representatives, highlighting the importance of sustainable green spaces. In the training, after learning about carbon credits, about 100 people who participated in the program were given saplings. They also planted medium-sized native durian trees in the community area and learned how to measure the trees and calculate carbon credits.



- **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.

- 500 old calendars were collected for recycling, while the unusable ones were disposed of properly to reduce environmental pollution.
- 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 bowls.
- How to Dispose of E-Waste: 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 452 pieces of e-waste. The effort resulted in a reduction of the cumulative CO₂ emission by 207.92 KgCO₂e, an equivalent of planting 23 trees.



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

Samart Telcoms Public Company Limited, a subsidiary of the company, focuses on developing products and services with environmental conservation in mind, enhancing and establishing environmental safety standards, as well as offering environmentally conscious Telcomscommunications services. It also promotes the responsible use of energy among stakeholders, including clients and government and state enterprise partners with a shared vision.

Operational results:

Services provided in 2025 include the following:

Project for contracting services for reading equipment for the remote pollution monitoring and warning system

The company provides maintenance services for 233 sets of Pollution Online Monitoring System Box to the Map Ta Phut Industrial Estate, Industrial Estate Authority of Thailand.

Benefits for the Client

1. A pollution monitoring system that provides accurate and precise readings is in place. Data cannot be altered during online transmission, allowing for immediate awareness of pollution levels.
2. Alerting of pollution levels exceeding standards is possible, enabling effective monitoring of pollution levels.
3. A database of air pollution monitoring results can be created. Industrial plants can then be informed and alerted, and then take a timely corrective action, reducing complaints and minimizing impacts on the public and the environment.

Benefits for the Public and Surrounding Communities

The monitoring and alerting becomes more effective, fostering cooperation in timely pollution control efforts, and reducing pollution levels that pose a health risk to people living in the neighborhood of factories and industrial estates.

Project for Leasing a System for Monitoring Air Quality, Particulate Matter, and Pollutants

The company provides air quality monitoring and surveillance services in the area surrounding the Map Ta Phut Industrial Estate, under the supervision of the Industrial Estate Authority of Thailand (IEAT). The system, with a 60-month implementation period, can measure particulate matter of various sizes, including PM10, PM4, PM2.5, PM1, and total suspended particulate matter (TSP). Monitoring stations are installed in 37 community areas to report and provide real-time air quality alerts 24 hours a day through the PR and Emergency Broadcasting Center, ensuring that the public have rapid access to information.

Benefits for the Client

1. The IEAT’s safety and environmental management efforts are upgraded with a real-time air quality monitoring and alert system that can be integrated with other security systems.
2. The system supports emergency management, alerting, and evacuating residents in the event of accidents.
3. The system enhances investor and business confidence and supports sustainable area management.

Benefits for the Public and Surrounding Communities

1. The health and safety of people living in the communities surrounding industrial estates is enhanced, with the system providing timely information on air quality and alerts regarding particulate matter and pollutants.
2. The system allows people to take protective action upon alerts against the impacts of PM2.5 and other pollutants on their health.
3. The system helps promote transparency and trust and a good understanding among industrial estates, communities, and society.

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 2025, 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 and community**

The Company has recognized that sustainable business operations require the support of society and the community. Therefore, the Company is committed to conducting business while creating value for society, the community, and stakeholders in all sectors, guided by the principle of social responsibility. The Company has established guidelines and principles in its Business Ethics and disclosed on the Company’s website (www.samartcorp.com) in the part of “**Corporate Governance**”.

◆ **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, eye problem consultation and glasses fitting services, physiotherapy services, and develop and expand medical consult service as project “Doctor consultation” to prevalently reach more employees 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, to closely monitor investment performance at all times to secure their owned life fund, as well as to support employees in case of future disasters and climate change with special financial assistance, housing loans with special interest rates; urgent loans in case of accidents or illness; and various types of multipurpose loans. 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, establishing a co-working space for work, meetings, relaxation, and private gatherings for employees, setting “DNA Culture Counsel team” by which employee representatives propose various new engagement projects, activities, and other projects 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 by implementing workplace occupational healthy safety inspection services, physical therapy services 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 develop and expand medical consultant 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, enhancing security for life and property by implementing a new access control system for elevators, facial recognition, and fingerprint scanning for entry and exit at all office doors 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 :

- **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 with proactively various social media platforms. 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. 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 establishing a "DNA Culture Counsel team", comprised of employee representatives, to advise on projects and activities, and to conduct satisfaction and employee engagement surveys. This 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 has established customer policies in its Business Ethics and disclosed on the Company’s website (www.samartcorp.com) in the part of “**Corporate Governance**”.

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 2025, 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 and published on the Company's website (www.samartcorp.com) in the part of **"Corporate Governance"**.

Key environmental regulations stipulated in contracts with business partners

1. The Contractor shall take all necessary measures to prevent any adverse impacts on environmental quality in all respects throughout the construction period.
2. The Contractor shall ensure that construction activities do not cause nuisance, disturbance, or inconvenience to the public or to any persons residing or located in the surrounding areas.

Enhancing Partner Capabilities and Competencies

1. The Company shall provide training to share knowledge relating to its products, services, and innovations with business partners, including suppliers, customers, and Company personnel, in order to enhance overall capabilities.
2. All Contractors engaged in Company projects shall be required to undergo training on work procedures, safety standards, appropriate attire, and professional conduct when interacting with customers.
3. The Company shall provide training to Contractors to ensure that their work complies with customer requirements and applicable standards, thereby minimizing errors prior to the commencement of any project.
4. The Company shall evaluate Contractor performance upon completion of each project. Where performance does not meet the required standards, the Contractor shall be notified and given an opportunity to improve and enhance its 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 **“Develop 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 indiscrimination 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 **“Corporate Governance”** under topic **“Human Rights Policy”**.

3.4.2 Social Operation Results

1. Social Performance related to employees and employment

In 2025, 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 2025, 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 85.84% 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 2025 as follows:

1) Employment

Detail	Total employee (Person)		
	Male	Female	Total
The Company’s employees	168	47	215

Supporting the Rights Role of Female Employees in the Organization

Female Share of Total Employee	21.86%
Females in All Management Positions	53.33%
Females in Senior Management Positions	40%
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, in 2025, the Company’s subsidiaries had also hired 1 full time 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 2025, 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 reskilling and upskilling employees 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 249 training courses for permanent and contract employees, with a total of 43,996 hours per year or averagely 6 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 the 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 85.84%

Summary of Training to management and employees of the Company and its subsidiaries in 2025

Training	Frequency (Times)	Number of Participants (Persons)
In-House Training		
Managements	33	1,295
Employees	52	5,005
Sub-Total	85	6,300
External Training		
Managements	62	73
Employees	102	481
Sub-Total	164	554
Total	249	6,854

Training Expenses in 2025

In 2025, total expenses concerning the employees’ participation in the trainings domestically and abroad of the Company and its subsidiaries were Baht 3.74 million. Total employees’ training hours were 43,996 hours per year or averagely 6 hours/person/year which is 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
 - Hydrogen: The new era of clean energy
 - 5 AI Techniques for Wealth Management.
- Management Course (E-Learning Online)
 - Business Ethics of the SAMART Group
 - Performance Management and Evaluation
 - Business Negotiation
 - Finance and AI
- Employee Course (E-Learning Online)
 - Business overview, regulations and welfare
 - Business Ethics of the SAMART Group
 - Essential Skills for Leveraging AI Tools
 - Workplace Safety Standards
 - Environment: Our Business
- Project Management Course (E- Learning Online)
 - Project Management
 - Government Budget
 - Construction Contract Management
- Finance & Account Course
 - Financial and Account (Online)
 - Finance and AI: 2 Essentials in Daily Life (Online)
 - Financial Statement Analysis (Online)
- IT Course (E-Learning Online)
 - Introduction to Modern AI
 - The Personal Data Protection Act B.E. 2019
 - ISMS Awareness for User
 - Personal Data Protection Act (PDPA)
 - Global and Thai economy
 - Electronic Certificate in Public Procurement :e-CPP
- Corporate Auto Insurance: Compliance with the New Law
- AI Series: The Future of Human-AI Collaboration at Work (Online)
- Canva AI: Creative Tools & Features (Online)
- ChatGPT: New Economic Era (Online)
- Energy Law and Regulation (Online)
- English for Presentation Skill (Online)
- Essential Grammar for Writing and Speaking (Online)
- Decision Analysis and Risk Management (Online)
- Business’s Conflict Resolution (Online)
- Business Communication (Online)
- Why Social Security is Vital to Us (Online)
- Safety training course for working at heights (3 Models)
- Confined Space Refresher (4 Models)
- Preventive Maintenance (15 Models)
- Preventive Maintenance for Engineers and Plant Managers (3 Models)
- 2025 Tax Planning via SAMART Provident Fund (Online)
- SAMART Mail (Online) (2 Models)
- Windows 11 / Basic & WebEx Meeting & My Account 4U Drive (Online)
- PR Workflow (WebEx Online) (1 Model)
- Power BI (WebEx Online) (2 Models)
- Legal Request (Online) (1 Model)
- Orientation Samart Group (12 Models)
- First Aid & CPR & AED

External and international Courses

- Preparation of the e-One Report (Phase 1) via SETLink for the 2024 Performance by the SET
- Transforming One Report with IFRS S Integration: Impacts and Readiness for Listed Companies by EY Office Ltd.
- Utilization of the Corporate Value Up (ThaiESG) Planning Function via the SETLink by the SET and the SEC
- Webinar SET Sustainability Assessment 2025 by the SET
- Enhancing Sustainability Disclosure in Accordance with the International Sustainability Standards Board (ISSB Standards) by the SEC and the Asian Development Bank (ADB)
- Quick Win Activities for Driving Key Urgent Projects to Enhance Thailand's Corruption Perceptions Index (CPI) Score by the Office of Public Sector Anti-Corruption Commission (PACC)
- ESG into Supply Chain Management by Thai Listed Companies Association
- Information Disclosure via SETLink No. 3/2025 by the SET
- CS Knowledge Sharing no. 2/2025 Topic: Preparation of Stakeholder Reports and Insider Information Policy by the Thai Company Secretary Association, Thai Listed Companies Association
- FTSE Russell ESG Scores: Your guide to global ESG performance assessment, by EY Office Ltd.
- 2025 Annual Seminar Topic: "Carbon Credit" by the Thai Investors Association (TIA) and the SET
- JUMP+ Planning Deep Dive: In-Depth Look into JUMP+ Plan Preparation by the SET
- ESG with Opportunities and Risks by Thai Listed Companies Association
- Summarized the key about the improvement guideline for listed company in Thailand to upgrade the sustainability disclosure according to International Sustainability Standards Board (ISSB Standards) by the SEC
- Joint Government-Private Sector Administration of Society's Peace and Order Course (Gen 12)
- Top Executive Program in Commerce and Trade: TEPCoT
- Top Executive Program for Creative & Amazing Thai Services : ToPCATS (Gen 6)
- Security Management and Leadership for Executives Program (SML) (Gen 7)
- The Railway Station Areas Management for Rail System in Thailand
- Effective Management of Public Construction Contracts with ADR
- Financial Reporting for NPAEs: Aligning Accounting Standards with Tax Laws.(Online)
- Smart City Leadership Program (Gen 3)
- Auditing and Good Governance Practices in Government Procurement and Asset Management
- Asset Tracing and Execution: A Guide to Asset Distribution
- The Next-Gen Professional Assistant
- Anti-Bribery Policy, Bribery Risk Assessment, and Mitigation Measures for High-Risk Scenarios
- Digital Trust & Legal Certainty : Navigating the Intersections of Law, Technology, and Trust services
- Summary of key changes and issues in TFRS
- Internal Control and Accounting System Improvement: Key Pitfalls for Accountants
- In-depth Analysis of Asset Recognition, Measurement, and Disclosure under TFRS for NPAEs and Tax Laws, including the e-Tax System
- EGAT Transmission Line Construction Contractor Seminar 2025
- Frontline Leadership for Manufacturing Supervisors
- Termination Kit 24 KV
- Executive-level Occupational Safety Officer Course

- Evaluate Quality of Annual General Meeting 2025 by Thai Investor Association
- Preparation of the e-One Report (Phase 2) via SETLink for the 2025 by the SET
- Information Disclosure via SETLink No. 4/2025 by the SET
- CS Knowledge Sharing 3/2025 Topic: “Good Practices for Stipulating the Directors’ Remuneration” by Thai Listed Companies Association
- CS Knowledge Sharing 4/2025 Topic: “Preparation of the Notice Convening for Shareholders Meeting” by Thai Listed Companies Association
- CGR Workshop Project 2027 by Thai Institute of Director Association and the SET
- The Executive Program in Energy Literacy for a Sustainable Future, TEA (Gen 21)
- Executive Program for National Crisis and Emergency Medicine Management : ECEM
- Supervisory-level Occupational Safety Officer Course
- Safe Working at Height
- Transport safety management (TSM)
- SAP Learning Hub partner edition
- Canva AI: Streamlining Productivity and Creative Design (Online)
- Essay Writing : Reporting Data (Online)
- Finance and AI (Online)
- Generative AI and ChatGPT? (Online)
- Basic presentation skills in English (Online)
- Law and Clean Electricity (Online)
- AI-Powered Internal Control : Building a Robust Business Defense (Online)
- AI Powered HR Solutions
- Fundamental of PDPA, DPO, GDPR working team
- Empowering Future Sustainability Through TSD e-Services

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.

3) Safety, Occupational Health and Working Environment

In 2025, 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. This includes enhancing security of life and property by using digital technology to access the company’s offices.

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. Organize a training course on first aid and life support (First Aid & CPR) and install an AED defibrillator at the office.
5. 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.
6. 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.
7. To Implement a security system to protect life and property using digital systems for elevator access scanning, facial recognition, and fingerprint scanning for entry and exit at all office doors.

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 2025, total amount of medical treatment fee reimbursed by the employees of the Company and its subsidiaries amounted to Baht 3.6 Million. Moreover, the company also has group health insurance (in case of in-patient) for the Company’s employees which is made with the Thai Life 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 workplace safety and occupational health inspections services, physical therapy services, and expanding the employee health consultation program, “Medical Doctor,” to prevalently reach employees at all levels, 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 2023 - 2025 accident at work of Samart’s Group

Line of Business	Lost Time Accidents					
	2023		2024		2025	
	Persons	Time	Persons	Time	Persons	Time
1. Digital ICT Solution	-	-	-	-	-	-
2. Digital Communications	-	-	-	-	-	-
3. Utilities and Transportations	3	3	3	3	1	1

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 2025, 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, providing emergency financial assistance for employees in case of future disasters and climate change, housing loans at special interest rates, emergency loan with special discount interest rates, physical therapy services, first-aid service at office, annual health check, annual vaccination service, fitness center, and other employee clubs such as D-Club...etc. Moreover, this includes establishing a “DNA Culture Counsel team”, comprised of employee representatives, to advise on various projects and activities, as well as conducting satisfaction and engagement surveys, 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 2025 annual employee engagement and retention survey showed a 90% satisfaction rate, and the 2025 annual satisfaction survey across various aspects of human resource improvement and development showed a 75.8% satisfaction rate. Employees are satisfied with management and job assignments, company policies and measures, as well as the work environment and organizational culture. This result in a low voluntary employee turnover rate compared to similar business sectors.



Overview: Organizational Engagement

The response was overwhelmingly positive. 81%

- High response rate Reflects trust and truly
- Represents the voice of employees. The data is
- Highly reliable for strategic decision-making

Our Strengths (need to be maintained)

Positive relationships between supervisors and among teams remain a strong sustainable foundation for organizations.

Strengths

- Employees feel that the work they are currently doing is valuable to the organization (Mission/Purpose) (4.13). Employees see the "value" of the work, not just the duty.
- Collaboration and trust (4.04) Teammembers are reliable; there is no free-riding.
- Employees are given the opportunity to do what they can do best (3.98). Employees feel they are using their talents.

The voluntary resignation rate of employees is as follows:

Proportion of employees who voluntarily resigned (%)	2025		2024		2023	
	Male	Female	Male	Female	Male	Female
	5.12	1.40	2.74	1.83	4.13	2.29
Total	6.52%		4.57%		6.42%	

5) Human rights risk assessment

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. Therefore, the Company has provided a human rights risk assessment report, which has been published on the company’s website (www.samartcorp.com) under the topic of “Corporate Governance”.

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 2025.

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 2025, 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.

Additionally, Samart Infonet Co., Ltd, a subsidiary that provides cloud services under the SAFE Cloud platform, has obtained relevant certifications related to the protection of customers’ personal data. These include ISO/IEC 27701, which covers privacy information management, and ISO/IEC 27018, which focuses on the protection of personal data in public cloud environments.

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 2025, the Company enhanced its cybersecurity systems and continuously improved related processes to ensure greater effectiveness, modernity, and stronger security. The Company also arranges Cyber Threat Monitoring 24 hours a day from the Cyber Security Operations Center of SecureInfo Co., Ltd, continuously improving and certifying ISO/IEC 27001: 2022, the latest version, in 2025.

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 2025, the Company and subsidiaries undertook activities to enhance efficiency and increase customer confidence, including:

- Samart Communication Services Co., Ltd. continues to maintain the ISO 20000 certification for IT service management and the ISO 9001 for quality operations and service delivery. The company has enhanced the efficiency of its maintenance management and tracking systems as well as knowledge management for troubleshooting. Measurement and maintenance tools have also been upgraded to enable faster and more efficient maintenance services. These initiatives are intended to ensure high-quality service delivery and elevate customer satisfaction.

- Samart Comtech Co., Ltd. continues to maintain ISO 9001 certification. The company has enhanced system security, developed more efficient alternative energy solutions, and strengthened its project management capabilities, among other improvements, to further enhance the value of its products and services.
- Samart Infonet Co., Ltd. has enhanced its network security and cybersecurity systems to strengthen the security of services provided to customers. The company has also obtained five international certifications, including:
 - 1) ISO/IEC 27001: Information Security Management System
 - 2) CSA STAR: Security certification for cloud service providers
 - 3) ISO/IEC 27701: Privacy Information Management System
 - 4) ISO/IEC 27018: Protection of personal data in public cloud environments
 - 5) ISO/IEC 20000-1: IT Service Management System

In addition, the company has been registered as a government cloud service provider in accordance with government's Cloud First Policy.

- Netservice (Thailand) Co., Ltd. continues to maintain ISO/IEC 29110 for quality software development. The company has adopted automated code quality analysis tools to reduce system bugs and security vulnerabilities. In addition, the company has enhanced the performance of its e-Service systems, GIS platforms, and Digital Workflow Automation to improve operational efficiency and service delivery for customers.
- Smarterware Co., Ltd. has enhanced its Incident Management system and operational dashboards to enable faster issue resolution for customers. The company is also developing AI applications to support autonomous operations within the Group's solutions and to develop AI-enabled solutions for customers in the future.
- Secureinfo Co., Ltd. has received certification for ISO/IEC 27001:2022, the latest version of the information security management standard, in 2025. The certification covers services including Cyber Security Operations Center (CSOC), Penetration Testing, Vulnerability Assessment, and Security Consulting. The company continues to enhance cybersecurity processes and testing to further strengthen customer confidence.
- Posnet Co., Ltd. continues to maintain the Payment Card Industry Data Security Standard (PCI-DSS) for payment information security, together with ISO 9001 certification. The company has enhanced its Payment Switching system to support multiple acquiring bank networks through a Mobile Private Network, ensuring secure, stable, and continuous transaction processing. In addition, the PRP E-Slip (Posnet Receipt Platform) has been upgraded to comply with new requirements from card schemes such as Visa and Mastercard.
- Portalnet Co., Ltd. operates under CMMI Level 3 for software development, as well as ISO 9001 and ISO 20000 standards for IT service support. The company has expanded its services to support cloud-based operations in response to evolving market demand and is a business partner of Amazon Web Services (AWS). In addition, the company continues to enhance workforce capabilities, with employees obtaining certifications from partners such as SAP, IBM, and AWS, as well as project management certifications from the Project Management Institute (PMI).
- Thai Trade Net Co., Ltd. has obtained ISO/IEC 27001: 2022 certification for information security management to enhance confidence among customers using the company's EDI services. This certification is also a key qualification for operating as an NSW Service Provider (NSP), enabling the company to provide electronic data exchange services with government agencies through Thailand's National Single Window (NSW) system.

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. The Company operates in accordance with established guidelines and procedures as follows:

- All equipment installed and delivered to customers must be designed in accordance with electrical safety standard and must be installed safely passing electrical safety test. In addition, maintenance activities are carried out with due consideration for operational safety to ensure safe and reliable use.
- 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.
- For software products and services, the Company conducts reviews to identify system defects, vulnerabilities in code or software components, and other potential cybersecurity risks. Appropriate corrective actions are taken to remediate and close such vulnerabilities, and systems are designed with security considerations to ensure robust cybersecurity protection.
- Clear user manuals and safety instructions are provided to customers and end users.
- The Company has established processes and channels for reporting incidents or complaints, including those related to product safety.
- In the event that any defects in products or services provided by the Company, its product owners or service providers, subcontractors, or the Company's own operations are identified, which may affect the health and safety of customers or consumers, the Company will promptly take appropriate corrective actions. Such actions may include rectification, improvements, or product recalls where necessary. Replacement products or services may also be provided during the remediation period, as appropriate.

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 2025, 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 2,729 responses in 2025, found that the overall score was at a high level with average score of 4.96 out of 5.00, or 99.22 percent (an increase from 2024, which had an average score of 4.997 or 99.94 percent). Based on customer ratings, 96.63 percent of responses were "Excellent", close to 99.68 percent recorded in 2024. In addition, 2.93 percent were rated "Good", 0.37 percent "Fair", and 0.07 percent "Need Improvement", while no responses were rated "Must Improve" in 2025.

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				
	2021	2022	2023	2024	2025
Results of Customer Satisfaction Survey (%)	95.68	98.46	99.83	99.94	99.22

Performance result in 2025, the Company found no complaint from customer 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. In 2025, CATS undertook the following operations.

Providing safe services to airlines operating in Cambodian airspace

The Air Traffic Control (ATC) Automation System is a mission-critical component of CATS operations. This system provides real-time tracking and visualization of all aircraft within the Phnom Penh Flight Information Region (FIR). Currently, CATS utilizes TopSky-ATC, developed by the Thales Group. This system is globally recognized for its reliability and advanced capabilities. The TopSky-ATC system comprises several essential subsystems, including:

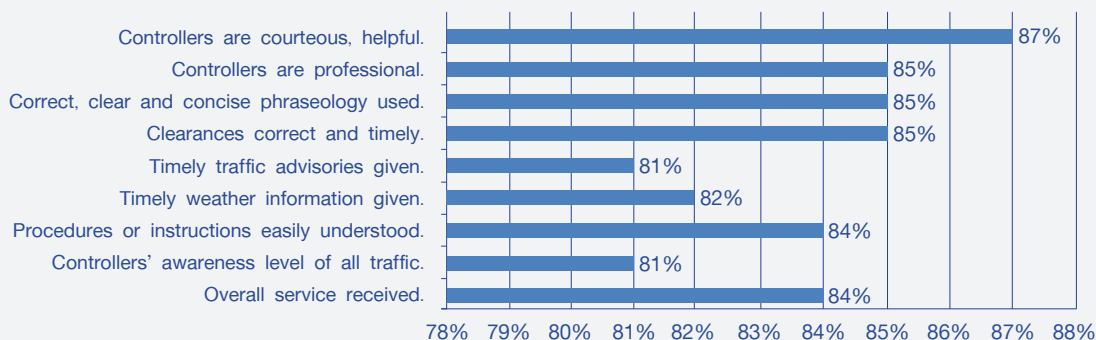
- 1) Flight Data Management System (FDMS): Capable of processing and displaying critical flight information essential for Air Traffic Controllers to perform their duties effectively.
- 2) Surveillance Data Processing and Display System: Provides accurate real-time positioning and tracking of aircraft.
- 3) Safety Net Alert Systems: A comprehensive suite of automated safety tools designed to enhance situational awareness and prevent incidents, featuring:
 - Short Term Conflict Alert (STCA): Detects immediate proximity risks between aircraft.
 - Medium Term Conflict Alert (MTCA): Predicts potential conflicts in the medium-term flight path.
 - Minimum Safe Altitude Warning (MSAW): Alerts if an aircraft is flying below a safe altitude relative to terrain.
 - Danger Area Infringement Warning (DAIW): Notifies controllers if an aircraft enters restricted or prohibited airspace.
 - Cleared Level Monitoring (CLAM): Detects deviations from the assigned altitude level.
 - Route Adherence Monitoring (RAM): Monitors and alerts if an aircraft deviates from its cleared flight route.

Results of Customer Satisfaction Survey

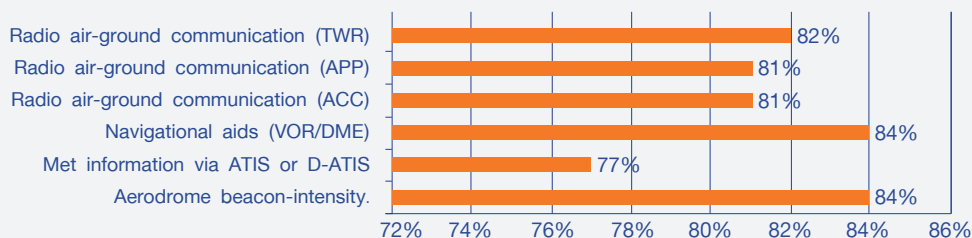
Moreover, CATS has focused on evaluating the quality of customer service, so CATS has organized the satisfaction survey of airlines’ customers (domestic and international airlines) in Cambodia in 2025 as follow;

1. The satisfaction survey for Air Traffic Services found that the overall satisfaction score was high, at 83.54%.
2. The satisfaction survey for Facility Services found that the overall satisfaction score was high, at 80.93% that details of each type of service are as follows:

Air Traffic Services



Facility Services



CATS has formally acknowledged the assessment results and detailed feedback provided by our airline customers. These insights will be integrated into our continuous improvement process to rectify existing issues and implement preventive measures to mitigate future deficiencies. This commitment ensures we will further elevate our service quality and successfully achieve our strategic performance objectives.

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.

Furthermore, the Company 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 2025, new business partners successfully passed the Company's screening process and 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 2025, the Company was able to propose solutions and develop projects that met customer needs, while remaining competitive in various bidding processes and earning customers' trust in the execution of projects. Additionally, the Company collaborated with its partners to implement and deliver challenging projects accurately, completely, and on a timely manner, maintaining standards, and ensuring efficient after-sales services in full compliance with the service level agreements entered into 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 has promoted the Green Procurement with the following details,

1. The companies in Samart Group have procured the equipment and stationeries which were friendly to the environment by considering products that have been certified with environmental labels or Thai / International standards demonstrated that the products were environmentally friendly.

Environmentally Friendly Products

1) Multifunctional Machine - Copy, Print, and Scan

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

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

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

3) A4 Paper (70 Grams and 80 Grams)

3.1) Must meet quality standards such as TIS, ISO 9000, or ISO 14000, or be an environmentally certified product.

3.2) Must be made from virgin pulp sourced from sustainable forests or recycled pulp.

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.

• Advanced Metering Infrastructure (AMI)

Installation Project for Large Electricity Users. The project involves installing 70,000 sets of the Advanced Metering Infrastructure (AMI) system for large electricity users nationwide. This is a continuation of the Automatic Meter Reading (AMR) development project, phases 1 and 2, with the objective of ensuring customer satisfaction with accurate, precise, and quick electricity meter readings. Electricity usage can be continuously monitored in near real-time, enabling efficient and up-to-date energy management. This can be further developed into a smart grid system in the future.

• Land Information System Project, Department of Lands (E-DOL)

The project provides computer system installation and development services covering the services of land offices, transferring and importing data on a full-scale from 461 land offices in 77 provinces to the central office. The aim is to upgrade land information management to be modern, allowing for quick and accurate control, verification, and monitoring of land operations, in order to provide efficient services to the public.

- **Nationwide Online Land Registration Data Import Project, Department of Lands**

The project provides services for collecting and importing image data of land title documents and land registry records from existing data of 212 land offices, covering 36 provinces nationwide. The project stores over 16 million land plots in digital format, enabling online registration across different offices. This facilitates land information retrieval and improves the efficiency in providing accurate, convenient, and fast services to the public.
- **PR and Emergency Broadcasting Center Project, Industrial Estate Authority of Thailand**

The project involves installation of systems and equipment for the PR and Emergency Broadcasting Center project to disseminate urgent news to 37 communities surrounding the Map Ta Phut industrial estate in Rayong province, providing a systematic channel to get information and warnings to the public, reducing anxiety among residents living around the industrial estate, and providing a 24-hour warning system.
- **CCTV Security Network Rental Project for the Map Ta Phut Industrial Estate Area**

Providing equipment and maintenance services for CCTV systems in the Map Ta Phut industrial estate area of the Industrial Estate Authority of Thailand (IEAT), the project aims to build confidence in security management for businesses and the surrounding communities.
- **Automatic License Plate Recognition System and Intelligent Traffic Light Management System Rental Project**

Providing an Automatic License Plate Recognition System (LPR) and an Intelligent Traffic Light Management System (ITS), the project offers monitoring, surveillance, and tracking of vehicles entering and exiting industrial estates and industrial ports in the Map Ta Phut industrial area of the IEAT, with the aim to help build confidence in security management for businesses within the Map Ta Phut industrial estates.
- **Procurement, Installation, and Integration of Closed-Circuit Television (CCTV) Systems for Bangkok Metropolitan Administration**

Providing installation and integration of CCTV systems, the project aims to monitor road safety and help detect traffic violations, enhancing public safety in Bangkok.
- **Digital Banking System Services**

Development and installation of online financial transaction systems covers a wide range of services including deposits, financial product applications, loans, money transfers, and payment for goods and services. The aim is to increase convenience and speed for consumers through digital channels, whether mobile or internet, as they can access the services 24 hours a day with no need for a branch visit.
- **Power School Service**

This is a comprehensive cloud-based educational software system focused on student education. The system connects learning data among students, teachers, schools, and parents, allowing for closer monitoring of student progress. It also provides tools to support student learning analysis and personalized learning management. All this allows school administrators to see the big picture and manage teaching and learning more effectively.

- **Cyber Threat Monitoring Center Service**

The 24/7 comprehensive “Cyber Security Operation Center (CSOC)” service monitors and prevents cybercrime at every stage. It can detect network and information system intrusions and respond quickly. It can also collect data to identify attack vectors used by cybercriminals to prevent future cybercrime, thus helping to prevent economic losses, enhance the organization’s image, and build confidence among consumers and the public.

- **Enterprise Asset Management System**

The Enterprise Asset Management system collects records of important assets, enabling organizations to analyze data to support planning and forecasting maintenance schedules. This helps control assets by reducing maintenance costs, inventory costs, redundancy, as well as operational time.

- **Telemedicine Solution**

Relying on innovative communication technology and telemedicine technology, the solution enhances the management and delivery of public health services.

- **Comprehensive Electronic Data Management Services (e-Document & e-Service)**

With the intelligent electronic document and data management and storage services, data can be stored and viewed in a web-based format via a web browser or mobile application conveniently and quickly. This reduces storage space, document management costs, and also the use of paper and printing, thus reducing environmental impact. It can also be expanded to provide e-Services through online systems to help upgrade the organization’s services to a comprehensive digital format.

- **Comprehensive AI and Software Solutions**

Comprehensive AI and software solutions help organizations work faster, more accurately, and more transparently, reducing redundant tasks and enhancing service quality in both the public and private sectors. AI Computer Vision services enable systems to automatically analyze images and videos, supporting applications in industrial plants, security, and retail businesses. Custom Agentic AI services facilitate more immediate and systematic responses when communicating with customers and the public. All these services contribute to the sustainable digital transformation of organizations and society.

2. Community and social activities under the concept of “developing 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 “developing 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:

2.1 Smart Workshop

- **Brain Booster activities were organized to provide knowledge and intellectual nourishment to employees within SAMART group.** Qualified speakers with specialized knowledge and experience were invited to share their expertise and experiences with employees, providing opportunities for exchanging ideas and getting their questions answered. Programs arranged included the following:

“**Canva Program Usage Techniques**”: This training program aimed to enhance employees’ skills in creating engaging presentations that clearly reach target audiences. The emphasis was on hands-on practice to learn how to use the various tools effectively. The program was held twice, on June 13, 2025 and July 9, 2025, with a total of 90 employee participants. A satisfaction survey indicated that over 90% of employees benefited from the program.



“**Fine Financial**” by **Mr. Thanathon Karnjanisakorn**: The aim of the talk was to strengthen financial literacy through knowledge of financial planning for salaried employees and systematic debt management.



2.2 Money Camp & SAMTEL OPEN HOUSE:

The program provided knowledge on technology and aimed to instill good financial habits in the children of employees. The young participants were taught to be technology literate, knowing how to use devices properly. Speakers included those from leading training institutions as well as Samtel Group executives and staff.

The program featured two main topics:

1. Dealing with money: saving, spending, planning, and investing, e.g.
 - Managing daily income and expenses, e.g. developing discipline in managing daily allowance money.
 - Understanding investment, e.g. long-term saving, and building on investment.
 - Understanding financial planning, e.g. setting future savings goals.
 - Managing future risks, e.g. determining the savings percentage and diversifying savings portfolios.
2. AI Technology and Online Scams:
 - AI for Kids: Understanding how AI works, writing command prompts, and distinguishing between real content and AI-generated content.
 - Staying informed about technology (financial apps, online games).
 - Using technology safely.
 - How to make use of technology.

Thirty young people aged 6-12 years attended this program. In program evaluation, a number of the parents who responded stated that it was definitely beneficial, giving it a 100% satisfaction score.



2.3 Strong Kids Camp

- In collaboration with the Thai Health Promotion Foundation (ThaiHPF), the program provided training in Critical Survival Skills, i.e. emergency response, survival, and self-defense skills to 30 young people aged 7-12 years, who are children of employees. This reflects the company’s commitment to caring for employees’ families.



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

3.1 SAMTEL CAREER DAY Project

Samart Group, in collaboration with leading IT educational institutions and universities, implemented the “**SAMTEL CAREER DAY**” project to promote learning about digital technology, artificial intelligence, and ICT skills to young people and students in various higher education institutions. The objective is to enhance the readiness of the new generation of personnel to confidently enter technology careers as well as to promote equal access to digital knowledge in society.

- **Bangkok University**

Smarterware Co., Ltd., a specialist in developing AI Solutions for the public and private sectors, in collaboration with the Faculty of Information Technology and Innovation, Bangkok University, organized lectures for students focusing on career opportunities as developers, AI engineers, data scientists, and data engineers. The students also learned about modern technology trends, real-world work experiences, and skill development strategies for industry entry.

Over 200 students from various disciplines, including Information Technology, Computer Science, Data Science, and Cybersecurity, attended the lectures, along with the Dean and faculty members with keen interest in the topics.

- **Chulalongkorn University**

SmarterWare Co., Ltd. and Secure Info Co., Ltd., in collaboration with the Faculty of Engineering, Chulalongkorn University, organized a special lecture on “The Path to an ICT Career” to students. Key topics included career paths in AI, Cybersecurity and Data, current demands for ICT skills in the job market, real-world work experiences and self-development, and career growth guidance in technology. Over 40 students, first to third years in Computer Engineering attended the lecture, getting to exchange ideas and learn from professionals in the industry.

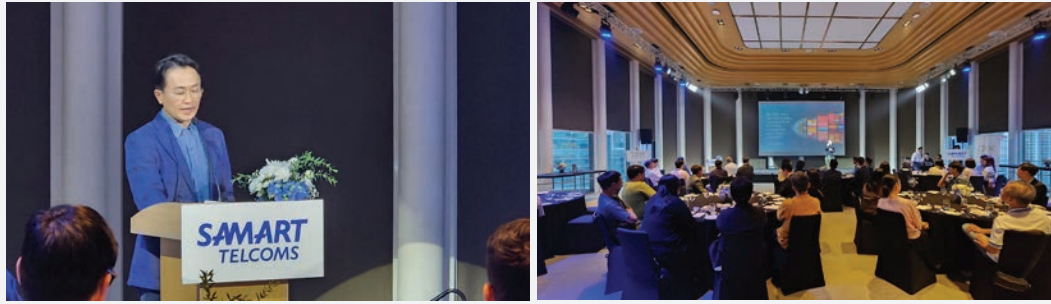


The “**SAMTEL CAREER DAY**” programs attracted over 240 participants, reflecting the growing interest of Thai youth in the technology industry as well as the key role of Samart Telcoms Group in promoting access to digital knowledge for sustainable social development.

3.2. Activities to Promote Knowledge and Understanding of Information Technology and Digital Services

Samart Telcoms Group and its subsidiaries have organized various activities to disseminate knowledge on digital technology, AI, cybersecurity, and sustainable technologies. These include academic seminars, technology exhibitions, educational outreach to institutions, and personnel development programs for the business sector. Program details arranged by particular companies are as follows:

Samart Telcoms Public Company Limited



- **“Smart Banking Foundation” Seminar**

Samart Telcoms Public Company Limited organized the **“Smart Banking Foundation”** seminar to enhance technological knowledge for financial institutions and banks in the digital age. The seminar focused on improving infrastructure efficiency and data security. This seminar helped improve the capacity of the financial business sector to apply new technologies in providing secure and stable digital services.



- **AIT Faculty and Students’ Company Study Visit Samart Telcoms Group** welcomed faculty and students from the Faculty of Environment, Resource and Development (SERD), Asian Institute of Technology in their visit to learn about the company’s operational processes and digital sustainability solutions. Presentations were made for the visitors about various technologies from affiliated companies, including:

- ◆ SAFE Cloud & Smart Digital Workplace Platform by Samart InfoNet Co., Ltd.
- ◆ AI for Smart City by SmarterWare Co., Ltd.
- ◆ Cybersecurity as a Foundation of Sustainability by SecureInfo Co., Ltd.
- ◆ AMI/AMR Solutions for Sustainable Power Management by Samart Telcoms Public Company Limited.

The visitors also had the opportunity to try out the various solutions at the demonstration booths, helping them understand the role of technology in developing a sustainable society and environment.

- **PowerSchool Innovation in Education Summit 2025**

Samart Telcoms Public Company Limited, in collaboration with PowerSchool, organized an academic seminar for school administrators, teachers, and educational personnel related to the theme of **“Personalized Learning in Action: What It Is & How to Achieve It.”** Key presentation topics included:

- ◆ Transforming Classrooms: How AI Enhances Learning
- ◆ Personalizing Education with Teacher Support Systems
- ◆ Empowering Education: School’s Journey to Success

The aim was to promote knowledge in educational technology or EdTech for the Thai education sector, demonstrating the role of AI in developing personalized classrooms and learning experiences.



Smarterware Co., Ltd.



• **“DigiTech ASEAN Thailand 2025”**

Smarterware Co., Ltd., a developer of AI Solutions and Super Apps for organizations, participated in “DigiTech ASEAN Thailand 2025” from November 19-21, 2025 at IMPACT Muang Thong Thani. The company showcased its AI capabilities under the concept of “Smarterware: Your AI Partner.” Innovations presented at the event included the following:

- ◆ AI Computer Vision: Real-time image and video analysis
- ◆ Custom Agentic AI: Intelligent AI agent system for organizations
- ◆ Super App Solutions: Integrating digital services into a single platform
- ◆ AI-LAB & AI50902: Enterprise-level AI computing technology

The company provided valuable knowledge and information on AI to a large number of event attendees.

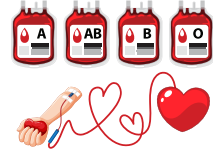
3.3 Articles and information on technology

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 6,900 followers.

“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 2025, the campaign achieved a collection of 199,200 CC. of blood donated by employees and members of communities nearby.



- “Spreading Happiness” This is a project aimed at creating a happy society by organizing activities for employees to work together with the company in sharing and supporting youth and those in need in society.

- ◆ **Spreading Happiness to Children:** Samart Group and its employees organized activities to share happiness, donating gifts and school supplies to over 200 underprivileged children at the Pakkret Boys’ Shelter (Baan Phumivet) and Baan Krettrakarn.



- ◆ **Spreading Happiness to People with Disabilities:** Samart Group and its employees provided materials and equipment for artists with disabilities through the Art No Hand Foundation, as well as supported the artwork created by artists in the project.



- ◆ **Spreading Happiness to the Poor:** With donations of consumer goods, help was provided for the poor and the elderly in need through volunteers who work in various communities.



- **Disaster Relief Project:**

Essential goods were provided for people affected by floods in the South. Donations were also made to help with post-disaster recovery through the Thai Red Cross Society.



โครงการ **รักบุญ**

- **“Knit for Merit” Project:**

In this project organized consecutively for the 11th year by Samart Group, this year, its employees finished knitting over 100 woolen hats and gave them to Buddhist monks as well as those people affected by the cold weather in remote areas.



2. Collaborating with government agencies for charity activities, contributions were made as follows:



- Samart Telcoms Public Company Limited, in celebrating the National Broadcasting and Telecommunications Commission (NBTC)'s 14th anniversary, made a donation to the Thai Red Cross Society's "Emergency Fund for Disaster Relief."



- Samart Telcoms Public Company Limited, in celebrating the Metropolitan Waterworks Authority (MWA)'s 58th anniversary, made a donation to the Phra Mae Thorani Charity Fund.



- Samart Telcoms Public Company Limited, in celebrating the Metropolitan Electricity Authority (MEA)'s 67th anniversary, made a donation to the Rural Development Foundation of Thailand under the Royal Patronage and the Sirindhorn International Environmental Park Foundation under the Royal Patronage of HRH Princess Maha Chakri Sirindhorn.



- Samart Telcoms Public Company Limited, in celebratin the Provincial Electricity Authority (PEA)’s 65th anniversary, made a donation to the Neuroscience Research Foundation under the Royal Patronage, the Chaipattana Foundation, the Ratchasuda Foundation, and the PEA’s Saiyai Faifa Foundation.

3. Supporting Sports and Other Charitable Activities



- Samart Telcoms Public Company Limited, in collaboration with the Government Savings Bank, contributed scholarships and prizes for the 8th GSB’s “Development for Children” volunteering activity, in providing opportunities for underprivileged students at Wat Bang Thalu School and Hat Chao Samran School in Mueang District, Phetchaburi Province.



- Samart Telcoms Public Company Limited supported the PEA-Partner Basketball 2025 competition arranged by the Provincial Electricity Authority (PEA) Basketball and Netball Club, with the objective to promote exercise, foster unity, and promote good relationships between business partners and the Provincial Electricity Authority (PEA).



- Samart Telcoms Public Company Limited supported the 14th PEA Mini Marathon 2025, a walk/run event organized by the Athletics and Running-for-health Club of the Provincial Electricity Authority Association, to promote exercise for health among employees and the general public. Net proceeds go to charity.



- Samart Telcoms Public Company Limited helped with the expenses and prizes and participated in the “PEA 3x3 Amateur 2025” basketball tournament, organized by the Provincial Electricity Authority (PEA) Basketball and Netball Club, with the objective to promote exercise, foster unity, and promote good relationships between the Provincial Electricity Authority and the private sector.
- The company provided support for Phrae United Football Club in competing in the Thai League, 2025-2026 season.
- The company provided support for Buriram United Football Club in competing in the Thai League, 2024-2025 and 2025-2026 Seasons.
- The company provided support for the Thailand Polo Association in organizing the Polo’s horse-riding competition, 2025 season.

4. Promoting Buddhism

- Organizing alms giving and dhamma talks sessions for employees and interested members of the public on New Year’s Day
- Holding a ceremony to offer rains cloth and lent candles for the Buddhist Lent to monks for employees
- Supporting a project where employees offered over 50 woolen hats they knitted themselves as well as rice, dried food, and various Buddhist items to monks in remote areas affected by the cold weather.

