IT CITY

SUSTAINABILITY REPORT

2023

Delivering technology with excellent services for better living

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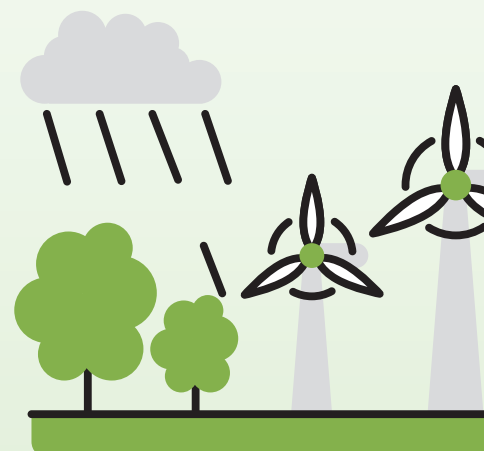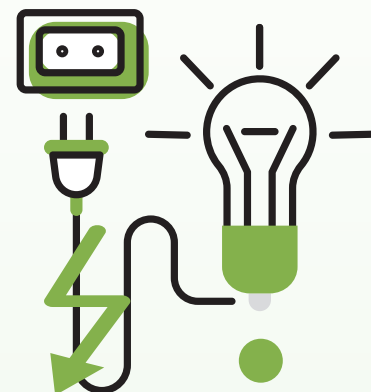## IT City and Sustainability   37

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Senior executive's determination

As the CEO of IT City Public Company Limited, I would like to say that we are committed to driving the organization forward under the principles of good corporate governance while promoting collaboration in driving ESG topics in every sector to expand results across the entire value chain and society as a whole with a commitment for sustainability in that the company will be a leading procurer of modern technology products to support the development of innovations to improve the lives of people in society while minimizing impacts on the ecosystems by using our business potential to create sustainable value for stakeholders covering the environmental, social and governance dimensions.

Accordingly, we believe that sustainability is a major component in business, and if we look back into recent memory during the COVID-19 pandemic, we would be able to see not only impacts to the way of life of the population but also business changes in terms basic necessities, worsening social inequality and severe crises caused by climate change such as storms, forest fires, floods and droughts, not to mention significant deterioration and decrease in available natural resources, leading to imbalance in the ecosystems and loss of biodiversity. At IT City, we recognize well that operating business with the traditional model focused on profits and cost reduction may not be the best solution for today's context. Therefore, we have to adapt and structurally plan our organization's strategies to combine ESG concepts with the internal work processes of the organization and push them to become the organization's culture or values in order to achieve supportive growth in every party and create sustainable returns.

Mr.Sophon Intanate
President

IT City and Sustainability

About IT City

IT City Public Company Limited or "IT City" developed as a joint venture between SVOA Public Company Limited and Saha Group, along with company employees and suppliers. The company was founded in 1996, and by 2019, the company noticed rapid changes in the IT and Smart Phone retail business both in terms of technologies and consume behaviors. Thus, the company entered into a merger with Computer Systems Connection International Co., Ltd. or "CSC", which possessed excellent and extensive experience in the smart device market, in order to increase business strength. Accordingly, the company's primary business is one-stop shopping of IT products under the primary brand name of "IT CITY", which is an IT superstore retail business under the slogan "The IT Superstore", and the company also has different product names for different product groups and provides services through both retail stores and online channels, in addition to having an agency established to care for corporate customers, government agencies and academic institutions.

IT City's Commitment to the Sustainable Development Goals

The company is committed to operating within the framework of sustainability to deliver value to stakeholders through sustainability commitments for the company to become a leading procurer of modern technological products to support the development of innovations to improve the lives of people in society while reducing ecosystem impacts with the highest goal of creating inspiration by delivering technology with excellent services for better living.

Operating Strategy

With the changing context of the entire world paying greater attention to SDGs and ESG matters, business is not only meant to generate profit. Instead, operations with consideration to environmental, social and governance impacts will reflect the overall image of the company's business and build confidence in investors and stakeholders. As a result, the company must review its strategies and set its operating direction according to the changes that are taking place in order to maintain the company's ability to create value and sustainable future growth. The company has analyzed the current situation and its expected future along with the factors that will allow business to become successful according to our intentions covering environmental, social, economic and governance dimensions. The company's major strategies are as follows:

Seamless Business Integration to Promote Sustainable Business Growth (Seamless O2O Experience)

The company recognizes that the product and purchase consumption behaviors of consumers are changing in line with advances in digital technology, and seamless marketing is a factor that influences the decisions of consumers. Every distribution channel of the company must be a seamless touchpoint, and the use of technologies to analyze consumer behaviors will help respond to the service behaviors of each individual customer and enable the company to deliver the best customer experiences.

Creating an Organization Culture and Developing Diverse Human Capital to Prepare for Changes

The company gives importance to creating good experiences to customers by creating a customer-centric culture within the organization with the goal of creating satisfaction and the best impressions in customers across every work process and not only focus on service and product delivery work. Moreover, the company prioritizes the development of human capital, because regardless of the duties performed, the company's personnel are important and valuable resources of the company. The development of a diverse human capital will promote the sustainable growth of the organization and prepare us for future changes.

Strategy on Structuring Work Systems to Reduce Environmental Impacts

The company gives importance to having an effective product management system by using integrated software in the organization to effectively manage products and inventory with emphasis on reducing the quantity of dilapidated and outdated products. This will enhance the company's profitability while reducing our burden in destroying worn-out products that might create environmental impacts. In addition, the company has integrated the ESG concept in operation across the entire value chain of the company, and the company considers the impacts of different activities on the environment and related stakeholders in every process of value delivery.

Business Sustainability Policy and Overview

The company is committed to operating business by procuring modern technology products to support the development of innovations to improve the lives of people living in society while reducing ecological impacts. In doing so, we have adopted the Sustainable Development Goals (SDGs) of the United Nations as a model in our operation, and we have upgraded the company's value delivery process under the concept of business sustainability covering environmental, social and governance dimensions. Accordingly, sustainable development is supervised through the board of directors and the Corporate Oversight and Sustainable Development Committee, and tangible implementation is being pushed for by the Executive Committee through setting the direction, strategies and policies for sustainable development in the organization. Policies related to sustainable development work are reviewed and authorized by the highest-ranking executives and are communicated to employees as well as published on the company's website to ensure that stakeholders from ever sector can access these policies.

More information

Sustainable Development policy IT CITY Public Company Limited.

About IT City

General Information

IT City Public Company Limited operates a one-stop IT product retail business with its head office located at House No. 555 The Palladium World Shopping, B1, B2, 5th Floor, Ratchaprarop Road, Makkasan, Ratchathewi, Bangkok 10400

Company's registration No.	0107545000349
Tel	0-2656-5030-39
Home Page	www.itcity.co.th

Nature of Busines

The Company's main business is selling fully integrated IT products (One Stop Shopping IT Products) through the storefront and online channels. There are departments which take care of corporate customers, government agencies and educational institutions. In the present, we have especially classified storefronts under different trade names for each product group as follows:

IT CITY takes responsibilities in distributing and selling computers, Smart Phones, and peripheral devices under the group of traditional IT products. Focuses are made on accessing to broad consumers at every level, and creating IT products which are easily accessed by consumers of every age and gender.

CSC takes responsibilities in distributing and selling Smart Phones and accessories for Smart Phones, such as charging cords, adapters, reserve batteries and so on. Focuses are made on accessi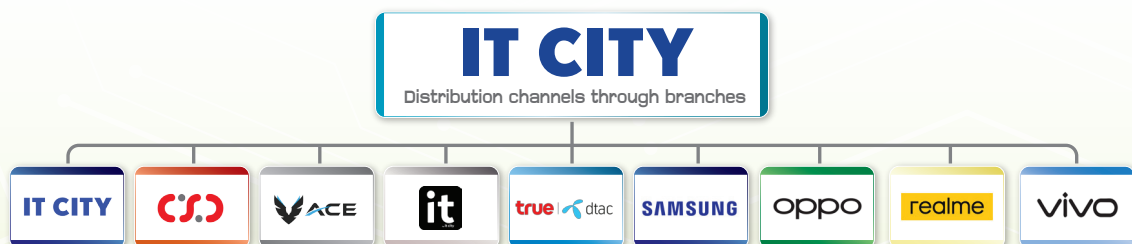ng to consumers who want to purchase Smart Phones with good quality made by leading mobile phone manufacturers. There are many models to be chosen from and they are guaranteed to be excellent products.

ACE takes responsibilities in distributing and selling computers highly efficient custom-built PC, gaming devices and peripheral devices for game players or gamers. It tries to penetrate into the teenager market, focusing on responding the needs of teenagers who love playing games, content creators, and Youtubers that are looking for IT devices with high efficiency and uniqueness.

IT DOT (It.) takes responsibilities in distributing and selling IoT products, central connecting devices like Smart Phones and networking devices with high efficiency, and gadgets. Focuses are made on penetrating the market of IT lovers in new generation who search for the Always Connected Lifestyle that involves connections with wireless devices in every aspect in life all the time.

Apart from providing services under the aforementioned official name brands, IT CITY has rights to manage shops of partners in the leading department stores. Such partners are OPPO, VIVO, Samsung, Huawei, Realme, and DTAC, the country's leading network service provider. In addition, to enhance potentials in accessing to consumers, footprints of IT CITY affiliated shops are added, together with department stores.

Furthermore, the company also offers products under the Wise brand, which is the company's own product brand. Through the company's own expertise and skill in procuring IT-related products and the company's employee base that make up agencies that are directly responsible for product care, the company has the capability to deliver quality products that meet customers' needs.

IT CITY
Distribution channels through branches

IT CITY | CSC | ACE | it | true dtac | SAMSUNG | OPPO | realme | vivo

Sustainable Value Chain

Future Digital Trends
Stakeholders: Employees, suppliers and business allies.

Product Trend Monitoring
Study and monitor the trends of new products, services and technologies to remain current and meet the usage requirements of each consumer demographic in order to prepare products for delivery.

Eco-Logistics
Stakeholders: Employees, suppliers, communities and regulatory agencies.

Product Storage and Distribution
Store products and distribute products to consumers while aiming for ecological efficiency.

Inspired & Responsibility
Stakeholders: Employees, suppliers, customers/consumers, regulatory agencies and communities.

Inspiring Responsible Use of Technology
Engage in marketing that aims to inspire and promote responsibility in consumers and society.

Customer Engagement
Stakeholders: Employees, suppliers, customers/consumers and regulatory agencies.

Customer Relationship Building
Build customer relationships by communicating with and meeting the needs of customers.

Sustainability Governance Structure

Keeping in mind the constantly changing business contexts, the company has established a work committee to drive the organization toward sustainable development in order to set appropriate guidelines and sustainable development plans covering environmental, social and governance dimensions within the policy framework established by the board of directors and the Corporate Governance and Sustainable Development Committee.

All organization

Board of Directors

Corporate Governance and Sustainable Development Committee

Sustainable Corporate Development Working Group
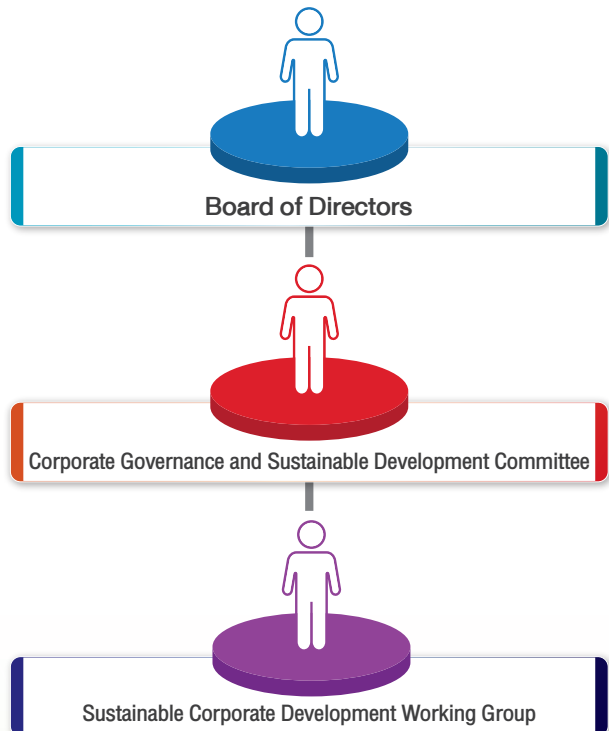
Roles and Duties of the Corporate Governance and Sustainable Development Committee

Good Governance

● Consider and set guidelines and recommend policies/ practice guidelines about business ethics and integrity along with anti-corruption policies/measures in line with the good corporate governance system to the board of directors and management in order to set practice regulations for the entire organization to ensure the presence of up-to-standard and correct practice guidelines for the organization.

● Recommend and review policies/practice guidelines and responsibility to the company's different groups of stakeholders and provide supervision and consultation as well as monitor progress and evaluate the results of good corporate governance work.

● Promote integrated organization management along with good Governance, Risk Management and Internal Control and Compliance (GRC) to ensure effective implementation.

Sustainable Development

● Consider, specify and review policies and strategies and make improvements to the sustainable development goals of the company to ensure balance in environmental, social and governanc (ESG) aspects while conforming to the good national practice standards and international standards.

● Recommend and support the specification of principles, policies and strategies and implementation of the company in line with sustainable development principles in order to achieve success according to set goals while maintaining the company's leadership status in relations to external organizations and supporting the board of directors, executives and employees to effectively conduct themselves in line with the company's sustainable development guidelines.

● Supervise, monitor, evaluate and disclose information about sustainable development efforts to ensure balance, efficiency and the greatest benefit to the company and stakeholders.

Roles and Duties of the Sustainable Corporate Development Working Group

● Set appropriate sustainable development guidelines and plans consistently with policies covering the environmental, social and governance dimensions.

● Supervise, oversee and review sustainable development efforts and push for implementation and promotion of participation in various projects within the sustainable development framework with related internal and external agencies.

● Create a sustainable development culture and communicate it to directors, executives and employees on every level as well as suppliers and other related persons to know, understand and have awareness about sustainable development.

● Report sustainable development efforts and prepare sustainable development reports to present to the Corporate Governance and Sustainable Development Committee.

Voices of the Executives and Female Executives of IT City and Sustainable Business Development

> *IT CITY gives importance to its management processes across the entire value chain from procurement to storage and product distribution. Through activities across the entire value chain, we consider potential impacts to the environment and related stakeholders.*

Pairoj Amatamahatana
Vice President of Warehouse

> *Over the past 2-3 years, sustainability issues have attracted the attention of people from all over the world, and ESG is being used in marketing. We do not view ESG as just following a trend, but we want to show sustainable changes.*

Kasame Srilertchaipanich
Vice President of Marketing

> *IT CITY has a customer-centric vision to build relations with customers through communication and meeting the needs of our customers. These are areas that we give importance to alongside operating business with responsibility to consumers and society.*

Khanaphon Piyalaksanangkul
Vice President of Sales & Product

> *As business changes take place, we have to move forward cautiously and carefully while maintaining balance in financial and non-financial matters in addition to giving importance to managing potential risks to lead to secure business growth.*

Wannaporn Chansareewittaya
Vice President of Financial and Account

> *We give importance to the development of human and social capital, diversity and equality while not violating human rights in the supply chain. For these matters, we have set clear policies and goals.*

Kamonvor Neranartkomol
Vice President of Human Resource & Procurement

The needs and expectations of stakeholders are essential to the operation of the business. Therefore, the company has created channels for communication between the company and stakeholders in order to use information obtained in analysis and in setting appropriate response measures, as well as in making improvements and changes to the strategies, work plans and sustainability work plans of the company.

Communications Channels for Suggestions or Complaints

IT CITY Public Company Limited, Head Office

The Palladium World Shopping, 555 B1, B2, 5th Floor, Ratchaprarop Road, Makkasan, Ratchathewi, Bangkok 10400
Tel: 0-2656-5030 - 39
e-Mail : companysec@itcity.co.th

IT CITY

Sustainable Development Report

IT City Public Company Limited disclosed information in its 2023 sustainability report in order to communicate the company's sustainability strategies, work processes and performance in issues that are important to business and stakeholders across the entire supply chain and work efforts in ESG covering environmental, social and governance dimensions to ensure consistency with the United Nations Sustainable Development Goals (SDGs). In doing so, the company has prepared the sustainable development report in Form 56-1 (One Report) to disclose the company's performance from 1 January 2023 to 31 December 2023.

Accordingly, the company's sustainable development issues and performance are reviewed and approved by the highest-ranking executives, the Corporate Governance Committee and the board of directors to ensure that the report contains complete and sufficient content to be distributed to all stakeholders.

Inquire for additional information at

Sustainable Development Working Group

IT City Public Company Limited, Head Office

The Palladium World Shopping, 555 B1, B2, 5th Floor, Ratchaprarop Road, Makkasan, Ratchathewi, Bangkok 10400

Tel: 0-2656-5030 - 39

e-Mail: companysec@itcity.co.th

Home Page: www.itcity.co.th

The Importance of Stakeholders

The company gives importance to the expectations and interest of all stakeholders, including impacts on stakeholders from the company's business operation by having analyzed and identified key stakeholders. Accordingly, the company has specified the format and channels for engagement and how to handle potential risks from stakeholders and monitors, measures and follows-up on the needs, expectations or concerns about the company and integrates them as part of the company's work plans and sustainability topics. Moreover, the company encourages the stakeholder engagement in order to be able to appropriately meet the needs and expectations of stakeholders.

Stakeholders and Engagement

Stakeholders	Expectations	Response	Engagement
Customers Consumers	■ Responsibility for products and services. ■ Access to products and services. ■ Personal data security. ■ Equitable treatment of customers.	■ Sell quality products that are certified according to established standards. ■ Deliver good and equitable services. ■ Offer pre- and post-sale care. ■ Heed and respond to complaints. ■ Expand product and service channels. ■ Develop a customer data management system to maintain and secure personal data	■ Customer satisfaction survey. ■ Suggestions and complaints can be submitted through branches. ■ Suggestions and complaints can be submitted through channels published on the company's website. ■ Customer service center.
Suppliers	■ Fair business conduct. ■ Mutual business growth. ■ Responsibility for products and services.	■ Equitable and fair treatment of suppliers. ■ Operate according to the business code of conduct. ■ Raise the level of sustainability issues with suppliers.	■ Joint meetings. ■ Suggestions and complaints can be submitted through channels published on the company's website.
Business Allies	■ Fair business conduct. ■ Risk management. ■ Human resources management.	■ Operate according to the business code of conduct. ■ Develop personnel effectively. ■ Manage risks appropriately.	■ Joint meetings. ■ Suggestions and complaints can be submitted through channels published on the company's website.
Shareholders and Investors	■ Business performance. ■ Good governance. ■ Information transparency. ■ Care for rights and equality.	■ Public reports and disclose information transparently. ■ Operate according to the business code of conduct. ■ Create maximum benefits for shareholders as a whole.	■ Annual reports. ■ Shareholder meetings. ■ Investor relations. ■ Contact channels published on the company's website. ■ Listed company meets investors activities (Opportunity Days).
Employees	■ Knowledge development. ■ Occupational health and safety. ■ Career advancement. ■ Treatment of employees according to human rights principles. ■ Fair remunerations.	■ Train and develop skills to provide growth opportunities in the organization. ■ Maintain safety and a good work environment. ■ Provide fair remunerations and adequate benefits. ■ Conduct annual employee engagement surveys.	■ Work section meetings. ■ Communication via internal company channels. ■ Suggestions and complaints can be submitted through channels published on the company's website.
Regulatory Agencies	■ Operating business without violating related laws and regulations. ■ Good governance.	■ Support and follow all laws and regulations. ■ Cooperate with the government and regulatory agencies. ■ Operate business transparently, fairly and in a verifiable manner without violating the law.	■ Contact channels published on the company's website.
Communities	■ Responsible business operation without causing social, community and environmental impacts.	■ Operate business without causing impacts on society and surrounding communities where the company operates business. ■ Respect human rights and local cultures and traditions.	■ Suggestions and complaints can be submitted through channels published on the company's website.

Evaluation and Ranking Processes

The company has analyzed and gathered related sustainability issues based on consideration of issues consistently with the expectations of all stakeholder groups in order to assess the company's key issues. Accordingly, the company used the Triple Bottom Line concept to design the company's sustainability operational framework with emphasis on maintaining economic, social and environmental balance, and transparent business operation with governance in line with the international guideline on sustainability information disclosures (GRI Standards) covering 4 key steps as follows:

Step 1 Understand The Organization's Context

We analyzed external factors as well as sustainability contexts and the trend and direction of sustainability in IT retail businesses as well as the state of market competition and analysis of internal factors such as performance, strengths, weaknesses, risk factors and identification of issues impacting the company's value in the short-term, medium-term and long-term covering economic, social and environmental dimensions.

Step 2 Prioritization

We prioritized issues by measuring importance from the perspective of external stakeholders and based on the company's own perspectives to determine which issues impacted the company's ability to operate business according to objectives according to the Risk Matrix.

Step 3 Validation

We gathered chosen key issues to discuss them with the Sustainable Development Working Group and proposed the issues obtained through prioritization with the Corporate Governance and Sustainable Development Committee in order to review the completeness of contents to be presented in Form 56-1 One Report and for publication on the company's website.

Step 4 Continuously Develop the Report

We continuously reviewed information disclosures and gathered opinions and suggestions from stakeholders to continuously review sustainability issues and improve our reports.

Materiality Assessment's Result
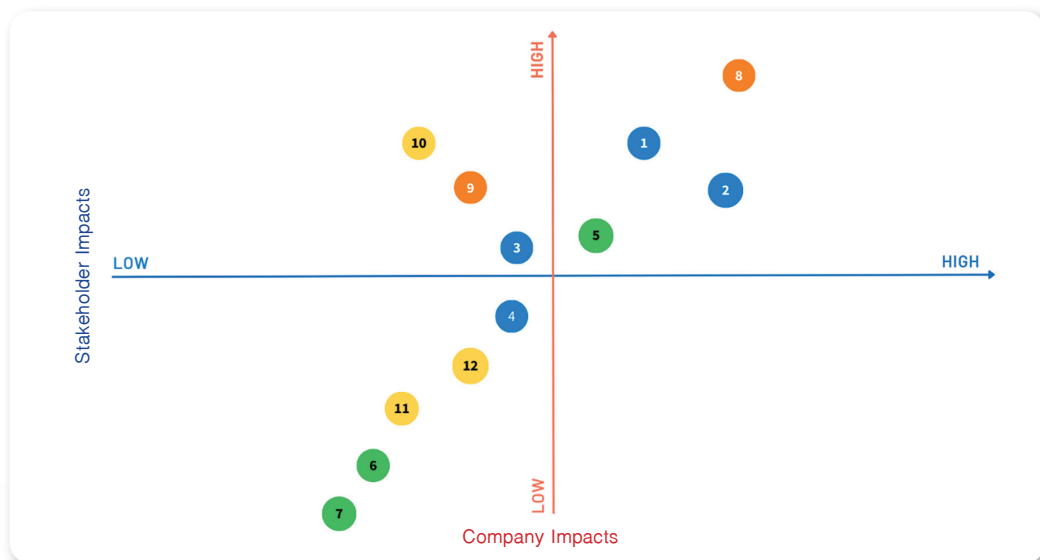
From all off the sustainability issues in the established operating framework, the company selected key sustainability issues that significantly impacted the company's ability to create value in the short-term, medium-term and long-term such as quality products and services, employee care and development, increasing efficiency, sustainable supply chain and society and community care in order to create sustainability strategies through analysis of the existing situation, expected picture of the future and factors contributing to success as follows:

Economy	Environment	Society	Governance
1. Access to products and services	5. Increasing efficiency	8. Employee care	10. Fair business operation
2. Customer satisfaction	6. Pollution	9. Occupational health and safety	11. Personal data protection
3. Product and service innovations	7. Climate action		12. Anti-corruption
4. Sustainable supply chain			

Scope of Key Sustainability Issues

Sustainability Strategy	Key Issues	Scope	
		In the Organization	Outside the Organization
Quality products and services	■ Present quality products and services ■ Product and service access. ■ Personal data safety	■ Employees	■ Customers/consumers ■ Suppliers ■ Communities ■ Regulatory agencies
Employee care and development	■ Care for employee well-being ■ Employee development	■ Employees	■ Communities ■ Regulatory agencies
Increasing efficiency	■ Environmental management ■ Climate change ■ Energy management ■ Waste management	■ Employees	■ Suppliers ■ Shareholders/investors ■ Communities ■ Regulatory agencies
Sustainable supply chain	■ Corporate governance ■ Risk management ■ Trade partner management	■ Employees	■ Customers/consumers ■ Suppliers ■ Business allies ■ Shareholders/investors ■ Communities ■ Regulatory agencies
Society and community care	■ Community and social development	■ Employees	■ Suppliers ■ Communities ■ Regulatory agencies

Sustainable Business Development Strategies and Guidelines

The company is determined to become a leading procurer of modern technology products to support innovations that will improve the lives of people living in society while reducing ecological impacts. In doing so, the company has adopted sustainability and business strategies to integrate them as business guidelines that prioritize balance in the environmental, social and governance dimensions (ESG) as follows:

Delivering technology with excellent services for better living.

Promote responsible access to technology.

Promote economic growth and good quality of life.

Develop diverse human capital with sufficient welfare for living and consideration to human rights.

Enhance sustainability in the supply chain.

Reduce environmental impacts and increase efficiency in a sustainable

Economic
Seamlessly integrate business to promote sustainable business growth. (Seamless O2O Experience)

Social
Create an organization culture and develop human capital for diversity to accommodate changes.

Environmental
Create a work system that reduces environmental impacts.

Sustainability Performance in 2023

Goals and performance

Quality Products and Services	2023	Target	Target Year
Number of expert personnel in product procurement for meeting customers' needs.	17	–	–
Increase customer satisfaction in the printer business.	80	90%	2026
Increase satisfaction in agency customers, corporate customers and governmental customers.	87	90%	2026

Employee Care and Development	2023	Target	Target Year
Engagement of office employees (%) .	73	90%	2026
Engagement of operations employees (%).	83	90%	2026
Employee development (% of technical knowledge of employees).	70	90%	2026
Employee accident incidence rate.	0	0	–
Lost Time Injury Frequency Rate: LTIFR	0	0	–
Lost time Injury Rate: LTIR	0	0	–
Occupational Illness Frequency Rate: OIFR	0	0	–
Average Yearly Employee Turnover (%)	4.19	–	–
Digital Learning Access (Login Count)	5,533	–	–

Increased Efficiency	2023	Target	Target Year
Reduction in electricity consumption from the base year (2023).	–	–10%	2028
Reduction in greenhouse gas emissions from the base year (2023).	–	–10%	2028

Sustainable Supply Chain	2023	Target	Target Year
ESG evaluation form response rate of Tier 1 suppliers.	100%	100%	2025
Suppliers receive communication about the Supplier Sustainable Code of Conduct.	100%	–	–

Social and Community Care	2023	Target	Target Year
Ongoing yearly activities or projects under the Share for Change project.	1	Ongoing every year.	–

Products and Services

The company is determined to respond to changes in consumer behaviors in product and service purchases by supporting responsible use of technology products. In doing so, the company will focus on selecting and delivering the best products to customers in order to deliver good experiences and value to keep up with the lifestyle changes of consumers. Moreover, using technology to analyze consumer behaviors can help the company respond to the unique service behaviors of each individual customer to allow the company to deliver the best customer experience.

Goals

1. Have enough personnel to procure products to sufficiently meet customers' needs.
2. To ensure that customer experience reaches 90% by 2026

Strategies

1. Procure products and services that meet customers' needs.
2. Increase the distribution channels for new products and services.
3. Create standards for goods and services

The Performance of the Quality Products and Service in 2023

Number of Expert Personnel in Procuring Products to Meet Customers' Needs

In 2023, the company had 17 expert personnel in the procurement of products to meet customers' needs. This is an appropriate number, and each product expert will survey products and select manufacturing companies that are certified according to manufacturing standards in order to ensure that the company can continuously improve the quality of the products that are sold.

Increasing Product and Service Access

Technological changes have led to changes in the lifestyles of today's consumers. With everything connected online today, many businesses have to adapt to these changes. In doing so, the company has added ways to access products and services in order to meet customers' needs in every area. These channels include branches, websites, marketplaces and a customer call center.

Increasing Customer Satisfaction

The company assesses customers' satisfaction in the company's products and services in the customers of the printing business and corporate and government agency customers and has set goals to improve customer satisfaction.

Accordingly, in 2023 all printer business customers were satisfied with an average evaluation score 80% having a **good rating.**

Meanwhile, 87% of corporate and government customer satisfaction was **very high.**

Evaluation Criteria

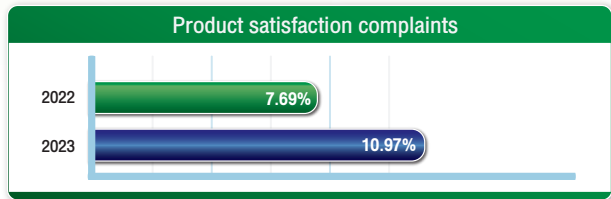| Average	Satisfaction criteria
Greater than 95%	Excellent
85%-95%	Very good
75%-84%	Good
50%-74%	Fair
Less than 50%	Improvements needed

Source Inspection and Product Safety Standards

IT City has paid attention to the safety of distributed products, Product Department will closely work with distributors or manufacturers on the product in inspection and product safety assurance, taking into account the risk of inferior product and non-standard product delivery, this will affect the confidence of customers, and the Company has also provided operational staff with knowledge on safety standards, Industrial Product Standards (TIS), etc.

In 2023, none of any products or services which is not compliant with safety standards was found in the complaints of customers and government agencies related to safety standards.

IT CITY sells products that pass quality inspections as required by laws that the products must not infringe intellectual property, copyright, or patent.

However, in 2023, the Company received 17 complaints representing 10.97%. of all complaints, the company has followed up on problems and resolved complaints completely. By understanding and clarifying information to customers including carrying out repairs and product claims change product returned the product and refunded all complaints to customers.

Product satisfaction complaints

Year	
2022	7.69%
2023	10.97%

Complaint management process

Complainant Complaint Reporter

Customer Relationship Management Department Receive complaints and consider the initial level of severity

Investigate details, solutions Correctional Actions, Summary of Results

Notify the results of the consideration to the originating agency. Responsible person and complainant

Report to the Vice President of Marketing every quarter

Level of processing time

Level 4	Level 3	Level 2	Level 1	Level 0
not more than 60 days	not more than 30 days	not more than 10 days	not more than 5 days	No impact

Complaints about product safety and standards

2022	2023
0	0

Employee Care and Development

Human resources are at the heart of enhancing the competitiveness of the organization and are vital resources in driving the organization toward success. Currently, many companies are experiencing a very high rate of work resignations and job transfers, especially in the younger generation who have a different life culture and attitudes toward work as consistent with the era. Regardless, the company focuses on and values an employee recruitment process that gives consideration to human rights principles, equitable treatment and respect for differences among employees, in addition to the development of knowledge and ability in employees to increase work skills and efficiency while retaining employees through delivery of equitable welfare and remunerations that are sufficient to meet living requirements to ensure that employees are engaged in the organization and continue collaborating with the company in the long-term in line with the company's human resource management policy that is published on the company's website www.itcity.co.th.

Goals

1. To drive associate engagement to exceed 90% in 2026.
2. At least 90% of employees possess technical knowledge and skills by year 2026.
3. Zero work accidents causing employee absences from work.
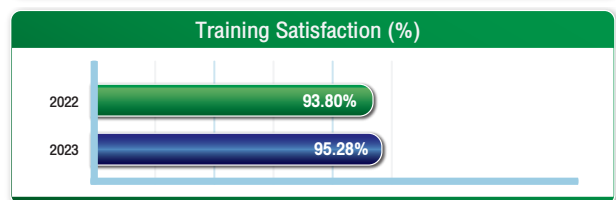
Strategies

1. To take care of associates thoroughly and fairly with Human Right principles as the focus
2. To provide Living Wage and benefits that are sufficient for the living of associates and their families.
3. Develop the capabilities and skills of employees.
4. Care for safety, occupational health and work environment.

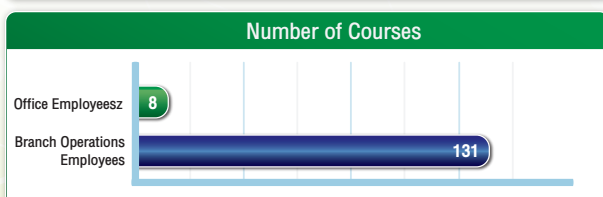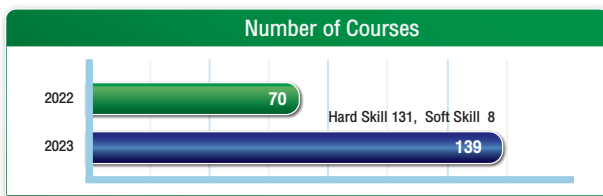## Employee Care and Development Performance in 2023

Associate Satisfaction Survey (%)

Associate Satisfaction Survey (%)
- Office Employeesz: 73%
- Branch Operations Employees: 83%
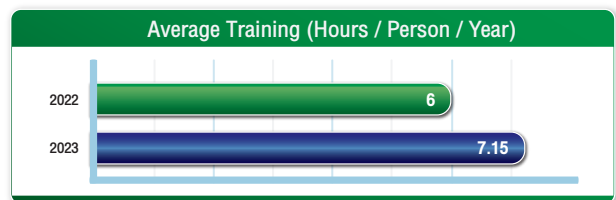
The company surveys employee engagement in terms of remunerations and welfare, work quality of life, career growth, organization culture, supervisors and colleagues and work and responsibilities and uses survey results to create guidelines to develop the organization and meet the needs of employees, and the company also discloses survey results and developmental guidelines to employees.
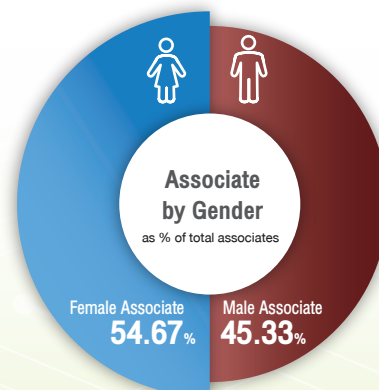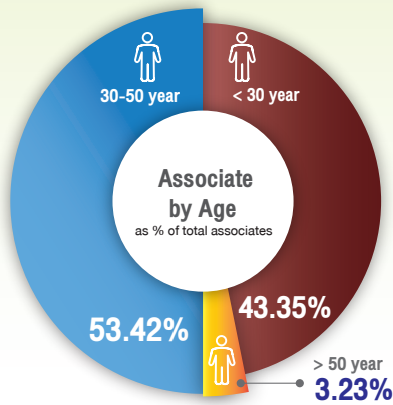
Average Training (Hours / Person / Year)
- 2022: 6
- 2023: 7.15

Training Satisfaction (%)
- 2022: 93.80%
- 2023: 95.28%

Associate Profile in 2023

Associate by Gender

Employee Development

Number of Courses
- 2022: 70
- 2023: 139 Hard Skill 131, Soft Skill 8

Number of Courses
- Office Employeesz: 8
- Branch Operations Employees: 131

Associate by Gender
as % of total associates

Female Associate **54.67**% Male Associate **45.33**%

Associate by Age

Associate by Age
as % of total associates

- 30-50 year: 53.42%
- < 30 year: 43.35%
- > 50 year: 3.23%

Share of High-ranking Executives

Share of High-ranking Executives
** Percentage of All High-Ranking Executives

- Female High-Ranking Executives: 23.08%
- Male High-Ranking Executives: 76.92%

Share of Employees by Work Section

Share of Employees by Work Section
as % of total associates

- Warehouse Group: 4.85%
- Warehouse Group: 4.41%
- Marketing and Information Divisio: 5.51%
- Executives: 0.66%
- Legal, Internal Audit and Secretary: 0.73%
- Sale and Product Group: 83.84%

Share of Operations Employees

Share of Operations Employees
** Percentage of All Operations Employees

- Female Associate: 55.43%
- Male Associate: 44.57%

Share of High-ranking Executives

Share of High-ranking Executives
** Percentage of All Administrative Employees

- Female Associate: 42.86%
- Male Associate: 57.14%

Total associate turnover rate (% of total associate)

	Turnover rate 2023
Total associate turnover rate	4.19%

Associate Trainings and Development

The Company realises the importance of employees who are the driving forces of an organization. The Company focuses on personnel development and educational training that can lead to quality performance. In 2023, the Company provided 139 training No. Of annual training hours is 7.15 hours per person per year on average and development programmes for people in terms of hard and soft skills to develop active, self-improving.
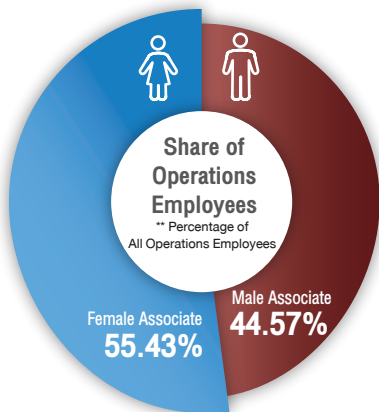
Personnel Potential Development in Digital

IT CITY has applied the learning materials for personnel's working potential development in the digital scheme, that is, Essential Skill Courseware for e-Learning, to develop employee's skills

Application accessed (No. of time)

- 2021: 2,631
- 2022: 3,385
- 2023: 5,533
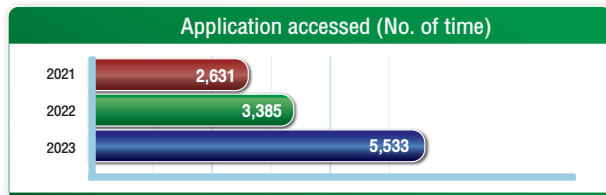
Highlight Courses of 2023 are as Follows

Appropriate Self-Improvement for Job Positions

In order to encourage employees to develop the essential capabilities and performance for their work positions, a process is in place for career track development in order to create plans for work advancement with clearly specified performance goals that are linked to the organization's key objectives. This ensures that employees can improve themselves to have attributes that are suitable to their current job positions or to prepare them for growth in their career tracks.

Technical Training

We aim to develop the skills and knowledge of employees who are tasked with serving our customers in order to ensure their knowledge and understanding in a wide range of products and product technologies and proper usage skills in order to be able to effectively meet customers' expectations.

Personal Data Protection Act (PDPA)

The essence of PDPA act are disseminated to associates to create awareness and understanding of PDPA so that associates could correctly manage information without violating any laws or regulations.

Fair Labor Practices

The Company commits to respecting the labor rights of employees and fair practices to comply with laws and policies under Thailand and International Labor Protection Act through appropriate employment, wages, working hours, holidays, and benefits. Measures also include a safe workplace and a good environment. The Company promotes welfare for employees, as follows:

Welfare	Rights according to the law	Rights the Company set for Employees
Public Holiday	No fewer than 13 days a year	13-16 days
Annual personal leave	No fewer than 6 days a year	6 days
Business leaves	3 days	6 days
Religious rite leaves, monk ordination leaves.	-	No more than 15 work days.
Funeral leaves for direct family members (parents, spouses and children).	At least 3 work days.	3-5 work days.

Furthermore, the company provides a wide variety of benefits to employees, including benefits that increase life security such as a provident fund, group health insurance, etc.

Promoting equal opportunity and employee diversity

The Company has emphasized human rights, promoted diversity and inclusion, and non-discrimination on the basis of sexual orientation and gender identity, the Company has provided LGBTQI employees with working opportunities to encourage them to show their full potential, and have confidence and self-esteem.

Employment of the Disabled

IT CITY has a policy of non-discrimination and equal opportunity in employment, the Company has employed the disabled in accordance with the Empowerment of Persons with Disabilities Act, supported and promoted the disabled to equally work as normal people in positions that they can do. In 2023, the Company has employed the disabled to work in Accounting and Finance Department and Information Department.

In 2023, the company has contributed 1,556,360 baht into the disabled person's quality of life promotion and improvement fund.
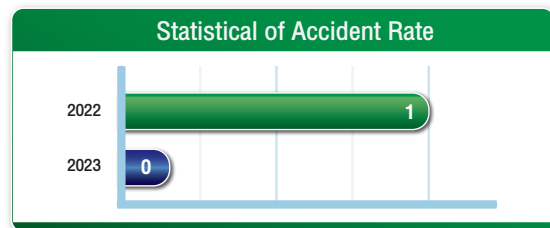
Safety Care

The health and workplace safety of the associates are the most essential factor. The Company prioritized and enforce the Occupational Health and Safety (OHS) policy that all the associates must be responsible for themselves as well as their coworkers with the common goal of having **Zero Accident.**

For the safety, occupational health and work environment policy please visit www.itcity.co.th.

Operational Risk Management

Safety Requirements and Standards

Promoting Safety Culture in the Organization

Goal of Accident = 0   Accident in 2023 = 0

Statistical of Accident Rate

Statistical of Accident Rate

Year	
2022	1
2023	0

Communication with employees

The Company has prioritized communication with employees so that they will be aware of the policy and operational guidelines, activities, and information in the same direction. All employees will be notified of many areas of information through the Company's email, notice board, website, etc.

To study the major policies in employee care and development please visit www.itcity.co.th.

Human resources management policy.

Safety, occupational health and work environment policy.

Efficiency Development

Greenhouse gas emissions are the primary cause of climate change. Greenhouse gas is created naturally and through human activity and is a global problem impacting ecosystems, economies and society, including in hydrological aspects and the management of water resources and basic human infrastructure. As such, the entire world today is campaigning widely and seriously to reduce greenhouse gas emissions.

The company recognizes the aforementioned problem and intends to achieve business growth while reducing environmental impacts at the same time and managing the entire supply chain according to the sustainable development policy and sustainable development policy, which the company has published on the company's website www.itcity.co.th.

Goals

1. To lower energy consumption per area from base year by 10% by 2028.
2. Reduce 10% of carbon emission, from the base year, by 2028 (Scope 1 and Scope 2).

Strategies

1. Increase the efficiency of the environmental management system.
2. To bolster workforce awareness on energy conservation.
3. Promote suppliers to participate in energy conservation.

The Operation of Efficiency Development in 2023

The promotion of sustainable energy conservation has been regarded as an important task for all parties to take concrete action through the 3Rs strategy: Reduce, Reuse, and Recycle, by formulating operational plans and measures of energy conservation throughout the value chain to secure the most cost-effective and efficient resources utilization.

Carbon Footprint for Organization (CFO)

In 2023, the Company has prepared the Carbon Footprint for Organization, according to the guidelines by the Thailand Greenhouse Gas Management Organization (Public Organization) to evaluate the amount of greenhouse gases emitted from the Company's activities. The calculation and preparation of greenhouse gases emission lists were conducted by Thailand Environment Institute which is the leading environmental organization, operating work by adopting the international standards. The Company has set the year of 2023 as the base year for calculating the amount of greenhouse gases emissions, for the data disclosure in the next year. This would lead to the planning on the improvement of efficiencies in the environmental operations with sustainability.

Amount of Greenhouse Gases Emissions in 2023

Scope of Data	Scope I	Scope 2
Head Office &Warehouses	35	185

** Unit: tCO_2-qe

Water Consumption 2023

Scope of Data	water consumption 2023
Warehouses	2,255

** Unit: m^3

Energy Consumption 2023

Scope of Data	Electricity Consumption 2023 (GWh)
Head Office	179,710
Warehouses	190,000

** Unit: Kilowatt-Hours

Climate Care Collaboration Platform

the Company participated in the "Care the Bear" Project, a project under the concept of "Change the Climate Change" initiated by the Stock Exchange of Thailand, this project aims that every part of the organization will participate in reducing greenhouse gas emissions, which is a major cause of global warming, through the principle of 6 Cares, aiming to change behaviors to reduce global warming in 6 areas:

- Make a campaign to travel by public transport or travel together
- Reduce the use of paper and plastic in documents and packaging
- Refrain from using foam from packaging or foam for decoration
- Reduce energy consumption from electrical equipment or switch to use energy-saving devices
- Design by using decorative materials that can be recycled;
- Reduce food waste at events

Campaigns to associate for the Efficient Use of Resources

Employees are encouraged to jointly work to conserve the environment and to have awareness about energy conservation in order to establish operating guidelines and remain on the basis of good governance for all employees through the following activities or projects:

Mutual Cooperation in Waste Reduction and Sorting at the Source

Employees are encouraged to sort their trash inside the company in order to increase waste management effectiveness to promote recycling to create value through suitable processes. This is a mechanism for promoting the development of infrastructure that accommodates wastes that are created and recycling in addition to promoting positive behaviors in employees. This is implemented as part of the **"Reduce and Sort Waste at the Source"** activity.

Display monitors are turned off when not used for 15 minutes and during lunchbreaks.

Employees are encouraged to use their equipment efficiently and to be conscious about the value of energy as they use it. This is a way to promote their role and participation in reducing unnecessary waste of energy and is achieved through turning off computer display monitors when they are not used for 15 minutes or during lunchbreaks or by installing screensaver software to reduce energy consumption without increasing budgetary expenditures. However, this requires the cooperation of personnel on every level and from every department in making operational improvements to reduce energy consumption.

Turning off lights when they are not in use or after work hours.

Employees are encouraged to turn off lights that are not in use, such as during lunchbreaks, and to turn on lights only in areas that are needed for use.

Project for Exchanging Old Products for New Products

Technologies are changing rapidly. Naturally, what follows is an increase in the quantity of electronic wastes (e-Wastes). Some of the wastes are resold, while others are exchanged for discounts for purchasing new products, while the rest is collected and discarded together with general waste, which causes problems resulting from mixed discarding of waste. Accordingly, a single mobile telephone contains hazardous chemicals such as lead, cadmium, nickel, bromine, beryllium, lithium, cobalt and others, and if they are not properly disposed of, these toxins can contaminate the environment, which can harm human health and ecosystems. Because the company values environmental care, in 2023 the company launched the Old for New Project for exchanging old products for new ones to allow old products to be managed in an appropriate way.

Sustainable Supply Chain

Supply chain management poses a challenge for the company in setting supply chain management strategies. For products and services to be delivered to the hands of consumers, there are many related management processes ranging from procurement to production, storage, transportation and distribution, collectively known as the supply chain. Today's supply chain activities take place in the form of a network with consideration economic, social and environmental sustainability issues, which have been integrated as part of business operations together with our business allies in order to enhance the supply chain to increase opportunities, reduce risk and increase the competitiveness of the business in line with the supply chain management policy, which the company discloses on the company's website www.itcity.co.th.

Goals

1. To raise the response of survey on supplier's sustainability to be 100% in 2025
2. Suppliers would receive 100% acknowledgement of Supplier Sustainable Code of Conduct

Strategies

1. To select and inspect suppliers with sustainable operation potential.
2. To develop and leverage supplier's potential to reach mutual sustainability in the pillars of economic, society and environment.
3. To assess a risk of corruption while disseminating anti-corruption knowledge to suppliers.

Sustainable Supply Chain Performance in 2023

The company recognizes that, when operating business, it is necessary to rely on raw materials, equipment and services from suppliers. If suppliers do not give importance to or do not follow regulations, business impacts can occur. As such, the company gives importance to managing trade partner risks and in developing suppliers to be able to operate business in a sustainable fashion while growing together long-term and has a supply chain management policy and supply chain management guideline that are disclosed on the company's website at www.itcity.co.th.

1	**2**	**3**	**4**
Communicate expectations and recruit and select high-potential customers by integrating sustainability criteria.	Provide knowledge to and manage sustainability risks with suppliers.	Promote and support the development of potential.	Establish ties and maintain long-term relationships.

Significantly Affected Key Stakeholders

Future Digital Trends	Eco-Logistics	Inspired & Responsibility	Customer Engagement
Stakeholders: Employees, suppliers and business allies.	Stakeholders: Employees, suppliers, communities and regulatory agencies.	Stakeholders: Employees, suppliers, customers/consumers, regulatory agencies and communities.	Stakeholders: Employees, suppliers, customers/consumers and regulatory agencies.
Product Trend Monitoring	**Product Storage and Distribution**	**Inspiring Responsible Use of Technology**	**Customer Relationship Building**
Study and monitor the trends of new products, services and technologies to remain current and meet the usage requirements of each consumer demographic in order to prepare products for delivery.	Store products and distribute products to consumers while aiming for ecological efficiency.	Engage in marketing that aims to inspire and promote responsibility in consumers and society.	Build customer relationships by communicating with and meeting the needs of customers.

Supplier Identification

The Company devised policies to procure products and services to ensure that all units comply with the practice guidelines for fair and transparent procurement of goods and services. The Company encourage prospective suppliers to present their products and services with a clear and transparent standard procedure. The Company also disseminated preventive anti-corruption guidelines and established complaint channels related to procurement.

Accordingly, in the trade partner evaluation process, all new suppliers have to meet the company's selection criteria in terms of quality and safety standards, along with potential environmental impacts that might occur through the operation of suppliers. Existing suppliers need to be evaluated on a regular basis, and when problems are encountered, the company will collaborate with these suppliers in order to seek appropriate solutions. The criteria for evaluation are as follows:

1. Pricing
2. Ability to Control Quality
3. Payment Conditions
4. Quality of Delivery
5. After Sale Service
6. Sustainable practices according to the ESG (Environmental, Social and Governance) framework. Emphasized on reducing environmental impacts, maintaining social integrity and ensuring good corporate governance.

In addition, the Company has identified Critical Suppliers by considering the purchase volume (High-Volume Supplier) and Non-Substitutable suppliers. The information is used in managing risks that may be caused by suppliers.

Enhancing the Capabilities and Potential in Sustainable Business Operation in Trade Partners

The company gives importance to sustainability across the entire supply chain from upstream to downstream, making these a major issue in sustainable business operation, and this includes expanding the capabilities of our business partners to be able to grow with the Company.

In 2023, the Company developed the knowledge and capabilities of the employees of business partners in terms of practice regulations, the Company's operating direction and support from organizations in terms of knowledge and technical aspects in order to enhance the capabilities of our business partners' employees. Accordingly, 325 employees from our business partners received training to ensure that our business partners' employees who work alongside the Company can perform their work in an effective manner while keeping with the Company's sustainability goals.
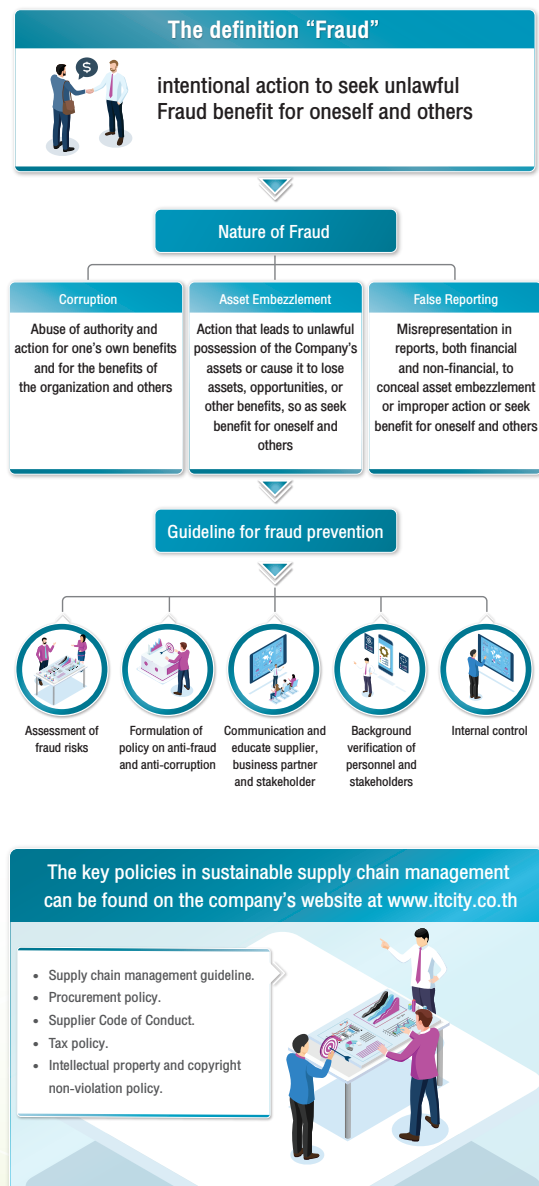
Oversight

The company has created the Supplier Code of Conduct and Guideline as disclosed on the company's website at www.itcity.co.th in order to have it serve as a guideline for the practices of suppliers and allow suppliers to adopt it in their business operations. In addition, we have created a trade partner sustainability questionnaire covering environmental, social and governance (ESG) issues in order to allow suppliers to assess their own sustainability and use them as a sustainability practice guideline.

Furthermore, the company arranges for the sustainability of suppliers to be evaluated in environmental, social and governance (ESG) issues by evaluating all new suppliers and critical supplies every year.

Operation details	Results
Respond rate of sustainability self-assessment questionnaire for new suppliers	100%
Self-Evaluation Form Response Rate of Critical Trade Partners (Critical Tier 1)	100%
New Trade Partner Receiving Communication about the Supplier Sustainable Code of Conduct	100%

Promote Anti-Corruption measures

The definition "Fraud"

Fraud: intentional action to seek unlawful benefit for oneself and others

Nature of Fraud

Corruption
Abuse of authority and action for one's own benefits and for the benefits of the organization and others

Asset Embezzlement
Action that leads to unlawful possession of the Company's assets or cause it to lose assets, opportunities, or other benefits, so as seek benefit for oneself and others

False Reporting
Misrepresentation in reports, both financial and non-financial, to conceal asset embezzlement or improper action or seek benefit for oneself and others

Guideline for fraud prevention

Assessment of fraud risks | Formulation of policy on anti-fraud and anti-corruption | Communication and educate supplier, business partner and stakeholder | Background verification of personnel and stakeholders | Internal control

The key policies in sustainable supply chain management can be found on the company's website at www.itcity.co.th

- Supply chain management guideline.
- Procurement policy.
- Supplier Code of Conduct.
- Tax policy.
- Intellectual property and copyright non-violation policy.

Social and Community Development

The company gives importance to participating in community and social development alongside business growth in terms of promoting the economy, improving living conditions and creating good quality of life for communities through initiated and organized activities and projects for the purpose of meeting stakeholder expectations while respecting human rights in every area in which the company conducts business in order to create happiness and value for the surrounding community for sustainable mutual coexistence.

Goals

    1. Organize social activities under the project "Share for Change" continuously every year.

    2. To create a better living for communities and society's through projects and activities.

Strategies

    1. To provide facilities in communities and societies for better well-being.

    2. To widen the participation of associates and stakeholders in all sections to instill sustainable values in society.

Operation of Social and Community Development in 2023

The company recognizes the importance of expressing responsibility for society and the environment, because the company believes that sustainable business development can be achieved only if communities and society grows together with us. As such, the company has launched many activities under the "Share for Change". The project's concept is to promote balance alongside business growth with emphasis on the participation of all stakeholders inside and outside the organization to achieve sustainable mutual coexistence. Share for Change is founded on 3 key principles, namely, access to technology, quality of life and natural resources and the environment.

Computer Donation Project

In 2023, the company donated 10 second-hand computer devices to Ban Khaem School in Roi Et Province for school children to have equitable access to learning in the digital era and to reduce inequality in the area of computer access.

Employee Market for Employees

The company held the Employee Market for Employees where employees can bring various products such as foods, beverages and utensils to sell by opening stalls inside company premises. The purpose of this project was to promote mutual good relations among employees and supplementary income along with self-reliance. It was a way to promote immunity against potential economic changes.
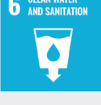
Sustainable Development Goals (SDGs)

SUSTAINABLE DEVELOPMENT GOALS	How IT CITY is supporting	Page
1 NO POVERTY — End poverty in all its forms everywhere	• "Share for Change" Project.	58
2 ZERO HUNGER — End hunger, achieve food security and improved nutrition and promote sustainable agriculture	• Support the salary and wage that is suitable and sufficient for living of associates and their families. (Living Wage)	53
3 GOOD HEALTH AND WELL-BEING — Ensure healthy lives and promote well-being for all at all ages	• Quality Product and Service	50
4 QUALITY EDUCATION — Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	• Increase of Capabilities in Knowledge and Skills	51
5 GENDER EQUALITY — Achieve gender equality and empower all women and girls	• Responsible for associates in terms of Human Right and respect the diversity • LGBTQI Employment	53
6 CLEAN WATER AND SANITATION — Ensure availability and sustainable management of water and sanitation for all	• Responsible water consumption	54
7 AFFORDABLE AND CLEAN ENERGY — Ensure access to affordable, reliable, sustainable and modern energy for all	• Efficiency Energy Consumption	54
8 DECENT WORK AND ECONOMIC GROWTH — Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	• Support for employment in the company's area of operation.	51
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE — Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	• Online marketplace system.	14
10 REDUCED INEQUALITIES — Reduce inequality within and among countries	• Disabled Employment • Diverse employment without gender discrimination such as religion, skin color, race, hometown	53
11 SUSTAINABLE CITIES AND COMMUNITIES — Make cities and human settlements inclusive, safe, resilient and sustainable	• "Share for Change" Project.	58

SUSTAINABLE DEVELOPMENT GOALS		How IT CITY is supporting	Page
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	• Old for New Project.	55
13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts	• Operational Efficiency • Reduction in Carbon Dioxide Emissions and Other Greenhouse Gases • Decarbonization • Carbon Removal	54
14 LIFE BELOW WATER	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	• Waste Water Treatment	54
15 LIFE ON LAND	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	• Garbage and Waste Disposal	55
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	• Respect on Human Right • Good Corporate Governance	51, 72
17 PARTNERSHIPS FOR THE GOALS	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	• Supplier Management	56