

A woman with long dark hair, wearing a light-colored dress, stands on the left, holding a small globe of the Earth. A white and black humanoid robot stands on the right, also holding the globe. They are in a lush green field with rolling hills in the background. Numerous white wind turbines are visible on the hills under a bright, hazy sky. Several birds and butterflies are flying around. The text 'IT CITY' is at the top in large white letters, followed by 'Sustainability Report 2025' in slightly smaller white letters.

IT CITY

Sustainability Report 2025

*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.

Develop human capital alongside community engagement to create sustainable shared value.

The Company is committed to continuous human capital development through upskilling and reskilling, strengthening capabilities, and enhancing adaptability to change.

In parallel, the Company leverages employees' skills and expertise through initiatives and projects that translate knowledge into practical outcomes-improving quality of life, expanding opportunities, and creating sustainable shared value for society and local communities.

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

IT City Public Company Limited is committed to achieving stable business growth alongside social and environmental responsibility, underpinned by good corporate governance and transparency. The Company applies ESG principles as a framework for setting strategic direction, managing risks, and making key decisions, with the aim of building confidence among all stakeholder groups, including employees, customers, business partners, shareholders, and society.

In 2025, the Company focuses on enhancing operational efficiency through people development, process improvement, and the adoption of technology and innovation to elevate customer service, while upholding ethics and good governance as the foundation of its operations.

On the environmental front, the Company promotes efficient resource use, reduces waste, and supports responsible waste management. In 2025, the Company carried out a joint initiative with AIS, the Company's business partner, under the AIS E-Waste program by establishing electronic waste (E-Waste) collection points to facilitate the proper disposal of unused electronic devices by customers and the public.

The Company believes that sustainability is driven by collaboration and continuous improvement. Accordingly, it places strong emphasis on clear, accurate, and verifiable communication and disclosure, and remains committed to advancing sustainable, high-quality growth while creating long-term value for society and the environment.



Mr. Sophon Intanate
President



3. Driving Business toward Sustainability

3.1 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 Sahagroup group of companies. The Company’s principal business is the distribution of IT products and related accessories under a one-stop shopping concept (One Stop Shopping IT Products) under its main trade name “IT CITY.” The Company operates in the format of an IT superstore under the slogan “The IT Superstore” (a “complete technology city”).

In addition to distributing IT products from leading brands, the Company has its own brand, “WISE,” developed to offer customers quality IT products and accessories at value-for-money prices. WISE products are designed and manufactured to meet diverse customer needs in terms of technology and user convenience.

The Company offers a broad range of IT products and accessories through both its retail branches and online channels. The Company also has dedicated units serving corporate customers, government agencies, and educational institutions to deliver services that effectively meet the specific needs of each customer group.

3.2 IT CITY’s Commitment to the Sustainable Development Goals

The Company is committed to a sustainability framework to deliver value to stakeholders through its sustainability pledge: to be a leader in sourcing modern technology products that support innovation to improve people’s lives, while reducing impacts on the ecosystem. The Company’s ultimate goal is to inspire through technology and 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.

3.3 Operational Strategy

Amid ongoing global changes, awareness of the Sustainable Development Goals (SDGs) and Environmental, Social, and Governance (ESG) principles has gained significant recognition and attention. In today's business environment, operations are no longer focused solely on generating profit from the sale of products and services; companies must also consider their impacts on the environment and society, as well as adherence to good corporate governance. These considerations support long-term sustainability and business resilience. Responsible business practices in environmental and social dimensions reflect the Company's values and vision, while also strengthening confidence among investors and other stakeholders.

The Company recognizes the importance of reviewing its operational strategy to align with changes in economic, social, and environmental conditions. This includes adapting to market trends and customer needs, as well as managing risks across each dimension, in order to sustain the Company's ability to create value and generate long-term profitability alongside responsible and sustainable business development.

Based on an assessment of current conditions and forward-looking analysis, the Company has formulated strategies focused on growth and business expansion in all dimensions-economic, social, and environmental-while adopting ESG principles as a foundation for operations. This approach is intended to drive sustainable long-term success through strong operating performance and positive contributions to society and the environment. Effective governance and management practices further enhance confidence at both local and international levels, enabling the Company to compete effectively while creating benefits in terms of economic performance and social and environmental sustainability. Key strategies include:

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

The company recognizes the changing consumer purchasing behavior influenced by advances in digital technology. A seamless marketing experience is a key factor in customer decisions. All of the company's sales channels must be able to connect and serve customers seamlessly, both online and offline. By using technology to analyze the behavior and needs of each individual customer, the company can respond to personalized needs and create the best possible customer experience, fostering satisfaction and lasting relationships.



Develop human capital alongside community engagement to create sustainable shared value.

The Company is committed to continuous human capital development through upskilling and reskilling, strengthening capabilities, and enhancing adaptability to change. In parallel, the Company leverages employees' skills and expertise through initiatives and projects that translate knowledge into practical outcomes—improving quality of life, expanding opportunities, and creating sustainable shared value for society and local communities.

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.



3.4 Sustainability Management Policy and Objectives

The Company is committed to conducting business responsibly in relation to the environment, society, and good corporate governance, with sustainability principles serving as a key driver for organizational advancement. The Company's sustainability management policy has been designed to reflect its intention to build stability and achieve sustainable growth, while also placing emphasis on managing potential impacts both within the organization and on society as a whole.

The Company's sustainability management policy focuses on balancing business growth with environmental stewardship and social responsibility. The Company strives to develop the organization in a responsible and sustainable manner, supported by good corporate governance, to ensure that it can grow while sustainably safeguarding the interests of all stakeholders.

Environmental Policy

The Company is committed to reducing the environmental impacts of its operations by emphasizing efficient use of natural resources and the reduction of greenhouse gas emissions. The Company also ensures proper waste and disposal management to help maintain ecological balance and minimize long-term impacts. In addition, the Company focuses on energy conservation across all operational activities in order to reduce potential long-term impacts from business operations and to promote environmental sustainability.

Social Policy

The Company places importance on respecting human rights and equality in all aspects of its operations, with responsibility toward its employees and relevant communities. Accordingly, the Company has policies to provide a safe working environment, create opportunities for employee learning and skills development, and participate in social and community activities.

Good Corporate Governance Policy

The Company is committed to conducting business with transparency and integrity, supported by rigorous governance processes to ensure that the organization operates efficiently and fairly. The Company places importance on compliance with applicable laws and internationally recognized standards, and has established an effective internal control and internal audit system to ensure that all aspects of its operations are carried out transparently and in accordance with the highest ethical standards.

Sustainability Targets and Performance

With respect to sustainability targets and performance, the Company has disclosed relevant information under the section "Sustainability Performance for 2025" in this report, enabling stakeholders to track progress and assess the Company's performance in achieving its sustainability goals in a transparent and effective manner.



More details

**Sustainability
Development Policy**

3.5 About IT City

General Information

IT City Public Company Limited operates a one-stop shop for IT product. The Company's head office is located at 555 The Palladium World Shopping, Floors B2 and 5, Ratchaprarop Road, Makkasan Sub-district, Ratchathewi District, Bangkok 10400

Company Registration No.:	0107545000349
Telephone:	0 2656 5030-39
Website:	www.itcity.co.th

Nature of Business

The Company's principal business is the distribution of comprehensive IT products under a one-stop shopping concept (One Stop Shopping IT Products) through its retail branches and online channels. The Company also has dedicated units serving corporate customers, government agencies, and educational institutions.

1) Retail Business

- **IT CITY** distributes computers, smartphones, and peripheral devices in the traditional IT products category, aiming to serve a broad consumer base across all segments and to make IT products accessible to consumers of all genders and ages.
- **CSC** distributes smartphones and smartphone accessories, such as charging cables, adapters, and power banks. The brand focuses on consumers seeking quality smartphones from leading manufacturers across a wide range of models, together with excellent product warranty coverage.
- **ACE** distributes computers, high-performance custom-built PCs, gaming equipment, and related peripherals for gamer customers. ACE targets teenagers with an interest in gaming, as well as content creators and YouTubers who require high-performance IT equipment with distinctive features (uniqueness).

- **it.** distributes IoT products, smart devices that function as central connectivity hubs (such as smartphones), high-performance networking equipment, and gadgets. The brand targets new-generation IT enthusiasts who embrace an "always connected" lifestyle, enabling seamless connectivity with wireless devices across all aspects of daily life.
- **LEVEL UP** distributes gaming and console products, including gaming gear and related equipment. The brand focuses on meeting the needs of gamers and customers interested in gaming and console products by offering products across categories such as Play Station, Nintendo, gaming gear, and gaming handheld devices, and by creating an engaging shopping experience through dedicated areas where customers can try and experience products firsthand.

In addition to operating under these trade names, IT CITY has been granted the rights to manage partner-operated stores in leading shopping malls, including OPPO, VIVO, Samsung, RealMe, and Thailand's leading mobile network operator, AIS. This enhances the Company's ability to reach consumers and further expands the retail footprint of its affiliated stores across various shopping centers.

In addition, the Company offers products under its own brand, WISE. The development and expansion of the WISE product portfolio are supported by the Company's expertise and capabilities in sourcing high-quality IT products. The Company focuses on selecting products that meet the needs of diverse customer segments, supported by its ongoing and in-depth understanding of technology and trends in the IT industry.

2) Corporate, Government, and Educational Institution Customers

The Company has a dedicated product function comprised of a team with expertise and experience in the IT industry. The team is responsible for analyzing and selecting quality products that are appropriate for customer needs in terms of functionality and value for money, while managing a diverse product portfolio to continuously enhance the customer experience.



Sustainable Value Chain



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.



Roles and Responsibilities of the Corporate Governance and Sustainability Committee

Good Corporate Governance

- Consider and formulate approaches, and provide recommendations on policies/practices relating to the Code of Conduct and business ethics, as well as anti-fraud and anti-corruption policies/measures, in line with the Company's good corporate governance framework, for submission to the Board of Directors and management to be adopted as the Company's internal rules and practices, so that organizational practices are standardized and appropriately applied.
- Recommend and review policies/practices relating to the Company's responsibilities toward various stakeholder groups, and oversee, advise, monitor progress, and assess the effectiveness of the Company's good corporate governance practices.
- Promote an integrated management approach covering corporate governance, risk management and internal control, and oversight of compliance (Governance, Risk Management & Internal Control, and Compliance: GRC) to ensure effectiveness.

Sustainability

- Consider, establish, and regularly review the Company's sustainability policies and strategies, and revise sustainability targets to ensure a balanced approach across environmental, social, and governance (ESG) dimensions, aligned with good practices under both national standards and internationally recognized global standards.

- Provide recommendations and promote the establishment of principles, policies, and strategies, as well as the Company's operations, to be aligned with sustainable development principles in order to achieve the set objectives and maintain recognition as a sustainability leader by external organizations. The Committee also supports directors, executives, and employees in effectively adhering to the Company's sustainability guidelines.
- Oversee, monitor, evaluate, and ensure appropriate disclosure of sustainability performance to achieve a balanced and effective approach that delivers maximum benefits to the Company and its stakeholders.

Roles and Responsibilities of the Sustainability Steering Working Group

- Establish appropriate sustainability guidelines and an action plan in alignment with the Company's policies across the environmental, social, and governance (ESG) dimensions.
- Supervise, oversee, and review sustainability implementation; drive execution in practice; and promote participation in sustainability-related projects with relevant internal and external stakeholders.
- Foster a sustainability culture and communicate to directors, executives, and employees at all levels, as well as business partners and other relevant parties, to ensure understanding and awareness of sustainable development.
- Report sustainability performance and prepare the sustainability report for submission to the Corporate Governance and Sustainability Committee.

Messages from the Management and Women Executives of IT CITY on Sustainable Business Operations

When inventory and distribution are well balanced, deliveries become more efficient, waste and unnecessary movements are reduced, energy is used more efficiently, and environmental impacts in day-to-day operations can be tangibly reduced.

Pairoj Amatamahatana

Vice President of Warehouse



Communication and marketing must be responsible, transparent, and verifiable, alongside developing secure online channels, respecting customer privacy, and using data appropriately, while also designing campaigns that create value and reduce the waste of media and resources.

Kasame Srilertchaipanich

Vice President of Marketing



The Company places strong emphasis on responsible sales practices by providing accurate and transparent product information and terms, while considering customer value. We continuously develop the sales team to uphold ethical standards and consistent service quality, and actively listen to customer feedback to improve products and services on an ongoing basis, in order to build trust and sustainable long-term relationships.

Khanaphon Piyalaksanangkul

Vice President of Sales & Product



We place strong emphasis on accurate, transparent, and verifiable financial information to build confidence among stakeholders. We carefully maintain internal controls and manage liquidity prudently, exercise disciplined use of resources, and support organizational decision-making with reliable data to enable sustainable long-term growth.

Wannaporn Chansareewittaya

Vice President of Financial and Account



People are at the heart of long-term growth. We therefore prioritize fairness, safety, and respect for human dignity, provide opportunities for employees to develop skills and advance within the organization, and foster a culture grounded in ethics, diversity, and inclusion.

Kamonvor Neranartkomol

Vice President of Human Resource & Procurement



The Company recognizes the importance of stakeholders' needs and expectations, which play a key role in driving sustainable business operations. Accordingly, the Company has established open communication channels between the Company and all stakeholder groups to gather information and feedback for analysis and to develop appropriate response processes. The information received also supports the refinement of strategies, action plans, and sustainability-related processes, enabling the Company to operate effectively and in alignment with the expectations of all stakeholder groups.



3.6 Sustainable Report

IT City Public Company Limited has disclosed its Sustainability Report for 2025 to communicate its sustainability strategy, implementation processes, and performance on matters material to the business and stakeholders across the value chain, including ESG performance covering environmental, social, and governance aspects. This report is aligned with the United Nations Sustainable Development Goals (SDGs) to reflect the Company's commitment to responsible and sustainable business operations.

The Company has prepared the Sustainability Report as part of the 56-1 One Report, covering the reporting period from 1 January 2025 to 31 December 2025. The content of the report has been reviewed and approved by the Chief Executive Officer, the Corporate Governance and Sustainability Committee, and the Board of Directors to ensure that the disclosures are complete and adequate for all stakeholders.

3.7 Stakeholder Materiality

The Company places importance on responding to stakeholders' expectations and interests, while assessing potential impacts of its business operations on various stakeholder groups. The Company has identified and analyzed its key stakeholders and established appropriate channels and engagement approaches, together with the management of risks that may arise from stakeholder engagement and ongoing monitoring. This enables the Company to respond effectively to stakeholders' needs, expectations, and concerns. Feedback obtained through engagement is incorporated into the Company's work plans and sustainability priorities to strengthen appropriate stakeholder participation and to fully address stakeholder expectations.

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,
 Makkadan, Ratchathewi, Bangkok 10400
 Tel : 02 656 5030-39
 e-Mail : companysec@itcity.co.th
 Home Page : www.itcity.co.th



3.8 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.



3.9 Assessment and Prioritization Process

The Company analyzed and compiled material sustainability issues by considering their alignment with the expectations and interests of all stakeholder groups. This information is used to assess and determine the key issues for the Company's operations. The Company adopts the Triple Bottom Line concept in designing its sustainability framework, focusing on balancing economic, social, and environmental performance while conducting business with transparency and good governance. The Company also follows international sustainability disclosure standards (GRI Standards) to ensure that its operations are aligned with responsible and sustainable practices and to continuously create value for all stakeholder groups.

The process comprises four key steps, as follows:

Step 1

Understand the Organization's Context

This step involves analysing both external and internal factors, including the sustainability context. The Company considers sustainability trends and directions in the IT retail industry, the competitive landscape, and changes in the business environment. In addition, internal factors are assessed such as operating performance, strengths, weaknesses, and various risk factors in order to identify material issues that affect the Company's value creation in the short, medium, and long term, covering economic, social, and environmental dimensions. A clear understanding of this context enables the Company to define an operational direction that is effectively aligned with its strategy and sustainability objectives.

Step 2

Prioritization

This step involves prioritising the relevant issues by assessing their significance from the perspective of external stakeholders, including their views and expectations of the Company, as well as from the Company's perspective namely, whether such issues affect the Company's ability to operate its business and achieve its objectives. Prioritisation is undertaken using risk assessment criteria (Risk Matrix), which supports decision-making on which matters should proceed to the next step, thereby ensuring that sustainability actions are effective and appropriately responsive to stakeholder expectations.

Step 3

Validation

In this step, the Company compiles the material issues that have been selected and prioritised for discussion with the Sustainability Steering Working Team. These issues are then presented to the Corporate Governance and Sustainability Development Committee for a review of the completeness and appropriateness of the content prior to inclusion in the 56-1 One Report and publication on the Company's website, thereby enabling stakeholders to access the information transparently and comprehensively.

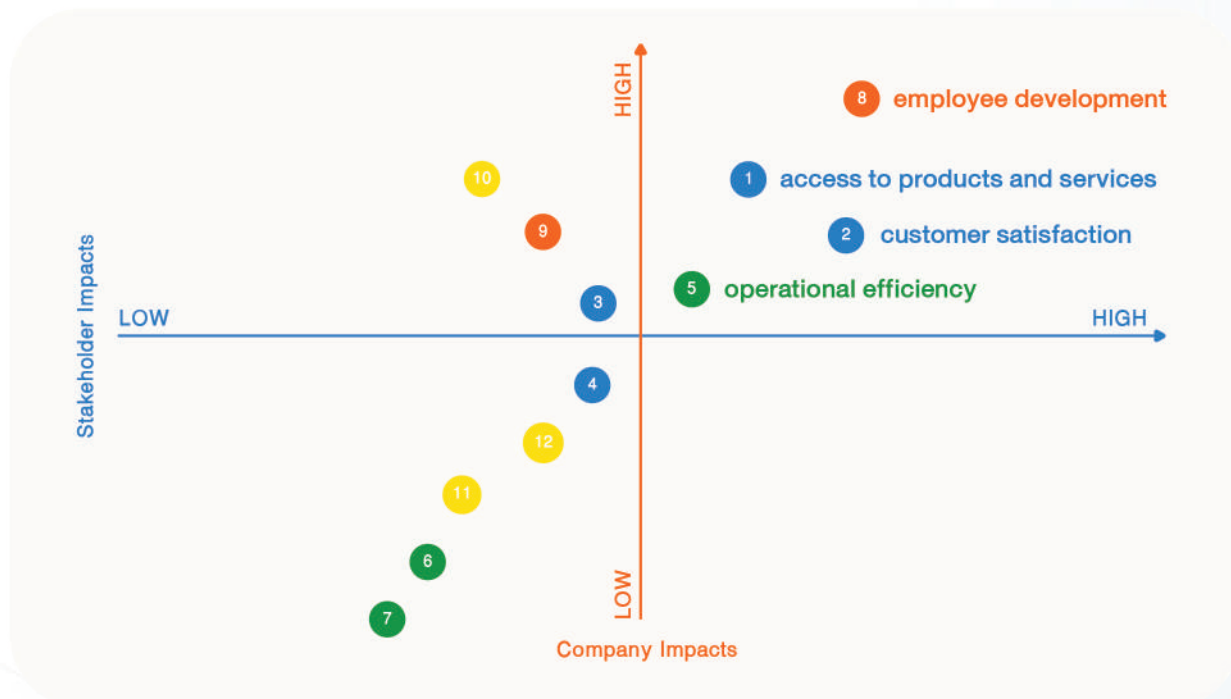
Step 4

Continuously Develop the Report

The Company regularly reviews its disclosures and gathers feedback and recommendations from relevant stakeholders to reassess and consider sustainability related issues, as well as to enhance and improve its reporting in alignment with stakeholder expectations and applicable standards. This ensures that the reporting remains comprehensive, transparent, and effective in continuously communicating material information to all stakeholders.



Materiality Assessment's Result



Following the consideration and assessment of all sustainability issues under the operational framework defined by the Company, the Company has identified the material sustainability issues that have a significant impact on its ability to create sustainable value in the short, medium, and long term. These include Access to Products and Services, Customer Satisfaction, People Development, and Efficiency Enhancement.

The identification of these issues is a key element in formulating the Company's sustainability strategy. In this regard, the Company has analysed the current situation and the desired future outlook, and has also identified the key enablers to achieve the established targets. This is to ensure that the Company's sustainability initiatives effectively respond to the expectations of all stakeholder groups and support sustainable long-term growth.

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

Scope of Key Sustainability Issues

Sustainability Strategy	Key Sustainability Issues	Relevance of Key Sustainability Issues to Stakeholders						
		Employees	Customers/Consumers	Suppliers	Business Partners	Communiti	Shareholders/Investors	Regulators
Access to Products and Services	Provision of Quality Products and Services	●	●	●	●		●	
	Access to Products and Services	●	●	●	●	●	●	
	Personal Data Protection	●	●	●	●		●	●
Employee Care and Development	Employee Well-being	●				●	●	●
	Employee Development	●			●	●	●	●
Operational Efficiency Enhancement	Environmental Management	●	●	●	●	●	●	●
	Climate Change	●	●	●	●	●	●	●
	Energy Management	●	●	●	●	●	●	●
	Waste Management	●	●	●	●	●	●	●
Sustainable Supply Chain	Corporate Governance	●	●	●	●	●	●	●
	Risk Management	●	●	●	●	●	●	●
	Supplier Management	●	●	●	●		●	●
Social and Community Engagement	Community and Social Development	●	●	●	●	●	●	

Strategy and Approach to Driving the Business toward Sustainability

The Company is committed to being a leader in offering advanced technology products that support innovation and help improve the quality of life for people in society, while concurrently reducing impacts on the ecosystem. The Company has effectively integrated its sustainability strategy into its business strategy to achieve balance across all dimensions of Environment, Social, and Governance (ESG). This reflects the Company's aspiration to operate sustainably and to appropriately meet the long-term expectations of its stakeholders.

Delivering technology with excellent services for better living.



3.10 Sustainability Performance in 2025

Goals and performance

Quality Products and Services	2023	2024	2025	Target	Target Year
Number of expert personnel in product procurement for meeting customers' needs. (persons)	17	20	20	-	-
Increase customer satisfaction in the printer business. (%)	80	80	83.64	90.0%	2569
Increase satisfaction in agency customers, corporate customers and governmental customers. (%)	87	87	95.05	90.0%	2569

Employee Care and Development	2023	2024	2025	Target	Target Year
Engagement of office employees (%) .	73.00	63.03	77.07	80*	2569
Engagement of operations employees (%).	83.00	72.47	78.97	80*	2569
Employee development (% of technical knowledge of employees).	70%	81.71	71.27	90	2569
Employee accident incidence rate.	0	0	0	0	-
Lost Time Injury Frequency Rate: LTIFR	0	0	0	0	-
Lost time Injury Rate: LTIR	0	0	0	0	-
Occupational Illness Frequency Rate: OIFR	0	0	0	0	-
Average Yearly Employee Turnover (%)	4.19	4.20	2.99	-	-
Digital Learning Access (Login Count)	5,533	20,541	34,183	-	-

Increased Efficiency	2023	2024	2025	Target	Target Year
Reduction in electricity consumption from the base year (2023).	-	21.21%	-29.41%	-10%	2571
Reduction in greenhouse gas emissions from the base year (2024).	-	-	+63.69%	-30%	2573

***The 63.69% increase from the base year is attributable to methodological updates and revised calculation factors (emission factors, biogenic CO₂ and fuel density), rather than significant operational growth.*

Sustainable Supply Chain	2023	2024	2025	Target	Target Year
ESG evaluation form response rate of Tier 1 suppliers.	100%	100%	77.78%	100%	2568
Suppliers receive communication about the Supplier Sustainable Code of Conduct.	100%	100%	100%	-	-

Social and Community Care	2023	2024	2025	Target
Ongoing yearly activities or projects under the Share for Change project.	1	2	1	Ongoing every year.

Access to Products and Services

The Company is committed to responding to evolving consumer purchasing behaviours, with an emphasis on promoting the responsible use of technology products. The Company focuses on carefully selecting the best products to meet customer needs and to deliver value-for-money and satisfying experiences aligned with consumers' changing lifestyles. In addition, leveraging technology to analyse consumer behaviour enables the Company to respond effectively to the specific needs of individual customers, thereby delivering the best possible experience for the Company's customers.



Goals

1. To have a sufficient number of specialised personnel responsible for product sourcing to adequately respond to customer needs.
2. To enhance customer satisfaction, with an average satisfaction score of not less than 90% by 2026.

Strategies

1. To source products and services that meet consumer needs.
2. To develop channels for accessing products and services.
3. To establish standards for products and services.

Performance in 2025: Access to Products and Services

The IT Superstore



Over
77,000 members



A continuously growing customer base and a key mechanism for providing customer benefits such as promotions, coupons, and loyalty points, helping to strengthen engagement and support the Company's long-term growth.

More than
3,000 SKUs



A broad and diverse product offering that meets customer needs, expands purchase options, and supports the Company's growth through continued sales generation.

Product Sourcing
Specialists
20 people



Support product selection in line with customer needs, enhancing product variety and suitability while contributing to the Company's ongoing growth.

337 branches



Provide greater convenience for customers to shop and receive services, while meeting local demand across different areas.

Tax Transparency

The Company manages corporate income tax in compliance with the tax laws of each jurisdiction in an accurate, transparent, and fair manner. The Company recognizes its responsibility to comply with applicable tax regulations. Most of the Company's revenue is generated from business operations in Thailand, where the standard corporate income tax rate is 20%, in accordance with applicable laws.

Reported Tax Rate and Effective Tax Rate

	2023	2024	2025
Profit before income tax	53,114	180,016	187,308
Income tax expense (benefit) as reported in the financial statements	5,745	33,529	34,995
Reported tax rate (%)	0.1	19	19
Income tax paid	33,579	33,225	35,848
Effective tax rate (%)	0.6	18	19

Unit: Thousand Baht

In 2024, the Company reported a tax rate of 0.1% (2022: -0.2%). This was primarily due to the utilization of tax loss carryforwards from prior years, resulting in a tax rate lower than the statutory corporate income tax rate in Thailand of 20%. In addition, the Company recognized tax-exempt income from dividends received from its investments.

Reconciliation of Effective Tax Rate and Statutory Corporate Income Tax Rate

	Rate	2023	Rate	2024	Rate	2025
Profit before income tax		53,114		180,016		207,467
Income tax calculated at the statutory corporate income tax rate	20%	10,623	20%	36,003	20%	41,493
Reconciliation items:						
Non-deductible expenses		1,461		745		(178)
Tax-exempt income		(6,146)		(3,015)		(6,127)
Additional deductible expenses		(193)		(204)		(193)
Prior-year tax adjustment		-		-		-
Total income tax expense	10.8%	5,745	18.6%	33,529	16.9%	34,995

Unit: Thousand Baht

Number of Specialised Personnel Responsible for Product Sourcing to Meet Customer Needs

In 2025, the Company had a team of 20 specialised product sourcing professionals with product specific expertise, which is considered an appropriate number to support the needs of each customer segment. The specialists for each product category are responsible for surveying and selecting high-quality products from manufacturers with certified production standards. This is to ensure that the products offered by the Company meet the required quality standards and can consistently respond to customer needs. The team regularly reviews and enhances product quality to enable the Company to maintain product standards and customer satisfaction over the long term.



Expanding Channels for Accessing Products and Services

Current technological changes have significantly influenced consumers' lifestyles, particularly in an era where virtually everything is connected through online systems. As a result, many businesses must adapt to accommodate these changes. Accordingly, the Company has developed a variety of comprehensive channels for accessing its products and services in order to meet customer needs across all dimensions. These channels include branches, the website, marketplaces, and the Customer Information Service Center (Call Center), enabling customers to access the Company's services conveniently and effectively, while addressing both convenience and speed of service delivery.



Enhancing Customer Satisfaction

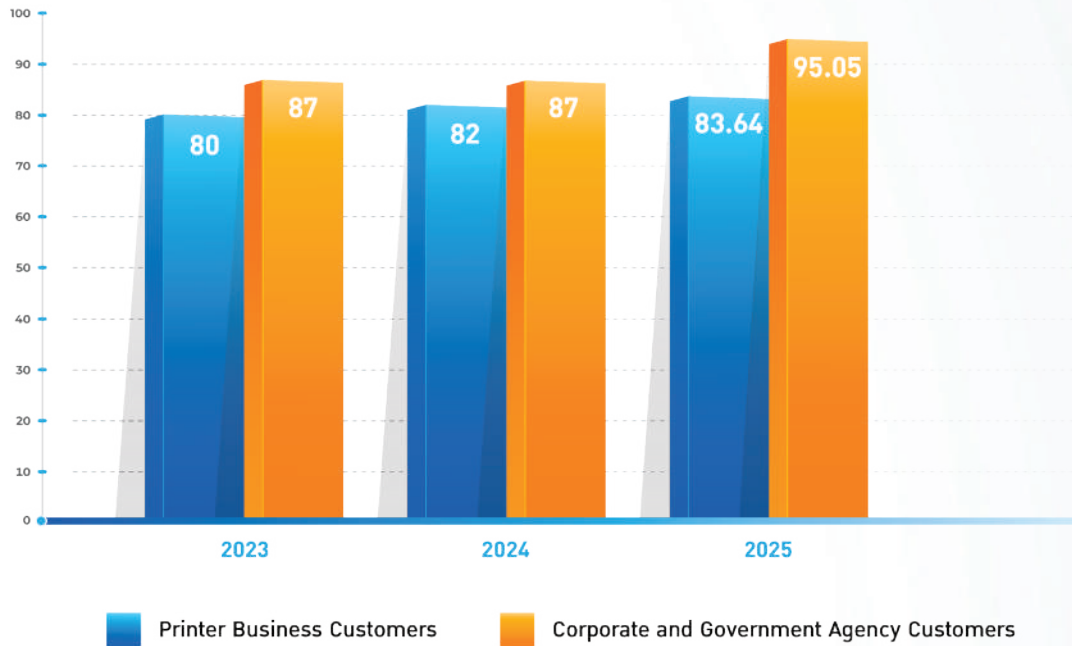
The Company continuously assesses customer satisfaction with its products and services among the printer business customer segment, as well as corporate customers and government agencies. The Company has established goals to enhance customer satisfaction in order to respond effectively to customers' needs and expectations.

For 2025, the average satisfaction score of printer business customers was 83.64%, which falls within the "Good" level, while the average satisfaction score of corporate customers and government agencies was 95.05%, which falls within the "Very Good" level. The assessment 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 the assessment results for this year, the Company remains committed to enhancing and improving its products and services in order to further elevate customer satisfaction and to effectively meet the needs of all customer segments.



Product Quality and Safety Management

The Company places strong emphasis on the safety, quality, and compliance of the products it distributes. Products are carefully selected and reviewed in close collaboration with manufacturers and suppliers. In addition, employees are provided with training on product safety standards and Thai Industrial Standards (TIS) to support proper and compliant operations.

The Company continuously monitors and reviews product safety and compliance matters, covering complaint handling, fact-finding processes, and corrective actions in accordance with established procedures, to ensure that products distributed are safe, compliant, and do not pose risks to consumers.

The Company has established a systematic product complaint handling process, which includes investigation, root cause analysis, and appropriate corrective actions such as product repair, replacement, or return and refund. **In 2025, all product-related complaints were fully addressed and resolved.** This reflects the Company's commitment to fair and transparent customer care and to strengthening customer confidence in its products and services.

Type of Complaint	Number of Cases
Product satisfaction complaints	6
Product safety complaints	0
Product standards and regulatory compliance complaints	0

Complaint management process



Employee Care and Development

Human resources are a key factor in strengthening competitiveness and driving the organisation toward success. In today's environment, companies face high rates of employee turnover and job changes, particularly among younger generations whose lifestyles and attitudes toward work have evolved over time. To address these challenges, the Company focuses on a transparent recruitment process, taking into account human rights principles, equal treatment of employees, and respect for workforce diversity. The Company also promotes the continuous development of employees' knowledge and skills to enhance capability and work efficiency. In addition, the Company places importance on employee retention by providing fair and adequate welfare benefits and remuneration, so that employees feel valued and remain engaged with the organisation over the long term. The Company has published its standard and transparent human resource management guidelines on its website at www.itcity.co.th



Goals

1. To increase the employee engagement score to not less than 80% by 2026.
2. To ensure that at least 90% of employees possess technical knowledge and skills by 2026.
3. To achieve zero lost-time accidents among employees.

Strategies

1. To provide comprehensive and fair care for employees, taking into account human rights principles (Human Right).
2. To provide welfare benefits that are adequate for employees' and their families' livelihoods.
3. To develop employees' capabilities and skills.
4. To ensure safety, occupational health, and a suitable working environment.

Performance in 2025: Employee Care and Development

Employee Engagement (%)



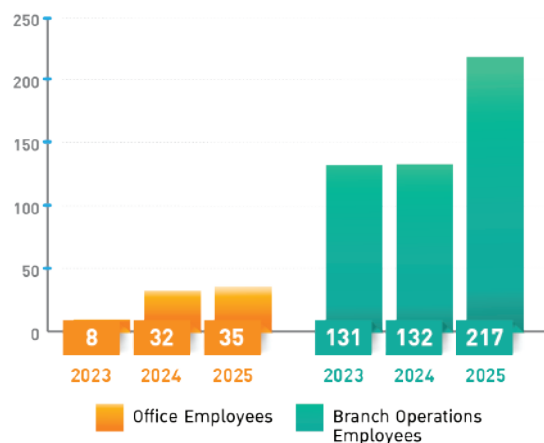
The Company conducts employee engagement surveys across multiple areas, including remuneration and welfare benefits, quality of work life, career growth opportunities, organisational culture, relationships with supervisors and colleagues, and job responsibilities. The survey results in each area are used as inputs to support organisational development and to improve operations in alignment with employees' needs and expectations. In addition, the Company transparently communicates the survey results and development approaches to employees in order to further strengthen engagement and job satisfaction.

Employee Development

Number of Courses



Number of Courses

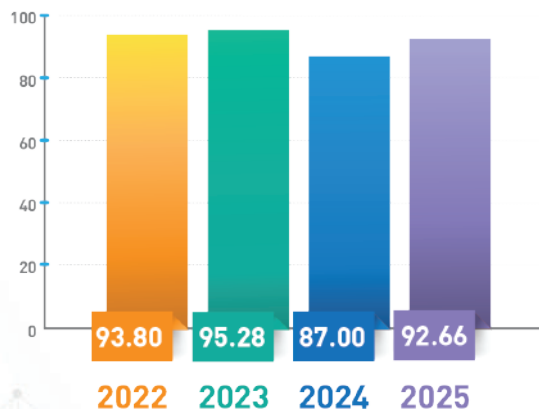


Note: The number of training programs in 2025 reflects the Company's structured employee development initiatives, covering both technical skills (Hard Skills) and behavioral and managerial skills (Soft Skills). Highlighted programs include Technical Knowledge Training, Team Performance and Constructive Feedback, AI Automation for Business Transformation, Comprehensive Google Ads, Comprehensive Google Analytics 4 (GA4), Essential Facebook Ads, as well as other capability development programs as disclosed under the section "Key Training Programs in 2025."

Average Training (Hours/Person/Year)



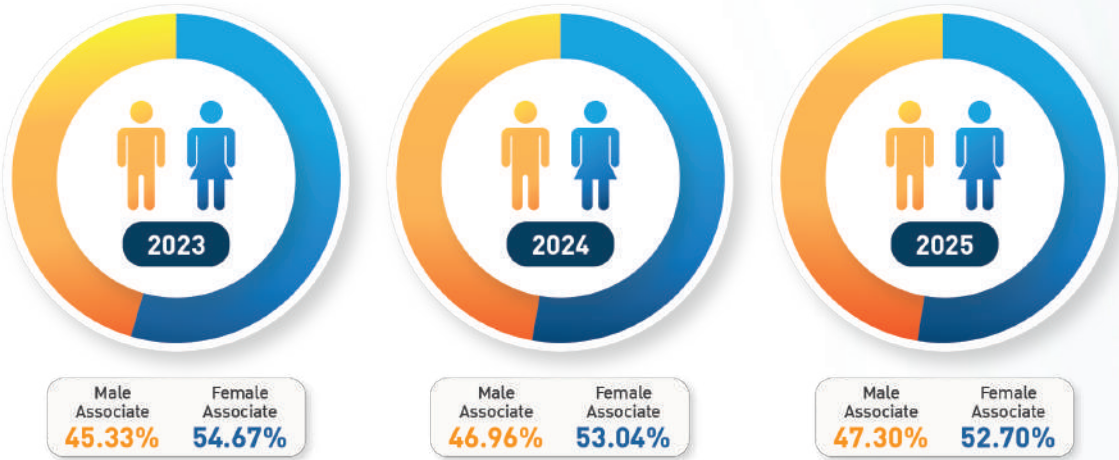
Training Satisfaction (%)



Associate Profile in 2025

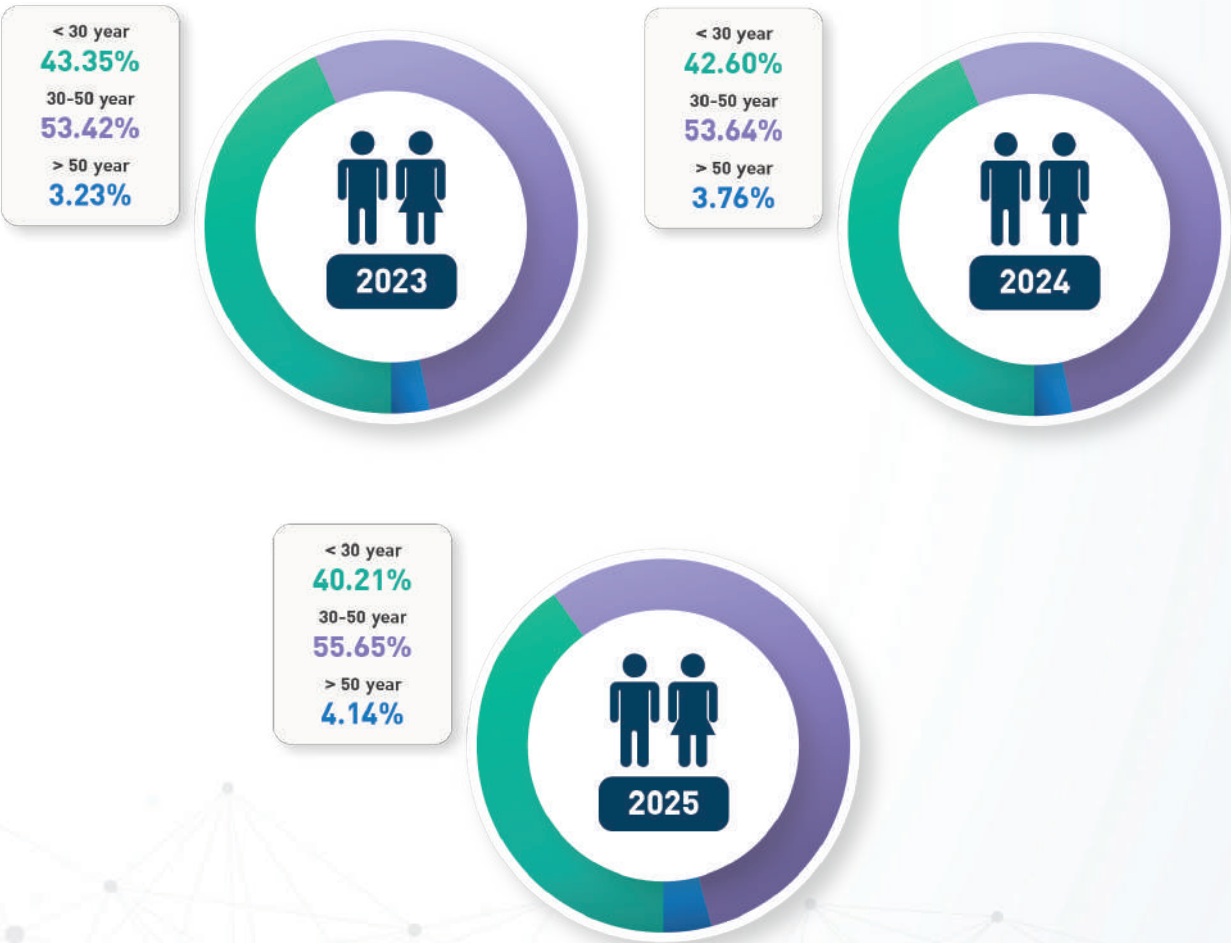
Associate by Gender

as % of total associates



Associate by Age

as % of total associates



Share of Employees by Work Section

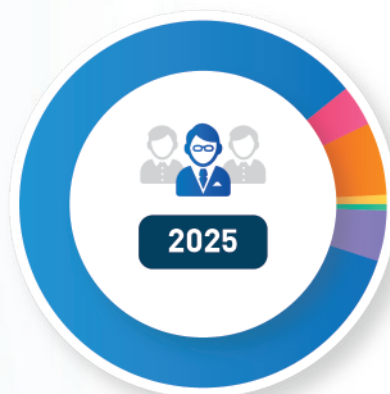
as % of total associates



Executives	0.66%
Warehouse Group	4.85%
Sale and Product Group	83.84%
Accounting, Finance and Human Resources	4.41%
Marketing and Information Division	5.51%
Legal, Internal Audit and Secretary	0.73%



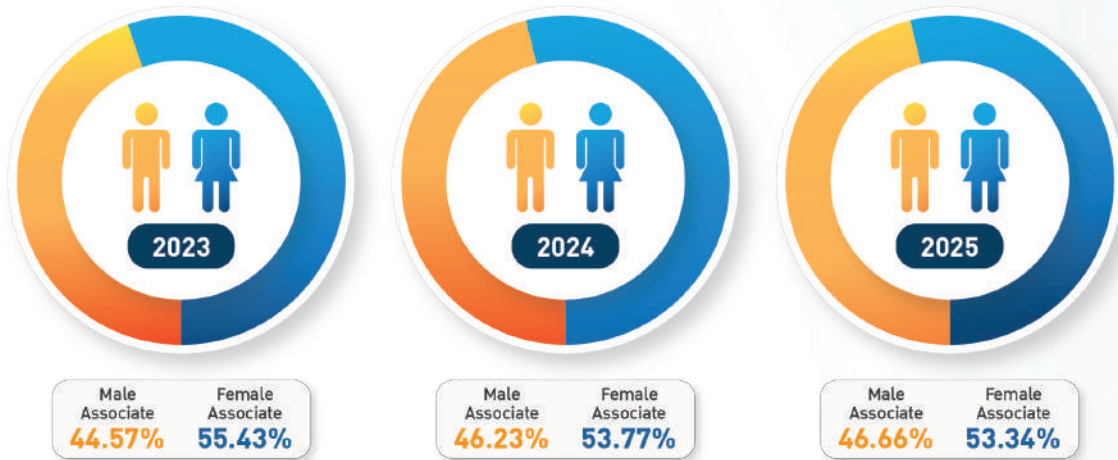
Executives	0.68%
Warehouse Group	4.88%
Sale and Product Group	83.25%
Accounting, Finance and Human Resources	4.21%
Marketing and Information Division	6.24%
Legal, Internal Audit and Secretary	0.75%



Executives	0.63%
Warehouse Group	4.63%
Sale and Product Group	83.93%
Accounting, Finance and Human Resources	3.86%
Marketing and Information Division	6.25%
Legal, Internal Audit and Secretary	0.70%

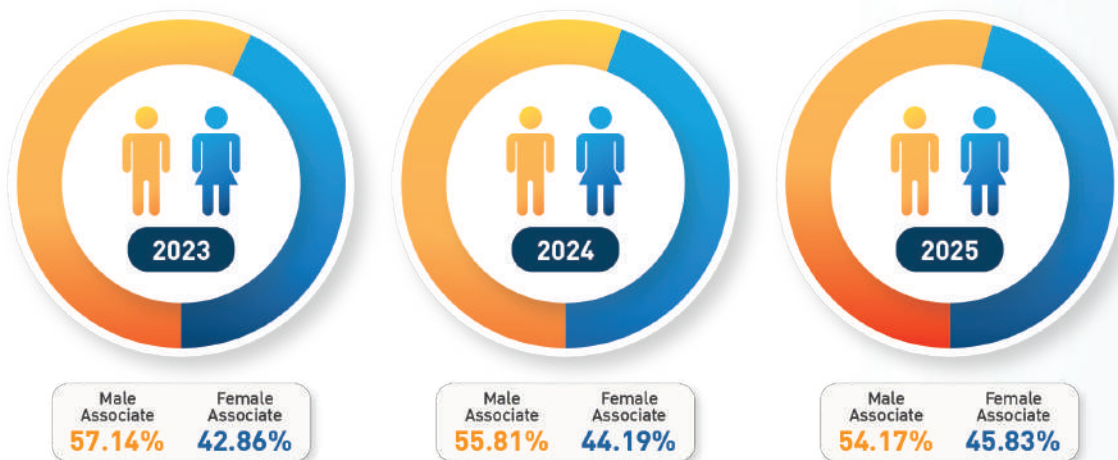
Share of Operations Employees

** Percentage of All Operations Employees



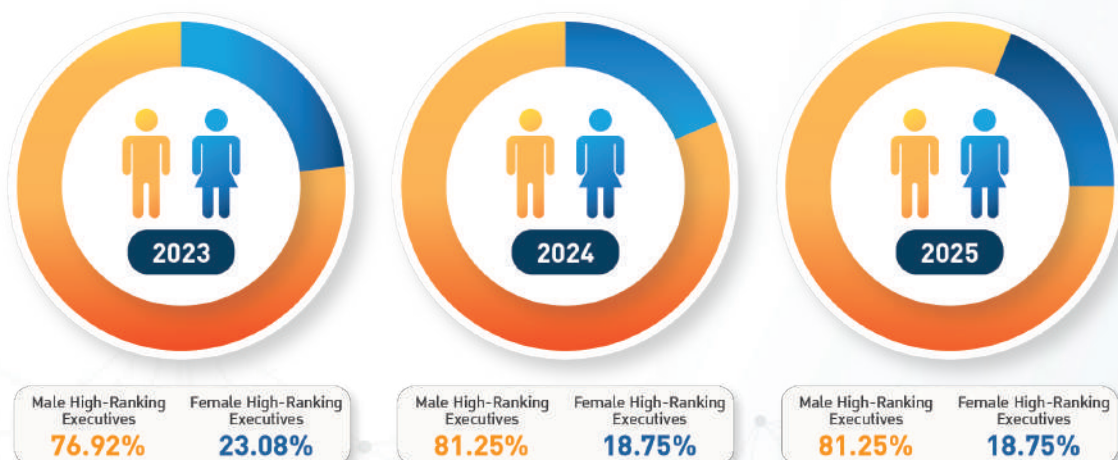
Share of High-ranking Executives

** Percentage of All Administrative Employees

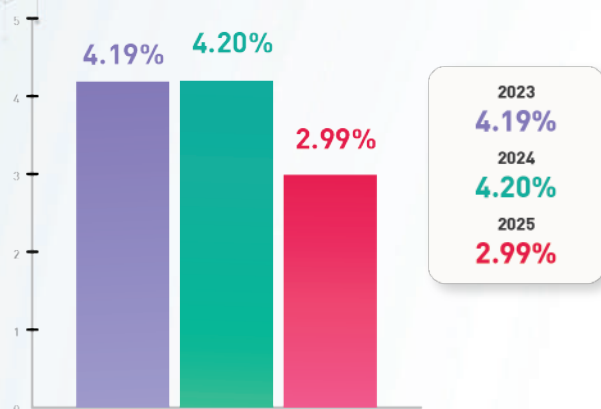


Share of High-ranking Executives

**Percentage of All High-Ranking Executives



Total associate turnover rate (% of total associate) Key Training Programs in 2025

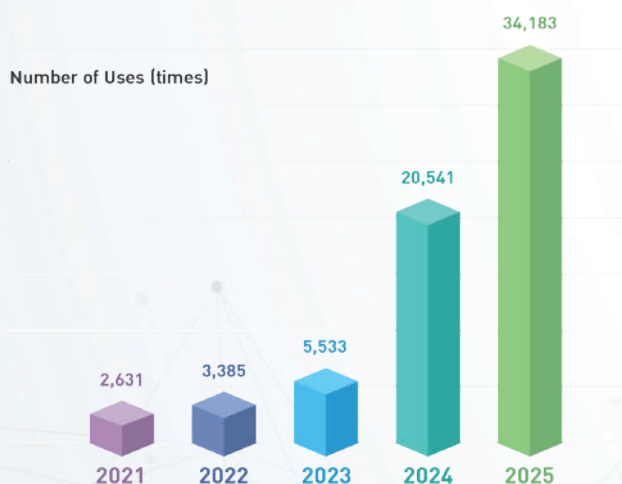


Employee Training and Development

The Company recognises the importance of its people in driving the organisation toward success and places emphasis on continuous human resource development through training and capability building in both hard skills and soft skills, which are key factors in strengthening employees' competencies and performance. In 2025, the Company delivered 252 training and development programmes, with an average of 17.39 training hours per person per year. This is to encourage employees to proactively develop themselves, work effectively, and respond to changes efficiently.

Digital Capability Development for Employees

The Company has adopted digital learning resources, such as Essential Skill Courseware for e-Learning, to enhance employees' work capabilities. By leveraging e-Learning technology, employees can develop various skills conveniently and effectively. This supports continuous learning opportunities at any time and enables employees to consistently build the skills necessary for their work.



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.

Team Performance and Constructive Feedback

This program focuses on developing leadership and supervisory capabilities in performance management and constructive feedback, with the objective of strengthening team effectiveness, improving work performance, and promoting continuous people development.

The course covers the creation of a psychologically safe work environment, positive communication, separating performance issues from personal identity, and using constructive feedback as a tool to enhance team performance.

The learning process emphasizes participation through practical exercises and workshops, applying Positive Psychology principles and the 70-20-10 learning framework, enabling participants to apply the knowledge effectively and generate tangible behavioral change in the workplace.

- **AI Automation for Business Transformation**

This program enhances employees' capabilities in applying artificial intelligence and automation to improve business processes, reduce repetitive tasks, minimize errors, and increase organizational efficiency in a systematic manner.

The training focuses on hands-on workshops using AI automation tools such as n8n, covering workflow design, system integration, AI agent development, and practical applications across functions, including customer data analysis, human resources management, automated reporting, and internal chatbot development.

The program supports more efficient utilization of human resources, allowing employees to focus on analytical, planning, and innovative tasks, while advancing the Company's digital transformation.

- **Comprehensive Google Ads Course**

This course develops high-performance digital marketing skills, emphasizing structured and measurable use of Google Ads. It covers campaign structure, key performance metrics, budget management, and optimization of advertisements and landing pages to drive business outcomes.

The training draws on real-world experience from digital marketing professionals, focusing on performance problem-solving, appropriate advertising strategies, and the use of advanced insights such as Audience Signals, Attribution Models, and Performance Max to enhance advertising efficiency and return on investment.

The program enables the Company to conduct digital marketing in a structured manner, optimize resource utilization, and support strategic decision-making for sustainable business results.

- **Comprehensive Google Analytics 4 (GA4)**

This program develops employees' digital data analytics capabilities through systematic use of Google Analytics 4, enabling them to understand user behavior, analyze marketing performance, and apply data to business decision-making effectively.

The curriculum covers GA4 fundamentals, data structure (Account, Property, and Data Stream), key metrics analysis, standard report interpretation, in-depth exploration reports, and the use of UTM parameters to accurately track and evaluate marketing campaigns.

The course supports effective data utilization, reduces intuition-based decision-making, and promotes systematic, performance-driven business operations.

- **Essential Facebook Ads**

This program enhances digital marketing skills through structured application of Facebook (Meta) Ads, covering advertising structure, key performance metrics, campaign selection, ad and landing page optimization, and audience targeting using Custom and Lookalike Audiences.

The training emphasizes data-driven marketing through the implementation of Meta Pixel for accurate tracking, along with analysis of user behavior to continuously improve marketing strategies.

The program strengthens digital capabilities, enhances competitiveness, and supports systematic and effective business operations.



- **Training Management for Certified Courses under the Department of Skill Development**

This program enhances knowledge and skills in managing training programs in compliance with the Skill Development Promotion Act B.E. 2545 (2002) and its amendments. It covers training planning, curriculum and documentation development, and procedures for course certification and expense claims through the e-Service system.

Participants gain understanding of regulatory requirements, compliance processes, and tax benefits associated with certified training programs, reducing legal risk and improving the effectiveness of human resource development.

- **Organizational Psychology for Effective Collaboration**

This program develops understanding of organizational psychology and workplace relationships, helping employees understand themselves and others, reduce communication and decision-making bias, and strengthen communication, collaboration, and teamwork skills through case studies and workshops. The program supports a productive and positive working environment.

- **Excel business intelligence**

This program develops business data analytics skills using Microsoft Excel Business Intelligence tools, covering data preparation with Power Query, data modeling with Power Pivot and DAX, and creation of reports and interactive dashboards with PivotTables and PivotCharts. Through practical case studies, participants learn to analyze data effectively and support informed business decision-making.

In addition to the programs outlined above, the Company and directors also participated in various other training programs and development activities, details of which are provided on page 154 - 155

The Company's training initiatives represent a significant investment in human capital, aimed at strengthening employee capabilities and driving sustainable organizational success. Programs focused on leadership development, teamwork, time management, and process improvement tools equip employees with essential skills to enhance performance and deliver long-term value.

Employee development not only improves operational efficiency but also fosters a positive organizational culture that promotes collaboration and teamwork. This investment in human capital is therefore a key factor in strengthening competitiveness and supporting the Company's sustainable growth objectives.

Career Advancement

The Company places strong emphasis on developing the capabilities of employees at all levels to support career progression and foster sustained work motivation. Accordingly, the Company promotes and supports internal promotions for employees with outstanding performance and appropriate potential. Such promotions not only involve an increase in responsibilities, but also represent recognition of employees' abilities and dedication to the organization.

The company consistently promotes and supports promotions for employees who demonstrate outstanding performance and suitable potential. Promotion increases responsibility and recognizes the employee's abilities, dedication, and professionalism. In 2025, the company achieved a promotion rate of 3.58% across various departments, reflecting its ongoing approach to fostering internal growth.

The promotion process is based on clear, transparent, and fair criteria, in line with our Human Resource Policy which emphasizes equality and equal opportunity. In addition, the company prioritizes preparing promoted employees by supporting the development of skills and knowledge relevant to their new roles, enabling them to perform confidently and effectively.



Promotional Rate
3.58% 2025

Fair Labour Practices

The Company is committed to respecting labour rights and ensuring fair treatment in accordance with applicable laws and policies under the Labour Protection Act, both at national and international levels. The Company focuses on ensuring appropriate employment conditions, wages, working hours, holidays, and welfare benefits, as well as providing a safe working environment that supports effective performance. In addition, the Company promotes a range of employee benefits, such as health insurance, bonuses, and engagement-building activities, in order to enhance quality of work life and employee satisfaction.

Welfare	Rights according to the law	Rights according to the law
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).	-	5 work days.

In addition, the Company provides a range of employee welfare benefits, with a focus on enhancing life security, such as the establishment of a provident fund, group health insurance, and other benefits that help improve employees' quality of life and strengthen job satisfaction, while also promoting sustainable employee engagement with the organisation.



Promoting Equal Opportunities and Workforce Diversity

The Company places importance on creating a working environment that promotes equal opportunities and workforce diversity, enabling everyone to fully demonstrate their potential, regardless of gender, race, religion, social status, or sexual identity.

The Company has a clear non-discrimination policy and provides equal opportunities for all individuals to join the organisation. In this regard, the Company supports employees with diverse sexual orientations (LGBTQI) to express themselves and work with confidence, while being treated fairly at all levels of employment.

The Company remains committed to continuously upholding standards that promote diversity and equal opportunities, in order to strengthen employee confidence and support the organisation's long-term success.

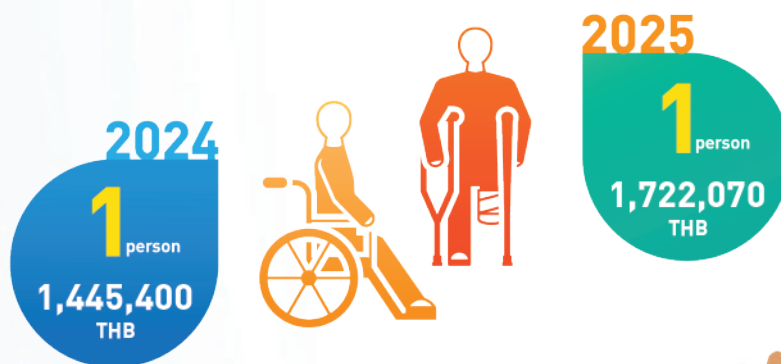
Employment of Persons with Disabilities

The Company has a non-discrimination policy and provides equal employment opportunities by supporting the employment of persons with disabilities in accordance with applicable laws, while promoting an inclusive workplace that is open, respectful of diversity, and supportive of collaboration.

In 2025, the Company employed one person with a disability in an internal position, taking into consideration job suitability, individual capabilities, and potential, to enable effective performance and equal treatment alongside other employees.

In addition, the Company has continuously supported the development of quality of life for persons with disabilities through a contribution of THB 1,722,070 to the Fund for the Promotion and Development of the Quality of Life of Persons with Disabilities, reflecting the Company's commitment to contributing to an equitable, inclusive society where no one is left behind.

The number of disabled people employed and the amount of money contributed to the fund for promoting and developing the quality of life for disabled people.



Human Rights Management

In 2025, the Company did not receive any complaints or reports concerning human rights violations, whether internally or externally, arising from its business activities throughout the supply chain. Accordingly, no remedies were provided to affected parties. Nevertheless, the Company recognises that its business operations may present potential risks of human rights impacts on all stakeholder groups. Therefore, the Company has established guidelines and measures for remedy to mitigate impacts and to restore affected parties to their pre-incident condition. Details of the Company's human rights practices are disclosed on the Company's website at www.itcity.co.th under the "Sustainability" section.



Operations of the Welfare Committee in the Establishment in 2025

In 2025, the Welfare Committee in the Establishment held discussions on employee welfare benefits, as follows:

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



Occupational Health and Safety

The safety and well-being of employees is a critical priority for the Company. Accordingly, the Company has established an Occupational Safety, Health, and Work Environment Policy to implement measures and maintain a safe working environment for all employees. All employees are required to take responsibility for their own safety as well as that of their colleagues. Working in a safe environment is a fundamental right of every individual. The Company's primary objective is to **prevent and reduce workplace accidents to zero**, enabling employees to perform their duties efficiently and safely, free from various hazards.

In addition, the Company provides annual health check-ups for all employees and offers group insurance coverage to ensure that employees receive appropriate protection and access to medical treatment.

Annual Health Check-Up for Employees



Health and Well-being

The Company places importance on employee health and safety. The Company has established and communicated practical guidelines to prevent major communicable diseases, such as seasonal influenza and COVID-19, to help reduce the risk of disease transmission within the workplace and support business continuity. These guidelines cover personal hygiene practices, self-care when experiencing symptoms, and compliance with relevant measures as appropriate.

In addition, the Company regularly provides health-related communications and awareness materials to promote preventive health behaviors, encourage self-care, and support employees' long-term well-being and quality of life.



Training Program for the Occupational Safety, Health, and Environment Committee



Training Program for Executive-Level Occupational Safety Officer



Firefighting and Emergency Evacuation Drill



Statistical of Accident Rate



Occupational Health and Safety Statistics

	2023	2024	2025
 Injury Rate: IR - Employees - Business Partners	0.00 0.00	0.00 0.00	0.00 0.00
 Lost Time Injury Rate: LTIR - Employees - Business Partners	0.00 0.00	0.00 0.00	0.00 0.00
 Lost Day Injury Rate: LDIR - Employees - Business Partners	0.00 0.00	0.00 0.00	0.00 0.00
 Occupational Disease Rate: ODR - Employees - Business Partners	0.00 0.00	0.00 0.00	0.00 0.00
 Workplace Fatalities - Employees - Business Partners	0 0	0 0	0 0

Employee Communication

Employee communication is a key factor in fostering strong relationships between the organization and its people, and serves as an important tool for building a clear and accurate understanding of the Company's policies, plans, and objectives. Effective communication supports employees in performing their duties in line with organizational goals and helps strengthen long-term employee engagement.

The Company places importance on both formal and informal communication through various channels, such as monthly meetings, newsletters, emails, and one-on-one meetings, to ensure employees receive clear and timely information. In addition, the Company provides open communication channels for employees to share opinions and suggestions, supported by mechanisms to listen to and respond to employees' concerns and issues promptly and effectively.

Employee communication is therefore not only a one-way flow of information from management to employees, but also a participatory process in which all parties can exchange views to continuously improve work practices and performance. Moreover, strong communication contributes to a transparent and collaborative organizational culture, fostering a friendly and positive workplace environment.



Monthly meetings



Newsletters



Email communications



One-on-one meetings

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



Human Rights
Policy



Safety, Occupational
Health and Working
Environmental Policy



Human Resource
Management Policy



Human Rights Grievance Channels

The Company has established human rights grievance channels to enable employees, business partners, customers, and other stakeholders to report incidents or concerns related to human rights violations in a safe, confidential, and verifiable manner. The Company is committed to handling all complaints fairly and transparently. Complaints can be submitted through the following channels:

Letter to the Company Secretary

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

Letter to the Chairman of Audit Committee

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

Operational Efficiency, Environmental Management, and Biodiversity

Greenhouse gas (GHG) emissions are a primary driver of climate change, resulting from both natural processes and human activities. GHG emissions affect ecosystems, the economy, society, water resource management, and various infrastructure systems. This is a global challenge that requires collective action among all countries to mitigate impacts, and worldwide efforts to reduce GHG emissions are being intensified.

The Company recognizes the significance of this issue and is committed to developing the organization while reducing environmental impacts to support responsible business growth. Managing GHG emissions throughout the supply chain is an important part of the Company's policy, and details of this policy are disclosed on the Company's website at www.itcity.co.th



Goals

1. By 2028, reduce electricity consumption by 10% compared to the base year (2023).
2. By 2030, reduce greenhouse gas emissions by 30% compared to the base year (2023) (Scope 1 and Scope 2).
3. By 2050, achieve net zero greenhouse gas emissions across Scopes 1, 2, and 3.
4. Promote reforestation, forest conservation, and the expansion of green areas.

Strategies

1. Promote digitalization to reduce paper consumption.
2. Foster energy-saving awareness across the organization.
3. Enhance logistics and transportation efficiency.
4. Develop the Company's carbon footprint inventory.
5. Promote green products and green services.
6. Support reforestation projects and the restoration of green areas.
7. Ensure proper management of e-Waste and other waste.
8. Raise environmental awareness among employees and business partners.

Operational Performance in 2025: Efficiency Improvement

The Company is committed to promoting sustainable energy conservation, a key mission that requires collaboration across all sectors to achieve meaningful results. The Company applies the 3Rs strategy (Reduce, Reuse, Recycle), which emphasizes reducing resource consumption, reusing resources, and recycling materials. To this end, the Company has established an implementation plan and energy conservation measures across the entire supply chain, supporting efficient and cost-effective use of resources, minimizing environmental impacts, and fostering 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 to report to the Board of Directors for its consideration of the Company's performance in managing climate-related risks and opportunities. The Committee oversees and supervises the development of strategies to address climate change and provides recommendations on additional strategies or action plans to support risk management. Senior executives from all business units jointly drive and implement activities related to climate management, including resource efficiency, reduction of environmental impacts, and the reduction of greenhouse gas emissions.

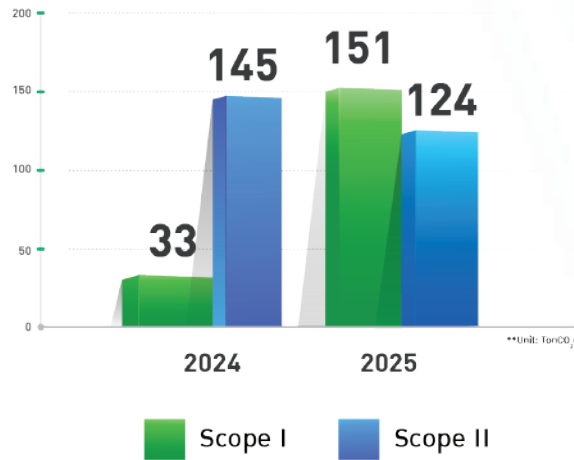


Carbon Footprint for Organization (CFO)

In 2025, the Company prepared its Carbon Footprint for Organization (CFO) for the third consecutive year, in accordance with the guidelines of the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO), to assess the volume of greenhouse gas emissions arising from the Company's activities. The calculation and preparation of the greenhouse gas emissions inventory were carried out by Triam Enterprise Co., Ltd., a leading environmental organization operating in line with international standards. In 2023, the Company designated 2024 as the base year for greenhouse gas emission calculations to support disclosure in subsequent years and to use such information in planning continuous improvements to its environmental performance in a sustainable manner.

Greenhouse gas emissions 2025

Head Office & Warehouses



Scope of the Company's Greenhouse Gas Emissions

The Company's greenhouse gas (GHG) inventory is prepared in accordance with the GHG Protocol Corporate Accounting and Reporting Standard, applying the Operational Control Approach. The inventory covers Scope 1 and Scope 2 emissions.

Emission factors are derived from internationally recognized sources, and Global Warming Potential (GWP) values are based on the IPCC Fifth Assessment Report (AR5).

Facilities / Areas under Operational Control Boundary

Head Office

The Palladium World Shopping Mall
No.555, Floor B2, 5 Ratchaprarop Rd., Makkasan Subdistrict
Ratchathewi District., Bangkok 10400

Warehouse

Moo 9, Sukhumvit Road, Tambon Teparak,
Amphoe Muang Samutprakarn, Samutprakarn, 10270

Operational Boundary

Greenhouse Gases Considered

- Carbon Dioxide (CO₂)
- Methane (CH₄)
- Nitrous Oxide (N₂O)
- Hydrofluorocarbons (HFCs)
- Perfluorocarbons (PFCs)
- Sulfur Hexafluoride (SF₆)
- Nitrogen Trifluoride (NF₃)

Other Indirect / Additional Greenhouse Gases Considered

- R22 (HCFC-22)
- Biogenic CO₂ (reported separately)

Global Warming Potential (GWP) Reference

- IPCC Fifth Assessment Report (AR5)

Sources of Greenhouse Gas Emissions within the Company's Operational Boundary

Scope 1 - Direct Emissions	Scope 2 - Indirect Emissions from Energy Consumption	Memo Items / Separately Reported Items
• Mobile combustion - Diesel fuel consumption • Mobile combustion - Gasoline fuel consumption • Wastewater treatment (Septic Tank) • Refrigerant leakage - R-32 • Refrigerant leakage - R-134a • Refrigerant leakage - R410a • Carbon dioxide (CO₂) from fire extinguishers	• Purchased electricity consumption - Head Office • Purchased electricity consumption - Warehouse	• Refrigerant R22 (HCFC-22) • Biogenic CO₂ from mobile combustion² - Diesel • Biogenic CO₂ from mobile combustion² - Gasoline

***Biogenic CO₂ emissions are reported separately and are excluded from total gross GHG emissions, in line with the GHG Protocol Corporate Accounting and Reporting Standard.*

Carbon Intensity

Sources of Greenhouse Gas Emissions	Quantity	Unit
Scope 1 Emissions	151	ton CO ₂ e
Scope 2 Emissions	124	ton CO ₂ e
Scope 3 Emissions	-	ton CO ₂ e
Total Emissions [Scope 1+2]	275	ton CO ₂ e
Total Emissions [Scope 1+2+3]	275	ton CO ₂ e
Floor Area	-	ton
Carbon Intensity [Scope 1+2]	-	ton CO ₂ e/ຕື້
Carbon Intensity [Scope 1+2+3]	-	ton CO ₂ e/ຕື້

The Company recognizes the significance of Scope 3 emissions across the value chain and is developing methodologies, processes, and data management systems to support future assessment, target setting, and disclosure in line with international standards.

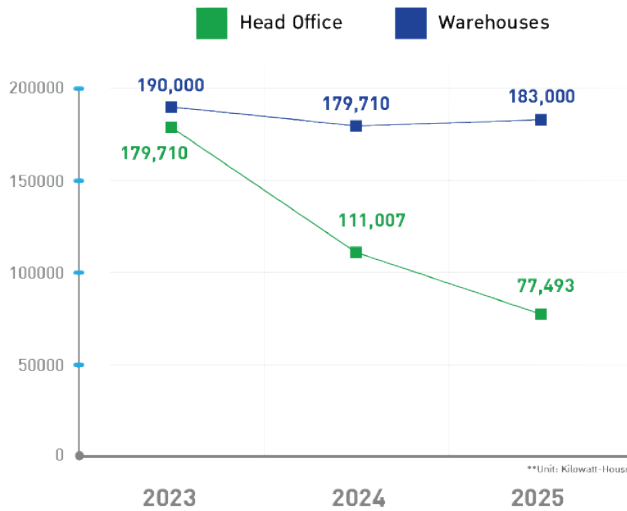
Greenhouse Gas Emissions for the Base Year and the Current Year

Carbon Intensity Comparison Table (tCO ₂ e/ton)			
Carbon intensity [Scope 1+2]		Carbon intensity [Scope 1+2+3]	
Current Year	Base Year	Current Year	Base Year
275	168	275	168
Percentage Change in Carbon Intensity Compared with the Base Year			
Carbon Intensity [Scope 1+2]		Carbon Intensity [Scope 1+2+3]	
Increased by 63.69%		Increased by 63.69%	

Reasons:

- Revision of the Mobile Combustion emission factors to align with current data
- Inclusion of the biogenic portion in the base year calculation
- Changes in the density values of Gasoline 95 and Diesel B7, using the same reference data as applied in the current year

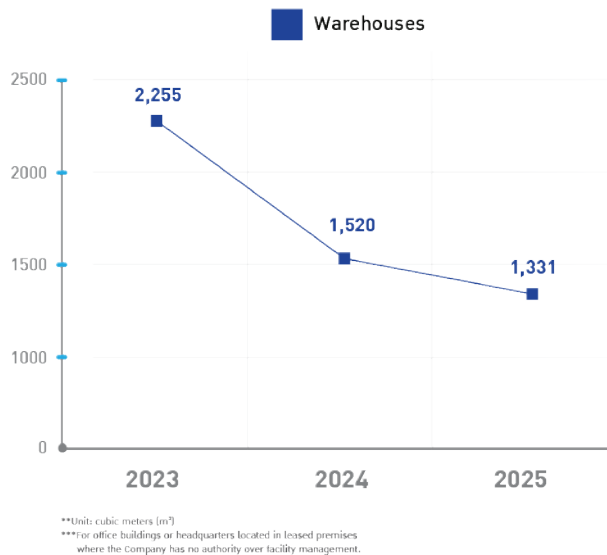
Energy Consumption 2025



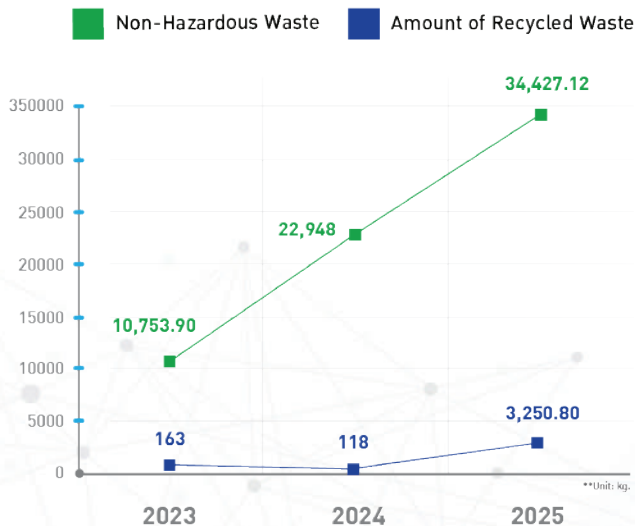
the Company participated in the "Care the Bear" Project, a project under the concept of "Change the Climate Change" initiated by the Stock Exchange of Thailand, this project aims that every part of the organization will participate in reducing greenhouse gas emissions, which is a major cause of global 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.

Water Consumption 2025



The amount of waste and garbage in the year 2025



Employee Engagement Activities to Promote Efficient Resource Use

In 2025, the Company encouraged employees to jointly conserve the environment and raise awareness of energy conservation, with a focus on ensuring that operations are sustainable and aligned with good governance principles for all employees. The Company implemented various activities and initiatives designed to promote employee participation in reducing environmental impacts, such as:

Waste Reduction and Source Separation

The Company places strong emphasis on promoting waste reduction and source separation in order to decrease the amount of waste generated and enhance the efficiency of resource recycling. The Company has implemented various projects and activities to raise employees' awareness of the importance of separating waste at the source, encouraging efficient resource use and reducing environmental impacts.

The Company provides waste separation bins in various areas within the office to make it easier for employees to sort waste by type, such as general waste, recyclable waste, and hazardous waste. In addition, the Company communicates guidelines on proper waste separation to ensure employees understand and can actively participate in reducing the volume of waste generated within the organization.

Source separation is an important first step toward building sustainability within the organization. It not only helps reduce environmental impacts, but also fosters a culture of shared responsibility among all employees.



Turning Off Lights When Not in Use or After Working Hours

The Company encourages employees to switch off lights when they are not in use, such as during lunch breaks or when certain areas are unoccupied, and to turn on lighting only in areas where it is necessary. This helps reduce energy consumption and promotes energy conservation within the organization. Such practices not only lower energy costs, but also reduce environmental impacts and foster a culture of shared responsibility for efficient resource use.



Plastic Waste Reduction and Waste Segregation within the Organization

The Company recognizes that plastic waste is an environmental issue with a continuously increasing trend. Therefore, the Company encourages employee participation in reducing plastic usage and promoting effective waste management through the following internal practices:

- Promoting the use of personal reusable cups and food containers to reduce single-use packaging.
- Encouraging employees to carry reusable cloth bags as an alternative to plastic bags.
- Campaigning for proper waste disposal and correct segregation of plastic waste by type.
- Promoting the purchase of environmentally friendly products, such as those that reduce the use of chemicals, thereby helping to minimize impacts on soil and water resources.

The Company aims for employee participation to be a key part of fostering an environmentally conscious organizational culture and continuously reducing environmental impacts.

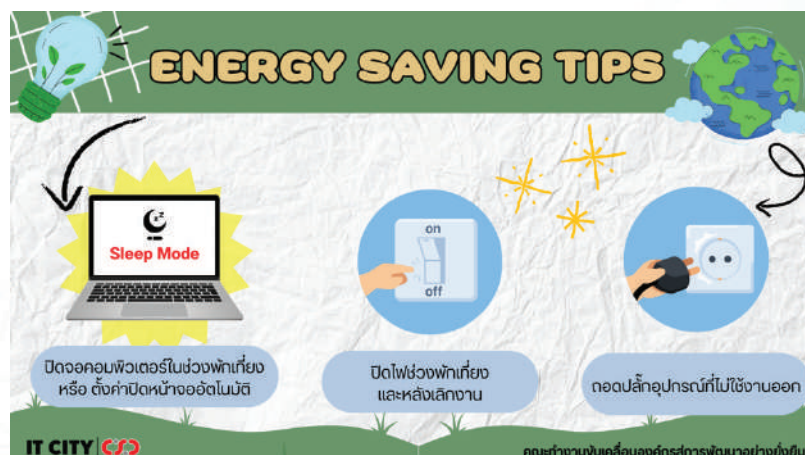


Energy Conservation within the Organization

The Company places importance on advancing the organization toward sustainability, with a particular focus on electricity conservation. To embed energy-saving practices into daily routines and further reduce electricity costs compared with the previous year, the Sustainability Steering Team encourages employees to participate in energy conservation through the following practices:

- Set the computer or laptop screen to sleep/lock mode when not in use.
- Switch off lights in unused areas, especially during lunch breaks, and turn off all lights after working hours.
- Unplug electrical devices that are not in use, or after use is completed.

These practices help foster a culture of responsible resource use and support the Company's ongoing efforts to improve energy efficiency.



Water Resource Management

Water resource management is an important priority for the Company, as part of its commitment to sustainable operations that reduce environmental impacts and enhance efficient water use. Although the Company's core activities do not require significant water consumption, the Company continues to emphasize responsible water use in daily activities such as office cleaning, dishwashing, and restroom use, with a focus on using water efficiently and appropriately minimizing consumption.

The Company also communicates and raises awareness of water conservation among employees at all levels to encourage responsible and sustainable water-use behaviors.

Water Conservation and Loss Reduction Measures

The Company recognizes the impacts of drought one of the natural disasters that affects human livelihoods and ecosystems arising from both natural factors and human activities. The Company has therefore implemented measures to enhance water-use efficiency and reduce water loss, such as:

- Inspecting water pipes and taps in the office to prevent leaks
- Avoiding disposal of waste into toilets to reduce unnecessary water use
- Turning off the tap while brushing teeth and lathering soap
- Ensuring taps are fully closed after use
- Washing fruits and vegetables in a container rather than under running water
- Reusing water from laundry or floor cleaning (Re-use)
- Using dishwashing liquid that is not overly concentrated and rinses off easily to reduce water consumption

These measures help reduce water loss in daily activities and promote efficient water use in all aspects.



These activities help foster a workplace culture of environmental responsibility and encourage all employees to collaborate in using resources efficiently and sustainably.

Project for Exchanging Old Products for New Products

The rapid advancement of technology has led to an increase in e-waste. Some of this waste is sold, some is used as a discount for new products, and some is mixed with general waste. This can lead to significant environmental problems, as many electronic devices, such as mobile phones, contain hazardous chemicals including lead, cadmium, nickel, bromine, beryllium, lithium, and cobalt. If not properly managed, these toxic substances can contaminate the environment and affect human health and ecosystems.

The company is aware of this issue and prioritizes environmental protection. In 2025, the company launched the "Trade-in Old for New" program to promote recycling and responsible management of e-waste. Customers can trade in their old mobile phones or graphics cards for new products and receive a discount based on the value of the old product. The old mobile phones or electronic devices will be managed properly and safely to ensure that toxic substances from these devices do not contaminate the environment and are recycled or disposed of appropriately.

The project not only helps reduce e-waste but also promotes customer involvement in environmental conservation and minimizing the impact of e-waste.



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.



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

Electronic Waste (E-Waste) Management

The Company supports appropriate electronic waste management by participating in an electronic waste (E-Waste) drop-off program in collaboration with AIS. This initiative facilitates customers and the general public in disposing of unused electronic devices at the Company's designated drop-off points, so that such waste can be properly managed and recycled in accordance with appropriate practices. As of the end of 2025, the Company operated 20 E-Waste drop-off points. This initiative helps reduce environmental risks associated with improper disposal and promotes responsible and efficient use of resources.



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. Increase the response rate to the supplier sustainability assessment to 100% by 2025.
2. Communicate the Supplier Sustainable Code of Conduct to 100% of suppliers.

Strategies

1. Select and assess suppliers with the potential to operate sustainably.
2. Develop and enhance suppliers' capabilities toward shared sustainability across economic, social, and environmental dimensions.
3. Assess corruption risks and provide suppliers with anti-corruption knowledge and awareness.

Sustainable Supply Chain Performance in 2025

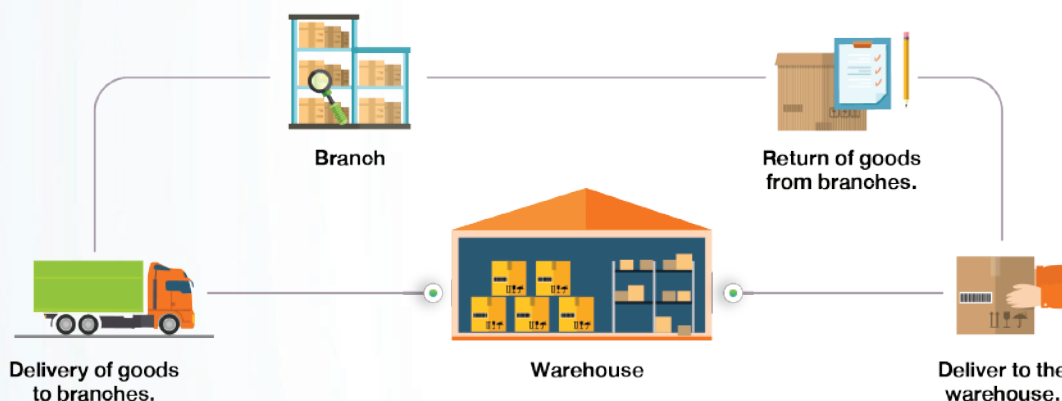
The Company recognizes that its business operations rely on raw materials, equipment, and services provided by suppliers. If suppliers do not place importance on, or fail to comply with, relevant rules and requirements, this may affect the continuity and sustainability of the Company's business. Therefore, the Company places strong emphasis on managing supplier-related risks and is committed to developing suppliers to operate sustainably, promoting long-term growth and collaboration. In this regard, the Company has established a Sustainable Supply Chain Management Policy and guidelines to support efficient supply chain management and social responsibility. The Company discloses such policy on its website at www.itcity.co.th to ensure that all stakeholders can access relevant information and jointly strengthen the resilience and sustainability of the Company's supply chain.



Significantly Affected Key Stakeholders



Sustainable Logistics Management



The Company places importance on efficient logistics management to support business operations while reducing environmental impacts. Accordingly, the Company has applied various strategies throughout its logistics processes, 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. This commitment also aims to create lasting value for stakeholders and society as a whole.

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.

Supplier evaluation is conducted across six key areas:

1. Price
2. Quality control capability
3. Payment terms
4. Delivery performance
5. Service quality
6. Performance aligned with the sustainability framework (ESG)

In addition, the Company classifies critical suppliers by considering purchase volume (high-volume suppliers), the criticality of products or services, and the level of dependence on each supplier, in order to identify key suppliers that play an important role in the Company's operations. This classification supports the management of risks that may arise from reliance on such suppliers and is used to strengthen supplier relationships and support long-term sustainable business planning.

For the classification of critical suppliers, the Company defines Tier 1 suppliers as those that engage in direct transactions with the Company, including the direct purchase and sale of goods and services. Non Tier 1 suppliers refer to secondary suppliers that do not transact directly with the Company. In 2025, the Company conducted transactions exclusively with Tier 1 suppliers, and no Non-Tier 1 suppliers met the criteria for such classification.

** Definitions

- **Critical products or services:** Products or services that are essential and may have a significant impact on business growth.
- **Supplier dependency level:** The extent to which the Company relies on a supplier such as when the supplier is the sole provider, or one of only a few providers in the market, resulting in a high level of dependency.

Corrective Measures in Cases Where Suppliers Fail to Comply Within the Specified Timeframe

- Negotiate corrective actions by clearly defining the issue(s) and specifying a clear timeline for resolution.
- Provide verbal notification and written reminders.
- Terminate the commercial agreement/contract.
- Claim damages/compensation.

To support improvements in suppliers' action plans, the Company provides assistance through capacity building and/or advisory guidance to ensure that suppliers can implement corrective actions properly and completely.

Supplier Classification Results and Purchase Value of Suppliers

- | | |
|--|--------------|
| - Tier 1 Suppliers | 27 suppliers |
| - Purchase Value from Tier 1 Suppliers | 5.74%* |

* From the total number of suppliers in 2025



Enhancing Suppliers' Capabilities for Sustainable Business Practices

The Company places importance on sustainability throughout the supply chain, from upstream to downstream, and believes that strengthening business partners' capabilities is a key driver for achieving sustainable growth together. The Company therefore builds upon and develops partners' competencies so they can grow alongside the Company in a stable and long-term manner.

In 2025, the Company enhanced the knowledge and capabilities of business partners' employees in areas such as compliance with the Company's rules and standards, understanding the Company's operational direction, and providing necessary technical know-how. This was aimed at strengthening partners' employees' capacity to work effectively with the Company. In total, **1,719 business partners' employees participated in training and development programs.**

This training not only improved work-related skills, but also supported partners' employees in performing their duties in alignment with the Company's sustainability goals contributing to stronger operational performance and closer collaboration toward sustainable success.

Through this investment in knowledge and skills development, the Company believes that cooperation with business partners will be a significant force in enhancing competitiveness, expanding market opportunities, and achieving shared long-term sustainable growth.

Year	Number of Business Partners' Employees Trained (persons)
2025	1,719
2024	950

Governance

The Company has established a Supplier Code of Conduct and Guideline, which is disclosed on the Company's website at www.itcity.co.th, to provide clear guidance for suppliers in conducting business. This Code of Conduct is intended to serve as a set of principles to support suppliers' operations in alignment with the Company's policies and standards, while promoting sustainability across all relevant business dimensions.

In addition, the Company has developed a Sustainability Questionnaire covering key Environmental, Social, and Governance (ESG) topics. This enables suppliers to assess their sustainability status and readiness, and to use the assessment results to further improve their practices.

To strengthen confidence in sustainable operations, the Company requires an ESG sustainability assessment for all new suppliers. The Company also conducts regular assessments of critical suppliers on an annual basis to continuously monitor and follow up on suppliers' compliance with sustainability practices. These assessments support collaboration between the Company and suppliers to further develop and enhance business practices in line with sustainability principles and improve organizational performance across all dimensions.

Operation details	2023	2024	2025
Respond rate of sustainability self-assessment questionnaire for new suppliers	100%	100%	100%
Self-Evaluation Form Response Rate of Critical Trade Partners (Critical Tier 1)	100%	100%	77.78%
New Trade Partner Receiving Communication about the Supplier Sustainable Code of Conduct	100%	100%	100%



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 places importance on contributing to community and social development alongside business growth, including supporting local economic development and improving quality of life. The Company undertakes various activities and initiatives designed to meet stakeholders' expectations, while respecting human rights in all areas where the Company operates. Through these efforts, the Company aims to foster well-being and create shared value with surrounding communities, enabling sustainable coexistence over the long term.



Goals

1. Continuously carry out social activities under the “Sharing for Change” project every year.
2. Enhance community and social well-being through various projects and activities.

Strategies

1. Support community and social facilities to enhance overall well-being.
2. Promote access to technology for education.
3. Strengthen equality and diversity.
4. Encourage engagement of employees and all relevant stakeholders to create sustainable value for society.

Social and Community Development Performance in 2025



The Company recognizes the importance of demonstrating social and environmental responsibility, as it believes that sustainable business growth can only be achieved when communities and society grow alongside the business. Accordingly, the Company has initiated various activities under the “Share for Change” project, based on the concept of creating balance in parallel with business growth. The project emphasizes engagement with all stakeholder groups, both within and outside the organization, to support sustainable coexistence.

The “Share for Change” project is grounded in three core principles: access to technology, quality of life, and natural resources and the environment.

IT CITY continues its mission of giving through the “Share for Change 2025” project under the concept “Together We Share. Together We Change.”



Led by the Company's Sustainability Steering Working Team, IT City Public Company Limited remains committed to creating long-term positive change for society through the “Share for Change” initiative. Under the theme “Together We Share. Together We Change.” the project aims to connect learning opportunities with the power of technology.

In 2025, IT CITY donated 20 computers to Wat Narong School, Saraburi Province to expand access to learning and strengthen digital capabilities for students. The donation is intended to help students gain greater access to technology and a wider range of learning resources.

In addition to providing technology equipment, IT CITY also delivered a training program titled “Empowering Teachers in the Digital Era with AI Technology and the Lark Program” to enhance teachers' digital skills and knowledge. The program is designed to support the effective application of technology in teaching and learning and to encourage the development of more efficient learning approaches over the long term.

The “Share for Change” project forms part of IT CITY's ESG (Environment, Social, and Governance) approach, reflecting the Company's commitment to sustainable growth across all dimensions.

Because we believe that when we share together, we can create a better world together.

Caring for society and the community.	2023	2024	2025	Goals
Implementing activities or projects under the Share for Change program continuously every year (number of projects).	1	2	1	Continuously every year

It can generate outcomes and sustainability across multiple areas as follows:

- Enhance access to digital devices and learning resources for students and teachers.
- Support efforts to reduce educational and technology disparities in the community.
- Strengthen teachers' capabilities to effectively apply AI and digital tools in classroom teaching.
- Create shared value through collaboration with partners and further develop local development networks.
- Demonstrate good governance through transparent disclosure of project outcomes in the One Report.
- Foster an organizational culture and employee engagement in corporate social responsibility.

IT CITY Hackathon: Sparking New Ideas for Retail Space Design



As the IT retail landscape converges with the power of the next generation, and as retail in the digital era is increasingly driven by technology, business adaptation must go beyond innovation alone. It must also emphasize social value creation and the development of young talent key foundations of sustainable business.

In 2025 (B.E. 2568), IT City organized "IT CITY Hackathon: Reimagining Compact Retail Spaces", a collaborative initiative between the Chulalongkorn School of Integrated Innovation (CSII), Chulalongkorn University, and IT City Public Company Limited. The program aimed to create a learning environment that promotes educational equality and skills development by linking academic theory with real-world practice. It provided students with opportunities to apply interdisciplinary knowledge to design solutions for business challenges, while fostering a learning ecosystem between academia and industry to reduce the gap between classroom learning and labor market needs. The project emphasized the cultivation of human capital through an intensive two-month process, supported by mentors from IT City and faculty members from CSII who shared practical insights and experience in the retail business. The participants also showcased their work at COMMART Thailand 2025 at BITEC Bangna Exhibition and Convention Center, enabling students to strengthen entrepreneurial skills prior to entering the workforce. This initiative reflects IT City's commitment to narrowing the skills gap and aligning workforce capabilities with market demands in the digital economy. After the exhibition concluded, the winners were officially announced based primarily on the practicality of business models that address real retail market needs.

The IT CITY Hackathon was not merely a competition platform it served as a talent development space that expands opportunities and contributes to elevating Thailand's IT retail industry toward sustainable growth in the digital era.



Supporting Children with Disabilities and Underprivileged Children through the “Card for Kids Project” (20th Edition) (Second Consecutive Year)



In 2025, the Company participated in an activity organized by the Better Thai Foundation under the “Card for Kids Project” (20th Edition) for the second consecutive year. The initiative aims to promote opportunities and equality for children with disabilities and underprivileged children nationwide through an art activity and coloring contest under the theme “My Super Hero.” The project provides a platform for children to express their creativity, develop artistic and communication skills, and build self-confidence and pride. Selected artworks will be produced as New Year greeting cards, helping showcase the children's talents to a wider audience and supporting the creation of long-term social value.

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 obstacle that undermines sustainable economic and social development and erodes stakeholders' confidence in business systems and organizations. It not only increases legal and financial risks, but also contributes to inequality and limits genuine growth opportunities within the business sector.

The Company is committed to conducting business with transparency and fairness, and adheres to a zero-tolerance approach to all forms of bribery and corruption. This commitment is essential to building trust and maintaining strong relationships with all stakeholders. The Company has established clear policies and measures to prevent and detect unlawful or unfair practices, and provides training and awareness programs for employees at all levels on anti-corruption. In addition, the Company has declared its intention to join Thailand's Private Sector Collective Action Coalition Against Corruption (CAC), demonstrating its commitment to complying with rigorous standards and contributing to a corruption-free society.



Goals

1. Conduct business with transparency and fairness.
2. Build trust and confidence among all stakeholder groups.
3. Prevent and reduce bribery and corruption within the organization.

Strategies

1. Establish clear anti-corruption policies and measures.
2. Provide training and raise anti-corruption awareness for employees at all levels.
3. Join Thailand's Private Sector Collective Action Coalition Against Corruption (CAC).
4. Monitor and review operations to prevent bribery and corruption.

Anti-Corruption Performance in 2025

In 2024, the Board of Directors approved the Company's declaration of intent to join the Thai Private Sector Collective Action Against Corruption (CAC) on 18 December 2024, demonstrating the Company's commitment to conducting business with transparency and fairness. This declaration of intent is an important foundation for fostering an organizational culture of zero tolerance for corruption.

On the same date, the Board of Directors also approved the Company's Anti-Corruption Policy, which sets out clear operating guidelines and preventive measures against corruption across all levels of the business. The policy has been communicated to employees at all levels as well as the Company's business partners to promote a shared understanding and effective implementation of anti-corruption practices.

In 2025, the Company is in the process of preparing for CAC membership certification. The Company is strengthening relevant processes and internal control systems to align with the program's requirements and compiling supporting documents and evidence for the assessment, with the objective of continuously enhancing good corporate governance standards and maintaining transparent business practices.

The definition “fraud”



**Intentional action to seek unlawful
Fraud benefit for oneself and others**

Nature of Fraud

Corruption

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

Asset Embezzlement

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

False Reporting

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

Guideline for fraud prevention



Assessment of fraud risks



Formulation of policy on anti-fraud and anti-corruption



Communication and educate supplier, business partner and stakeholder



Background verification of personnel and stakeholders



Internal control

Scope of Reporting

Number of Violations in 2024

Number of Violations in 2025

Corruption or Bribery

0

0

Discrimination or Harassment

0

0

Customer Personal Data

0

0

Conflict of Interest

0

0

Money Laundering or Insider Trading

0

0

Anti-Corruption Policy

The Company is committed to conducting business with transparency and integrity, and places strong emphasis on preventing and combating all forms of corruption in order to maintain credibility and earn the trust of all stakeholders. Accordingly, the Company has established an **Anti-Corruption Policy** as a guideline to prevent and eliminate corruption across all levels of operations. Implementation of this policy serves as an important tool to promote responsible and transparent business practices.

The Company's Anti-Corruption Policy covers key practices in the following areas:

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

Giving or receiving gifts and souvenirs may be permitted in accordance with customary practices and must be conducted transparently, without influencing the Company's operations or business decisions, and without any expectation of benefits or compensation in return. Such practices must comply with applicable laws and be consistent with the Company's policies. Any gifts must be given or received on behalf of the Company, and management approval is required if the value exceeds the threshold specified by the Company.

Hospitality may be provided or accepted in line with customary practices and must be transparent, without affecting the Company's operations or business decisions, and without any expectation of benefits or compensation. Hospitality must comply with applicable laws and the Company's policies and must be undertaken on behalf of the Company. In addition, hospitality expenses must be reviewed by the Accounting Department and Internal Audit to ensure compliance with the Company's requirements.

- **Charitable Donations**

Charitable donations must be made with genuine charitable objectives and for the benefit of the nation, religion, the monarchy, and society, without any expectation of benefits or consideration that could be deemed corruption. Such donations must comply with the Company's relevant policies and must be made only in the name of the Company. In addition, all donations must be reviewed by the Accounting Department and Internal Audit to ensure compliance with the Company's requirements and established standards.

- **Sponsorships (Giving and Receiving Support)**

Company-sponsored funding to support business projects must have a clear objective to promote the Company's brand, image, and reputation. The sponsorship must be verifiable, demonstrating that the recipient has actually carried out the activities under the project and that such activities contribute to achieving project objectives that benefit society. Sponsorships must not be linked to any improper benefit or consideration for any individual, organization, or specific group. Clear verification and approval procedures must be followed. Sponsorship requests must be supported by an approval memorandum detailing the project, including the amount and method of payment, and must be approved by authorized management in accordance with the defined delegation of authority. In addition, sponsorships must be supported by receipts or clear documentary evidence to ensure they are not used as a pretext for bribery or corruption.

- **Political Neutrality**

The Company places importance on maintaining political neutrality and does not participate in, or become involved with, any political parties, political alliances, or political authorities. The Company does not provide financial support, assets, personnel, or any Company resources for political activities or political assistance, whether directly or indirectly, regardless of any personal benefits to politicians, political parties, or political groups.

The Company encourages all employees to comply with applicable laws and to exercise their political rights in a personal capacity. However, employees must not engage in any actions that could compromise the Company's political neutrality or cause damage arising from involvement in political activities for example, using their position within the Company or wearing employee uniforms in a manner that could lead others to believe they are representing the Company.

The Company also prohibits employees at all levels from using any means to persuade, pressure, or instruct employees or subordinates to participate in political activities, as such actions may create internal conflict and adversely affect the Company.

In addition, the Company will not engage in campaigning or advertising for any political party or political figure, nor use Company resources for any political purposes. Employees must avoid any expression or conduct that may cause others to perceive it as support for political actions or any election candidate.



Learn more about
the Anti-Corruption Policy

Complaint and Whistleblowing Channels

The Company places importance on fostering a transparent environment and has established open complaint and whistleblowing channels for employees and all stakeholders. These channels enable individuals to conveniently and confidentially report issues or concerns related to operations that may involve bribery or corruption, or other inappropriate conduct. The complaint and whistleblowing channels are as follows:

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

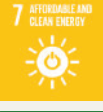
Letter to the Company Secretary

IT City Public Company Limited,
The Palladium World Shopping Mall
555 Fl. B2,5 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

Letter to the Chairman of Audit Committee

IT City Public Company Limited,
The Palladium World Shopping Mall
555 Fl. B2,5 Ratchaprarop Rd., Makkasan Subdistrict, Ratchathe District, Bangkok 10400
By addressing the envelope, seal, or specifying the message represent
"Confidential Documents" or E-mail: chirawan_p@itcity.co.th

Sustainable Development Goals (SDGs)

SUSTAINABLE DEVELOPMENT GOALS		How IT CITY is supporting	Page
 1 NO POVERTY	End poverty in all its forms everywhere	“Share for Change” Project.	116-117
 2 ZERO HUNGER	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Support the salary and wage that is suitable and sufficient for living of associates and their families. (Living Wage)	93, 173-174
 3 GOOD HEALTH AND WELL-BEING	Ensure healthy lives and promote well-being for all at all ages	Quality Product and Service	83
 4 QUALITY EDUCATION	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Increase of Capabilities in Knowledge and Skills	86
 5 GENDER EQUALITY	Achieve gender equality and empower all women and girls	- Responsible for associates in terms of Human Right and respect the diversity - LGBTQI Employment	87, 94
 6 CLEAN WATER AND SANITATION	Ensure availability and sustainable management of water and sanitation for all	Responsible water consumption	108
 7 AFFORDABLE AND CLEAN ENERGY	Ensure access to affordable, reliable, sustainable and modern energy for all	Efficiency Energy Consumption	105-106
 8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	-	-
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Online marketplace system.	28-29
 10 REDUCED INEQUALITIES	Reduce inequality within and among countries	- Disabled Employment - Diverse employment without gender discrimination such as religion, skin color, race, hometown	87, 94

SUSTAINABLE DEVELOPMENT GOALS		How IT CITY is supporting	Page
 11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable	• “Share for Change” Project.	116-120
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	• Old for New Project. • Max Protection by IT City	109
 13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts	• Operational Efficiency • Reduction in Carbon Dioxide Emissions and Other Greenhouse	102-107
 14 LIFE BELOW WATER	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	• Waste Water Treatment	108
 15 LIFE ON LAND	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	• Garbage and Waste Disposal	105-107 109-110
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	• Respect on Human Right • Good Corporate Governance	148, 140-157
 17 PARTNERSHIPS FOR THE GOALS	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	• Supplier Management	111-115



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