platt nera

PLATT NERA INTERNATIONAL LIMITED

(Incorporated in the Cayman Islands with limited liability)

STOCK CODE : 1949

2021
ESG REPORT

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

CONTENTS

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

1   BOARD STATEMENT

Founded in 2004, Platt Nera International Limited and its subsidiaries (collectively, the "Group") have become one of the leading IT solution providers in Thailand. The Board of directors ("The board" or "We") oversees environmental, social, and governance ("ESG") issues and strategies for the sake of making a positive impact on our local communities and conserving the ecosystem while operating the business. Besides, we review the performance of ESG and progress against our goals and targets in our annual meeting and establish relevant strategies.

The Group has continuously increased transparency to our stakeholders and shareholders with greater disclosure of our sustainability performances. As a corporate citizen, the Group regards social contribution as one of our principal sustainability pillars. By cooperating with local suppliers, the business helps provide job opportunities to local communities and all employees are rewarded fairly. During the COVID-19 pandemic, the Group partnered with a public health organization and donated PPE 400 sets to protect health care workers and patients.

Striving for carbon reduction, the Group will persistently enhance the strategy on responsible and sustainable measures. For long-term sustainable development, the Group will support the Thailand government's master plan with the vision of Zero-carbon Emissions. It enables us to minimize carbon and climate change risks, thereby strengthening environmental and social risk management. The Group will continuously take proactive approaches to build a sustainable future. In addition to energy-saving and waste reduction measures, the Group adopts green procurement policies to further protect the environment.

On behalf of the Board of Directors, I would like to express my gratitude to all shareholders, business partners and customers for their long-term support of the Group and convey my sincere appreciation to all employees for their efforts and contributions. We will continue to build a warm and high-quality living standard for the public in a green and sustainable way and join hands with various stakeholders on the road of sustainable development to create a bright future. Looking forward, the Group will continue to take initiative for a more resilient, social, and environmentally friendly development.

Prapan Asvaplungprohm
Chairman & Executive Director
31 May 2022

2   ABOUT THE REPORT

The Group is pleased to present its third ESG Report which details the Group's ESG policies, measures and performance. Through reporting the above to stakeholders, the Group aims at (i) attaining transparency and responsibility of information disclosure and; (ii) increased public confidence; and (iii) helping stakeholders better understand the Group's sustainability progress and development direction.

2.1   SCOPE OF REPORTING

This ESG Report details the ESG performances of the Group for the year 2021 (i.e. 1 January 2021 to 31 December 2021). The Group provides IT integrated solutions and IT support services to financial institutions, government departments and agencies predominantly in the administrative, telecommunications and utility sectors, and the sales of equipment in Thailand. Unless otherwise stated, this ESG Report covers the operations of the Group in Thailand (principal location of the Group's operation) which represents the majority of the Group's environmental and social impacts.

2.2   BASIS OF PREPARATION

The Group's environmental, social and governance guidelines are designed to continually improve the transparency and responsibility of information disclosure. Therefore, the ESG Report will be released annually by the Group for public review. Besides, the Group aspires to create long-term value for stakeholders that grows in tandem with the Group's business growth and sustainable development while being in line with environmental interests. The Group strives to incorporate ESG principles into its practices and governance, as well as to contribute to the sustainable development of the society and environment.

This ESG Report is prepared and presented with reference to the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities (the "Listing Rules") on The Stock Exchange of Hong Kong Limited:

1.   **Materiality:** ESG issues that become sufficiently important to investors and other stakeholders should be reported.

2.   **Quantitative:** KPIs, if any, need to be measurable and should be accompanied by a narrative, explaining their purposes, impacts, and giving comparative data where appropriate.

3.   **Balance:** The ESG report should provide an unbiased picture of the issuer's ESG performance and avoid selections, omissions, or presentation formats that may inappropriately influence readers' decisions and judgments.

4.   **Consistency:** The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time. The issuer should disclose in the ESG report any changes to such methodologies.

2.3   FEEDBACK CHANNELS

We highly recognize your valuable views on this report. Your feedback helps us achieve our vision for a sustainable future. We invite you to share your comments using any of the following means:

Address: Platt Nera Co., Ltd.
            170/9–10 Ocean Tower 1, 4th Floor,
            Soi Suhumvit 16 (Sammitr), Ratchadapisek Road,
            Klongtoey, Bangkok 10110, Thailand
Telephone: +66 2661-9922-8
Email: enquires@plattnera.com

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3   STAKEHOLDER ENGAGEMENT

The Group believes that effective feedback from stakeholders not only contributes to the comprehensive and impartial evaluation of the ESG performance but also improves its performance based on the feedback. On this ground, the Group engages in regular communication with stakeholders in an open, honest and positive manner through a variety of channels, including publishing results announcements and annual reports. Besides, the Group shares the latest information with stakeholders through the Group's website https://www.plattnera.com

To identify stakeholders' insights and concerns in relevance to business operations, the Group not only has identified key stakeholder groups who have concern about issues that may have a significant impact on our business or those who could be significantly affected by our operations, but also has been maintaining regular communication with them through various channels, which are illustrated in the table below:

Stakeholder groups	Communication channels
Investors and shareholders	• Company website • Company announcements • Annual general meeting • Annual and interim reports
Customers	• Company website • Customer direct communication • Customer feedback and complaints
Employees	• Training and orientation • Emails and opinion box • Regular meetings • Employee performance evaluation • Employee activities
Suppliers and business partners	• Selection assessment • Performance assessment • Regular communication with business partners (e.g. emails, meetings, on-site visits etc.)
Communities	• Company website • Community activities

Table 1 — Methodology of stakeholder engagement during the report period

The Group will continue to maintain communication with stakeholders, collect opinions from stakeholders through different forms and improve the ESG performance. At the same time, the Group will enhance the reporting principles of quantification, balance and consistency, so as to define the content of the ESG Report and presentation of the information that is more in line with stakeholders' expectations.

4 MATERIALITY ANALYSIS

For the sake of identifying the ESG issues that are material to the Group in formulating appropriate ESG strategies on ESG management and determining the direction of the Report, the Group has commissioned an independent consultancy firm to conduct a materiality assessment in form of online questionnaire and physical interview. Our key stakeholder groups (e.g. board of directors and employees) were invited to fill in the questionnaires and score the identified seventeen relative ESG topics in accordance with their importance to the Group's business operations and the stakeholders themselves respectively.
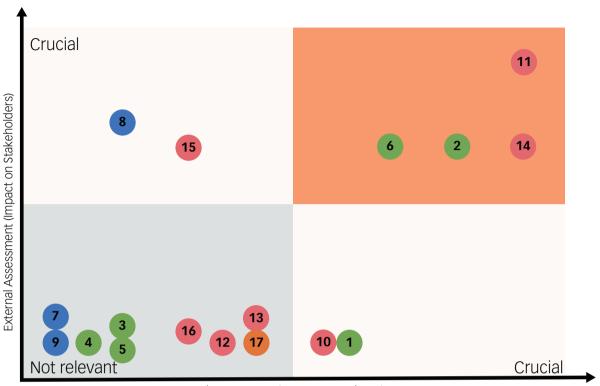
Identification	Engagement	Analysis & Evaluation
• Identify and map a list of ESG topics • Identify key stakeholder groups	• Conduct stakeholder engagement exercise	• Prioritise ESG topics by materiality assessment • Review its result for ESG report disclosure and performance improvement

Based on the materiality of each of the ESG topic expressed by the stakeholders, the ESG topics are prioritised and shown in the materiality matrix below. The topics which fell in the upper right corner of the matrix were defined as the topics that matter most to the Group's business operations and our stakeholders as far as they are concerned.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Environment
1. GHG Emissions and Climate Change
2. Waste and Recyclables Management
3. Energy Efficiency
4. Water Management
5. Environmental Training
6. Green Procurement

Employment
7. Employee Benefits and Welfare
8. Occupational Health and Safety
9. Talent Management and Development

Community
17. Caring for the Community

Operation
10. Procurement and Supply Chain Management
11. Service Quality
12. Information Security and Personal Data Protection
13. Fair Marketing
14. Corporate Governance and Risk Management
15. Intellectual Property Right Protection
16. Anti-competitive Practice

According to the results of the materiality matrix, we have identified that operational and environmental issues are relatively more significant to the Group development. We will focus our effort on our service quality, business integrity and environmental footprints. Here below are our four most important topics which are the main concerns for our stakeholders:

a. Service Quality;
b. Corporate Governance and Risk Management;
c. Waste and Recyclables Management; and
d. Green Procurement

The Group commits to incorporating sustainable development into our business, and regards building a good and sustainable corporate culture as our mission. We uphold integrity, responsible business conduct and environmentally friendly as our core values. We strive to strengthen our management of long-term ESG risks and opportunities.

5 SERVICE RESPONSIBILITY

With service quality being our most material topic, the Group is committed to providing quality products and services to customers. The Group has established internal controls and compliance procedures such as the Group's Quality Manual to ensure the quality of product or service. The Group's Quality Management regularly monitors and reviews products or services in accordance with the quality management system. Such system is accredited to ISO 9001:2015 and has been established since 2017 for its services related to the provision of design, installation and provisions of ATM solutions, as well as system integration for network and application for computer system. During the Report Period, the scope of the quality management system has been enhanced to covering services related to outsourcing for monitoring systems, integration for server and network and application for computer system and design, as well as installation and maintenance of electrical equipment ("UPS").

In addition, the Group has dedicated to providing high quality customer services, by setting up customer enquiry channels on the company website and facsimile and we have dedicated complaint officers for handling customers' feedback. In the event that non-conforming products or services are detected after delivery or commencement of use, corrective action will be taken in accordance with the Company's procedures for non-conforming products or services. The Group will continuously monitor the whole operations to guarantee the quality and satisfy the customer's expectations. During the Reporting Period, we did not receive any complaints. Due to its business nature, the Group does not involve any manufacturing and trading activities of product, the number of products recalled on health and safety issues or other reasons are not applicable.

As a professional IT company, the Group values intellectual property rights, copyrights and personal data protection. Not only does the Group prudently comply with all applicable laws and regulations regarding our products or services in the Reporting Period, but also evaluates and reviews our measure and performance regularly. In line with the internal guideline, the confidentiality of technology, customer information and related information is only handled by key position employees. All employees are prohibited to disclosure or leakage of confidential or restricted information to third parties. Besides, the antivirus software is always kept updated to prevent any leakage of data. To protect the Group's assets or works, we registered Trademarks in Hong Kong. For the enhancement of personal data protection, the Personal Data Protection Act B.E. 2562 was implemented, the effective date of the law will be on 1st June 2022. We will continue to review the applicable laws and regulations regularly for safeguarding intellectual property rights, copyrights, and personal data protection.

6 SUPPLY CHAIN MANAGEMENT

The Group values the quality and safety of products and services; thus, we cooperate closely with our suppliers. The Group has implemented internal guidelines to govern supply chain management. Suppliers are evaluated and selected not only based on their quality, safety and price, but also their environmental impacts.

The Group assesses the performance of our potential and current suppliers regularly based on a number of environmental and product quality criteria, including overall capabilities, quality assurance, safety, compliance with laws and regulations, and environmental responsibility. Environmentally preferable products and services, and local suppliers (i.e. suppliers from Bangkok) are prioritised to minimise our environmental footprint attributed to resource consumption and logistics, as long as the quality specifications are met. Therefore, only suppliers that are in compliance with both regulatory requirements and our internal criteria can they be our qualified vendors. In addition, the Group signs agreements with suppliers to regulate their product quality, environmental and safety performance.
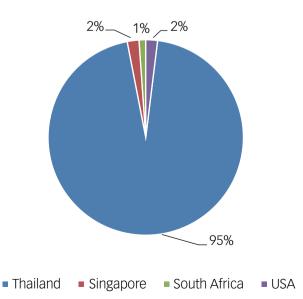
During the Reporting Period, the Group has 117 active suppliers* and all of them have been engaged by the above policies.

Number of Suppliers	FY2021
By geographic location	
Thailand	111
Singapore	2
South Africa	1
USA	3
Total	**117**

*   A supplier became an active supplier when its goods, materials, or services have a significant impact on the Group in the Reporting Period.

Table 2 — Number of suppliers by geographic location

Supplier Profile

2%   1%   2%

95%

■ Thailand   ■ Singapore   ■ South Africa   ■ USA

7 BUSINESS INTEGRITY

The Group advocates honest operation and fair competition, expecting all employees to uphold ethical, personal and professional standards. The Group has developed a sound risk management policy and internal control protocol, including relevant policies in the employee handbook and guides the employees to abide by the code of conduct. The code of conduct provides a clear definition of the provision and acceptance of interests, such as gifts and souvenirs, and ways to deal with conflicts of interest.

The internal integrity system has been established and implemented to strengthen the integrity of employees in governance practices. Besides, the Group has established an effective whistle-blowing procedure, encouraging the employees to report any misconduct and dishonest behaviours, such as bribery and fraud. Those details are specified in employee handbook. The Group is also entitled to terminate the employment contract with the employee who violates the integrity.

The Group has developed the Corporate Governance Policy to provide clear guidelines against misconduct including bribery, corruption, embezzlement, insider trading, and theft of company assets, which enables the employee to handle different situations. The Group strives to maintain strict confidentiality concerning the identity of the whistle-blower, the employees can report through various channels in a confidential manner. Besides, the Group has established a policy of Anti-Corruption and all Directors & Employees have been acknowledged since joining us in the orientation training. Furthermore, the director training programme has been provided for directors by HKEX to maintain good corporate governance and practice. From the top management to general employees, there is a mindset of anti-corruption. The Group will continue to review and improve the anti-corruption policy regularly to prohibit any violations. During the Reporting Period, the Group has full compliance with relevant laws and regulations related to bribery, extortion, fraud, and money laundering such as Anti-Money Laundering Act.

8 ENVIRONMENTAL

The nature of the Group's business is office-based and not energy-intensive. Hence, the impact on the environment is limited. However, the Group considers it equally important to shoulder the responsibility in the context of caring for the environment. In addition to complying with all applicable local environmental laws and regulations, the Group strives to enhance energy efficiency and reduce carbon emissions within its work premises. The following are some of the initiatives on environmental conservation.

During the Reporting Period, the Group strictly complied with the relevant environmental laws such as National Environmental Quality Promotion and Conservation Act, and there was no case of violations.

8.1 EMISSIONS

The Group is principally engaged in providing SI & Outsourcing services in various sectors, which do not generate significant discharges to air, water nor land. Therefore, air emissions are not a crucial area for the Group's business operation.

In addition, the Group's greenhouse gas ("GHG") emissions come from office operations, including power consumed for day-to-day operations. During the Reporting Period, the Group generated a total of approximately 56.47 tonnes carbon dioxide equivalent ("tCO_2e"), representing an emission intensity of approximately 1.03 tCO_2e per employee.

The Group has established internal guidelines to promote its environmental policy. By developing specific environmental guidelines for office operations, the Group systematically integrates the use of resources and management of emissions into day-to-day operations.

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The Group's emissions targets and steps taken to achieve them are as below:

Environmental targets	Directional statements	Measures taken during the year
Energy use efficiency	1. Reduce the number of office equipment that consume energy 2. Use energy saving products that increase energy efficiency	1. Turned off idle electrical appliances, lighting and air conditioning when leaving the workplace, thereby reducing the number of power consumption equipment 2. Used low-power electrical appliances or products, preferably with energy efficiency labelled electrical appliances, thereby increasing energy efficiency 3. Reduced the use of air-conditioning system by limiting the hours of operation and set temperature at around 25°C, thereby optimizing the use of energy
Emission reduction	1. Reduce the need in purchase of external electricity, thereby reducing the generation of indirect greenhouse gases (GHG) 2. Lower the demand in paper consumption, thereby minimize the emission of GHG	1. Turned off idle electrical appliances lighting and air conditioning when leaving the workplace, thereby reducing GHG generated indirectly from power consumption 2. Minimized the use of air-conditioning system by limiting the hours of operation, thereby reducing GHG emitted indirectly from power consumption 3. Reduced the use of paper by adopting recycled paper and double-sided printing, thereby reducing GHG generated indirectly from paper consumption 4. Strengthened e-platform for internal information circulation to reduce paper consumption at offices, thereby reducing GHG generated indirectly from paper consumption 5. Used advanced computer systems to realise office automation for basic procedures and approval processes in order to reduce GHG emission incurred from use of paper

Environmental targets	Directional statements	Measures taken during the year
Waste reduction	Reduce paper waste generated from the office operation	• Strengthened e-platform for internal information circulation to reduce paper consumption at offices
		• Maximized the use of recycled papers and papers on both sides
		• Used advanced computer systems to realise office automation for basic procedures and approval processes

Scope of GHG Emission	Emission Source	FY2021 (in tCO$_2$e)	FY2020 (in tCO$_2$e)
Scope 1 Direct emission	N/A	N/A	N/A
Scope 2 Energy indirect emission	Power consumption	51.37	53.19
Scope 3 Other indirect emission	Disposal of paper waste	5.09	8.74
Total GHG Emissions		56.47	61.93
Intensity (Emission/employee)		1.03	1.07

Note: The calculations in FY2021 are in accordance with Appendix 2: Reporting Guidance on Environmental KPIs, the 2006 IPCC Guidelines for National Greenhouse Gas Inventories, the Fifth Assessment Report, and IEA (2021), GHG Emissions from Energy.

Table 3 — Total GHG Emission during the reporting period of 2020 and 2021

Aiming at reducing power and paper consumption, the Group adopts various measures in the office. The employees are encouraged to turn off idle electrical appliances, lighting and air conditioning when leaving the workplace. The Group prefers using low-power electrical appliances or products, preferably with energy efficiency labelled electrical appliances, and avoids using unnecessary high-power equipment. For instance, the Group chooses LED lighting to effectively reduce power consumption. The Group posts notices on bulletin board to enhance the awareness of employees on energy saving measures, thereby achieving the goal of reducing greenhouse gas emissions.

The Group concerns carbon emissions caused by business travel and has introduced a number of measures in this regard, including giving preference to local suppliers, centralised management of vehicle use, encouraging the use of public transportation, and making good use of modern communication tools to interact with business partners. The Group will continuously review the performance of carbon reduction during the operations with a target of continuous improvement.

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8.2 WASTE MANAGEMENT

The Group adheres to principles of waste management and strives to properly handle and dispose waste generated from its business activities. In order to reduce environmental impact, the Group classifies and recycles waste wherever feasible.

Due to its business nature, the Group did not generate significant amount of hazardous waste during the reporting period. The non-hazardous waste generated was mainly paper (approximately 1.06 tonnes). The Group has particularly stringent requirements on paper use and encourages employees to use electronic form and filing system to avoid unnecessary paper usage and printing, and in addition, adopt double-sided printing to reduce paper usage. The Group will consistently minimize non-hazardous wastes by regular evaluations and reviews.

Waste	FY2021 (in tonnes)	FY2020 (in tonnes)
Non-hazardous waste	1.06	1.82
Intensity (Emission/employee)	0.02	0.03

Note: The calculations in FY2021 are in accordance with Appendix 2: Reporting Guidance on Environmental KPIs

Table 4 — Waste generated during the reporting period of 2020 and 2021

8.3 USE OF RESOURCES

The Group strives to conserve energy and reduce emission throughout its operational process. In order to use resources effectively, reduce waste and protect the ecological environment, the Group commits to protecting resources to achieve environmental and operational benefits. By monitoring and managing the use of resources, the Group aims to improve energy efficiency, achieve low-carbon practices and emission reduction in operation, and reduce the use of resources.

On this ground, the Group adopts green procurement policies. The supply chain and the entire product life-cycle are in line with green policy, hence producing consistently high-quality green products from the start to finish. The Group consistently inculcate its employees an environmental awareness, thereby establishing a good example to external stakeholders. For instance, the Group prioritizes and increases the use of materials that are easy to disassemble, degrade, nontoxic and harmless. And the Group advocates double-sided printing and recycling.

Sustainable and responsible use of water resources is a major global issue. The Group is aware that water shortage, excessive demand and overuse of water can cause serious environmental impacts. Due to its business nature, the Group does not use or discharge significant amounts of water. During the Reporting Period, we do not have any issue in sourcing water.

The Group provides IT solutions and services to various business sectors. The total packaging material used for finished products is not significantly relevant to the Group and thus the packaging material used is not recorded.

To develop a green approach at the office, the Group established various environmental management practices so as to develop an environmental management system that supports sustainable development. The table below lists some of our measures in our green office.

Electricity

- Reduce the use of air-conditioning system by limiting the hours of operation and setting temperature at around 25°C to optimal temperature
- Replace lightings with LED lights
- Organise training on saving energy regularly

Water

- Repair timely when there is dripping, spraying and leaky faucets
- Keep the faucets off when they are not in use
- Conduct regular inspection of faucets

Paper

- Promote e-platform for internal information circulation
- Encourage the use of recycled paper and double-sided printing
- Use advanced computer systems to realise office automation for basic procedures and approval processes

Equipment and Raw Materials

- Switch off lighting and electrical office equipment when they are not in use
- Give preference to materials that are easy to disassemble, degrade, nontoxic and harmless
- Recycle used ink cartridges
- Promote green procurement practices, such as opting for refillable ball pens and energy-efficient office equipment
- Encourage employees to use the recycle and reuse the office supplies as well as the paper boxes when un-pack and do the re-pack

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During the Reporting Period, the resources directly consumed by the Group for operations are as follows:

Table 5 — Consumption of resources during the reporting period

Resources	Unit	FY2021	FY2020
Electricity	kWh	111,683.00	119,527.00
Intensity (Consumption/Employee)	kWh	2,030.60	2,060.81
Water	m³	291.00	344.00
Intensity (Consumption/Employee)	m³	5.29	5.93

Note: The calculations in FY2021 are in accordance with Appendix 2: Reporting Guidance on Environmental KPIs

The Group aims to reduce the consumption of resources, including water and energy during operations by implementing green office policy. With the goal of conserving the natural resource, the Group is committed to evaluate the performance and improve the policy regularly.

8.4 ENVIRONMENT AND NATURAL RESOURCES

As a socially responsible enterprise, protecting nature and the environment has become an integral part of the Group's corporate culture. The Group constantly looks for ways to maximise benefits with minimal resource consumption and environmental impact and continue to strive for sustainable development.

In addition, the Group continuously identifies, evaluates, and manages potential adverse impacts on the environment. It strives to balance between industry development and ecological environment for long-term sustainable goals. When reviewing its business strategies and planning for future business development, the Group will take environmental protection and conservation of natural resources into consideration. Since its business does not involve manufacturing or production activities, the Group does not have a significant impact on the environment or natural resources.

8.5 CLIMATE CHANGE

The Group's operations are mainly located in Thailand. The impact of climate change comes from the threat of intense rainfall and floods. On this ground, the Group identified and evaluated the climate risk, and established measures to secure the safety of employees, such as strictly following the relevant extreme weather guidelines issued by the government.

Regarding the Policy and legal risk, the Group is required to respond to changes in policies due to climate change. As such, the Group needs to spend time and resources to deal with. In response to such risk, the Company will set targets for waste reduction, electricity, and water conservation, which exceed the requirement of regulations to mitigate the regulatory risks.

The Group has formulated emergency guidelines and measures to reduce future damage from natural disasters. The Group will regularly review climate change policies and is committed to ensuring effectiveness.

9 SOCIAL

9.1 EMPLOYMENT AND LABOUR PRACTICES

The Group reckons that employees are the most valuable assets and have a critical impact on the quality of the Group's products and services. They are also the cornerstone for sustainable corporate development.

The Group strives to build a safe, healthy, fair, non-discriminative work environment, and maintain a harmonious relationship with employees. We find ways to bring all employees together, and promote the Group's long-term sustainable development.

Equal Opportunity Policy

The Group is convinced that equal employment relations can improve employee satisfaction, which helps retain talents. A high caliber of employee also contributes to the Group's business development. Management strives to eliminate discrimination during the hiring process. The Group has formulated relevant recruitment procedures to ensure that recruitment decisions are made based on the capabilities, and knowledge. Apart from that, job applicants' experience would be evaluated through a fair and unbiased assessment based on the requirements of open positions. Discrimination against any person on the basis of gender, age, race, family status, religious belief, or disability is prohibited.

Compensation System

The Group provides a fair and competitive compensation package, including basic salary, incentives and other fringe benefits to attract and retain quality talent. In addition, the Group continually reviews and improves its employee compensation policies and systems. We provide employee compensation that takes into account the Group's overall financial performance, as well as employees' contributions., in an effort to ensure that employees are rewarded fairly based on their contributions.

Moreover, the Group also has a set of comprehensive human resources management policies to support human resource function. The policies include compensation and benefits, working hours and holidays, recruitment and selection, performance management, promotion, employment termination, training and development.

The Group strictly observes the relevant legislations in Thailand regarding equal employment opportunities, child labour, and forced labour. The Group abides by the employment regulations, relevant policies and guidelines of the applicable jurisdictions where it operates. During the Reporting Period, the Group has neither had any employment laws and regulations violation case nor received any complaints related to recruitment.

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	The number of employees
By employment type	
Full-time	55
Part-time	0
Total	55
By gender	
Male	34
Female	21
Total	55
By age group	
18–30	13
31–45	33
46–60	8
Above 60	1
Total	55
By geographical location	
Thailand	55
Total	55
By employee category	
Senior management	6
Middle management	11
General employee	38
Total	55

Note: The calculations are in accordance with Appendix 3: Reporting Guidance on Social KPIs

Table 6 — Breakdown of employees by employment type, gender, age group, geographic location and employee category as at 31st December 2021

Breakdown of the Monthly turnover rate by gender, age group and geographic location during the Reporting Period:

	Turnover rate (%)
By gender	
Male	1.72
Female	1.98
By age group	
18–30	1.28
31–45	1.77
46–60	3.13
Above 60	0
By geographical location	
Thailand	1.82

Note: The calculations are in accordance with Appendix 3: Reporting Guidance on Social KPIs

Table 7 — Breakdown of employee Monthly turnover rate by gender, age group and geographic location as at 31st December 2021

9.2 OCCUPATIONAL HEALTH AND SAFETY

The Group values the health and well-being of every employee. The Group has established a risk assessment program that consists of a number of sequential procedures, such as evaluation, treatment, monitoring and reviewing based on the existing controls and recommendations to reduce risks which are not deemed to be under acceptable limits.

The Group requires employees to strictly comply with the safety policy and guidelines which specify workflows, various safety measures and guidance as well as employees' health and safety at the workplace. For instance, provide adequate sanitation and participate in fire drills and fire safety talks arranged by property management companies. In response to the global COVID-19 pandemic situation, the Group assessed the risks promptly and took appropriate hygiene and social measures to protect employees at the workplace, such as social distancing, mask wearing, temperature checking, and frequent workplace area cleaning and disinfection. The Group strengthens COVID-19 measures by closing office building for deep cleaning and disinfection, implementing work from home arrangement and encouraging employees to use electronic tools for both internal and external meetings to avoid in-person meetings. To further protect the employees from COVID-19, the Group contacted the public health and government channels to find the vaccine for its employees and encourage them to take full doses. Nevertheless, the Group posts notices on bulletin boards to enhance the awareness of employees on public health and social measures. The Group established emergency guidelines in responding to pandemic decisively to ensure a healthy and safe working environment for employees.

The Group strictly observed the relevant occupational safety and health legislation in Thailand and where it operates. During the Reporting Period, the Group found no case of violation of laws and regulations such as attached the Occupational Safety, Health and Environment Act concerning occupational safety and health, nor did it receive any complaints about work conditions. Also, there were neither work-related fatalities nor lost days due to work injury within the Group over the past three years including the current reporting period. The Group will continue to strive for a comfortable and safe environment for all employees.

9.3 DEVELOPMENT AND TRAINING

The Group recognises the importance of skilled and professionally trained employees to its business growth and future success. Therefore, the Group encourages them to participate in personal development and training. In addition, an appraisal system is in place to evaluate employees and guide and further provide guidance.

The Group has developed a staff training policy with a complete set of training measures. The policy identifies departmental trainers and outlines their roles and responsibilities. In addition, various training courses were designed for employees to continuously increase their working knowledge and skills.

A variety of training is provided to our employees to satisfy our business needs. We offered a total of 210 training hours during the Reporting Period, including 60 hours on occupational health and safety, 84 hours on technical skills, and 66 hours on soft skills.

Training rates of employees during the reporting period by gender and employee category are as follows:

	Number of employees
By gender	
Male	19 (76%)
Female	6 (24%)
Total	25 (100%)
By employee category	
Senior management	6 (24%)
Middle management	5 (20%)
General employee	14 (56%)
Total	25 (100%)

Note: The calculations are in accordance with Appendix 3: Reporting Guidance on Social KPIs

Table 8 — Training rates of employees by gender and employee category as at 31st December 2021

Training hours completed by employees during the reporting period by gender and employee category are as follows:

	Number of training hours	Average training hours
By gender		
Male	174	5.12
Female	36	1.71
Total	210	—
By employee category		
Senior management	72	12.00
Middle management	24	2.18
General employee	114	3.00
Total	210	—

Note: The calculations are in accordance with Appendix 3: Reporting Guidance on Social KPIs

Table 9 — Training hours completed by gender and employee category as at 31st December 2021

9.4 LABOUR STANDARDS

(a) Prohibition of Child Labour and Forced Labour

The Group strictly complies with all applicable national laws and local regulations as well as relevant labour laws and regulations in the place where it operates in the Reporting Period. Also, the Group has developed rigorous and systematic measures for recruitment and selection, to prevent itself from hiring child labour and ensure that the employee complies with relevant laws and regulations.

Before hiring for any job openings, the Group will check identity documents to verification of age. The Group adheres to the principle of fair and voluntary recruitment, strictly forbids forced or fraudulent recruitment, ensures that all employees work voluntarily, and prohibits forced labour in any form. Besides, the Group will eliminate any incident of child labour and forced labour in accordance with laws and regulations of the operating regions. In the Reporting Period, the Company complied with relevant laws and regulations.

(b) Employee Benefits

The Group strives to establish harmonious labour relationships, create a happy working environment, and promote a positive and healthy lifestyle. We would like to increase our engagement with all employees through these measures. Moreover, the Group also established a welfare committee that regularly reviews employee benefits. Those benefits include maternity leave, paternity leave, grand-child, birth leave, work-related injury leave, and monthly birthday parties.

The Group strictly complies with relevant labour laws and regulations in Thailand and where it operates. During the reporting period, the Group found no incidents in violation of the employment related laws and regulations.

10 COMMUNITY ENGAGEMENT

The Group understands the importance of making positive contributions to the community where it operates and considers community benefits as one of its social responsibilities. The Group considers that enterprises and communities are inseparable as a whole. Enterprise development is also inseparable from the support and help of the community. We take our social responsibility seriously, the Group is committed to participating in community activities and undertakes the responsibility as a good corporate citizen to contribute to the communities by encouraging employees to provide charity and social services.

During the Reporting Period, the Group contributed to the following donations and participated in the charity events:

- "Donation of PPE 400 Sets" for supporting public health — donation of THB90,700

- "Royal Kathin Ceremony" for making merit at Temple — donation of THB20,000

- "Kathin at Wat Thamjariya" for supporting the temple — donation of THB1,000

The Group will continue to regularly review its objectives for community investment, and supervise community investment, the relevant approval policies, sponsorship, and donation. Each year, the Group will examine each year whether its social performance is in line with its community investment policy and objectives for community activities to ensure that such policy is well implemented in all departments. In addition, the Group will continue to oversee and improve its team's capabilities in this regard.

11 OUTLOOK

The Group believes implementing current environmental and social responsibility measures is crucial to compliance with relevant laws and Listing Rules. Through the regular reviews process, we put great effort to uphold good corporate governance to strictly comply with the requirements of laws, Listing Rules, and internal management. Looking forward, the Company will continue to take a proactive approach to social, environmental, and governance. We are committed to making contributions to the environment and society.