

IT CITY

Sustainability

Development Report 2024

Delivering technology with excellent services for better living.





Delivering technology with excellent services for better living.

Seamless O2O Experience Integration for Sustainable Business Growth

Focusing on seamlessly connecting online and offline sales channels to meet customer behaviors and personalized needs through data analytics technology, creating the best experiences, enhancing satisfaction, and building sustainable relationships with customers.

Fostering Culture and Diversity to Adapt to Change

Aiming to foster a customer-centric organizational culture to deliver maximum satisfaction in every process, while emphasizing the development of diverse human capital as a key resource to drive sustainable growth and prepare the organization for future changes.

Building Culture, Developing Diversity, and Reducing Environmental Impact

Utilizing software systems to manage inventory effectively, reducing obsolete and deteriorated products, enhancing profitability, and minimizing environmental impact. Integrating ESG principles into every operational process to mitigate environmental impact and create sustainable value for stakeholders.



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Senior executive's determination

As the senior management of IT City Public Company Limited, we are fully committed to driving the company toward sustainable business practices with a strong sense of responsibility toward the environment, society, and good governance. We adhere to the principles of ESG (Environmental, Social, and Governance) as the core framework for our operations. Success in these areas not only contributes to the growth of the business but also ensures long-term stability and sustainability for the company and all stakeholders.

In 2024, the company has achieved continuous growth in performance compared to 2023, with a clear increase in profits, reflecting the efficiency of our operations and our ability to adapt quickly to market changes and customer demands. This growth stems from strategies aimed at strengthening our retail business in IT products and accessories, as well as expanding product categories in high-demand areas, which have helped attract new customers and strengthen our existing customer base.

This year, the company received an SET ESG Rating of "A" from the SET for the first time, confirming our success in operating effectively under the principles of ESG. In addition, we were awarded a "Excellent" rating for corporate governance by the Thai Institute of Directors (IOD), which reflects our commitment to adhering to transparent and high-quality governance standards.

These achievements are the result of the company's dedication to conducting business responsibly. In 2024, the company also declared its commitment to joining the Thai Private Sector Collective Action Coalition Against Corruption (CAC), which demonstrates our intention to further enhance organizational governance with greater transparency and fairness.

At the same time, sustainable business practices not only enhance profits for the company and shareholders but also create lasting value for society and the environment. We are committed to maintaining high standards of responsible operations in line with ESG principles, continuously developing the business in a stable and sustainable manner, and delivering real benefits to all stakeholders.

“ the company received an SET ESG Rating of "A" from the SET for the first time, confirming our success in operating effectively under the principles of ESG. ”



Mr. Sophon Intanate
President



Driving Business for Sustainability

About IT City

IT City Public Company Limited, or "IT City," was established in 1996 through a joint venture between SVOA Public Company Limited and the Saha Group of companies. The company's main business is the retail of a wide range of IT products and accessories, offering a "One Stop Shopping IT Products" experience under its primary brand name, "IT CITY," which operates as an IT superstore with the slogan "The IT Superstore."

In addition to selling IT products from leading global brands, the company also has its own brand, "Wise," which was developed to provide customers with high-quality IT products and accessories at affordable prices. Products under the "Wise" brand are designed and manufactured to meet the diverse needs of customers, both in terms of technology and ease of use.

The company offers a wide variety of IT products and accessories through both physical retail outlets and online channels. Additionally, IT City has dedicated teams serving corporate clients, government agencies, and educational institutions to provide tailored solutions and meet the specific needs of customers across different sectors effectively and efficiently.

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.

HIGH PURPOSE

Delivering technology with excellent services for better living

A leader in sourcing modern technology product to support the creation of innovations that drive better lives for people in society, while also reducing the impact on the ecosystem

Operational Strategy

In the current global context of rapid change, there is growing recognition of the importance of SDGs (Sustainable Development Goals) and ESG (Environmental, Social, and Governance). In today's business world, success is no longer solely measured by profit from goods and services but also by the impact on the environment, society, and adherence to sound governance practices. This approach ensures long-term sustainability and stability in business operations. Developing a business that is responsible towards both the environment and society reflects the company's values and vision while also enhancing confidence among investors and stakeholders.

The company recognizes the importance of reviewing its operational strategy to align with changes in the economy, society, and the environment. It is essential to adapt to market trends and customer demands, while also managing risks in each area. This approach ensures the company's ability to create value and generate profits in the long term, all while developing a sustainable and responsible business.

Through the analysis of the current situation and forecasting future trends, the company has developed a strategy that focuses on growth and business expansion across all dimensions—economic, social, and environmental. The company is committed to adhering to ESG principles in its operations, driving long-term success not only in terms of financial performance but also in contributing positively to society and the environment. A strong management approach will build trust both locally and internationally, enabling the company to compete effectively in the market. This strategy aims to create value both economically and in terms of sustainability for society and the environment. The key strategies include:

SUSTAINABLE DEVELOPMENT GOALS



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

The company recognizes the shift in consumer purchasing behavior influenced by the advancement of digital technology. Seamless experience marketing has become a key factor in consumer decision-making. All of the company's sales channels must be interconnected and provide service to customers without disruption, both online and offline. By utilizing technology to analyze individual customer behavior and preferences, the company can respond to specific needs and deliver the best possible customer experience, thereby enhancing satisfaction and building long-term relationships.

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.

Policy and Goals for Sustainability Management

The company is committed to conducting its business responsibly, with a focus on the environment, society, and good governance, guided by the principle of sustainability to drive the organization forward. The company's sustainability management policy is designed to reflect its commitment to building stability and achieving sustainable growth, while also prioritizing the management of impacts that may arise both within the organization and on society at large.

The company's sustainability management policy emphasizes creating a balance between business growth and the preservation of the environment and society. It focuses on developing the organization in a responsible and sustainable direction, along with ensuring good governance, to ensure that the company can grow while safeguarding the interests of all stakeholders sustainably.

Environmental Policy

The company is committed to reducing the environmental impact of its operations by prioritizing the efficient use of natural resources and reducing greenhouse gas emissions. Additionally, the company ensures the proper management of waste and by-products to maintain the balance of nature and minimize long-term environmental effects. Furthermore, the company focuses on energy conservation in all operational activities to reduce the potential impact of business activities over the long term and to promote environmental sustainability.

Social Policy

The company values human rights and equality in all aspects and takes responsibility for its employees and the communities involved. The company has policies to create a safe working environment, offer learning and development opportunities for employees, and engage in social activities.



Good Governance Policy

The company is committed to conducting its business with transparency and integrity, with a stringent governance process to ensure the organization operates efficiently and fairly. The company places great importance on compliance with laws and international standards and has established an effective internal auditing system to ensure that all business operations are conducted in a transparent manner, adhering to the highest ethical standards.

Additional documents

Sustainability Development Policy



Sustainability Goals and Performance

Regarding the sustainability goals and performance, the company has disclosed the information under the topic "Sustainability Performance in 2024" in this report. This is to enable stakeholders to track progress and assess the company's performance in achieving sustainability goals with transparency and effectiveness.



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 Business

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** is a retailer of a wide range of computer products, including desktop computers, custom-built PCs, laptops, smartphones, and basic peripheral devices (Traditional IT Products). The company focuses on reaching all consumer groups at every level, making computer and technology products easily accessible and convenient for people of all ages. Additionally, IT CITY is committed to meeting the needs of its customers in all aspects to provide the best user experience for everyone.

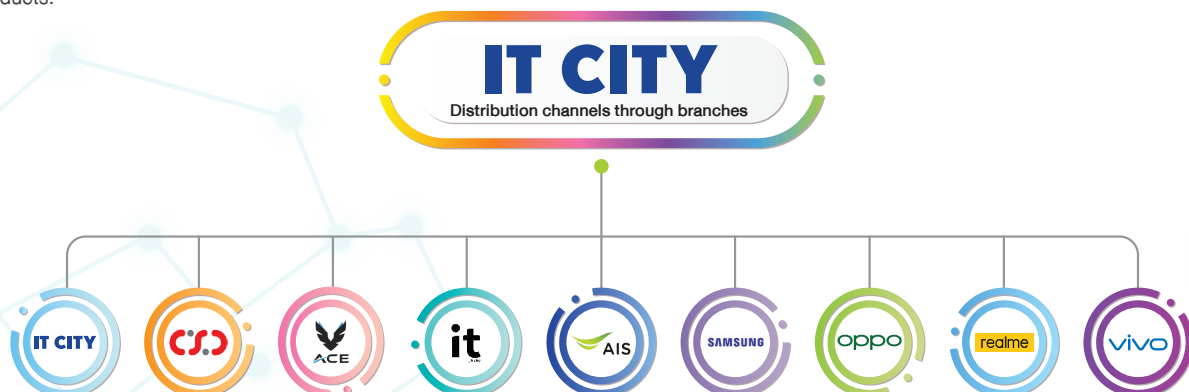
- **CSC** is a retailer of smartphones and smartphone accessories, such as charging cables, adapters, power banks, and other related products. The company focuses on meeting the needs of consumers who wish to purchase high-quality smartphones from leading manufacturers, offering a wide variety of models to choose from. Additionally, CSC places great importance on providing excellent product warranties, ensuring customers' confidence in their purchases and delivering the best experience when selecting products.

- **ACE** is a retailer of high-performance computers, custom-built PCs, gaming equipment, and peripherals for consumers in the gaming community. The company focuses on targeting teenagers passionate about gaming, content creators, and YouTubers who seek high-performance IT equipment with unique features. ACE aims to provide customers with an exceptional experience, offering products that cater to their needs while reflecting their individuality in both gaming and content creation.

- **IT Dot (it.)** is a retailer of digital lifestyle products and Internet of Things (IoT) devices, including central connecting devices such as smartphones, high-performance networking equipment, and gadgets. The company focuses on targeting a new generation of tech enthusiasts who seek an Always Connected lifestyle, constantly connected to wireless devices in every aspect of their lives. IT Dot aims to provide customers with a seamless and modern experience that enhances convenience and connectivity throughout their daily activities.

In addition to providing services under these trade names, the company has also been granted the rights to manage stores for leading partners in top shopping malls across the country, including OPPO, vivo, Samsung, Realme, as well as leading Thai network provider AIS. This enhances the company's ability to reach consumers and expands the footprint of its stores in shopping centers, making products and services more accessible and widespread for customers.

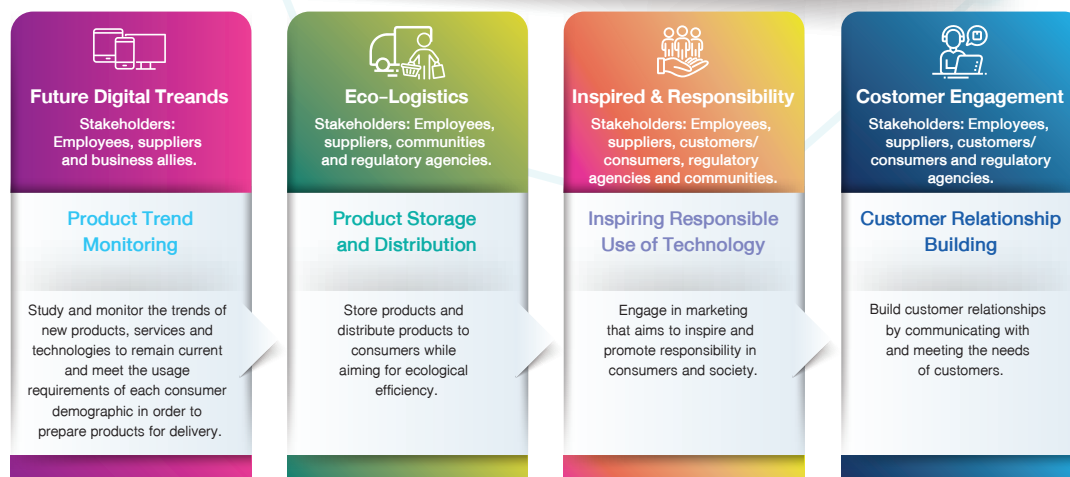
Furthermore, the company offers products under its own brand, Wise. With its expertise and experience in sourcing high-quality IT products, combined with a dedicated team that directly oversees product management, the company is able to select products that meet customer needs with precision, providing the best possible experience in every aspect.





Sustainable Value Chain

Delivering technology with excellent services for better living



Sustainability Governance Structure

In the ever-changing business landscape, the company has established a task force dedicated to driving the organization towards sustainable development. This task force is responsible for setting strategies and action plans that encompass environmental, social, and governance dimensions. All activities are conducted within the framework of policies set by the company's board of directors and the Sustainability and Corporate Governance Committee. The goal is to ensure that sustainable development becomes a core element in fostering long-term, stable growth while creating social value. This approach allows the company to address business challenges effectively and build confidence among all stakeholders.

More details

All organization



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 governance (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

Pairoj Amatamahatana

Vice President of Warehouse

“ The company places great importance on efficient warehouse management and product delivery processes, considering the impact on the environment and all stakeholders. We are committed to conducting operations responsibly and sustainably at every step of the value chain. ”



Kasame Srilertchaipanich

Vice President of Marketing

“ We are committed to creating a positive and secure shopping experience through online channels, while promoting responsible marketing practices to ensure sustainable operations and fully meet the needs of our customers. ”

Khanaphon Piyalaksanangkul

Vice President of Sales & Product

“ IT City places great importance on safeguarding customer data, providing high-quality service experiences, and promoting socially responsible operations. We are committed to sustainable growth to ensure the highest level of customer satisfaction. ”



Wannaporn Chansareewittaya

Vice President of Financial and Account

“ The company operates with a focus on transparent and responsible financial management to support sustainable growth, while managing risks and adhering to relevant standards, ensuring confidence among all stakeholders. ”

Kamonvor Neranartkomol

Vice President of Human Resource & Procurement

“ We are committed to fostering a sustainable organizational culture by focusing on the development of employees' skills and potential, promoting diversity, and ensuring equal opportunities. Our goal is to enable everyone to grow alongside the organization with quality and social responsibility. ”



The company recognizes the importance of the needs and expectations of stakeholders, which play a crucial role in driving sustainable business operations. Therefore, the company has established communication channels between itself and all stakeholders to collect feedback and insights for analysis. This information is used to develop appropriate response processes. Additionally, the feedback helps improve strategies, operational plans, and sustainability-related processes, ensuring the company operates efficiently and aligns with the expectations of all stakeholders.

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



Sustainable Development Report

IT City Public Company Limited has disclosed its 2024 Sustainability Report to communicate its sustainability strategy, operational processes, and performance on key issues impacting the business and stakeholders throughout the value chain, including its ESG performance in the areas of Environment, Social, and Governance. This report aligns with the United Nations Sustainable Development Goals (SDGs) to reflect the company's commitment to responsible and sustainable business practices.

The company has prepared the Sustainability Report under the 56-1 One Report framework, covering operations from January 1, 2024, to December 31, 2024. The content of the report has been reviewed and approved by the CEO, the Corporate Governance and Sustainability Committee, and the Board of Directors to ensure the report is comprehensive and sufficient for disclosure to all stakeholders.

The Importance of Stakeholders

The company places great importance on addressing the expectations and interests of stakeholders, as well as assessing the potential impacts of its business operations on various stakeholders. The company has conducted an analysis to identify key stakeholders and has established appropriate channels and methods for engagement. It also manages risks that may arise from stakeholder involvement and continuously monitors performance to effectively respond to the needs, expectations, and concerns of stakeholders. The information gathered from these engagements is integrated into planning and sustainability issues to enhance effective participation and ensure that the expectations of stakeholders are fully met.

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



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.

Stakeholders	Expectations	Response	Engagement
 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 identified key sustainability issues, considering their alignment with the expectations and interests of all stakeholders. These insights are used to assess and define the critical issues for the company's operations. The company adopts the Triple Bottom Line concept to design its sustainability framework, focusing on balancing economic, social, and environmental factors, while conducting business with transparency and good governance. This is in accordance with global standards for sustainability reporting (GRI Standards) to ensure that the company's operations are responsible, sustainable, and continuously create value for all stakeholders. The process is structured around four main steps as follows:

Step 1

Understand the Organization's Context

This step involves analyzing both external and internal factors, as well as the sustainability context. The company evaluates trends and directions in sustainability within the IT retail industry, the competitive market landscape, and the changing business environment. Additionally, internal factors such as business performance, strengths, weaknesses, and risk factors are assessed to identify key issues that impact the company's ability to create value in the short, medium, and long term, encompassing economic, social, and environmental dimensions. Understanding this context helps the company align its operations with sustainability objectives and strategies effectively.

Step 2

Prioritization

This step involves determining the priority of various issues by assessing their importance from the perspective of external stakeholders, including their opinions and expectations towards the company. Additionally, it considers the company's own perspective on whether these issues impact its ability to achieve business objectives and goals. The prioritization process is conducted using a Risk Matrix, which helps in decision-making to determine which issues should be addressed next. This ensures that sustainability initiatives are effective and appropriately respond to stakeholder expectations.

Step 3

Issue Validation

In this step, the company collects the important issues that have been selected and prioritized for discussion with the sustainability task force. These issues are then presented to the Corporate Governance and Sustainability Development Committee for review to ensure the completeness and appropriateness of the content. Once validated, the issues will be included in the 56-1 One Report and published on the company's website, ensuring that stakeholders have transparent and comprehensive access to the information.

Step 4

Continuously Develop the Report

The company will regularly review its disclosure of information, while collecting feedback and suggestions from relevant stakeholders. This will be used to assess and refine sustainability issues, as well as to improve and develop the report in alignment with stakeholder expectations and established standards. The goal is to ensure that the report remains comprehensive, transparent, and effective in communicating important information to all parties on an ongoing basis.

Triple Bottom Line



Sustainable Growth

- Fair business practices
- Product and service innovation
- Customer satisfaction
- Sustainable supply chain
- Anti-corruption efforts

Better Living

- Employee development
- Occupational health and safety
- Customer privacy protection

Eco Friendly

- Waste management
- Pollution reduction
- Climate action initiatives

Materiality Assessment's Result





Based on the evaluation of all sustainability issues within the framework defined by the company, the company has selected key sustainability issues that have a significant impact on its ability to create long-term value. These issues include **access to products and services, customer satisfaction, employee development, and operational efficiency.**

The selection of these issues is crucial in formulating the company's sustainability strategy. The company has analyzed the current situation, the expected future scenario, and identified the factors that will contribute to achieving the desired goals. This is to ensure that the company's sustainability operations align with the expectations of all stakeholders and promote sustainable growth in the long term.



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	- Suppliers - 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 committed to being a leader in offering advanced technology products that support the creation of innovations aimed at improving people's lives in society, while also reducing environmental impact. The company has integrated sustainability strategies with business strategies effectively to create balance across all dimensions of Environment, Social, and Governance (ESG). The goal is to ensure that the company's operations are sustainable and meet the long-term expectations of stakeholders appropriately.

Delivering technology with excellent services for better living.

Seamless O2O Experience Integration for Sustainable Business Growth

Focusing on seamlessly connecting online and offline sales channels to meet customer behaviors and personalized needs through data analytics technology, creating the best experiences, enhancing satisfaction, and building sustainable relationships with customers.

Fostering Culture and Diversity to Adapt to Change

Aiming to foster a customer-centric organizational culture to deliver maximum satisfaction in every process, while emphasizing the development of diverse human capital as a key resource to drive sustainable growth and prepare the organization for future changes.

Building Culture, Developing Diversity, and Reducing Environmental Impact

Utilizing software systems to manage inventory effectively, reducing obsolete and deteriorated products, enhancing profitability, and minimizing environmental impact. Integrating ESG principles into every operational process to mitigate environmental impact and create sustainable value for stakeholders.



Sustainability Performance in 2024

Goals and performance

Quality Products and Services	2023	2024	Target	Target Year
Number of expert personnel in product procurement for meeting customers' needs.	17	32	-	-
Increase customer satisfaction in the printer business.	80	80	90.0%	2026
Increase satisfaction in agency customers, corporate customers and governmental customers.	87	87	90.0%	2026
Employee Care and Development	2023	2024	Target	Target Year
Engagement of office employees (%).	73	63.03	80*	2569
Engagement of operations employees (%).	83	72.47	80*	2569
Employee development (% of technical knowledge of employees).	70%	81.71	90	2569
Employee accident incidence rate.	0	0	0	-
Lost Time Injury Frequency Rate: LTIFR	0	0	0	-
Lost time Injury Rate: LTIR	0	0	0	-
Occupational Illness Frequency Rate: OIFR	0	0	0	-
Average Yearly Employee Turnover (%)	4.19	4.20	-	-
Digital Learning Access (Login Count)	5,533	20,541	-	-

*The adjustment of the organizational engagement score target to no less than 80% to align with the business situation and changes in employee behavior, as well as external factors impacting the organization. This makes the new target setting reasonable and justifiable.

Increased Efficiency	2023	2024	Target	Target Year
Reduction in electricity consumption from the base year (2023).	-	-21.56%	-10%	2571
Reduction in greenhouse gas emissions from the base year (2023).	-	-19.09%	-10%	2571

Sustainable Supply Chain	2023	2024	Target	Target Year
ESG evaluation form response rate of Tier 1 suppliers.	100%	100%	100%	2568
Suppliers receive communication about the Supplier Sustainable Code of Conduct.	100%	100%	-	-

Social and Community Care	2023	2024	Target
Ongoing yearly activities or projects under the Share for Change project.	1	2	Ongoing every year.

Products and Services

The company is committed to responding to changes in consumer purchasing behavior by focusing on promoting the responsible use of technological products. The company emphasizes selecting the best products to meet customer needs and deliver valuable and satisfying experiences that align with the evolving lifestyles of consumers. Additionally, the use of technology to analyze consumer behavior enables the company to effectively respond to the specific needs of individual customers, creating the best possible experience for the company's customers.



Goals

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

Strategies

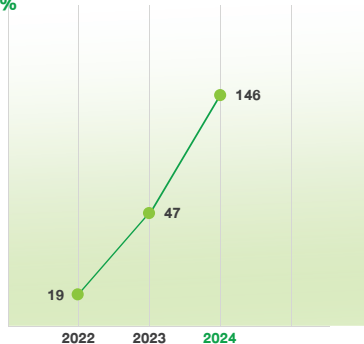
1. Procure products and services that meet customers' needs.
2. increase the distribution channels for new products and services.
3. Create standards for goods and services

The Performance of the Quality Products and Service in 2024

Total Revenue (Million Baht)
+10%



Net Profit (Million Baht)
209%



Total assets (Million Baht)





Tax Disclosure

IT CITY manages its corporate income taxes in compliance with the tax laws of each country with accuracy, transparency, and fairness, taking into account its duty to comply with tax laws. Most of IT CITY income is derived from business operations in Thailand and is subject to a corporate income tax rate of 20 percent, which is a normal rate under the law.

Reported tax rates and cash tax rates

	2023	2024
Operational profit before tax	53,114	180,016
Income tax expense (benefit) in the financial statements	5,745	33,529
Reported tax rate (percent)	11	19
Cash tax	954	33,225
Cash tax rate (percent)	2	18

Unit: Thousand Baht

In 2024, the Company reported a tax rate of 19% (compared to 11% in 2023) due to tax-exempt income from dividend income. In 2023, the Company utilized prior-year tax loss carryforwards, resulting in a lower tax rate than the corporate income tax rate in Thailand, which is set at 20%.

Differences between the cash tax rates and corporate income tax rates

	Rate	2023	Rate	2024
Operational profit before tax		53,114		180,016
Taxes calculated from statutory corporate income tax rates	20%	10,623	20%	36,003
Description:				
Non-deductible expenses		1,461		745
Income not subject to tax		(6,146)		(3,015)
Additional expense deduction allowed		(193)		(204)
Adjustment in respect of the prior year		-		-
Total	10.8%	5,745	18.6%	33,529

Unit: Thousand Baht

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

In 2024, the company has a team of 32 product sourcing specialists, a number deemed optimal to meet the needs of our diverse customer base. Each specialist is responsible for identifying and selecting high-quality products from manufacturers who are certified to meet production standards. This ensures that the products the company offers consistently adhere to quality standards and meet customer demands. The team also regularly monitors and enhances product quality to maintain high levels of customer satisfaction and ensure the continuous delivery of value to our customers.



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.

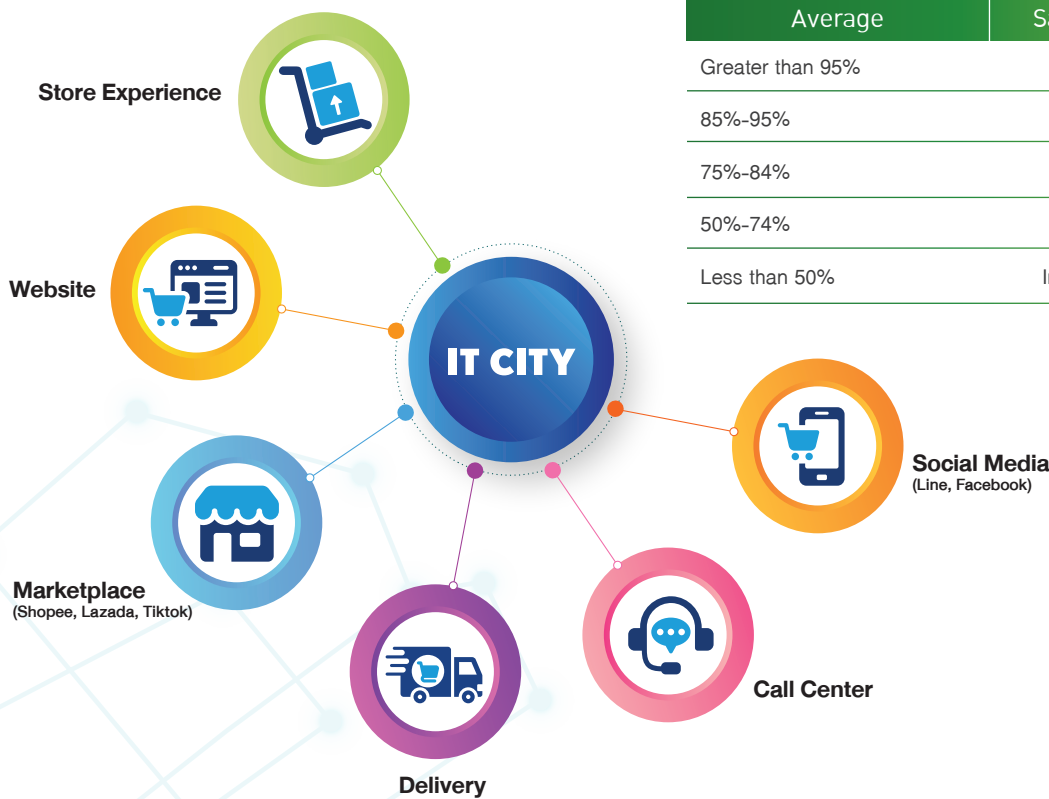
Increasing Customer Satisfaction

The company continuously evaluates customer satisfaction with its products and services, specifically in the printer business segment and among corporate and government agency customers. The company has set goals for improving customer satisfaction to effectively meet customer needs and expectations.

For the year 2024, the satisfaction score for business customers in the printer segment averaged 82%, which falls under the "Good" category. Meanwhile, the satisfaction score for corporate and government agency customers averaged 87%, which falls under the "Very Good" category. The evaluation criteria are as follows:

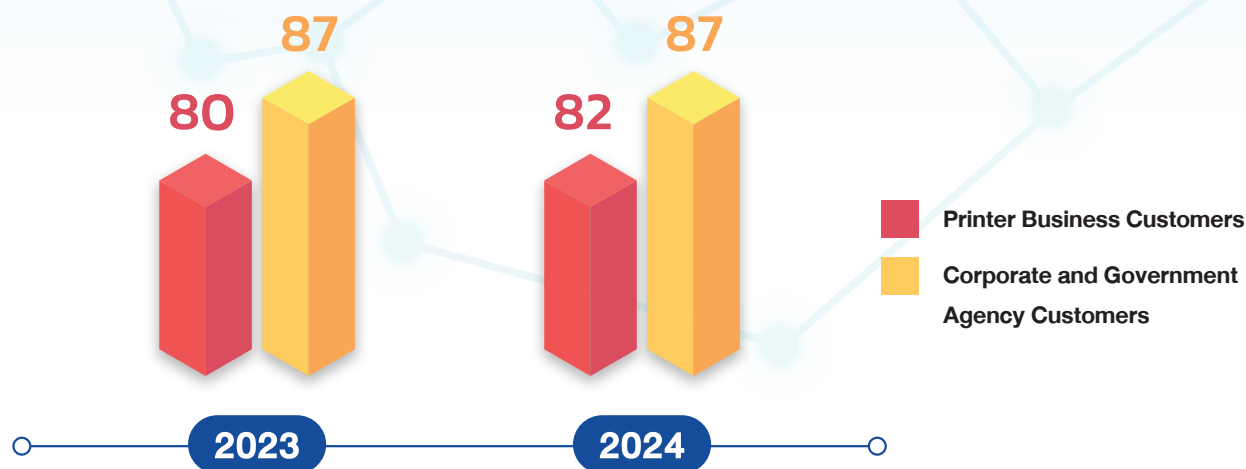
Evaluation Criteria

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





Based on this year's evaluation results, the company remains committed to further improving its products and services to enhance customer satisfaction and effectively meet the needs of all customer groups.



Source Inspection and Product Safety Standards

The company prioritizes the safety of the products it sells. The company's product team works closely with suppliers and manufacturers to inspect products and ensure their safety, ensuring that the products sold to customers are safe and meet standards. This includes considering the risks of shipping low-quality products or products that do not meet standards, which could affect customer trust.

At the operational level, the company provides training on product safety standards and industrial product standards (Thai Industrial Standards - TIS) to employees to enhance their understanding and ensure strict adherence to these standards.

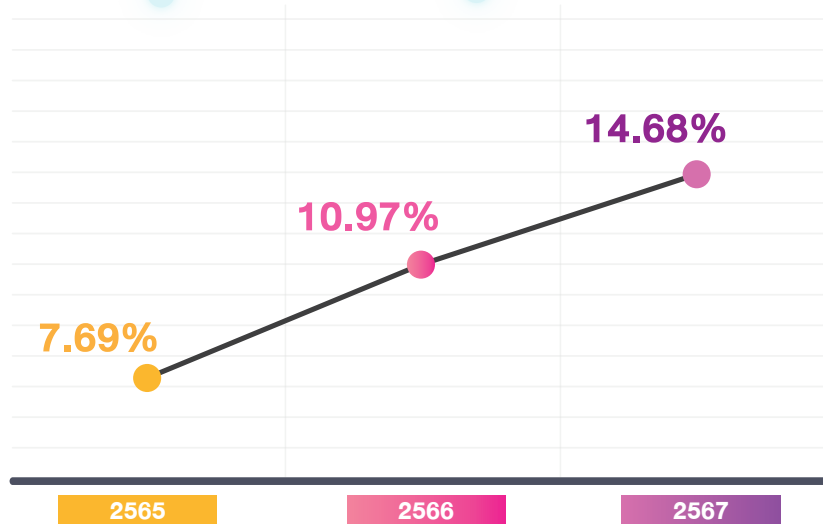
In 2024, the company did not have any products or services that failed to meet safety standards based on customer complaints or inspections from relevant government agencies regarding safety standards. Furthermore, the products sold by the company are not in violation of intellectual property rights, such as copyrights or patents, ensuring that the products sold are safe and comply with all regulations.

Complaints about product safety and standards



However, in 2024, the company received 17 complaints regarding customer satisfaction with its products, accounting for 10.97% of all complaints. The company took immediate action to address and resolve these complaints thoroughly. This involved communicating with customers to understand the issues, providing clarifications, and implementing necessary corrective actions such as product repairs, claims processing, product exchanges, returns, and refunds. All complaints were fully addressed, ensuring customer satisfaction and appropriate resolution.

Product satisfaction complaints



Complaint management process





Employee Care and Development

Human resources are a key factor in enhancing the organization's competitiveness and driving it towards success. In the present era, companies are facing high turnover rates, particularly among the younger generation, whose lifestyles and work attitudes are changing with the times. To address these challenges, the company focuses on a transparent recruitment process, considering human rights principles, treating employees equally, and respecting the diversity of its workforce. Furthermore, the company continuously promotes the development of employees' knowledge and skills to enhance their potential and work performance. In addition, the company values employee retention by offering fair and adequate benefits and compensation, ensuring that employees feel valued and remain committed to the organization in the long term. The company has published its human resources management guidelines, which are standardized and transparent, on the company's website, www.itcity.co.th.



Goals

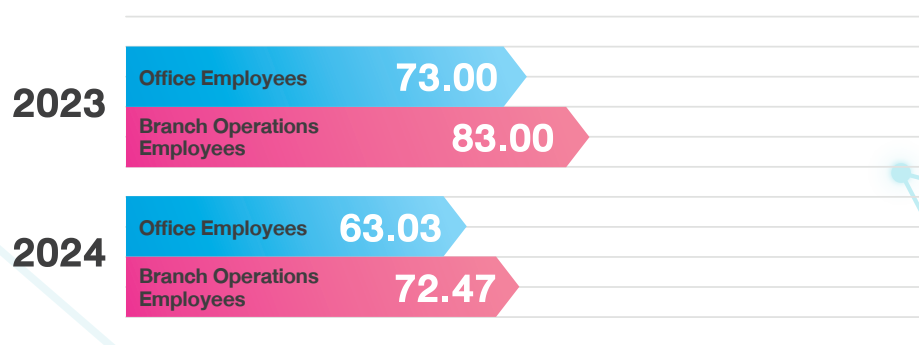
1. To drive associate engagement to exceed 80% in 2026.
2. At least 90% of employees possess technical knowledge and skills by year 2026.
3. Zero work accidents causing employee absences from work.

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 2024

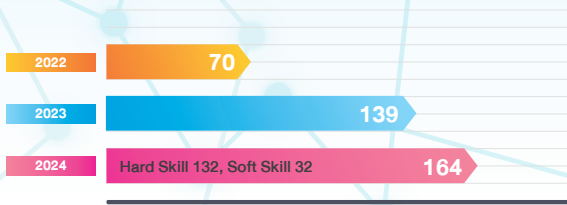
Associate Satisfaction Survey (%)



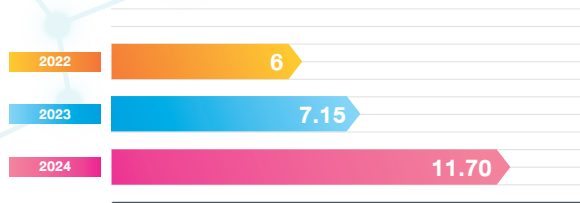
The company conducts an Employee Engagement survey in various areas such as compensation and benefits, quality of work life, opportunities for career growth, organizational culture, relationships with supervisors and colleagues, and job responsibilities. The results from each area are used as data to develop the organization and improve operations to align with the needs and expectations of employees. Additionally, the company transparently shares the survey results and development plans with employees to foster engagement and satisfaction in the workplace.

Employee Development

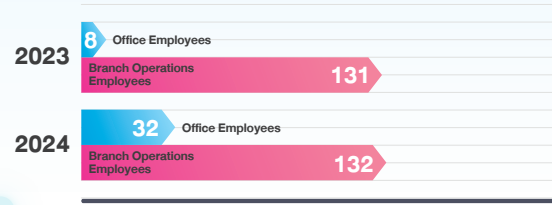
Number of Courses



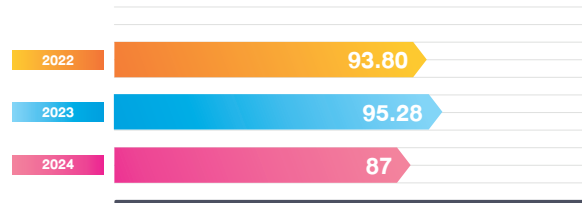
Average Training (Hours / Person / Year)



Number of Courses

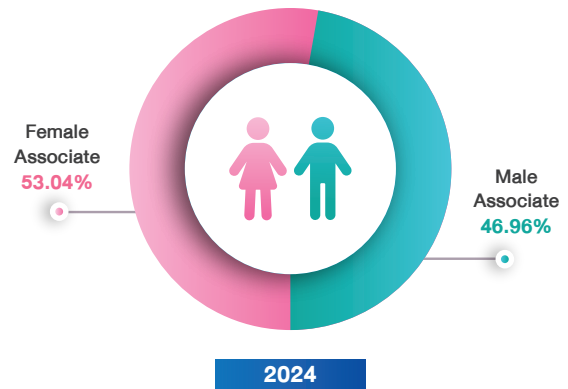
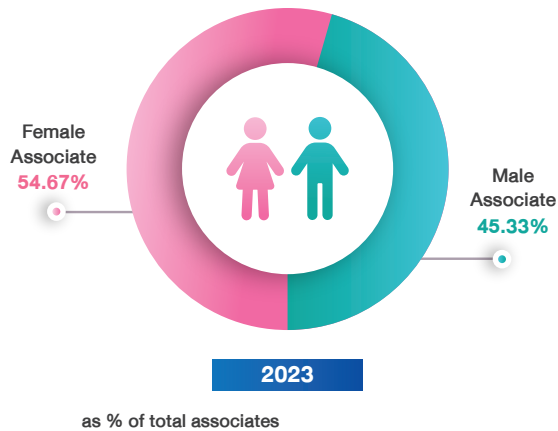


Training Satisfaction (%)

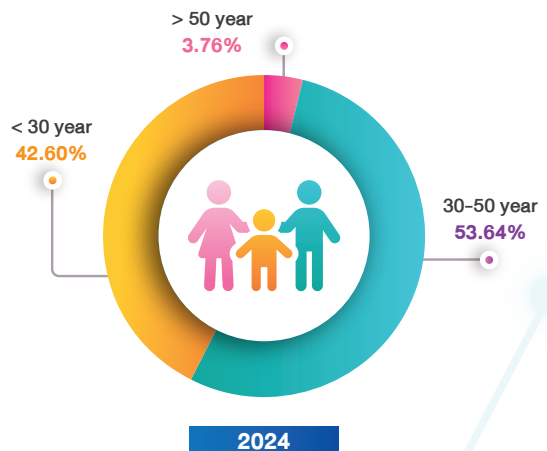
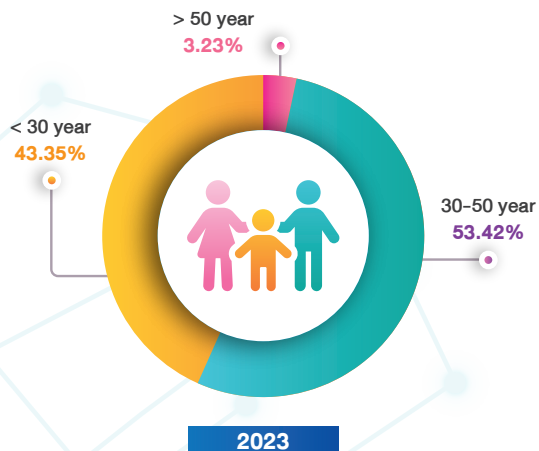


Associate Profile in 2024

Associate by Gender



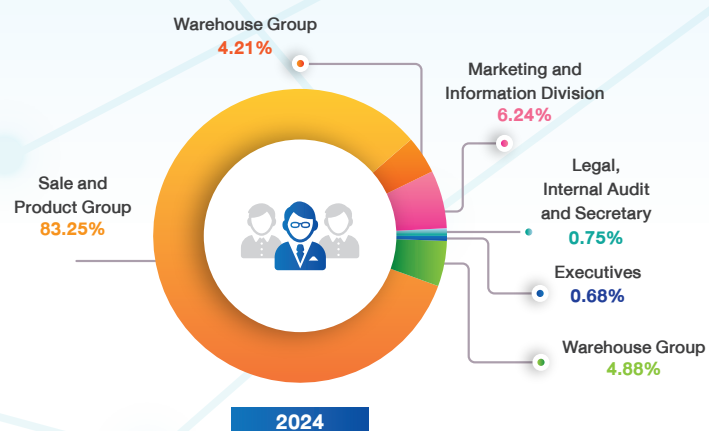
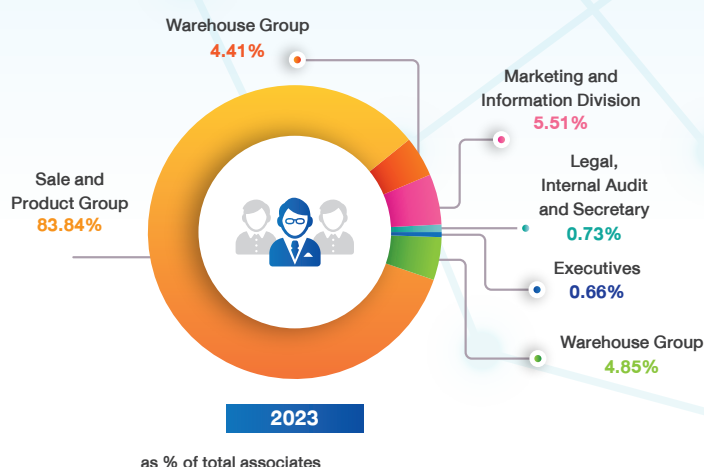
Associate by Age



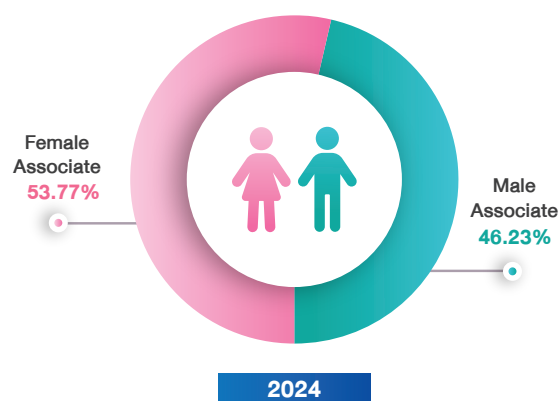
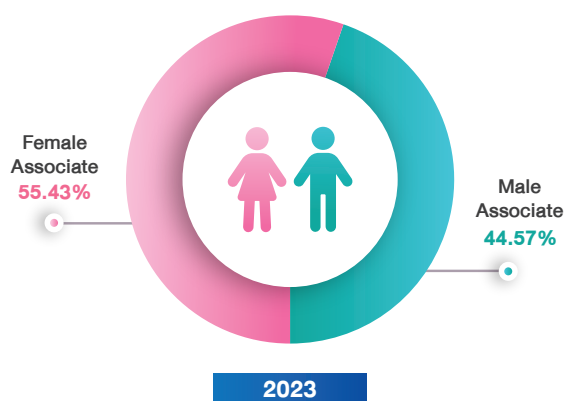


Business Operations and Performance

Share of Employees by Work Section

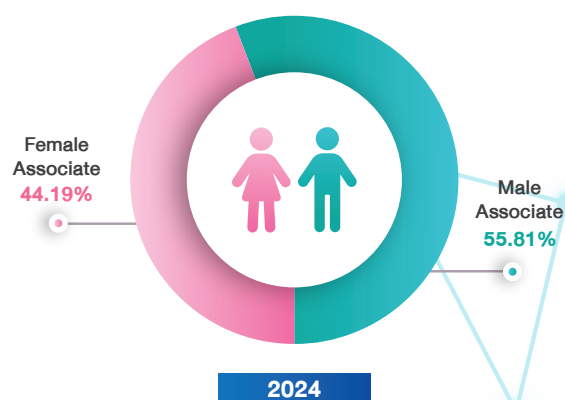
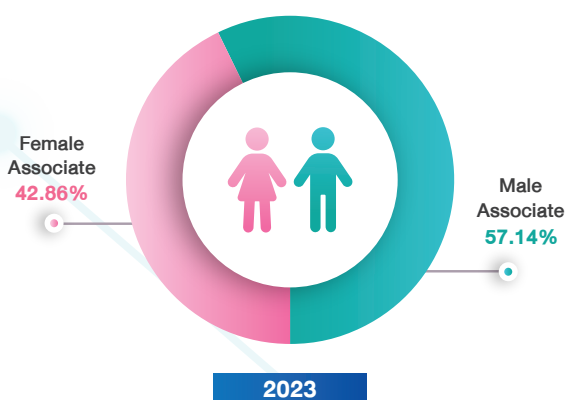


Share of Operations Employees



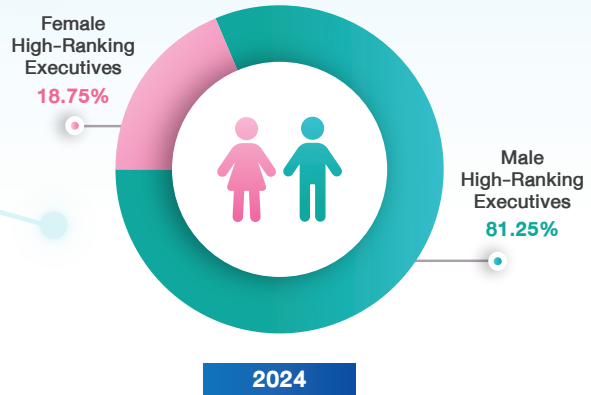
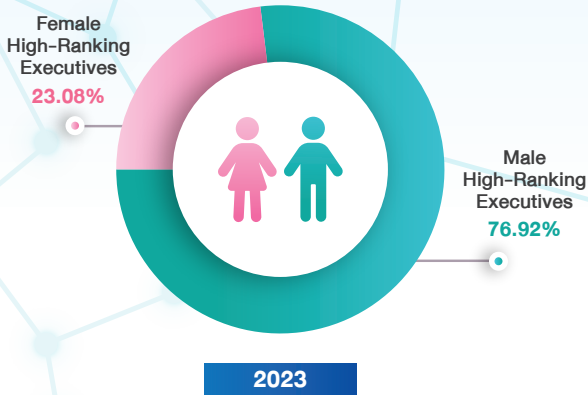
** Percentage of All Operations Employees

Share of High-ranking Executives



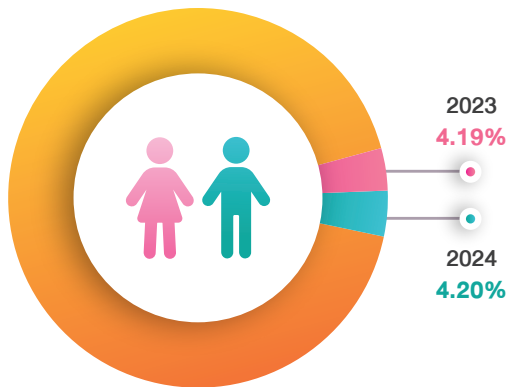
** Percentage of All Administrative Employees

Share of High-ranking Executives



**Percentage of All High-Ranking Executives

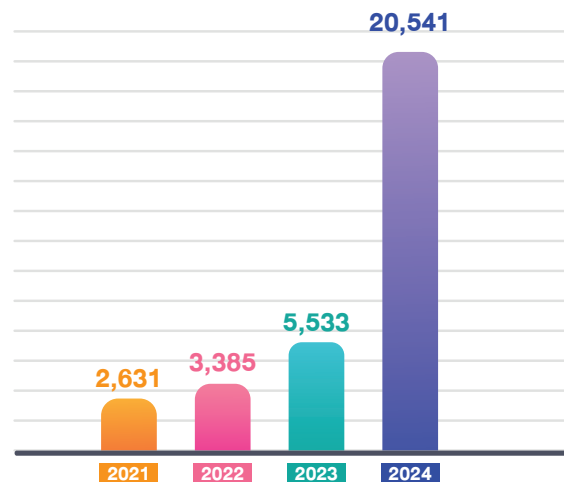
Total associate turnover rate (% of total associate)



Personnel Potential Development in Digital

The company has implemented digital learning resources, such as the Essential Skill Courseware for e-Learning, to develop the working potential of employees. By integrating e-learning technology, employees are able to conveniently and effectively enhance various skills, supporting continuous learning opportunities and the ongoing development of essential skills for their roles.

Application accessed (No. of time)



Associate Trainings and Development

The company recognizes the importance of human resources in driving the organization towards success and places significant emphasis on continuous employee development. This is achieved through training programs that focus on both Hard Skills and Soft Skills, which are essential for enhancing employees' capabilities. In 2024, the company conducted 164 training programs, with an average of 11.70 training hours per employee per year. These efforts aim to keep employees motivated to develop themselves, enabling them to work efficiently and respond effectively to various changes.



Highlight Courses of 2024 are as Follows:

- **Technical Knowledge Training**

Technical knowledge training for employees is extremely important, especially for companies engaged in the retail of IT products such as computers, mobile phones, and tablets, where technology is constantly evolving. This training will help employees understand and stay updated on the technical details of the IT products sold by the company, including product features, usage, installation, and proper maintenance. Having technical knowledge enables employees to provide accurate advice and assist customers effectively, which in turn builds customer satisfaction and trust.

In addition, technical knowledge training enables employees to quickly and accurately resolve issues or provide guidance on more complex product usage. This is crucial for enhancing customer satisfaction. Employees who possess in-depth knowledge of products and related technologies will be more confident in selling and recommending products, as well as delivering high-quality after-sales service.

This training also enhances the company's competitive edge, as employees with technical knowledge are better equipped to meet customer needs. They can assist customers in selecting products that match their requirements, offer advice on using various features of devices, and provide technical support in resolving post-purchase issues. Equipping employees with up-to-date and specialized knowledge about the products they sell helps foster customer confidence and gives the company a competitive advantage in the IT retail market.

Furthermore, technical knowledge training encourages employees to be proactive in their work and develop their skills, which can significantly improve overall work efficiency within the company. This, in turn, contributes to the company's ability to grow and succeed in the IT retail market in a sustainable manner.

- **Growth Mindset Leadership Program: Achieving Results and Developing Teams**

The training in the Growth Mindset Leadership Program: Achieving Results and Developing Teams aims to enhance the understanding and essential skills for leaders in developing both their own potential and that of their teams within the organization. This program helps leaders shift their mindset from a fixed mindset to a growth mindset, believing in the ability to learn and improve. It encourages leaders to face challenges boldly and learn from both failures and successes.

Additionally, the program promotes effective growth and development of team potential by creating an environment that supports learning and experimentation. This motivates team members to develop and collaborate efficiently. A growth-oriented mindset helps leaders set challenging goals and work towards achieving sustainable success, while also continuously improving work processes and developing necessary skills.

Through this training, employees will gain skills to become effective leaders who can guide their teams to success and inspire them. It also enhances communication skills, enabling leaders to listen to the opinions and feelings of their teams, fostering efficient teamwork.

Training in Growth Mindset will help participants think positively and find solutions in difficult situations by applying flexible and adaptive thinking. This program also promotes a learning culture within the organization. When leaders have a Growth Mindset, they can encourage continuous learning and development, leading to sustainable growth for both individuals and teams.

This program will enhance employees' work efficiency by developing more effective working methods and enabling teams to work faster and more productively. Therefore, this training not only helps develop leaders and teams but also fosters a culture that promotes long-term growth and success for the organization as a whole.

- **Servant Leadership Program: Creating Value for the Team**

The training in the Servant Leadership Program: Creating Value for the Team focuses on developing leadership in a way that emphasizes serving and supporting the team to help them succeed and grow. This program is important for cultivating leaders who focus on working alongside their teams, rather than controlling or directing from the top down. It places importance on supporting the team to unlock their full potential. This training helps leaders understand and apply the principles of Servant Leadership in managing teams, fostering strong relationships and building trust within the team.

This program is beneficial in developing leadership skills that can inspire and motivate teams to work with purpose and clear direction. Leaders with a Servant Leadership approach can listen to and understand the issues of team members, providing appropriate support to address challenges or develop skills. This leads to team members feeling respected and satisfied with the work they do. Prioritizing the development and growth of the team strengthens relationships and enhances teamwork.

The training also helps cultivate a work culture that emphasizes cooperation and mutual assistance, enabling team members to work together more efficiently and achieve their goals. Leaders who embrace Servant Leadership can understand the needs and strengths of each team member and help them reach their full potential. This results in improved team performance overall.

Additionally, leaders who adopt the Servant Leadership mindset can create a work environment filled with trust and mutual respect, which is essential for creating an atmosphere where employees feel valued and are motivated to collaborate at their highest potential. This training will help employees learn how to be effective leaders who can create valuable and sustainable outcomes for their teams and the organization in the long run.

- **Goal Achievement through Planning, Time Management, and Effective Communication**

The training in the Goal Achievement through Planning, Time Management, and Effective Communication program is crucial for developing the essential skills needed to work efficiently, especially in organizations where employees are expected to manage tasks systematically with clear goals. This program helps employees understand the process of effective planning, prioritizing tasks, and managing time to ensure actions are carried out as planned. It also enhances skills in team communication to ensure everyone is on the same page and can collaborate effectively.

This training will provide employees with tools to manage their time efficiently, enabling them to complete tasks on schedule. It also helps employees assess the importance of various tasks and prioritize them appropriately. Having skills in planning and time management reduces stress caused by a heavy workload and allows employees to work more efficiently.

Additionally, the program enhances communication skills within teams, which is vital for achieving shared goals. Clear and effective communication allows team members to exchange information, opinions, and suggestions efficiently, enabling them to solve problems or adjust work plans immediately when necessary. Good communication fosters understanding and collaboration within the team, which is crucial for achieving the set goals.

The training also improves overall work efficiency. When employees can plan their tasks effectively, manage their time well, and communicate collaboratively, they will be able to meet their goals and continuously improve work processes. This will contribute to long-term success within the organization and enhance the company's competitiveness in the market.



• Enhancing Work Efficiency with the P-D-C-A Philosophy and Tools

The training in the Enhancing Work Efficiency with the P-D-C-A Philosophy and Tools program is designed to develop the necessary skills and knowledge to improve work processes, achieving better results. This is accomplished through the use of proven tools and methodologies that effectively contribute to continuous work improvement. The P-D-C-A (Plan-Do-Check-Act) framework is a process that enables employees to plan work systematically, monitor and continuously improve their work processes, making it suitable for all organizational levels.

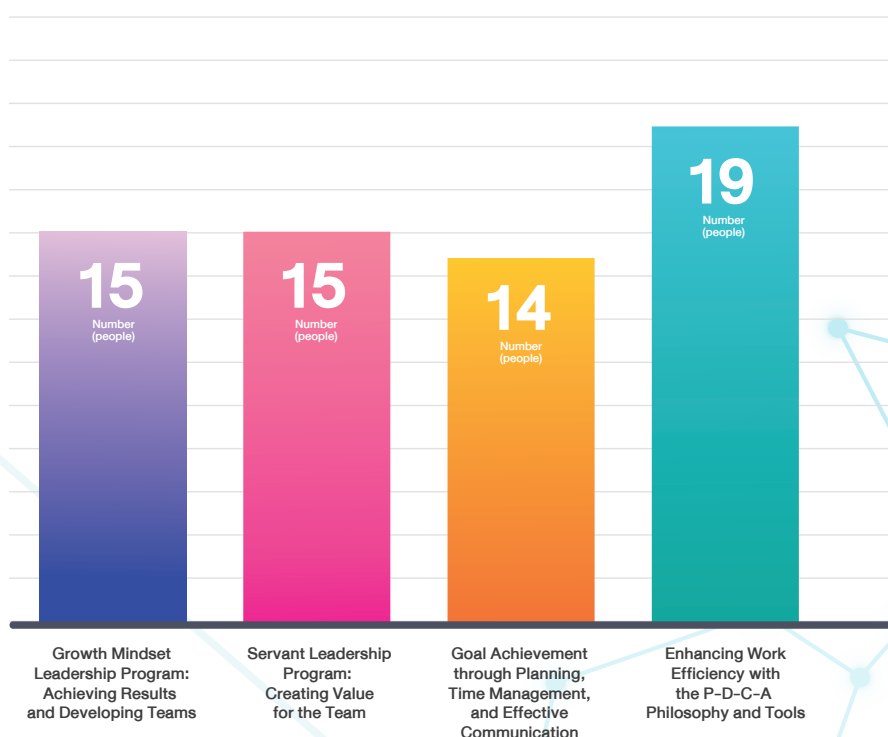
This program helps employees understand the steps of P-D-C-A and how to apply them practically in their work. It begins with Plan, where goals and clear steps for work are defined. Next, employees will Do by implementing the plan in a systematic manner. After completing the action phase, it is essential to Check the outcomes to identify areas for improvement. Finally, the Act phase involves using the insights from the checking process to refine and develop work for the next cycle. Applying this process ensures that employees work in an organized manner and achieve tangible results.

The training also fosters a work culture that emphasizes self-development and teamwork. Employees will be able to collaborate more effectively by using clear and measurable tools, ensuring that everyone on the team shares the same understanding of goals and works toward a common direction. Using P-D-C-A enhances work processes by making them flexible and adaptable to changing circumstances.

Moreover, this program helps reduce errors and increases decision-making accuracy. The P-D-C-A process allows for data-driven decisions and applying insights from past work results, improving employees' efficiency. It also reduces the time needed to solve problems and boosts the ability to adapt to changes within the organization.

This training will enhance employees' capabilities and sustainably improve work quality, generating valuable results for the organization. It will also improve the organization's competitiveness in the market by increasing work efficiency.

Development of skills for employees at the supervisor and manager levels.





Career Advancement

The company places great importance on developing the potential of employees at all levels to promote career advancement and foster continuous motivation in the workplace. The company actively encourages and supports the promotion of employees who demonstrate outstanding performance and strong potential. Promotions are not only an elevation of responsibilities but also a recognition of employees' abilities and dedication to the organization.

In 2024, the company promoted employees across various departments to strengthen its high-potential workforce, ensuring readiness to tackle new challenges in the industry. The promotion process adhered to transparent and fair criteria, in line with the company's Human Resource Policy, which emphasizes equality and equal opportunities for all.

Additionally, the company prioritizes preparing promoted employees for their new roles by organizing training programs to enhance skills and knowledge relevant to their responsibilities. This initiative ensures that employees can confidently and effectively perform in their elevated positions.

These efforts reflect the company's commitment to supporting employees' career progression while simultaneously developing human resources to achieve sustainable growth alongside the organization.

Training in various courses by the company is an investment in human capital that plays a key role in enhancing employee potential and driving the organization toward sustainable success. Courses focused on leadership development, teamwork, time management, and process improvement tools equip employees with essential skills to work efficiently. These trainings promote the development of employees at all levels, boosting performance and creating long-term results.

Employee capability development not only improves work efficiency but also fosters a positive organizational culture by supporting collaboration and teamwork. This enables the company to compete and grow steadily in the market. Therefore, investing in human capital is a crucial factor in gaining a competitive edge and steering the organization toward its long-term goals.

Promotional Rate

0.5% 2024





Fair Labor Practices

The company is committed to respecting labor rights and fair practices in accordance with laws and policies under the Labor Protection Act, both nationally and internationally. The company focuses on ensuring fairness in employment terms, wages, working hours, holidays, and benefits, as well as maintaining a safe and conducive work environment that supports efficiency. Additionally, the company promotes a range of employee benefits, such as health insurance, bonuses, and activities that foster organizational engagement, all aimed at improving employees' quality of life at work and their overall job satisfaction.

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.

Additionally, the company provides a wide range of employee benefits, focusing on enhancing life security, such as establishing a provident fund, group health insurance, and other welfare programs that improve employees' quality of life. These initiatives also aim to increase job satisfaction and strengthen employees' long-term commitment to the organization.

Promoting equal opportunity and employee diversity

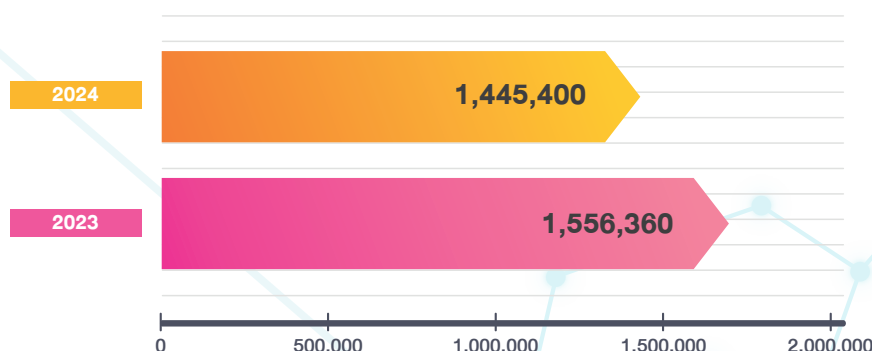
The company is committed to creating a work environment that promotes equal opportunities and diversity among employees, allowing everyone to fully express their potential regardless of gender, nationality, religion, social status, or sexual identity.

The company has a clear policy of non-discrimination and ensures equal opportunities for all individuals to participate in the workforce. In particular, the company supports employees who identify as LGBTQI, enabling them to work confidently and be treated fairly at all levels of the organization.

The company is dedicated to maintaining standards that promote diversity and equal opportunities continuously, with the goal of building trust among employees and driving the organization towards long-term success.

Employment of the Disabled

The company has a non-discrimination policy and provides equal employment opportunities, supporting and promoting the employment of persons with disabilities in accordance with the Disability Employment Law. The company is committed to ensuring that persons with disabilities are given equal opportunities to work in positions suitable for their capabilities. In 2024, the company employed persons with disabilities in various positions, such as in the Information Technology Department. Additionally, the company supported the development of the quality of life for persons with disabilities by contributing 1,445,400 Baht to the Fund for the Promotion and Development of the Quality of Life for Persons with Disabilities in 2024.



Human Rights Management

In 2024, the company did not receive any complaints or reports regarding human rights violations, either internally or externally, from its business activities across the entire supply chain. As a result, no remediation was required for affected individuals. However, the company recognizes the potential risks that its business operations may lead to human rights violations impacting all stakeholders. Therefore, the company has established guidelines and measures for remedying any harm caused, with the aim of mitigating the impact and restoring affected individuals to their prior state before the violation occurred. Details of the company's human rights practices are disclosed on the company's website at www.itcity.co.th under the "Sustainable Development" section.

Human Rights Violations 2024 = 0



Operations of the Welfare Committee in the Workplace in 2024

In 2024, the Welfare Committee at the workplace discussed the following welfare and benefits for employees:

1. Salary structure adjustment and annual salary increase
2. Adjustment of medical coverage for group insurance
3. Critical illness insurance coverage for 40 diseases
4. Amendment of work-related regulations



Health and Safety Management

Employee safety and health are critical factors that the company places great importance on. Therefore, the company has established policies on occupational safety, health, and working environment to ensure the implementation of measures and conditions that create a safe workplace for all employees. It is the responsibility of each employee to ensure their own safety and that of their colleagues. Working in a safe environment is considered a fundamental right for everyone. The company's main goal is to prevent and reduce workplace accidents to zero, ensuring that employees can work efficiently and safely without exposure to risks.

In addition, the company conducts annual health check-ups for all employees and provides a group insurance card to ensure that employees receive proper protection and medical treatment.

Accidents in 2024 = 0

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



Annual Health Check-Up for Employees





Statistical of Accident Rate



Health and Wellness Management

During the outbreak of the pandemic, the company has implemented various measures to ensure the safety and well-being of its employees by strictly adhering to the guidelines set by the Ministry of Public Health and government regulations. This includes adjusting work arrangements to align with the situation, such as enabling Work from Home (WFH) and reducing the necessity for employees to commute to the office to minimize the risk of infection.

Additionally, the company has provided protective equipment such as face masks, hand sanitizers, and regularly disinfected the workplace to maintain a clean and safe working environment for all employees.

The company also prioritizes employee health by offering annual health check-ups and access to quality medical services. Furthermore, a group health insurance plan has been arranged to ensure employees receive adequate coverage in cases of pandemics or unexpected illnesses.

Through these measures, the company is committed to supporting and safeguarding its employees, helping them navigate the pandemic safely while maintaining good health.



Occupational Health and Safety Statistics

	2023	2024
 Injury Rate: IR - Employees - Business Partners	0.00 0.00	0.00 0.00
 Lost Time Injury Rate: LTIR - Employees - Business Partners	0.00 0.00	0.00 0.00
 Lost Day Injury Rate: LDIR - Employees - Business Partners	0.00 0.00	0.00 0.00
 Occupational Disease Rate: ODR - Employees - Business Partners	0.00 0.00	0.00 0.00
 Workplace Fatalities - Employees - Business Partners	0 0	0 0

Communication with employees

Communication with employees is an essential factor that helps foster a good relationship between the organization and its personnel. It also serves as a tool for creating a clear understanding of the organization's policies, plans, and goals. Effective communication helps employees perform their tasks in line with the organization's objectives and strengthens their long-term commitment to the organization.

The company values both formal and informal communication, utilizing various channels such as monthly meetings, newsletters, emails, and one-on-one discussions to ensure employees receive clear and timely information. Furthermore, the company provides open channels for employees to express their opinions and suggestions. There is a system in place that listens to and addresses employees' concerns and issues quickly and efficiently.

Therefore, communication with employees is not just about transmitting information from management to employees; it is a process where all parties can participate in exchanging ideas for development and improving work processes. Moreover, effective communication helps foster a transparent and collaborative organizational culture, which contributes to creating a friendly and positive work environment.





Enhancing Efficiency and Managing Climate Change Adaptation

Greenhouse gases are the primary cause of climate change, which results from both natural processes and human activities. These gases have a significant impact on ecosystems, the economy, society, water management, and human infrastructure. This issue is a global challenge that requires the cooperation of all countries to mitigate its effects. Worldwide, efforts are being made to reduce greenhouse gas emissions seriously and comprehensively.

The company acknowledges the importance of this issue and is committed to developing its business alongside minimizing its environmental impact. The management of greenhouse gas emissions across the entire supply chain is a key part of the company's policy. The company has published details about this policy on its website at 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 2024

The company is committed to promoting sustainable energy conservation, which is a crucial mission that all parties must clearly adhere to. This is achieved through the 3Rs strategy: Reduce, Reuse, and Recycle. The company has established plans and energy conservation measures throughout its business supply chain, leading to the most efficient and cost-effective use of resources. This approach aims to reduce environmental impact and create long-term sustainability.

Governance and Management of Climate-Related Risks and Opportunities

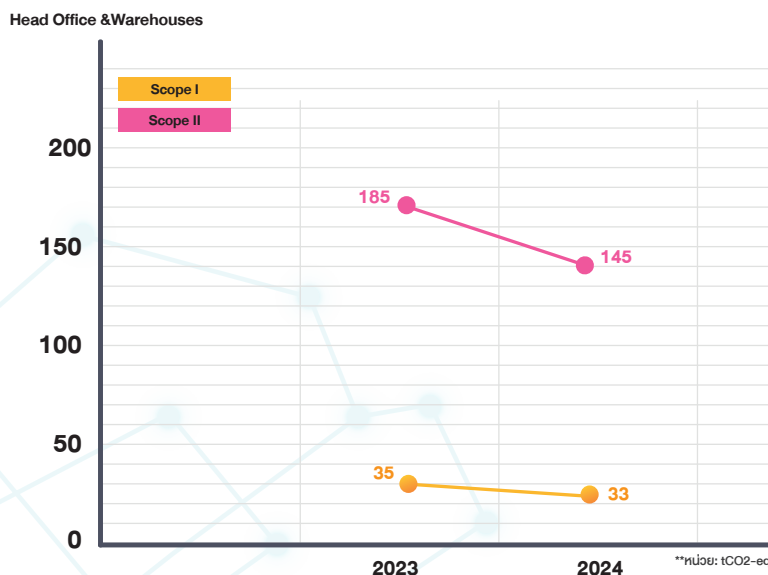
The company has assigned the Risk Management Committee to monitor and assess risks related to climate change and report to the Board of Directors on the performance of managing climate-related risks and opportunities. The committee oversees the development of strategies to address climate change and provides recommendations for additional strategies or action plans, with senior executives from all departments working together to drive activities related to resource management, reducing environmental impacts, and lowering greenhouse gas emissions.



Carbon Footprint for Organization (CFO)

In 2024, the company conducted its second Carbon Footprint for Organization assessment, following the guidelines of the Greenhouse Gas Management Organization (GGMO), to evaluate the greenhouse gas emissions generated by the company's activities. The calculation and accounting of the greenhouse gas emissions were carried out by the Thailand Environment Institute (TEI), a leading environmental organization with international standards. The company has set 2023 as the baseline year for calculating the greenhouse gas emissions, with plans to disclose the data in the following year. This information will be used to guide efforts in improving environmental performance and promoting sustainable practices moving forward.

Greenhouse gas emissions 2024

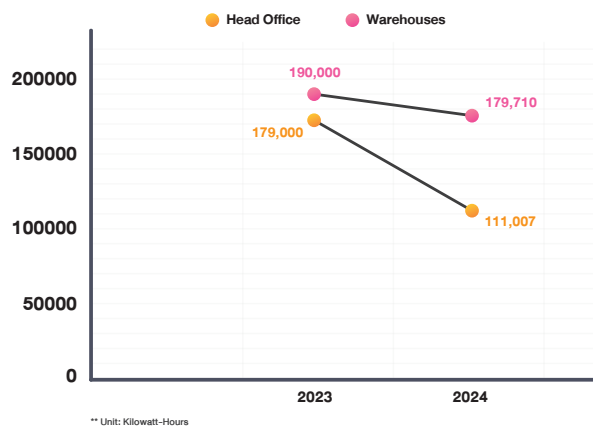




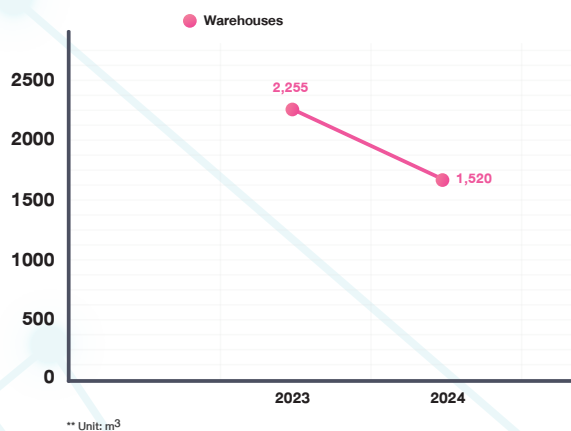
Scope of the Company's Greenhouse Gas Emissions

Scope I	Scope II
Mobile Combustion - Executive Vehicles (Gasohol) - Employee Vehicles (Gasohol) - Messenger Vehicles (Gasohol) Other Leakages - Refrigerant Leakage from Air Conditioners (R-32) - Refrigerant Leakage from Air Conditioning Systems (R410A) - Refrigerant Leakage from Refrigerators and Water Dispensers (R-134a) - Methane Emissions from the Septic Tank System	Electricity (MEA - Metropolitan Electricity Authority)

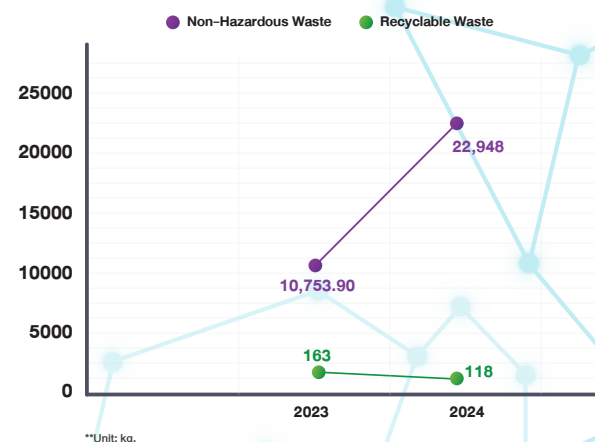
Energy Consumption 2024



Water Consumption 2024



The amount of waste and garbage in the year 2024



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

In 2024, the company promoted employee involvement in environmental conservation and raised awareness about energy conservation. The focus was on ensuring that operations are sustainable and aligned with the principles of good governance for all employees. Through various activities and projects, employees were encouraged to participate in efforts to reduce environmental impact, such as:

Mutual Cooperation in Waste Reduction and Sorting at the Source.

The company places great importance on promoting collective efforts to reduce and segregate waste at the source, aiming to reduce waste volume and enhance recycling efficiency. The company has implemented various projects and activities to raise awareness among employees about the importance of waste segregation from the source, as well as the efficient use of resources to minimize environmental impact.

The company provides containers for waste segregation in various areas within the office to make it easier for employees to separate waste by category, such as general waste, recyclable waste, and hazardous waste. In addition, the company conducts awareness campaigns on proper waste segregation guidelines to ensure employees understand and actively participate in reducing the waste generated within the organization.

Segregating waste at the source is a crucial step in creating sustainability within the organization. It not only reduces environmental impact but also fosters a culture of shared responsibility among all employees in the workplace.





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

The company promotes the efficient use of equipment and encourages employees to be mindful of energy consumption. This initiative aims to reduce unnecessary energy waste, such as turning off computer screens when not in use for 15 minutes or during lunch breaks, as well as setting screensavers to automatically turn off after a period of inactivity. These actions help reduce energy consumption without incurring additional costs. However, the success of this initiative relies on the cooperation of employees at all levels and departments to collectively adjust their operations and behaviors in order to reduce energy usage in a sustainable manner.

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

The company encourages employees to turn off lights that are not in use, such as during lunch breaks or when areas are unoccupied. Lights should only be turned on in areas where they are necessary. This initiative helps reduce energy consumption and promotes energy conservation within the organization. By implementing this practice, the company not only reduces energy costs but also minimizes its environmental impact, fostering a culture of shared responsibility for using resources efficiently.



Setting Computers to Sleep Mode.

The company has encouraged employees to set their computers to enter Sleep Mode when not in use for extended periods, in order to save energy, reduce operational costs, and minimize environmental impact by decreasing unnecessary energy consumption from idle devices. Additionally, this initiative fosters employee participation in environmental conservation and efficient resource usage, in line with the company's sustainability policy, which focuses on environmental stewardship and energy conservation across all aspects of business operations.

IT CITY 

คณะทำงานขับเคลื่อนองค์กรสู่การพัฒนาอย่างยั่งยืน

ขอเชิญชวนบุคลากรทุกท่านร่วมกันประหยัดพลังงานและอนุรักษ์สิ่งแวดล้อม
โดยการตั้งค่าคอมพิวเตอร์ให้เข้าสู่โหมดหยุดพักการทำงาน หรือ Sleep Mode กรณีที่ไม่ได้ใช้งานหรือไม่ได้อยู่ที่โต๊ะทำงาน

การเข้าสู่ Sleep Mode ด้วยตนเอง

1.คลิกที่สัญลักษณ์ Window



2.คลิกเมนู Power

 Power

3.เลือกเมนู Sleep

 Sleep

การตั้งค่าให้เข้าสู่ Sleep Mode อัตโนมัติเมื่อไม่ใช้งาน

1.คลิกที่สัญลักษณ์ Window และเลือกเมนูตั้งค่า (Settings)

 Settings

2.เลือกเมนูระบบ (System) จากแถบเมนูด้านซ้าย

 System
Display, sound, notifications, power

3.เลือกเมนู Power และตั้งค่าที่เมนูหน้าจอและโหมดสLEEP (Screen and Sleep) โดยการกำหนดเวลาให้คอมพิวเตอร์เข้าสู่ Sleep Mode เมื่อไม่มีการใช้งานตามเวลาที่กำหนด

 Power & sleep



Water Resource Management

Water resource management is a key responsibility of the company, which is committed to sustainable operations aimed at minimizing environmental impact and maximizing water usage efficiency. Although the company's core activities do not heavily rely on water, it still prioritizes efficient water use in daily operations such as office cleaning, dishwashing, and restroom usage. The focus is on using water effectively and reducing consumption to an appropriate level.

The company also raises awareness and promotes water conservation among employees at all levels, encouraging sustainable and responsible water usage behaviors.

Water Conservation and Loss Reduction Measures

The company is aware of the impact of the drought situation, one of the natural disasters that affects human life and ecosystems, caused by both natural factors and human activities. Therefore, the company has implemented various measures to improve water efficiency and reduce water loss, such as:

- Check water pipes and faucets in the office to prevent leaks.
- Avoid flushing trash down the toilet to reduce unnecessary water usage.
- Turn off the water while brushing teeth and washing hands with soap.
- Ensure faucets are fully turned off after use.
- Wash fruits and vegetables in a container that can hold water, instead of running water directly from the tap.
- Reuse water from laundry or floor cleaning for other purposes.
- Use dishwashing liquids that are not concentrated and rinse easily to reduce water consumption.

These measures help reduce water loss in daily life and promote efficient water usage in all aspects.

มาตรการประหยัดและลดการสูญเสียน้ำ

มาตรการเหล่านี้ช่วยลดการสูญเสียน้ำในชีวิตประจำวัน และส่งเสริมการใช้น้ำอย่างมีประสิทธิภาพในทุกๆ ด้าน

- เช็กท่อน้ำและก๊อกน้ำ**
ในสำนักงาน เพื่อป้องกันการรั่วซึม
- หลีกเลี่ยงการทิ้งขยะลงชักโครก**
เพื่อลดการใช้น้ำโดยไม่จำเป็น
- ปิดน้ำ** ระหว่างแปรงฟันและถูสบู่
- ปิดก๊อกน้ำให้สนิท** ทุกครั้งหลังเลิกใช้งาน
- ล้างผักผลไม้ในภาชนะที่รองรับน้ำไว้**
แทนการเปิดน้ำจากก๊อกโดยตรง
- นำเอาน้ำที่ใช้ในการซักผ้า หรือเช็ดพื้นมาใช้ซ้ำ (Re-use)**
- เลือกใช้น้ำยาล้างจาน**
ที่ไม่เข้มข้นและล้างออกง่าย เพื่อลดการใช้น้ำ

กิจกรรมเหล่านี้จะช่วยสร้างวัฒนธรรมในการทำงานที่มีความรับผิดชอบต่อสิ่งแวดล้อม และส่งเสริมให้พนักงานทุกคนร่วมมือกันในการใช้ทรัพยากรอย่างคุ้มค่าและยั่งยืน



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.

IT CITY

เก่าแลกใหม่
เก่านานาไหนเราก็รับ

2023	4,999 บาท
2024	4,706 บาท

Max Protection by IT CITY: Extended Warranty for Environmental Sustainability

Under the Max Protection by IT CITY coverage, the Company provides an additional one-year warranty on its devices (following the manufacturer's one-year warranty). This extended warranty is longer and more comprehensive, designed to boost customer confidence. In addition to extending the product's lifespan, it also promotes environmental sustainability.

With this extended warranty, customers can maintain and repair their devices for a longer period, reducing the need for frequent replacements. This, in turn, lowers the amount of electronic waste (E-waste) and enhances resource efficiency. This approach aligns with the Company's goals to minimize environmental impact and support long-term sustainable development.



คุ้มครองทุกมิติ ดีที่สุดในตลาด



ประกัน 2 ปี*
หน้าจอแตก จอเบิร์น
ตัวเครื่อง แบตเตอรี่

The project not only helps reduce electronic waste but also encourages customer participation in environmental conservation and minimizes the impact of electronic waste.

Sustainable Supply Chain

Supply chain management is a key challenge for the company in developing its strategies to ensure the efficient delivery of products and services to consumers. The entire process, from procurement, production, storage, transportation, to distribution, forms the supply chain. In the modern context, supply chain activities are viewed as a network that incorporates sustainability in economic, social, and environmental aspects. The company integrates these sustainability issues into its business operations, collaborating with business partners to enhance the value chain, create opportunities, reduce risks, and improve competitive capabilities in the long term. Furthermore, the company emphasizes business practices that align with sustainability standards to ensure confidence among consumers and stakeholders. The company's supply chain management policies are disclosed on its website, www.itcity.co.th, allowing all stakeholders to access relevant information and collectively contribute to responsible and sustainable business growth.



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 2024

The company recognizes that its business operations rely on raw materials, equipment, and services from suppliers. If suppliers fail to comply with regulations or do not prioritize these matters, it could negatively impact the company's business. Therefore, the company places great importance on managing supply chain risks and strives to develop its suppliers to ensure they can operate sustainably and grow together in the long term. The company has established policies and guidelines for supply chain management as part of its strategy for managing the supply chain sustainably and efficiently. These policies are publicly disclosed on the company's website, www.itcity.co.th, to ensure transparency and encourage collaboration for a more secure and sustainable supply chain.



1
Communicate expectations, identify and select potential partners by integrating sustainability criteria.



2
Provide knowledge and manage partner risks related to sustainability.



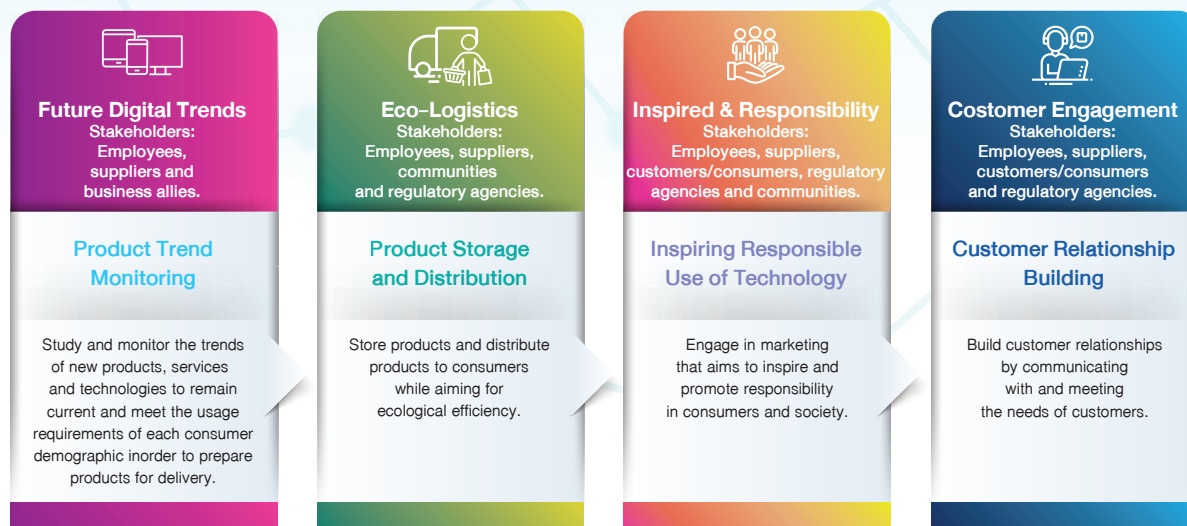
3
Promote and support capacity development.



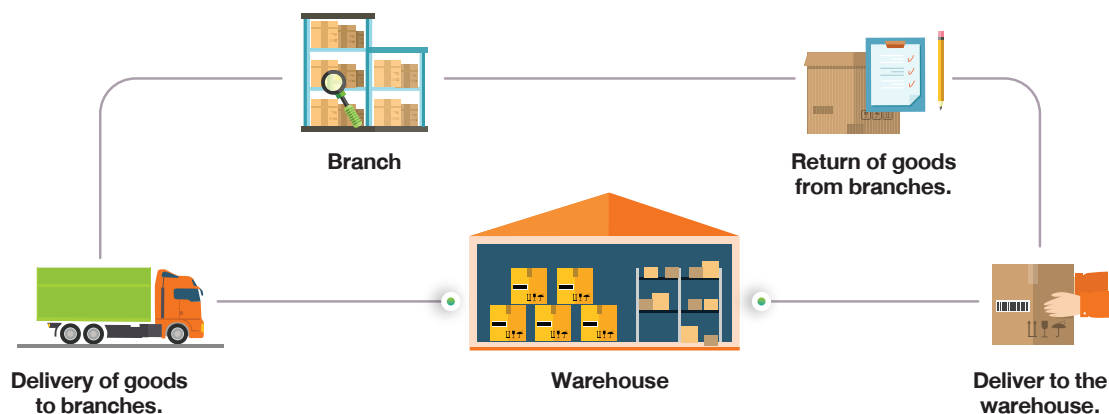
4
Build engagement and maintain long-term relationships.



Key stakeholders who are significantly impacted.



Sustainable Logistics Management



Prioritizing efficient logistics management to support business operations while reducing environmental impact, the company has implemented various strategies in its logistics management processes, spanning from warehouses to branches nationwide, as follows:

1. Efficient Route Planning

The company manages transportation schedules by planning routes that cover branches located along the same path, reducing travel distances. This approach helps conserve fuel, lower operational costs, and minimize greenhouse gas (GHG) emissions, thereby mitigating long-term environmental impacts.

2. Reducing Empty Runs in Transportation

The company implements return logistics by collecting goods from branches along the same route on return trips to the warehouse. This approach minimizes empty runs, optimizes resource usage in transportation, enhances efficiency, and reduces environmental impact.

3. Using Plastic Crates Instead of Cardboard Boxes in Transportation

The company has improved its packaging management process by adopting reusable plastic crates to replace single-use cardboard boxes. This initiative helps reduce packaging waste and minimizes the consumption of natural resources.

These logistics management approaches demonstrate the company's commitment to developing sustainable operational processes, aligned with the principles of supply chain management that emphasize efficiency and long-term environmental impact reduction.

Supplier Identification

The company has established a procurement policy that emphasizes fairness and transparency, applying the same standards across the organization. This policy aims to provide opportunities for partners to offer quality products and services with transparency in their operations. Additionally, the company has defined measures to prevent corruption in procurement and has created channels for stakeholders to easily submit complaints related to procurement activities.

The company's process for evaluating suppliers covers various aspects, focusing on quality, safety standards, and the assessment of environmental impacts arising from suppliers' operations. For existing suppliers, the company conducts regular evaluations. If any issues or concerns are identified, the company works collaboratively with the supplier to find appropriate solutions.

The evaluation of suppliers is divided into six main areas, including:

1. Pricing
2. Ability to Control Quality
3. Payment Conditions
4. Quality of Delivery
5. After Sale Service
6. Sustainability Performance in line with ESG Framework

In addition, the company has categorized critical suppliers based on factors such as order volume (High-Volume Supplier), the importance of goods or services, and the level of reliance on the supplier. This helps identify key suppliers who play a vital role in the company's operations, which in turn aids in managing risks that may arise from dependency on these suppliers. This information is used to strengthen relationships and plan for sustainable long-term business operations.

For the categorization of critical suppliers, the company defines Tier 1 suppliers as those with direct transactions or sales of goods and services with the company. Non-Tier 1 suppliers are secondary suppliers that do not have direct transactions with the company. In 2024, the company only engaged in transactions with Tier 1 suppliers and did not have any Non-Tier 1 suppliers categorized in this grouping.

Definition

- **Goods or services that are critical** and may significantly impact the growth of the business.
- **The level of dependence on suppliers**, which may include suppliers who are the sole producers, distributors, or providers of such goods or services, or there are very few suppliers in the market, resulting in a high level of reliance on the supplier.

Measures for Non-compliance by Business Partners within the Specified Timeframe

- Negotiate to resolve the issue with clearly defined problem scope and timeframe
- Verbal notification and written warning
- Termination of the business contract
- Claiming for damages

For improving the operational plans of business partners, the company will provide support through knowledge development or offering guidance to ensure that partners can effectively and fully resolve the issues correctly moving forward.



* From the total number of suppliers in 2024

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

The company places great importance on sustainability across the entire supply chain, from the source to the end, recognizing that the development and enhancement of business partners' capabilities is key to driving sustainable business growth together. By investing in the development of business partners, the company aims to enable them to grow alongside the company in a stable and sustainable manner.

In 2024, the company focused on enhancing the knowledge and capabilities of its business partners' employees, particularly in complying with the company's policies and standards, understanding the company's operational direction, and providing essential technical knowledge. This effort was aimed at upgrading the capabilities of business partners' employees, ensuring they can work effectively with the company. A total of 950 employees from business partners attended training and development programs.

The training not only enhanced work-related skills but also aligned the business partners' employees with the company's sustainability goals, ensuring the work performed is in line with the company's objectives. This alignment will contribute positively to both operational performance and the collaboration between the company and its partners, driving the business toward long-term success.

By investing in the development of knowledge and skills, the company is confident that the collaboration with its business partners will be a key driver in enhancing competitiveness in the market and creating opportunities for sustainable growth together over the long term.



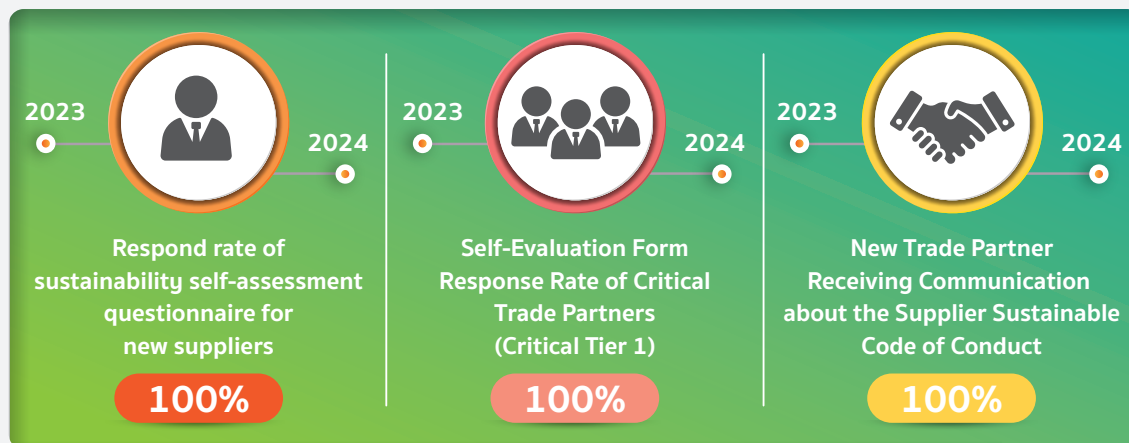
Oversight

The company has established a Supplier Code of Conduct and Guideline, which is publicly available on the company's website at www.itcity.co.th. This code serves as a clear set of guidelines for partners in conducting business. Its purpose is to provide suppliers with principles to follow in alignment with the company's policies and standards, while also promoting sustainability in various aspects of the business.

In addition, the company has developed a Sustainability Questionnaire that covers key issues in the areas of Environmental, Social, and Governance (ESG). This questionnaire allows suppliers to assess their own sustainability status and readiness, and enables them to use the assessment results to improve and enhance their practices in these areas.

To ensure sustainable operations, the company has also implemented a sustainability assessment for suppliers in the ESG areas for every new supplier. Additionally, regular assessments are conducted annually for critical suppliers to monitor and track their adherence to sustainability practices. This evaluation helps both the company and its suppliers collaborate in developing and improving business practices that align with sustainability principles, while enhancing performance across all dimensions of the organization.

Operation details



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. Support Access to Technology for Education.
3. Promote Equality and Diversity.
4. To widen the participation of associates and stakeholders in all sections to instill sustainable values in society.

Operation of Social and Community Development in 2024

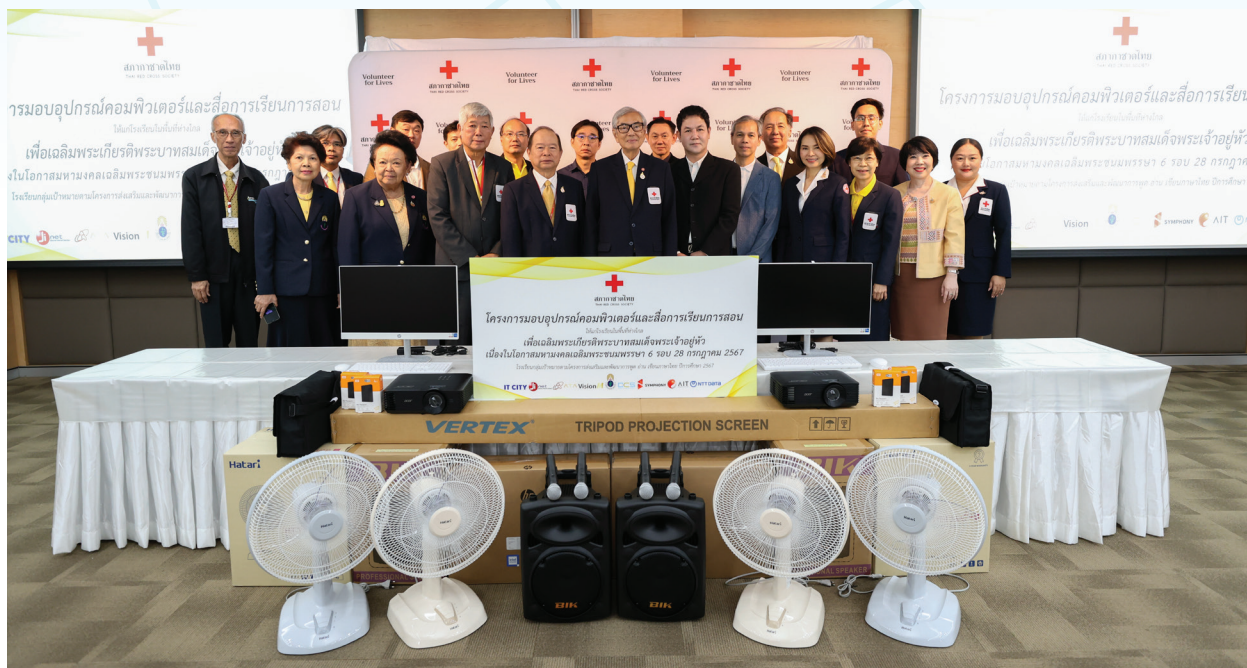
The company recognizes the importance of expressing responsibility for society and the environment, because the company believes that sustainable business development can be achieved only if communities and society grows together with us. As such, the company has launched many activities under the "Share 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.



The "Share for Change" project is founded on three key principles: access to technology, quality of life, and natural resources and the environment.



Support for Computer Equipment and Educational Media



In 2024, the Company provided support in the form of computers and educational materials to the Thai Red Cross Society to enhance educational opportunities for schools in remote areas. This initiative enabled students in these areas to access modern educational resources, develop technological skills, and expand their learning opportunities, contributing to the sustainable improvement of their quality of life and education.

This initiative, carried out under the concept of “Share for Change,” aligns with the Company’s sustainability goals in the category of social and community care. The Company has set a target to implement activities or projects annually to generate long-term positive impacts and foster collaboration between the public sector, private sector, and society in advancing education and promoting equal opportunities for all children. Furthermore, this effort is part of the Company’s commitment to sustainability, aiming to inspire and drive positive social change by delivering cutting-edge technology and excellent services under the concept “Delivering technology with excellent services for better living.” This reflects the Company’s mission toward sustainable development.

Social and Community Care	2023	2024	Target
Ongoing yearly activities or project under the Share for Change project.	1	2	Ongoing every year.

It can generate outcomes and sustainability in several aspects as follows:

- **Social Aspect**

- Students and teachers in schools receiving the equipment gain access to learning materials, online resources, and technology to develop new skills.
- Promotes educational equality by reducing the digital divide between urban and rural areas.
- Raises awareness within the Company and among employees about the importance of social responsibility.

- **Governance Aspect**

- The Company ensures transparency in the implementation of the project by disclosing information to stakeholders through the Annual Report (56-1 One Report).

- **Building Collaborative Networks**

- Collaboration between the Company and the Thai Red Cross Society fosters cross-sector partnerships and encourages the development of networks at the local level.
- Creates opportunities for future expansion or extension of initiatives into other social development projects.

"Card for Kids Project, 19th Edition"

In 2024, the company became part of an initiative organized by The Better Thailand Foundation to support children with disabilities and underprivileged children through the "Card for Kids Project, 19th Edition." Schools and foundations for underprivileged children from across the country participated in the painting and coloring competition under the theme "Timeless Thailand," reflecting the uniqueness and beauty of Thailand in a modern way.

This project not only supports the creative expression of children but also provides an opportunity to bring happiness and smiles to children with disabilities and those from disadvantaged backgrounds, allowing them to express their creativity and develop artistic skills through meaningful and beautiful artworks. The winning paintings will be made into New Year greeting cards.

Additionally, this activity helps enhance the artistic and communication skills of the children, boosting their self-confidence and helping them recognize their own potential while envisioning opportunities for the future. This is especially important for children from low-income families or those facing challenges in accessing education.

The company is committed to being part of creating positive social change through supporting activities that promote opportunity and equality in society. This support is aimed at enhancing opportunities for the growth and quality of life of these children, while also supporting long-term social projects that bring value to society.





Shared Value



Product & Service Integration

With its expertise in information technology, the Company can integrate technology, software solutions, and its specialized knowledge to provide IT equipment along with post-delivery support to schools or organizations receiving the donations.



Human Capital Development

By providing opportunities for employees from various departments to volunteer in the project, it not only fosters employee engagement but also reinforces the corporate culture that emphasizes sustainability and social responsibility.



Sustainability Strategy

The Company has outlined its goal to support IT equipment for education in its Sustainability Roadmap, setting a target to implement the project continuously every year and reporting the project's progress in the Annual Report (56-1 One Report).



Marketing & Brand Integration

Communicating the stories of social projects highlights the Company's commitment to social responsibility, positioning it as an integral part of the organization's DNA.

Integrating business operations with social benefits in alignment with the mission and core business processes creates shared value, which enhances sustainability and strengthens the Company's long-term competitive advantage.

Anti-Corruption

Corruption is a significant barrier that hinders the sustainable development of both the economy and society, damaging the trust of stakeholders in business systems and organizations. It not only leads to legal and financial risks but also creates inequality and missed opportunities for genuine growth in the business sector.

The company is committed to conducting its business with transparency and fairness, adhering to principles that oppose corruption in all its forms. This is essential for building trust and maintaining positive relationships with all stakeholders. The company has established clear policies and measures to prevent and monitor illegal or unethical conduct, as well as providing training and raising awareness among employees at all levels regarding anti-corruption. Furthermore, the company has declared its commitment to joining the Thai Private Sector Collective Action Against Corruption (CAC) to demonstrate its dedication to upholding strict standards and contributing to the creation of a corruption-free society.



Goals

1. Conducting business with transparency and fairness
2. Building trust with all stakeholders
3. Preventing and reducing corruption and unethical practices within the organization

Strategies

1. Establishing clear policies and measures to combat corruption
2. Training and raising awareness about corruption for employees at all levels
3. Participating in the Thai Private Sector Collective Action Against Corruption (CAC)
4. Monitoring and auditing operations to prevent corruption

Operations in 2024 on Anti-Corruption

In 2024, the Company's Board of Directors approved the declaration of its commitment to join the Thai Private Sector Collective Action Against Corruption (CAC) on December 18, 2024, to demonstrate the Company's dedication to conducting business with transparency and fairness. This declaration will be a key part of fostering an organizational culture free from corruption.

Additionally, on the same day, the Board also approved the Anti-Corruption Policy to establish clear guidelines and measures for preventing corruption at all levels of business operations. This policy has been communicated to all employees and business partners to ensure a shared understanding and commitment to effectively and seriously combat corruption.

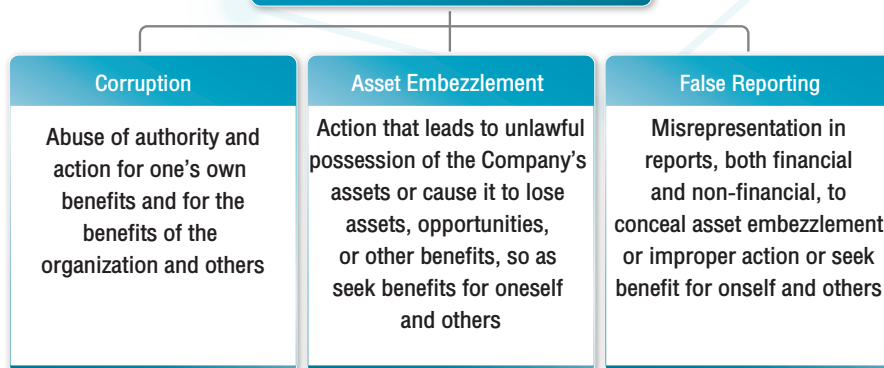


The definition “fraud”

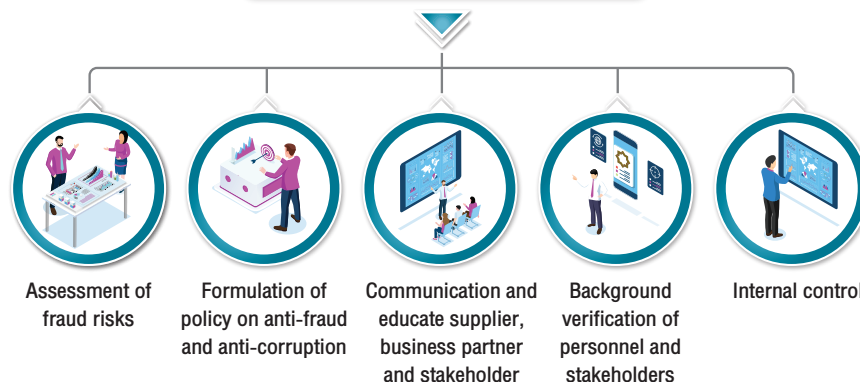


intentional action to seek unlawful
Fraud benefit for oneself and others

Nature of Fraud



Guideline for fraud prevention



Reporting Violations

Scope of Reporting	Number of Violations in 2024
Corruption or Bribery	0
Discrimination or Harassment	0
Customer Personal Data	0
Conflict of Interest	0
Money Laundering or Insider Trading	0

Anti-Corruption Policy

The company is committed to conducting business with transparency and ethics, placing great importance on combating corruption in all forms to maintain credibility and trust from all stakeholders. To this end, the company has established an Anti-Corruption Policy as a guideline to prevent and eliminate corruption at every level of operation. The implementation of this policy will serve as a crucial tool in promoting responsible and transparent business practices.

The company's Anti-Corruption Policy covers the following practices:

- **Giving/Receiving Gifts, Souvenirs, and Hospitality**

Gifts and souvenirs may be given or received in accordance with customary practices, provided that such actions are conducted transparently and do not impact the company's operations or business decisions. They should not be given with the expectation of any benefits or rewards. Furthermore, they must comply with applicable laws and align with the company's policies. Gifts must be given in the company's name and require approval from management if their value exceeds the company's established threshold.

Hospitality can also be provided according to customary practices, ensuring transparency and no impact on the company's operations or business decisions. It must not be given with the expectation of any benefits or rewards. Hospitality must comply with relevant laws and the company's policies and must be conducted in the company's name. Additionally, hospitality arrangements must be reviewed by the accounting and internal audit departments to ensure compliance with the company's guidelines.

- **Charitable Donations**

Charitable donations must be made for the purpose of charity and to benefit the nation, religion, the monarchy, and society, without the expectation of any benefits or rewards that could be considered corruption. Donations must comply with the relevant company policies and must be made in the company's name only. Additionally, donations must be reviewed by the accounting and internal audit departments to ensure compliance with the company's established guidelines and standards.

- **Provision and Receipt of Support**

Financial support provided in the company's name to support business projects must have a clear objective of promoting the company's brand, image, and reputation. It must be demonstrable that the recipient of the support has carried out activities according to the project plan and that these activities contribute to achieving the project's goals for the benefit of society. The provision of financial support must not be linked to any return benefits for individuals, organizations, or specific groups. The company has a clear process for reviewing and approving such support. Requests for approval must be accompanied by documentation specifying the project details, including the amount and method of payment, and must be approved by management in accordance with their designated authority. Additionally, the provision of support must be supported by receipts or clear documentation to ensure that it is not used as an excuse for corruption.

- **Political Neutrality**

The company places great importance on maintaining political neutrality by refraining from involvement with any political parties, political alliances, or political figures. The company does not have a policy to provide financial support, assets, personnel, or company resources for political activities or to assist political causes, either directly or indirectly, regardless of the personal interests of any politicians, political parties, or political groups.

Furthermore, the company encourages all employees to comply with the law and exercise their political rights in their personal capacity, but not to engage in activities that could compromise the company's political neutrality or cause harm by participating in political activities. This includes using their position in the company or wearing the company's uniform in a way that may lead others to perceive it as the company's representation.

The company also has a policy that prohibits employees at all levels from using any means to influence or direct other employees or subordinates to participate in political activities, as this may create internal conflicts and negatively affect the company.

Additionally, the company will not participate in any election campaigns or political advertising for any political party or individual, nor will it use the company's resources for political actions. Employees must avoid any expression that may give the impression that the company supports any political activities or election candidates.

Learn more about

Anti-Corruption Policy at





Channels for Reporting Complaints or Whistleblowing

The company places great importance on creating a transparent environment and has established open channels for receiving complaints from employees and stakeholders. This allows for the convenient and confidential reporting of issues or complaints related to operations that may involve corruption, misconduct, or inappropriate actions. The following are the available channels for reporting complaints or whistleblowing:

Through the company's website www.itcity.co.th



1.

Letter to the Company Secretary

IT City Public Company Limited,
The Palladium World Shopping Mall
555 Fl. B2 Ratchaprarop Rd., Makkasan Subdistrict,
Ratchathe District, Bangkok 10400 By addressing the envelope,
seal, or specifying the message represent
"Confidential Documents" or E-mail: companysec@itcity.co.th

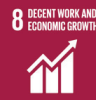


2.

Letter to the Chairman of Audit Committee

IT City Public Company Limited,
The Palladium World Shopping Mall
555 Fl. B2 Ratchaprarop Rd., Makkasan Subdistrict,
Ratchathe District, Bangkok 10400 By addressing the envelope,
seal, or specifying the message represent
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Sustainable Development Goals (SDGs)

SUSTAINABLE DEVELOPMENT GOALS		The company's actions to support its objectives.	References page
	End poverty in all its forms everywhere	Ensure sufficient income for a sustainable livelihood by setting a fair minimum wage that aligns with the cost of living.	79, 145-146
	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Reduce food waste by participating in the "Care the Bear" initiative by the Stock Exchange of Thailand.	86
	Ensure healthy lives and promote well-being for all at all ages	- Promote employees' access to quality healthcare by providing group insurance and critical illness coverage, conducting annual health check-ups, and ensuring health and safety measures. - Employee health care during disease outbreaks.	80-81 81
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Develop professional skills and lifelong learning by providing an E-Learning platform for employees to access unlimited learning opportunities.	74-78
	Achieve gender equality and empower all women and girls	- Gender diversity in senior management. - Gender diversity. - Promoting equal opportunities and workforce diversity.	57 72 79
	Ensure availability and sustainable management of water and sanitation for all	Responsible water usage.	85, 88
	Ensure access to affordable, reliable, sustainable and modern energy for all	Efficient energy usage.	85, 87
	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	- Sustainability goals (High Purpose). - Employee training and development. - Fair labor practices. - Support for computers and educational materials.	51 74 79 95



SUSTAINABLE DEVELOPMENT GOALS		The company's actions to support its objectives.	References page
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	- Expand access to high-speed internet by providing mobile network and internet services. - Promote a circular economy in business processes through the "Old for New" initiative. - Reduce the technology gap between urban and rural areas through initiatives supporting computers and educational materials for remote areas.	20 89 95-96
	Reduce inequality within and among countries	- Reduce economic inequality by supporting a fair minimum wage that aligns with the cost of living. - Promote social equality and reduce discrimination in all dimensions. - Prevent and combat corruption, which is a root cause of economic and social inequality.	79-80 79 98
	Make cities and human settlements inclusive, safe, resilient and sustainable	Support sustainable city development by reducing greenhouse gas emissions.	84
	Ensure sustainable consumption and production patterns	Encourage a circular economy through the "Old for New" initiative.	89
	Take urgent action to combat climate change and its impacts	Encourage employees to adopt resource-efficient behaviors, such as waste segregation.	86
	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	Reduce greenhouse gas emissions to mitigate ocean acidification.	84
	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	-	-
	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Reduce corruption and improve governance by participating in the Thai Private Sector Collective Action Against Corruption (CAC).	98-101
	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	Support tax transparency.	67



IT CITY PUBLIC COMPANY LIMITED

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