

3 Driving Business for Sustainability

Sustainable Development Report

Siam Global House Public Company Limited, “the Company” has prepared a sustainable development report to demonstrate its commitment to conducting sustainable operations that create value for society and the environment, along with conducting operations with integrity. The company has compiled a sustainable development report in accordance with the One Report (56-1 Form) and refers to compliance with the Global Reporting Initiative (GRI Standards). Additionally, the company considers sustainable development goals within the framework of The United Nations Sustainable Development Goals (SDGs).

The content of the sustainable development report for the year 2025 focuses on sustainability issues that all stakeholders give the importance and link to the vision and business operations of the company. The report covers all operational processes of the company, particularly Global

House business in Thailand, which is the main business. The reporting period spans from January 1, 2025, to December 31, 2025.

This report has been reviewed by top executives before being presented for approval to the board of directors. Subsequently, the report has been presented for the consideration and approval of the company’s board of directors.

Inquire for additional information

Company Secretary

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3.1 Sustainability management policies and goals

To support the goal of conducting business with integrity for sustainable growth, the company adopts international standards for corporate social responsibility as a framework for defining strategies that consider environmental, social, and governance aspects (ESG). This aligns with the sustainable development goals of the United Nations (UN SDGs). The company has established a policy for sustainable development operations, prioritizing the analysis of sustainability contexts both internally and externally through impact analysis, and create balanced value across three dimensions: economic, social, and environmental, under good corporate governance. By integrating sustainable development concepts, the company fosters a holistic approach throughout the entire value chain, from sourcing products to storage and distribution, marketing and sales, product delivery, and post-sales services.



Sustainable Management Policy



Environmental

Strives to operate businesses by reducing environmental impacts, sourcing and innovating eco-friendly products and services, building and encouraging environmental consciousness among all stakeholders.



Social

Emphasizes conducting business with responsibility, taking human right into consideration, protecting labor rights, ensuring occupational health and safety, creating good working environment, along with developing personnel to be skilled professionals and good citizens.

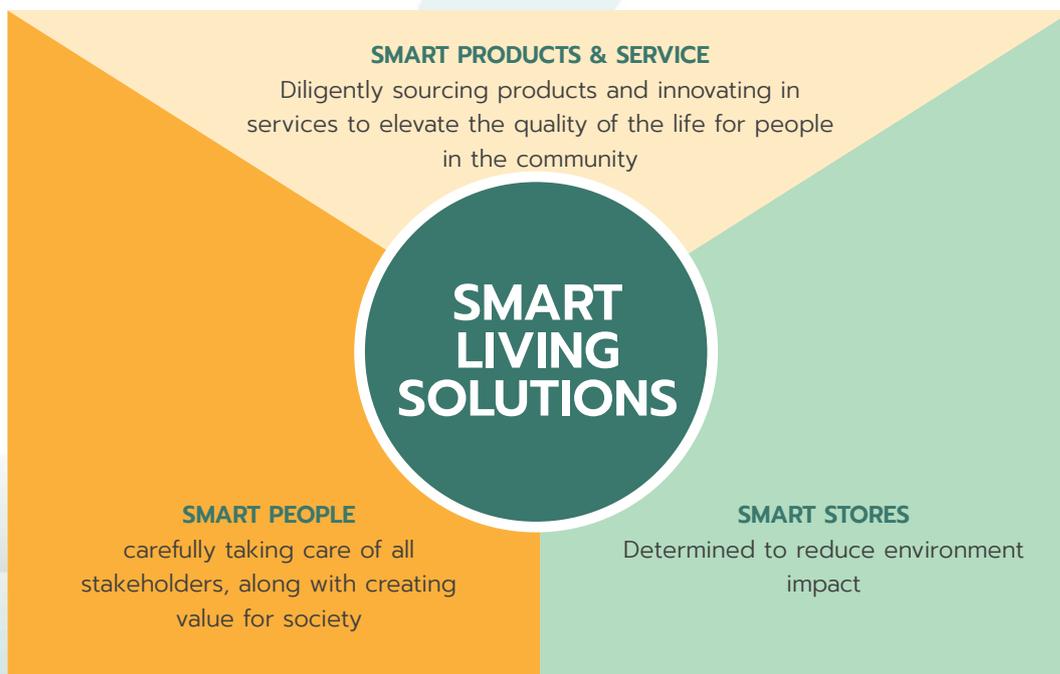


Governance

Realizes to conduct business under good corporate governance principles, with ethics, complying with laws and related regulations, transparent disclosure of information and performance, managing risk to adapt to changes, finding opportunities that are suitable for business for the sustainable growth.

Sustainable Development Strategy

Global House operate its business in accordance to the philosophy, vision and mission of the company to be quality and sustainable growth simultaneously delivery of good quality of life of people in society together with social responsibility “SMART LIVING SOLUTIONS” therefore, to achieve the target set out, the company has established the strategy to reach sustainability as follows;

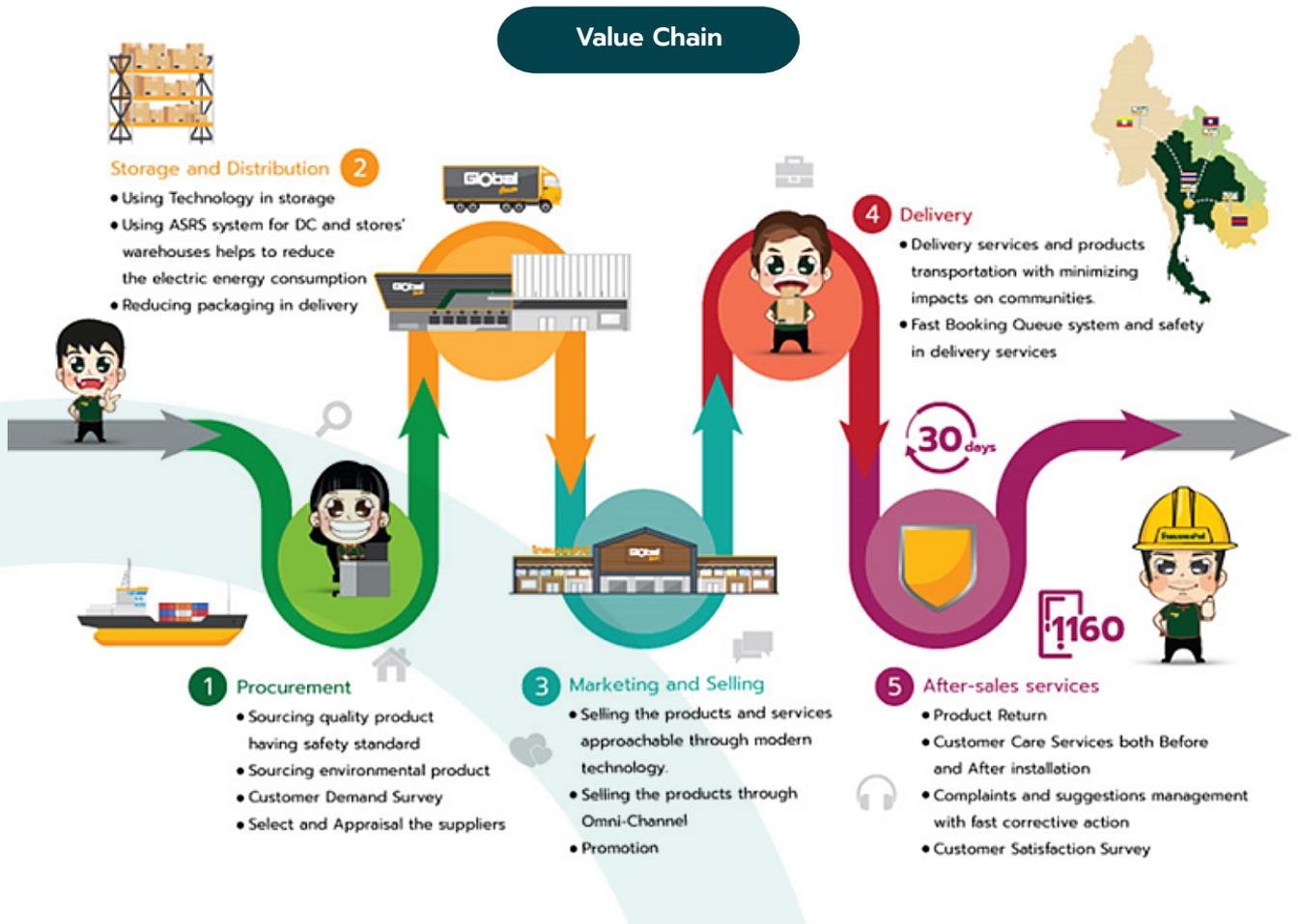


3.2 Impacts Management toward stakeholders in business value chain

3.2.1 Business Value Chain

Value Chain Management

The company has its intention to be creator of products and services innovation for habitation with supporting and improving the people’s well-being in society, together with social responsibility (Smart Living Solutions) The company places importance to all business processes across both Supply Chain and Value Chain, including operate business fairly and responsible toward all stakeholders.



Stakeholders Through Value Chain

Customers	Employees	Suppliers	Community and Society	Governmental	Sector	Shareholders	Creditors	Competitors
1		✓	✓		✓	✓	✓	
2		✓	✓	✓		✓		
3	✓	✓			✓	✓	✓	✓
4	✓	✓		✓		✓		
5	✓	✓	✓			✓		

3.2.2 Stakeholders Analysis in Business Value Chain

Stakeholders Engagement

The company has analyzed and identified the important stakeholders include gives the importance to all stakeholders' engagement both internal and external by communicating and listening its opinions through channels and take into account the stakeholder expectations to properly response their needs and expectations.

Operation with Stakeholders

Stakeholders	Expectation	Operation	Communication Channels
Customers	<ol style="list-style-type: none"> 1. Products responsible for the community, Society and Environment. 2. Good quality and reasonable price. 3. Safety products and services. 4. After-sales services 5. Easy and convenient to access products and service. 6. Clearly communication in products details. 7. Complaints handling and management. 8. Personal Data Protection. 	<ol style="list-style-type: none"> 1. Procurement of Eco Product. 2. Distribution the product having standard and safety. 3. Develop distribution channels of products and services. 4. Fast and Effective in complaints. 5. Treatments both before and after sales including giving service equally. 6. Developing Customer Data Protection System. 	<ol style="list-style-type: none"> 1. Customer Satisfaction Survey 2. Call Center 1160 3. website: www.globalhouse.co.th 4. Electronic Media
Employees	<ol style="list-style-type: none"> 1. Proper Compensation and welfares 2. Good quality of life and safety at work 3. Career Advancement and Security 4. Improvement of skill, knowledge and ability in working 5. Practice toward employees by adhering to human rights. 6. Personal Data Retention. 	<ol style="list-style-type: none"> 1. Employee Engagement Activities with the company 2. Security and Career growth 3. Receiving fair compensation, including employee welfare at an appropriate level 4. Safe and healthy working environment. 5. Receiving training in skills related to duties and responsibilities 6. Establishing an Occupational Health and Safety policy 	<ol style="list-style-type: none"> 1. Employee Satisfaction Survey 2. Complaints through the Red box for each store 3. Information Communication through Intranet or other channels
Suppliers	<ol style="list-style-type: none"> 1. Fair trade 2. Increasing of Purchase Volume 3. Suppliers Development 4. Growing together in business 	<ol style="list-style-type: none"> 1. Operates business with ethics and code of conduct. 2. Cooperates to develop products. 3. Treats suppliers equally 4. Having clear procurement process. 5. Follows the trading terms and conditions. 6. Independent and Fair-trade competition. 	<ol style="list-style-type: none"> 1. Policy and ethic in business operation 2. Website: www.globalhouse.co.th

Stakeholders	Expectation	Operation	Communication Channels
Community and Society	<ol style="list-style-type: none"> 1. Operating business with safety and social responsibility 2. Participation in and support for community activities 3. Community Improvement 4. Employment/Hiring 	<ol style="list-style-type: none"> 1. Participating in activities for supporting community's culture. 2. Encouraging employment within the local community 3. Listening opinions and suggestions of community 4. Protecting important local ecosystems surrounding the branch 	<p><u>Before Construction</u></p> <ol style="list-style-type: none"> 1. Area Survey and Public hearing with community <p><u>After Construction</u></p> <ol style="list-style-type: none"> 1. Contact via the management team 2. Website: www.globalhouse.co.th
Governmental Sector	<ol style="list-style-type: none"> 1. Law compliance 2. Participation in the projects 	<ol style="list-style-type: none"> 1. Support and strictly comply with laws and regulations. 2. Giving cooperation in government sector's activities 	<ol style="list-style-type: none"> 1. Contact via the management team 2. Website: www.globalhouse.co.th
Shareholders	<ol style="list-style-type: none"> 1. Continuously growing performance 2. Investment return 3. Management with corporate governance and accountability 	<ol style="list-style-type: none"> 1. Comply with good corporate governance principle 2. Develop communication channels with various shareholders/institutional investors. 	<ol style="list-style-type: none"> 1. Shareholder's Annual General Meeting 2. Annual Registration Statement 56-1 form (One Report) 3. Investors Relations 4. website: www.globalhouse.co.th 5. E-mail: ir@globalhouse.co.th
Creditors	<ol style="list-style-type: none"> 1. Cooperation in financial transaction. 2. Follows the conditions in agreement 3. Growth together in business 	<ol style="list-style-type: none"> 1. Strictly comply with conditions and agreement 2. Making a contract legally and transparent 	<ol style="list-style-type: none"> 1. Contact via the management team 2. website: www.globalhouse.co.th
Competitors	<ol style="list-style-type: none"> 1. Fair Competitions 2. Non infringement of intellectual property 	<ol style="list-style-type: none"> 1. Operates business with ethics and code of conduct 2. Fair and transparency in business competitions 	<ol style="list-style-type: none"> 1. Policy and ethic in business operation

Materiality Assessment of Sustainability Issues

The Company is committed to contribute business values based on social and environmental responsibility, while appropriately responding to stakeholders' expectations through tangible and measurable actions. Therefore, the materiality assessment process of sustainability issues is as follows:

1. Materiality Identification and Reporting Scope

The Company identifies issues and scopes based on the business operations together with internal and external factors. This links sustainability issues that cover environmental, social, governance and economic dimensions, including human rights issues and business activities, by considering impacts on all stakeholder groups.

2. Materiality Assessment and Prioritization

Materiality issues are identified and prioritized by thoroughly considering both opportunities and impacts, whether positive or negative, across economic, social, environmental, and governance dimensions. This process ensures that both short-term and long-term effects are addressed with appropriate solutions and mitigations.

3. Verification and Assurance of Sustainability Issue Assessments

Following the materiality assessment and prioritization process, the Company reviews and verifies the completeness and accuracy of the material sustainability issues. The assessment of materiality issues are reviewed every year. These issues are then presented to the Sustainability and Corporate Governance Committee for review, approval and signing in subsequent steps. Following this process, the approved sustainability issues are disclosed in the Annual Report (56-1 One Report) and communicated to all stakeholders.

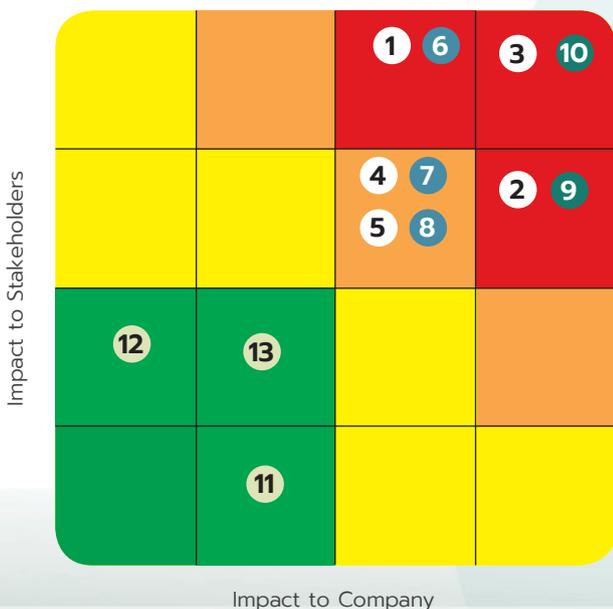
4. Continuous Development Review

The Company actively listens to the opinions and suggestions of all stakeholders through internal and external channels. Responsible teams are tasked with collecting data, summarizing the results, and reporting to the Sustainability and Corporate Governance Committee, the feedback and suggestions are aimed to improving the content of the sustainable development report for the following year.

Sustainability Materiality Issue



Sustainability Materiality Assessment Outcome 2025



Governance and Economic

1. Good Corporate Governance, Risk Management
2. Innovation and Technology
3. Quality products and services procurement
4. Customer Relationship Management and Customer Responsibility.
5. Sustainable Supply Chain Management.

Social

6. Human Resource Management
7. Occupational Health and Safety
8. Community Economic Value Creation

Environmental

9. Energy Management
10. Climate Change
11. Water Management
12. Waste Management and Secondary Material
13. Sustainable Packaging Management.

Scope and Impact of Materiality Issue

Materiality Issue	Scope and Impact to Stakeholders							
	Customer	Employees	Suppliers	Competitors	Shareholders	Community and Society	Governmental Sector	Creditors
Good Corporate Governance, Risk Management	✓	✓	✓	✓	✓	✓	✓	✓
Innovation and Technology	✓	✓	✓	✓	✓			✓
Quality products and services procurement	✓	✓	✓	✓	✓	✓	✓	✓
Customer Relationship Management and Customer Responsibility	✓		✓	✓	✓			
Sustainable Supply Chain Management.			✓	✓	✓			
Human Resource Management		✓	✓		✓	✓	✓	
Occupational Health and Safety	✓	✓	✓		✓		✓	
Community Economic Value Creation			✓		✓	✓		
Energy Management			✓		✓	✓	✓	
Climate Change			✓	✓	✓	✓	✓	✓
Water Management			✓		✓	✓	✓	
Waste Management and Secondary Material			✓		✓	✓	✓	
Sustainable Packaging Management			✓	✓	✓	✓	✓	

Sustainable Development Goals (SDGs)

SDGs Sustainable Development Goals	Action to support Goals	Ref. Page	
 1 NO POVERTY	End Poverty	<ul style="list-style-type: none"> • Co-payment 112 • GBH happy mind near home 113 • Promoting distribution channels for agricultural products 131 	
	 2 ZERO HUNGER	End hunger, and improved nutrition for all at all ages	<ul style="list-style-type: none"> • Supporting proper salary and welfare 120, 176
	 3 GOOD HEALTH AND WELL-BEING	Healthy lives and well-being for all at all ages	<ul style="list-style-type: none"> • Quality products and services procurement 73-78
 4 QUALITY EDUCATION	Inclusive and equitable quality education	<ul style="list-style-type: none"> • Employee Potentiality Training and Development 116-119 	
 5 GENDER EQUALITY	gender equality and empower all women and girls	<ul style="list-style-type: none"> • Human Rights Management 104-110 	

SDGs Sustainable Development Goals		Action to support Goals	Ref. Page
	Availability and sustainable management water and sanitation for all	<ul style="list-style-type: none"> Water Management 	95-96
	Sustainable modern energy which is accessible for all	<ul style="list-style-type: none"> Efficient Renewable Energy Use 	87
	Inclusive and sustainable economic growth, productive employment and decent work for all	<ul style="list-style-type: none"> “Changdee” Project 	132-133
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	<ul style="list-style-type: none"> Internal AI Development 	66-67
		<ul style="list-style-type: none"> New Point of Sales Project 	68
		<ul style="list-style-type: none"> Selling Online channels Development on Click & Collect project 	69
		<ul style="list-style-type: none"> Self-Check Out Development Project 	70
		<ul style="list-style-type: none"> Application for Stock Management Project 	71-72
	Reduce inequality within and among countries	<ul style="list-style-type: none"> Elderly Employment 	113
		<ul style="list-style-type: none"> Disability Employment 	113
		<ul style="list-style-type: none"> Diversity Employment with non-discrimination 	114
	Make cities and human settlements inclusive, safe, resilient and sustainable	<ul style="list-style-type: none"> Anti-Corruption 	52-53
		<ul style="list-style-type: none"> Occupational Health and Safety 	124-130
	Sustainable consumption and production patterns	<ul style="list-style-type: none"> Use Solar Energy as a renewable energy 	87
		<ul style="list-style-type: none"> Sustainable Packaging Management 	99-102
	Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> Efficient Energy Use 	87
		<ul style="list-style-type: none"> Climate change 	90-94
	Use the oceans, seas and marine resources	<ul style="list-style-type: none"> Water Management 	95-96
		<ul style="list-style-type: none"> Biodiversity 	103
		<ul style="list-style-type: none"> Sustainable Packaging Management 	99-102
	Use of terrestrial ecosystems	<ul style="list-style-type: none"> Waste Management 	97-98
		<ul style="list-style-type: none"> Biodiversity 	103
	Peaceful and inclusive societies, justice, and non-discrimination	<ul style="list-style-type: none"> Respect Human Rights 	101-110
		<ul style="list-style-type: none"> Good Corporate Rights 	51-52, 154-162
		<ul style="list-style-type: none"> Risk Management 	302-40, 61-65
	Implementation and revitalize the Global Partnership for Sustainable Development	<ul style="list-style-type: none"> Supply Chain Management 	81-85

ESG Targets and Performance	2023	2024	2025	Target	Target Years
Governance & Economic					
Response Rate of Supplier ESG Assessments	77.91%	40.51%	63.06%	90%	2025
Proportion of ESG Product Revenue to Total Sales Revenue	33.73%	42.20%	45.28%	50%	2029
Customer Satisfaction - Product	93.10%	92.10%	94.20%	95%	2025
Customer Satisfaction - Service	92.80%	92.10%	93.90%	95%	2025
Environment					
The proportion of renewable energy consumption	52.87%	46.88%	45.61%	63%	2027
Solar power production quantity (kWh/year)	83,037,916.04	82,863,304.64	85,250,324.83	100,000,000	2027
Energy consumption per area decreased from the base year. (The base year 2018)	-4.40%	-0.64%	1.59%	-7.00%	2027
Amount of Greenhouse Gas Emissions on scope1 and Scope2 per total revenue, has decreased from the base year (%) (base year 2022)	7.14%	35.17%	40.00%	-20.00%	2030
Reduced water consumption per store from the base year (The base year 2018)	-8.16%	-13.70%	0.02%	-10.00%	2027
The amount of waste sent to landfill (Metric ton)	184	272	365	0	2030
Social					
Development of knowledge and skills per total number of employees (%)	89%	81%	89%	>70%	Every year
Average number of training hours of all employees (hours per person)	8.27	8.1	8.78	>8.5	2025
Employee Engagement (%)	92.93%	92.39%	91.13%	>90%	2025
Lost time Injury Rate per store	1.27	0.84	0.84	<1.0	2025
Reduced lost time injury frequency rate (LTIFR)	3.98	2.69	2.70	<1.0	Every year
Work-Related Fatality rate (person)	0	0	0	0	Every year
Occupational illness frequency rate (OIFR) (person)	0	0	0	0	Every year
The employment of disabled persons (person)	102	107	113	120	2025
Number of technicians in the Chang-Dee project (persons)	3,650	3,790	3,970	4,200	2029

Smart Products & Services

**“Aims for selecting products and creating service innovation
To improve people’s well-being in the society”**

The company emphasizes on business operations with integrity and building customer satisfaction by giving the importance to quality products and services, together with readiness of employees “GBH Smart People” subject to 5 quality policies as follows;



Good Corporate Governance, Risk Management



1. Corporate Governance

Key Performance in 2025

1. The Company participated in the Corporate Governance Report of Thai Listed Companies 2025 (CGR 2025), conducted by the Thai Institute of Directors (IOD) and the Stock Exchange of Thailand (SET). The Company received an “Excellent” (5-star) award for the fifth consecutive year and ranked in the top quartile among listed companies with a market capitalization of 30,001–100,000 million baht.
2. The Company has received the ASEAN Asset Class PLCs award from the ASEAN Corporate Governance Scorecard (ACGS) assessment for the first time, as a listed company recognized for good corporate governance in the ASEAN region, social and environmental responsibility, and sustainable growth across the entire value chain.
3. In the 2025 Annual General Meeting Quality Assessment, the Company achieved a perfect score of 100, earning “Excellent and Exemplary” status for the 7th consecutive year. This recognition reflects the Company’s commitment to good corporate governance, particularly with respect to the rights and equitable treatment of all shareholder groups. Going forward, the Company remains committed to maintaining the “Excellent and Exemplary” standard as a long-term objective.
4. 100% of employees at all levels completed the training on Code of Conduct.

Management Guidelines

The company pushes forward to control the compliance to corporate governance policy, Code of Conduct, and Anti-corruption policy, to be a part of regular working and adhere to comply for all the organization. And for promoting all employees to realize to legal working with related regulations, the Company has communicated through employee orientation training, internal communication channel “Share Point” and the company website.

Good Corporate Governance Structure



Anti-Corruption

The Company recognizes the importance of anti-corruption and conducts business operations in a consistent manner of ethics, morals, integrity and transparency, based on good corporate governance and social responsibility, and accountability to all stakeholders. To demonstrate intent and commitment to anti-corruption, the Company has declared to join the Thai Private Sector Collective Action against Corruption (CAC) and has established a implemented a formal anti-corruption policy to serve as a guideline for the Board of Directors, executives, and employees at all levels.

Further information on [the Anti-Corruption Policy](#) is as follows.



Key Operation in 2025

1. Training on the Anti-Corruption Policy has been consistently provided to the Company's directors, executives, employees at all levels, contractors, and Product Consultants.
2. The Company has been a member of the Thai Private Sector Collective Action against Corruption (CAC), aiming to address corruption in the business sector of Thailand.
3. The Anti-Corruption Policy and related guidelines were revised to enhance clarity and effectiveness.
4. The Company's open letter was documented as an invitation to join the Network of the Thai Private Sector Collective Action against Corruption (CAC).
5. The Internal Audit function reviewed and assessed risks related to business activities that may be exposed to corruption, as well as the internal control system. Overall, the internal control system was deemed adequate and appropriate.

Key Performance in 2025

1. 100% of employees at all levels and Tier 1 suppliers acknowledged the anti-corruption and anti-bribery policies.
2. The employees at all levels were trained on anti-corruption policy and Practical Guideline, totaling 12,342 participants.
3. 100% of contractors and product consultants acknowledged the anti-corruption policy and anti-bribery.
4. 100% of business activities have been assessed for corruption risk.

Practical Guideline for Anti-Corruption

1. The Company is committed to conducting business with honesty, integrity, transparency and provability, and does not support or accept all forms of corruption, both directly and indirectly.
2. The Company requires subsidiaries and joint ventures to adopt the anti-corruption policy as a principle of business operations.
3. The Company establishes the Anti-Corruption Policy in writing, which has been reviewed and amended to comply with relevant requirements.
4. The Company disseminates the anti-corruption policy to all stakeholders through various channels. These include the Company's website, the internal communication platform "SharePoint", public information boards in all stores, and the annual report.
5. The Company offers channels for communication, complaints, or whistleblowing about corruption. It has measures in place to protect whistleblowers and ensures that their positions will not be reduced, nor will they face punishment or negative consequences for denying corruption. This protection applies even if their actions cause the Company to lose business opportunities. Complaints can be submitted through various channels, including emails or the Company's website.
6. The Company is dedicated to conducting its business with transparency and fairness by establishing the Anti-Corruption policy and guidelines to ensure compliance. Additionally, the Company promotes awareness, values, and attitudes that foster a corporate culture encouraging its directors, executives, and employees at all levels to adhere to relevant laws and regulations.
7. The Company has established an efficient and effective risk management system and internal control system, including preventing corruption.



Certified Member of Thai Private Sector Collective Action Against Corruption

Code of Conduct

The Board of Directors has set business ethics and code of conduct under the Core Values to serve as a model, scope, standard and behavior guidelines for the Company's personnel, including the Board of Directors, executives and employees at all levels, to perform their duties in corporate work. It also ensures that operations are conducted with ethics, morality and integrity, building a corporate foundation and image as a sustainably growing organization. Hence the Company has documented its Code of Conduct in writing and disseminated it to its directors, executives and employees through the Company's website and internal communication channels "Share Point."

In 2025, the Sustainability and Corporate Governance Committee reviewed and updated the Code of Conduct to incorporate provisions on Information Technology Security Management and Anti-Money Laundering, in alignment with the principles for establishing a code of conduct. The revised Code of Conduct was approved by the Board of Directors at Meeting No. 3/2025. During the year, no violations of the Company's Code of Conduct were found.

Violation Statistics

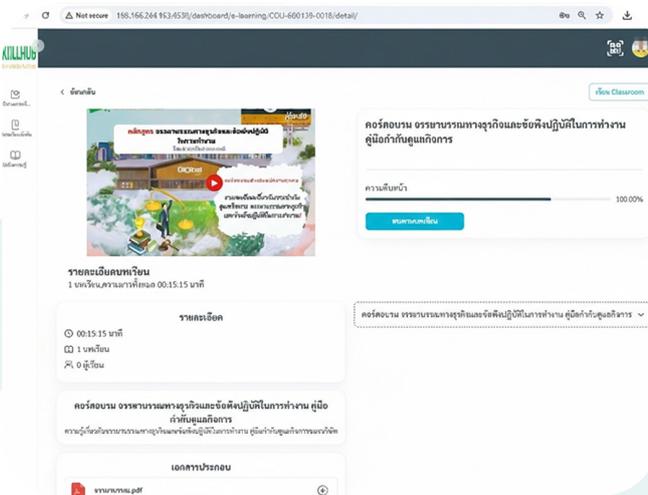
Scope of Violation Reporting	2023	2024	2025
Violation and non-compliance with business ethics.	0	0	0
Violation and non-compliance with Code of Conduct.	0	0	0
Corruption or Bribery (Time)	0	0	0
Number of Employees Dismissed for non-compliance with the Anti-Corruption Policy (persons)	0	0	0
Number of fines for non-compliance with the Anti-Corruption Policy (Baht).	0	0	0
Discrimination or Harassment (times)	0	0	0
Customer Privacy Data (times)	0	0	0
Conflicts of Interest (times)	0	0	0
Money Laundering or Insider trading (times)	0	0	0
Human rights violations	0	0	0
Compensation amount for human rights violations (Baht).	0	0	0
Compensation for Corruption and Bribery Violations (Baht).	-	-	-

Communication, Training and Building Awareness

The Company is committed to conducting business with integrity, transparency, and accountability, and does not support or tolerate any form of corruption, whether direct or indirect. To align business operations with ethics, integrity, and morality, thereby building a strong foundation and safeguarding the Company's reputation, the Company provides proactive communications and knowledge-sharing through various channels to executives and employees at all levels, encouraging participation in good corporate governance, as follows:

- Training and assessment on the Company's Code of Conduct for employees at all levels.
- Training and communication videos on the Code of Conduct and Anti-Corruption Policy for new employees.
- Internal communications Channel through the "SharePoint"
- Self-learning through E-Learning and SkillHub systems

In 2025, the Company conducted Code of Conduct and Anti-Corruption training for a total of 12,342 employees. Employees at all levels were assessed on their knowledge and understanding both before and after the training.



Complaints and Corruption Management

The Company has established a Whistleblowing Policy and provides whistleblowing channels for reporting corruption or unethical conduct in violation of the Company's Code of Conduct through the following channels:

Whistleblowing Measures and Channels

Channels for receiving complaints or clues	Person in charge
 232 Moo 19, Robmueang, Mueang, Roi-Et 45000	Internal Audit Department Company Secretary Company Secretary Company Secretary
 secretary@globalhouse.co.th	
 https://investor.globalhouse.co.th/en/whistleblowing-en/	
 Call Center 1160	

Complaints Handling or Whistleblowing Procedure



The Company has established effective procedures for complaints handling and whistleblowing procedures in compliance with international standards and the principles of good corporate governance, as follows:

1. When a whistleblowing report or complaint is received, the person responsible through each reporting channel will acknowledge receipt to the whistleblower (if the whistleblower's identity is disclosed), gather relevant information, and submit the case to the Investigation Committee for further investigation
2. The Investigation Committee will conduct fact-finding, review and analyze the information received, assess the potential impacts, and report the investigation results to the Audit Committee and/or the Management Team for consideration. If misconduct is confirmed, appropriate disciplinary actions will be taken in accordance with the prescribed measures, and the results will be reported to the Board of Directors for consideration of the disciplinary measures.
3. The investigation committee reports findings to the complainant or whistleblower (if they identified themselves) within 7 business days from the date the findings are finalized.

Whistleblower Protection Measures

- Whistleblowers or complainants may choose to remain anonymous if disclosure of their identity could affect their employment or personal safety. In cases where the whistleblower discloses their identity to the Company, the Company will provide updates on the progress and clarify relevant facts to the whistleblower.
- The Company will keep related information confidential, considering the safety and well-being of the complainant. Protection measures have been established for the whistleblower or complainant and/or the information provider and/or the cooperating party in verifying the facts. They will be protected against unfair practices, such as changes in job position, job nature, workplace, be suspended from job, harassment, interference with work, termination, resulting from the reporting of complaints.

In 2025, No reports of whistleblowing or complaints related to violations of the Anti-Corruption, the Code of Conduct. Future more the Company disclosed and communicated the Whistleblowing Policy to employees at all levels and all stakeholder through various channels, including the Company's website, internal communication channels via "SharePoint," and E-Learning platforms. In 2025, 100% of employees at all levels received communication on the Whistleblowing Policy.

Examples of corrective actions, including preventative measures against recurrence

Code of Conduct on Information Technology Security Management in Cases of Using Unlicensed Software



Information Technology Security and Cybersecurity Structure

Information Technology Security and Cybersecurity Structure



Cybersecurity and Information Management

The Company utilizes digital technology to operate the business and data management, efficiency working, and competitiveness. With its internal operating systems are connected through the Internet network and supported by cloud technology for data storage, including trade information and personal data which may pose risks related to cyber threats such as cyber-attacks, system intrusions, or the spread of malware that could result in operational disruptions or data breaches, affecting business operations and stakeholder trust.

To ensure information technology and cybersecurity safety, the Company has established an Information Technology and Cyber-Security Policy to serve as guidelines for data usage, operational practices, protection of customers' personal data, safeguarding of supplier information, program design and development, and maintenance of information technology systems in an appropriate manner and in compliance with applicable laws. In addition, the Company utilizes cloud services as a Data Center, which are certified in accordance with international standards, including ISO/IEC 27001, ISO/IEC 20000-1, ISO 22301, ISO 50001, and CSA STAR. These standards cover information security management systems, IT management, business continuity management, and cloud security standards.

Further information on **Information Technology and Cyber Security Policy** is as follows.



Cybersecurity and Information Risk Management

The Company has an Audit and Risk Management Committee responsible for overseeing compliance with relevant policies, rules, regulations, and standards related to the use of information technology, data security systems, and cybersecurity. In addition, the Company has established a Cyber Security working group responsible for managing and assessing information technology risks.

Cybersecurity Processes

The Company manages cybersecurity by establishing the following guidelines and practices:

1. Business Continuity Plan: BCP

The Company places importance on cybersecurity risk management to ensure that the business can maintain essential services and critical operations during and after disruptive events. The Company has established a Business Continuity Plan (BCP) that covers various significant incidents that may affect operations and information security, including both physical and cyber-related risks, as follows:

1. Natural Disasters, Power Outages, and Equipment Failures

The Company has established guidelines and procedures to respond to emergency situations such as natural disasters and power outages. Key measures include:

- Preparing backup power systems to ensure that critical information systems can continue operating in the event of a power outage.
- Performing regular data backups and storing backup data in locations or systems separate from the primary systems to prevent data loss.
- Designing information technology infrastructure with resilience in mind to reduce risks arising from system failures.
- Periodically testing the Business Continuity Plan (BCP) and disaster recovery plans to assess readiness and improve the plans in line with changing situations and technologies.

2. Cyberattacks

The Company has established guidelines and measures to prevent, detect, and respond to cyberattacks in order to limit potential impacts on business operations, information system security, and company data. Key measures include:

- Implementing information security controls, such as intrusion prevention systems, malware protection systems, and data encryption.
- Defining system access rights based on roles and responsibilities, with regular reviews of access privileges to prevent unauthorized access to information.
- Establishing a Cyber Incident Response Plan that defines procedures for notification, incident containment, remediation, system recovery, and communication with relevant stakeholders.
- Performing regular data backups and recovery testing to prepare for cyber incidents such as malware or ransomware attacks and to reduce the risk of data loss.
- Providing ongoing cybersecurity training and awareness programs for employees.
- Regularly reviewing, analyzing, and improving cybersecurity measures to ensure alignment with evolving cyber threats.

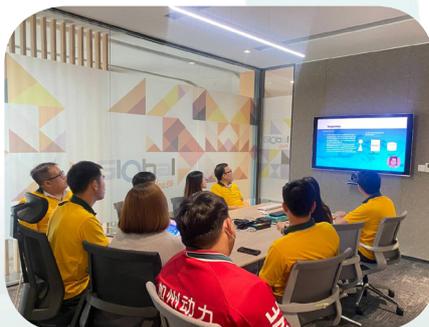
2. Cybersecurity Measures and Cyber Threat Response

The Company has established cybersecurity measures and a cyber threat response process that enables employees to report any abnormalities or damages arising from cybersecurity-related incidents encountered during work operations through the “IT Service Center.” Reports can be submitted via E-mail: cybersecurity@globalhouse.co.th, and the Information Technology team will promptly manage the incidents in accordance with the established incident reporting and escalation process. Relevant stakeholders, from operational staff to top executives, are informed to ensure timely remediation and continuous follow-up until the incidents are fully resolved.

Information Technology Security Communication and Training

The Company recognizes the importance of cybersecurity, privacy protection, and the protection of personal data. Accordingly, the Company provides communication and training on information technology security and cybersecurity policies to employees at all levels to enhance their understanding and awareness of potential cyber risks. Such communication and training are delivered through the Agilis HR application, which is accessible to employees at all levels, as well as through designated e-learning channels, including the Company’s website, SharePoint platform, and internal notice boards. In 2025, employees received communication and training on information technology security as follows

Training Topic	Number of Employees
Information Technology Security and the Personal Data Protection Act (PDPA)	35 persons



Information Technology Security Statistics	2023	2024	2025
Number of clients and customers affected by data breaches	0	0	0
Number of employees affected by data breaches	0	0	0
Total number of Information security breaches	0	0	0
Total number of clients, customers and employees affected by breaches	0	0	0
Total fines incurred by data breaches	0 (Baht)	0 (Baht)	0 (Baht)

Privacy Policy

The Company recognizes the significance of respecting the right to privacy and securing personal data for its customers, suppliers and employees. Therefore, a Privacy Policy was established to inform stakeholders about the privacy policy, details on data collection, usage and disclosure under the Personal Data Protection Act (PDPA) B.E. 2562. Also, the code of conduct and operation guidelines are set with strict measures to protect personal data and to ensure that the personal data of customers, suppliers, and employees is kept confidential. If there is a need to use personal data, consent must be obtained first, and the data must be used lawfully. The Company has elevated its data protection measures as follows:

1. The Company has established an organizational structure and clearly defined the roles and responsibilities of the related departments and personnel. By doing so, the Audit and Risk Management Committee was appointed to act as the Privacy Committee.
2. The Personal Data Protection Committee is responsible for overseeing personal data and related internal controls, managing unusual events related to personal data, and evaluating the effectiveness of compliance with the Personal Data Protection Policy.
3. The Company's Personal Data Protection Officer (DPO) is appointed to oversee the operations of the Company's units to ensure compliance with the law and the Company's Personal Data Protection Policy, and regularly report the Personal Data Protection Status to the Personal Data Protection Committee.
4. The Company organizes training programs to provide knowledge about the PDPA law and the Company's Personal Data Protection Policy to all levels of employees.

Action Procedure for Data Breach

The Company has established procedures for managing personal data breaches. In the event of a data impact, the Data Protection Officer (DPO) will notify the Innovation & System Development Department to investigate the cause, identify the source of the data leakage, and implement corrective actions. The outcomes of the investigation and remedial measures will then be reported to the Personal Data Protection Committee.

Personal Data Security Statistics

	2023	2024	2025
Number of complaints related to personal data breach - Customers	0	0	0
Number of complaints related to personal data breach - Suppliers	0	0	0
Number of complaints related to personal data breach - Employees	0	0	0

Further information on **Privacy Policy** is as follows.

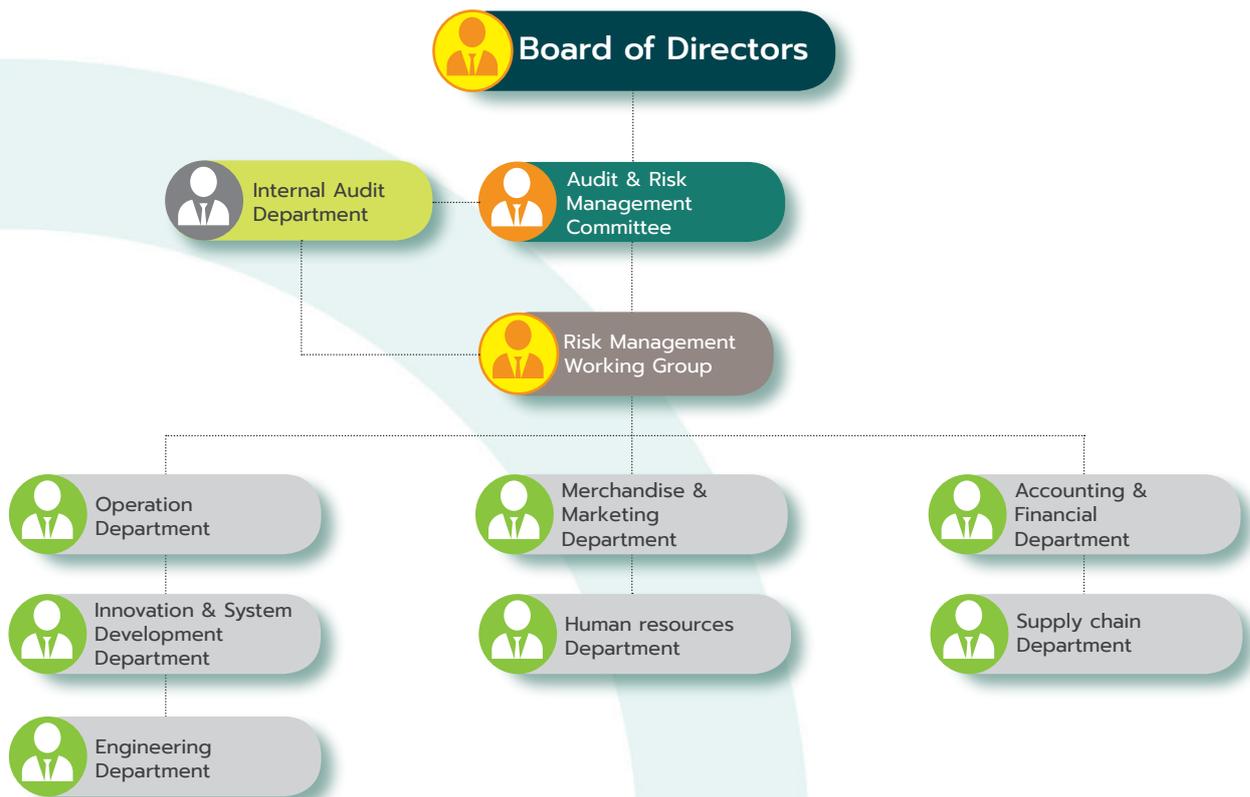


2. Risk and Crisis Management

The Company recognizes that today’s rapid economic, social, and environmental changes create uncertainty in business operations and hinder the achievement of the Company’s objectives, which may affect all stakeholders. Therefore, risk and crisis management are fundamental to protecting and mitigating business operations.

The Company is committed to managing risks and crises efficiently, covering ESG areas, and encouraging a corporate risk culture, to address crises seamlessly and to sustain business growth.

1. Risk Management Structure



Roles and Responsibilities

Board of Directors and Audit and Risk Management Committee

Board of Directors are responsible for ensuring that risk management aligns with the Company's policies, assigning Audit and Risk Management Committee to oversee, audit and improve a risk management process, and tasking Risk Management Working Group with risk management operation and reporting to Audit and Risk Management Committee, and Board of Directors, respectively.

Internal Audit Department

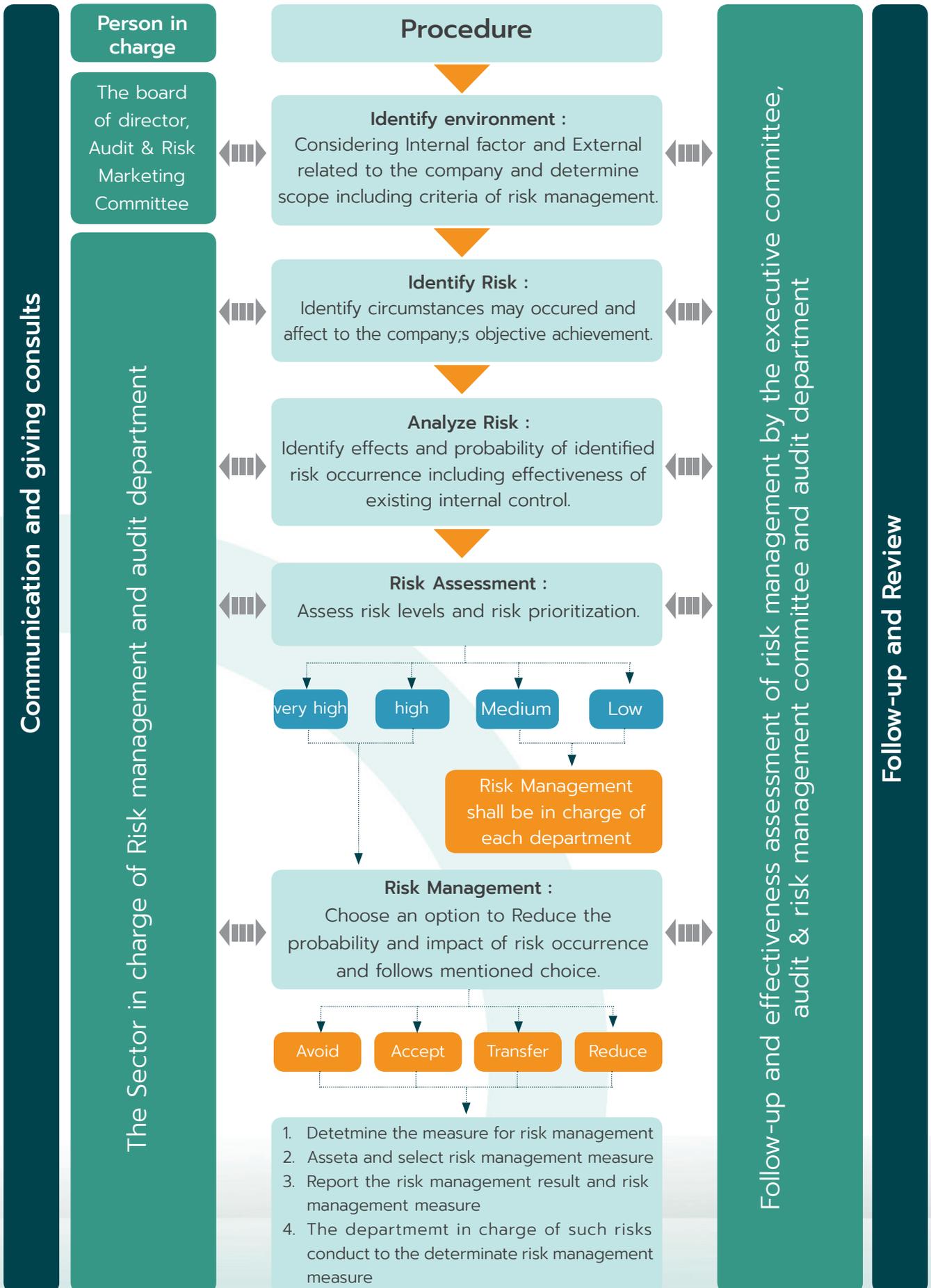
Internal Audit Department is responsible for inspecting the operational working group, and the supervisory and operational support working group to ensure that appropriate and effective risk management is in place, and reports the audit results to the Audit and Risk Management Committee.

Risk Management Working Group

Management Department has formed a Risk Management Working Group to establish the Company's Risk Management Policy and its framework, and to oversee the risk management process for properly mitigating business impact. Furthermore, the group consists of 10 members, including top executives and line managers, serving as Risk Owners. They have united in the Risk Management Working Group with the following roles and responsibilities:

- 1) Set a risk management policy, risk management framework, risk tolerance levels and a risk management process, which must be approved by the Audit and Risk Management Committee.
- 2) Identify short-term and long-term Corporate Risks, covering the following areas: strategic risks; operational risks; financial risks; compliance risks; Environmental, Social, and Governance (ESG) risks; as well as emerging risks in the next 3-5 years.
- 3) Assess and form a risk management approach aligned with the Risk Management Policy so that it can be assessed, monitored, and controlled within risk tolerance.
- 4) Establish KRIs (Key Risk Indicator) to monitor risk trends and set KPIs (Key Performance Indicator) for each department. This allows the anticipation of risk status and the implementation of mitigating actions within the set indicators.
- 5) Conduct a comprehensive report on risk management, business operations, corporate risk status, changes, and necessary improvements to align with policy and practical guidelines. This report must be delivered to the Audit and Risk Management Committee and Board of Directors.
- 6) Closely monitor trends and status of risks, relevant measures, and frameworks for continuously developing a risk management process.
- 7) Promote a Risk Culture to be a fundamental growth of sustainability

2. Procedure for Risk Management



3. Encouraging Risk Culture

The Company encourages Risk Culture for all levels of its personnel and cultivates the awareness of risk management significance among all employees, boosting its potential for risk management. It also prompts a foundation to risk management in place with COSO (Committee of Sponsoring Organizations of the Treadway Commission), enabling the risk management procedure in business operations to be effective and up to date. The guidelines for strengthening Risk Culture are as follows:

- 1) Establish a clear risk management policy and its framework, review annually, and ensure communication throughout the Company so that executives and employees at all levels are aware of potential risks and impacts, the importance of risk management, and their responsibilities
- 2) Incorporate risk management criteria in project approval, new service development, and operational planning.
- 3) Use risk management as a key performance indicator (KPI) in assessing the performance of top executives and line managers to effectively monitor and support risk management.
- 4) Divide risk management responsibilities among departments according to the Three Lines of Defense model to ensure a check and balance system for preventing or reducing risks and errors in operations, thereby achieving corporate goals and objectives and building stakeholder confidence. The Three Lines of Defense are as follows:
 - First Line of Defense refers to risk owners or operational units responsible for managing their own tasks in compliance with rules and regulations to ensure appropriate internal controls and effective risk management
 - Second Line of Defense refers to units responsible for overseeing and supporting the work of the operational units.
 - Third Line of Defense refers to internal and external audit departments tasked with reviewing and auditing operational processes.
- 5) Support all levels of employees to take responsibility for assessing and identifying potential risks in their responsible departments or Risk Owners and set a process to minimize risks and report to the Risk Management Working Group
- 6) Promote training to create knowledge and understanding about risk management or operational risks through the development of the “SkillHub” program as a self-learning platform (E-Learning) in the Agilis HR application, which all employees can easily access via their own smartphones.

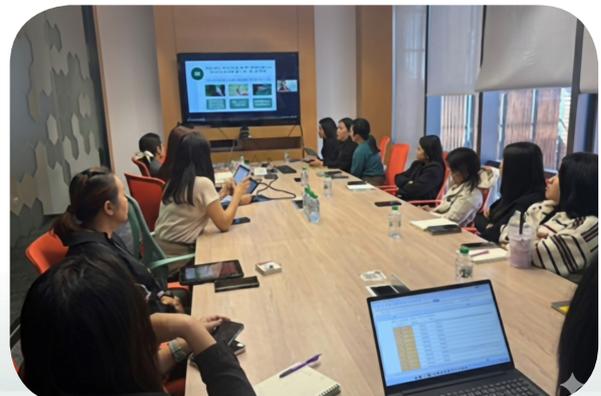
The Company organizes annual training programs to enhance employees’ knowledge of risk management and operational risk across all levels. In 2025, the Company conducted a training program entitled “Operational Readiness for Climate Change Act Compliance and Risk Management,” which was attended by a total of 613 participants, including Board directors, top executives, executives from all functions, and employees.



บทบาทขององค์กรต่อความพร้อมใน
การปฏิบัติตามร่างพระราชบัญญัติ
การเปลี่ยนแปลงสภาพภูมิอากาศ

โดย

ปิ่นบุญญา ล้ำมะนา



การเตรียมพร้อมของภาคธุรกิจ



> จัดทำบัญชีและรายงานข้อมูลก๊าซเรือนกระจก

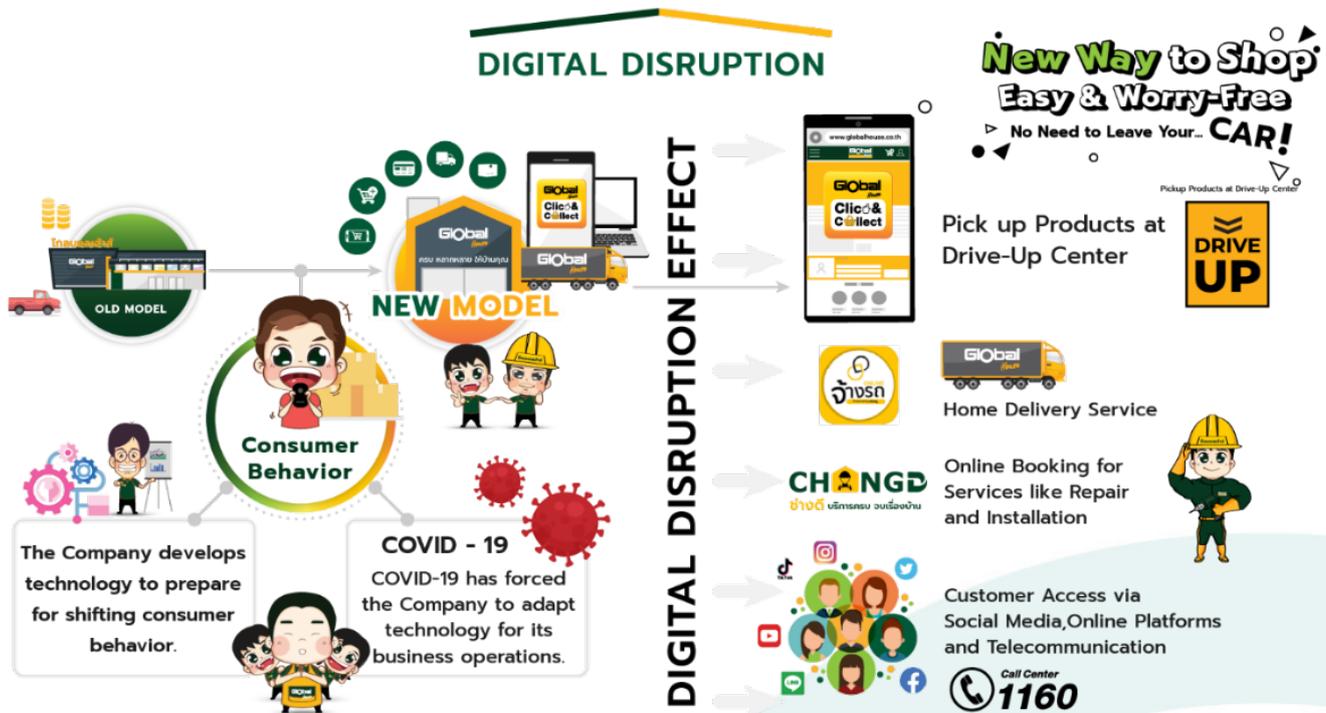
> บริหารจัดการความเสี่ยงจากสภาพภูมิอากาศ

> ร่วมมือกับภาครัฐและผู้มีส่วนได้ส่วนเสีย

- รายงานข้อมูลกิจกรรมต่อหน่วยงานรัฐ
- การจัดเก็บข้อมูลแต่ละประเภทอย่างละเอียดและเป็นระบบ
- รายงานปริมาณการปล่อยก๊าซเรือนกระจก
- มีองค์การมหาชนคอยตรวจสอบความถูกต้องและรับรองรายงาน



Innovation and Technology



Commitment

The Company has intended to operate business to be modern by applying innovation and technology to continuous increase the efficiency in business operations and leading to business development in new styles.

Management Guidelines

The Company has established Information Technology Policy which focuses on creating service innovation, including cooperation with business partners for improving services to efficiently respond customers need, as well as increasing the competitive potential in business.

AI Development for Organization

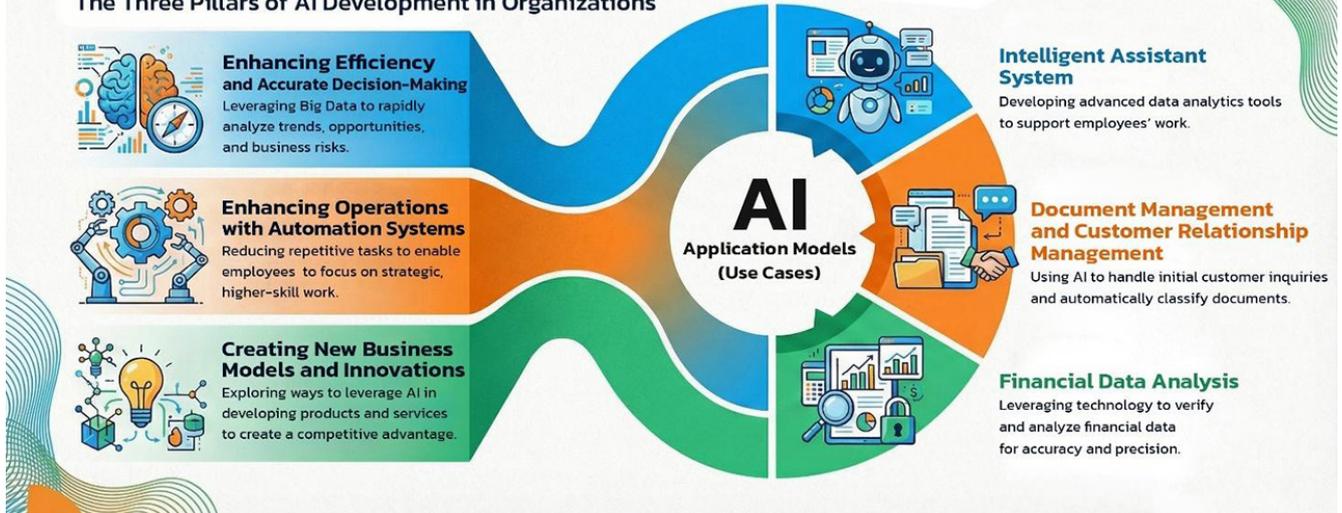
The Company applies Artificial Intelligence (AI) technology within the organization to enhance operational efficiency and decision. The focus is on developing intelligent assistant systems and advanced data analytics tools. Accordingly, the Company has developed and implemented AI solutions with the following key objectives:

- **Enhancing Efficiency and Accurate Decision-Making:** Leveraging Big Data to rapidly analyze trends, opportunities and business risk.
- **Enhancing Operation with Automation systems:** Developing automation systems for repetitive tasks, such as preliminary customer inquiries, document classification, and financial data analysis, to reduce employees' workload and enable them to focus on tasks requiring strategic skills.
- **Creating New innovations:** Exploring new approaches to apply AI in the development of products, services, or business models that create sustainable competitive advantages in the long term.

AI Innovation Driving Organizations Toward 2025

The company is committed to researching and developing AI to strengthen long-term competitiveness, with a focus on implementing intelligent systems to enhance internal operational efficiency, improve decision-making, and create innovative solutions that meet the evolving needs of consumers.

The Three Pillars of AI Development in Organizations



Implementation Strategy

The company has established a systematic approach to implementing AI development projects with appropriate governance as follows:

1. Use Case Identification

The Company analyzes and selects internal processes that involve large volumes of data, require significant human resources, or are repetitive in nature, such as customer service, sales analysis, accounting and finance, and supply chain management, for development as pilot projects.

2. Data Management & Governance

The Company develops a robust data infrastructure to ensure data accuracy, completeness, and standardization, while establishing data governance policies in compliance with the Personal Data Protection Act (PDPA) and information technology governance principles.

3. Development & Testing

AI models and automation systems are developed in collaboration with relevant departments, starting with pilot projects. The systems are tested for accuracy, reliability, and stability prior to scaling up and deployment across other departments within the organization.

4. System Integration

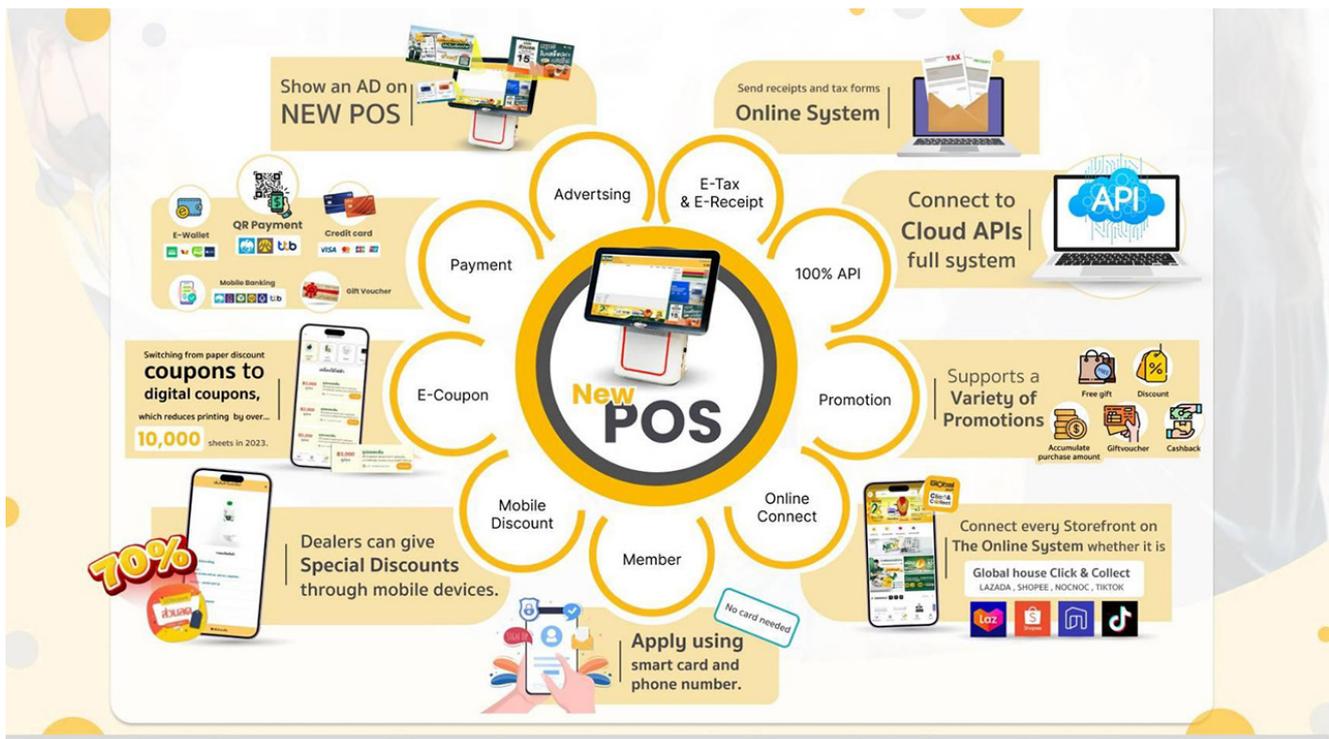
AI systems are integrated with the Company's core information systems, such as ERP, POS, CRM, and executive reporting systems, to enable end-to-end data utilization and support decision-making at all organizational levels.

5. People & Capability Development

The Company promotes digital and AI skill development among employees through training programs, hands-on implementation, and knowledge-sharing initiatives, enabling employees to work effectively with technology while mitigating the impact of workforce and changes in Work Structure.

1. New POS (Point of Sales)

The company has developed a new POS (Point of Sale) software to expedite the issuance of tax invoices to customers. The processing time has been reduced from 20 seconds to 10 seconds. This new POS system is utilized in over 1,800 sales points nationwide, aiming to enhance customer satisfaction and make the workflow easier for our employees. And it can also support sales transactions with automated vending machines, having been tested with vending machines installed within the office, for selling beverages and snacks to employees. The software can manage back-office accounting systems and also calculates sales figures instantly. Additionally, the new POS eliminates the need to print discount coupons for customers and enhances the payment options available, providing greater convenience for customers.



2. Shopping online on Click & Collect Application Development and Improvement Project

To expand distribution channels and enhance convenience in purchasing, and also various payment channels to respond the changed lifestyle of new generation.



3. Self-Check Out Development Project

The Covid-19 epidemic situation has resulted in change of customer's behavior and lifestyle, by social distancing to decrease the spread of disease, and change of new technologies. Thus, the company has realized the importance of technology using for fast service by applying Self-Service system to increase the efficiency and fastness of stores as well as giving services to respond to the changed customers' lifestyle.



4. Development Project of Stock & Inventory Counting Application: Precise & Sustainable Management with ESG

In the digital age, inventory are the heart of the retailing industry; accuracy, precision and quickness play a significant role in business operations: stock and inventory counting. By doing so, the Company has developed an application for real-time stock counting with its easy use, sufficient performance and error-free operation. Consequently, the Company can reduce costs in time and resources, enhance the efficiency of stock and inventory management, have transparency and accountability in the management system, accurately meet the customer needs, and have a positive impact on the environment

The application is designed to support managing over 2 million products per store, with the following features:

1. User-friendly design: The application is made to be easily navigable, even for those with limited tech knowledge, ensuring positive user experience.
2. Platform versatility: Compatible with iOS and Android, enabling over 10,000 employees to engage in stock-counting processes from any location.
3. High accuracy: Incorporates barcode scanning to minimize errors from manual data entry.
4. Time-saving efficiency: Reduces stock counting management duration from 30 days to just 3-5 days, boosting overall productivity.

Furthermore, the application aligns with the ESG concept through the following beneficial effects:

1. Environmental impact: Reduction in resource consumption and waste

Using this application in stock counting can minimize the harmful effects on the environment by changing traditional paper-based processes into digital ones. The results are as follows:

- Paper usage reduction: Reduces waste from documents and paper trash.
- Energy consumption reduction in the process: With the working hours reduced to only 3-5 days, the use of machinery and electricity is significantly decreased.
- Reduction in losses due to improper stock management: Helps reduce the amount of expired or deteriorated products caused by overstocking beyond necessity.

2. Social impact: Encouraging equality and well-being among employees

This application supports collaborative work by enabling employees at all levels to participate in stock counting and inventory management with an easy-to-access approach as follows:

- Reduction in work pressure: Eliminates concerns about errors from manual stock counting.
- Promotion of equality: Ensures all employees have equal opportunities to learn, use, and participate in the auditing process.
- Improvement of workplace welfare: fewer working hours and better management enable employees to have more time for rest and health care

3. Governance impact: Enhancing transparency and precise decision-making

With this application, the stock-counting process has become more transparent through real-time display.

- Real-time data access: Allows management to instantly access accurate information, facilitating quicker important decision-making.
- Enhancement of business process credibility: Transparency in operations increases trust among stakeholders.



5. Development of the Power & Solar Energy Monitoring System

The Company places strong emphasis on developing innovations in energy management as a key strategy to drive sustainable business growth under the ESG (Environmental, Social and Governance) framework. The focus is on controlling operating costs while simultaneously reducing environmental impacts, particularly greenhouse gas emissions generated by the organization.

In 2025, the Company developed the Power & Solar Energy Monitoring System to monitor, analyze, and manage electricity consumption, including Self-generated non-fuel renewable energy from solar energy (Solar Rooftop), at each store on a daily basis. The system provides in-depth insights into both energy consumption and energy generation, along with systematic historical trend comparisons. This enables management to make data-driven strategic decisions to enhance energy efficiency across the organization in a measurable and tangible manner.

This innovation allows the Company to promptly detect abnormalities in electricity usage, reduce unnecessary energy losses, increase the proportion of renewable energy utilization, and effectively control utility expenses. It reflects the Company's commitment to responsible resource utilization, environmental stewardship, and long-term sustainable business growth. By reducing unnecessary electricity consumption, the Company not only improves operational performance but also significantly lowers indirect greenhouse gas emissions (Scope 2) from purchased electricity. As a result, the Company can achieve measurable reductions in its corporate carbon footprint while aligning with global climate action goals.

The Company initiated a pilot installation of the Power & Solar Energy Monitoring System in 30 stores and conducted a comparative analysis of electricity consumption between 2024 and 2025. The results indicate that the system can quickly and accurately detect abnormalities in electricity usage, leading to a reduction of approximately 3,046,326.59 kWh, or 12.59% of total electricity consumption. This reduction is equivalent to avoiding around 1,520 tonnes of carbon dioxide equivalent (tCO₂e). The findings demonstrate the system’s effectiveness in enhancing energy management, lowering operational costs, and delivering tangible environmental benefits.

Based on this achievement, the Company plans to expand the installation of the Power & Solar Energy Monitoring System to cover all stores nationwide, elevating energy management standards across the organization, continuously improving operational efficiency, significantly reduce Scope 2 greenhouse gas emissions, and strengthening the foundation for long-term sustainable growth.

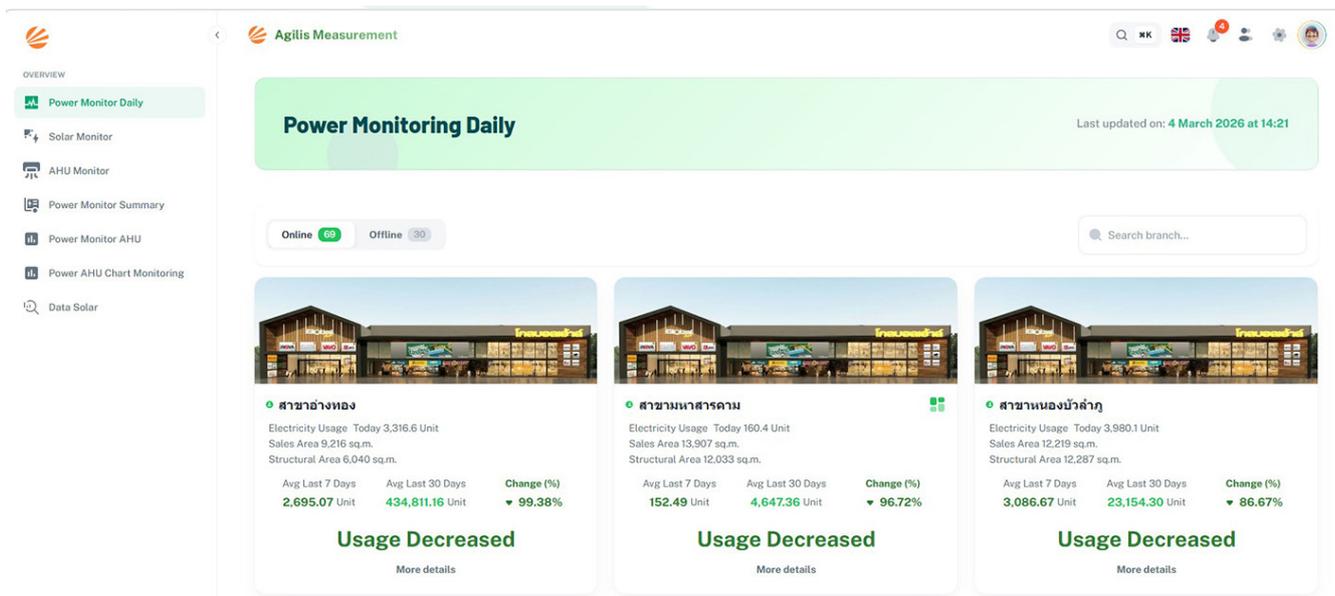
Power & Solar Energy Monitoring System



ปี	จำนวนสาขา	ปริมาณการใช้พลังงานไฟฟ้า (หน่วย)	ปริมาณการใช้ไฟฟ้าต่อพื้นที่ (kWh/ตารางเมตร)
2567	30	24,197,950.59	668.75
2568	30	21,151,624.00	584.56

ลดลง
3,046,326.59
หน่วย
 คิดเป็น 12.59%

สรุปลด Pilot Project 30 สาขา (2567 vs 2568)



Building an Innovative Organization

In a rapidly changing world driven by technological advancement, consumer behavior, and a dynamic business environment, organizations that are able to adapt and continuously develop are those that can achieve stable and sustainable growth. “Innovation” is not limited to the creation of new ideas or technologies; rather, it encompasses the ability to drive meaningful change that creates value across multiple dimensions, including operational processes, products and services, efficient resource utilization, and the design of enhanced customer experiences.

The Company places strong emphasis on supporting creativity among employees at all levels and recognizes that human capital is a core driver of innovation. Accordingly, the Company supports the continuous development of knowledge, understanding, and skills in technology and artificial intelligence, while also organizing innovation activities and competitions that encourage employees to propose initiatives with strong potential for practical implementation. These initiatives generate added value for the Company, customers, and society at large, and form a solid foundation for long-term sustainable growth.

AI Creative Hub Program

In 2025, the Company organized the “AI Creative Hub” at the headquarters office with the objective of enhancing employees’ knowledge, understanding, and skills in applying artificial intelligence (AI) technologies. This initiative forms part of the Company’s strategic approach to employee development, aimed at preparing the workforce for technological change. The activities attracted strong interest and broad participation from employees across the organization. The program was designed to emphasize hands-on learning experiences, promoting active participation and the practical application of knowledge, such as:

- AI-generated Advertising Jingle Activity: Employees experimented with AI tools to create melodies and lyrics aligned with the Company’s brand identity.
- AI-assisted Video Creation Activity: Employees worked in teams to produce promotional videos for products sold in stores, using AI as a creative and production support tool.

The AI Creative Hub Program not only enhanced employees’ understanding of modern technologies, but also fostered creative thinking, teamwork, and new perspectives on the practical application of AI for business purposes. These initiatives serve as a key foundation for strengthening the Company’s long-term organizational capabilities.

The Company believes that developing employee capabilities alongside the appropriate adoption of AI technologies will strengthen business operations, enable effective responses to customer needs, and support sustainable growth for both the organization and society.



Quality products & Services Procurement



Commitment

The Company is committed to managing products and services to efficiently respond to customers' needs, while contributing to an improved quality of life for people in society.

Strategy

1. Increasing channels to reach new products and services
2. Enhancing safety standards of products and services
3. Sourcing products and improving services to reach consumer's needs

Management Guidelines

The Company is committed to sourcing products and improve services to be quality standard in reasonable price under lifestyle changing, These changes include New Normal greater awareness of living which more realize to safety, purchasing behavior through online channels, eco-friendly product trends, reaching the aging society, as well as increasing the efficiency in same-day delivery and installation service to efficiently respond to customers' needs.

Operations in 2025: Product Quality

Eco-friendly Products

The Company strives to source and support the distribution of eco-friendly products with awareness of environmental impacts and support the responsible consumption to customers. The Company has divided Eco-friendly products are categorized into 4 groups as follows;

1. ESG 1 Energy saving group, reducing global warming group, Natural resources saving group
2. ESG 2 Health Promotional Group
3. ESG 3 Elderly & Disability Care Products Group
4. ESG 4 Product group for responding to New Normal way of living

Performance

	2025
The proportion of sales revenue of ESG product group/total sales revenues	45.28%

ESG 1 Energy saving group, reducing global warming group, Natural resources saving group

Environmental problems affected to climate change are becoming a trend for consumers to be aware of using eco-friendly products. For supporting the responsible consumption for customers, the Company has provided eco-friendly products, energy saving product group, Promotion of Renewable Energy Products, global warming reducing products, and natural resource saving, etc.



Promote Energy-Efficient Appliances Campaign

The Company promotes customers' decisions to choose high-efficiency electrical appliances or those with Energy-Saving Label No. 5 in order to reduce energy expenses, lower greenhouse gas emissions, and promote resource efficiency. In 2025, the Company collaborated with the Electricity Generating Authority of Thailand (EGAT) to promote a Public Awareness Campaign on Energy Saving, aiming to encourage more efficient energy use and raise environmental awareness.

1. "Turn Summertime into Saving Season" Campaign

The Company signed a Memorandum of Understanding (MoU) with the Electricity Generating Authority of Thailand (EGAT) to offer Air Conditioner cleaning service discounts of 200 Baht for air conditioners up to 24,000 BTU that are affixed with Energy-Saving Label No. 5, with a total of 15,000 quotas, representing a total campaign value of over Baht 3 million. The campaign was conducted from 15 March to 15 June 2025. The initiative aims to improve air conditioner efficiency, promote energy efficiency, and support eco-friendly use.



กฟผ. มอบส่วนลดล้างแอร์เบอร์ 5

รับ COUPON 200฿
จำกัด 1 ท่าน / 1 สิทธิ์ / 1 ครั้งเรือน

ตั้งแต่วันที่ 15 มีนาคม ถึง 15 มิถุนายน 2568
หรือจนกว่าจะครบ จำนวน 15,000 สิทธิ์
ลงทะเบียนได้ ณ จุดขาย ที่โกลบอลเฮ้าส์ ทุกสาขาทั่วประเทศ

2. “EGAT New Year Happiness: Thais Caring for the Planet” Campaign

The Company has partnered with EGAT (the Electricity Generating Authority of Thailand) to offer 30,000 discount quotas on Energy-Saving Label No. 5 products: a Baht 300 discount for purchases of Label No. 5 products worth Baht 1,200 or more (800 slots/day) and a Baht 1,000 discount for purchases of Label No. 5 products worth Baht 5,000 or more (200 slots/day). Customers must register via the EGAT website, verify their identity through Thai ID, and redeem the privilege at Global House within 48 hours, from December 15, 2025, to January 15, 2026, starting at 11:00 a.m., or until all privileges are fully redeemed. The campaign aims to promote energy saving and reduce household expenses.

โกลบอลเฮ้าส์ ร่วมกับ กฟผ.
“ส่งความสุขปีใหม่ คนไทยใส่ใจรักโลก”

ของขวัญเบอร์ 5 แคนค่าขอบคุณที่รัก(ษ์)กัน

มอบส่วนลดพิเศษ (เพื่อคนรักโลก) เมื่อซื้อผลิตภัณฑ์เบอร์ 5 ตลอด 30 วัน รวม 30,000 สิทธิ์ มูลค่ากว่า 13 ล้านบาท

รับส่วนลด 300฿
เมื่อซื้อผลิตภัณฑ์เบอร์ 5 รวมมูลค่า 1,200 บาท ขึ้นไป จำนวน 800 สิทธิ์ต่อวัน

รับส่วนลด 1,000฿
เมื่อซื้อผลิตภัณฑ์เบอร์ 5 รวมมูลค่า 5,000 บาท ขึ้นไป จำนวน 200 สิทธิ์ต่อวัน

ลงทะเบียนรับสิทธิ์ผ่านระบบออนไลน์ ตั้งแต่วันที่ 15 ธันวาคม 2568 - 13 มกราคม 2569

ลงทะเบียนรับสิทธิ์ผ่านแอปพลิเคชัน Global House

ใช้สิทธิ์ที่ตามีเครื่องขาย โกลบอลเฮ้าส์ทุกสาขา ภายใน 48 ชั่วโมง นับจากลงทะเบียนแล้วเสร็จ



ESG 2 Health Promotional Group

Due to the Covid-19 pandemic situation stimulates people to realize more to health care, the Company has provided quality health promotional products, such as Home Fitness Equipment, and Outdoor Sports Equipment inclusive of Good Hygiene Promotional Products in type of cleaning products, etc.



ESG 3 Elderly & Disability Care Products Group

The year 2022, Thailand have reached the criterion of a “complete-aged society” which means the number of people aged 60 years and over, representing more than 20% of total populations. In order to satisfy the needs of elderly customers group, the Company has provided safety products proper with elderly and disability persons with CIT standards certified by the Construction Institute of Thailand, Ministry of Industry, such as; washbasin, basin faucets, toilets, bidet spray set, handrails, shower chair, etc.



ESG 4 Product group for responding to New Normal way of living

Covid-19 outbreak situation has led to customers behavior changing in New Normal way of living which realizes more safety, such as social distancing, close-contact reducing, work from home, study from home, spending more time living and engaging in activities at home. Therefore, the Company has provided products to satisfy the changed needs and lifestyles of customers, which are available at present as follows;

- Home decoration products: products for home decorations with family members, such as decoration accessories, curtains, wallpapers, carpets, room dividers, sofa, recliner chairs, etc.

- Work/office products group: Office supplies for working or studying from home products group, such as working desks, chairs, gaming chairs, bookcases, etc.
- Cooking products group; small kitchen appliances for easy cooking such as air fryer, shabu-pot, and electric grill, etc.
- Internet of thing products group; products for remote monitoring through network such as smart closed-circuit television, smart desk lamps, smart switches, Smart LED Bulbs, etc.



Checking the source and safety standards of products.

The company prioritizes the safety and quality of the products sold to customers. The product management department collaborates with suppliers or manufacturers to conduct regular inspections and ensures that the products are certified for safety by relevant government agencies and related organizations. Additionally, there has been training on safety standards and the creation of product labels in accordance with the regulations of Office of the Consumer Protection Board (OCPB). This is to ensure that customers have access to product information, a matter that the company prioritizes greatly. In 2025, the company did not find any products or services that did not comply with safety and health standards based on customer complaints and relevant government departments.

The company sells products that have been certified and quality-checked according to legal requirements. The products have undergone quality checks as mandated by the law and have been certified to meet safety standards as follows:

	Thai Industrial Standard (TIS)		European Conformity (CE)
	Food and Drug Administration (FDA)		ASTM INTERNATIONAL American Society for Testing and Materials (ASTM)
	Number 5 Label		American National Standards Institute (ANSI) American National Standards Institute
	High-efficiency Label		European Standards (EN)
	AGA - The Australian Gas Association		DIN Standards (DIN)
	CIT Label of products for elders and people with disabilities such as grab bars and sanitary ware		British Standards (BSI)
	Thailand Trusted Quality		Forest Stewardship Council (FSC)
	Green Industry Label		DVGW Certificate (DVGW)

In the event that there are problems with products, the Company addresses such matters with a policy on returning products within 30 days. In 2025, the Company received a total of 26 complaints from customers through Call Center 1160 regarding their satisfaction with products. However, the Company effectively addressed all complaints, resulting in no product recalls from customers.

Operations in 2025 in aspect of quality services

Omni Channel Shopping Online System

Presently, customers' lifestyle and requirements have been changed along with evolution of technology, leading customers to buy products through online channels more. Thus, the Company has developed the ordering system and Omni Channel, which is combined between shopping both online and offline to satisfy customers, plus with delivery service or ordering and get products by themselves at stores near home through Click & Collect service. Customers can make purchases through various channels, such as online branches, mobile applications, the customer service center at 1160, and the company's website.

Click & Collect

Click & Collect
DRIVE UP



Product Installation Service

The Company has product installation service for increasing the customers' convenience when they buy products of, electrical appliances products group, toilet products, water filters, water tanks and pumps, finished kitchen products, gutters, electrical system and garages, etc. Including guarantee the quality of installation service within a maximum of 180 days and the Company has increased the efficiency of product installation service within a day for customers who buy products before 02.00 PM. for responding the needs and building customer's satisfaction.

ช่างดี

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Customer Relationship Management and Customer Responsibility



Commitment

Siam Global House Public Company Limited conducts business operations in accordance with the principles of good corporate governance, transparency, and fairness toward all stakeholders. The Company recognizes customers as major stakeholders and places the highest priority on fostering long-term customer satisfaction and trust in a sustainable manner. This commitment is demonstrated through responsible oversight of marketing practices and service delivery across all areas of operation.

The Company has established guidelines requiring employees at all levels to provide accurate, complete, and verifiable information on products and services, without concealing or disseminating misinformation that may cause misunderstandings or affect customers' decision-making. The Company also places importance on fair communication and respect for customers' rights at every stage of service. These practices aim to build customer trust, enhance customer engagement, and foster long-term relationships, while supporting the Company's commitment to social responsibility and sustainable development.

Management Guidelines

1. Ensure accurate, transparent, and fair information for goods and services while protecting consumer rights.
2. Enhance product quality and service standards to build customer satisfaction and trust.
3. Listen to customer feedback and complaints to drive continuous operational improvement.
4. Develop and expand digital sales and service channels to increase customer convenience and accessibility.
5. Monitor and assess customer satisfaction to leverage data for sustainable development.

Operating

1. Customer Responsibility

Pre-Sales Services

The Company places importance on pre-sales services, fair marketing principles, and consumer protection. The procedures are as follows:

- Provide accurate, complete, clear, and verifiable information about products and services to support customers in making appropriate decisions.
- Provide advice on product features, proper usage, limitations, and precautions, including potential risks, together with appropriate safety measures.
- Promote employees to provide advice with primary consideration given to customers' needs and suitability, in order to build confidence and trust in products and after-sales services.

After-Sales Services

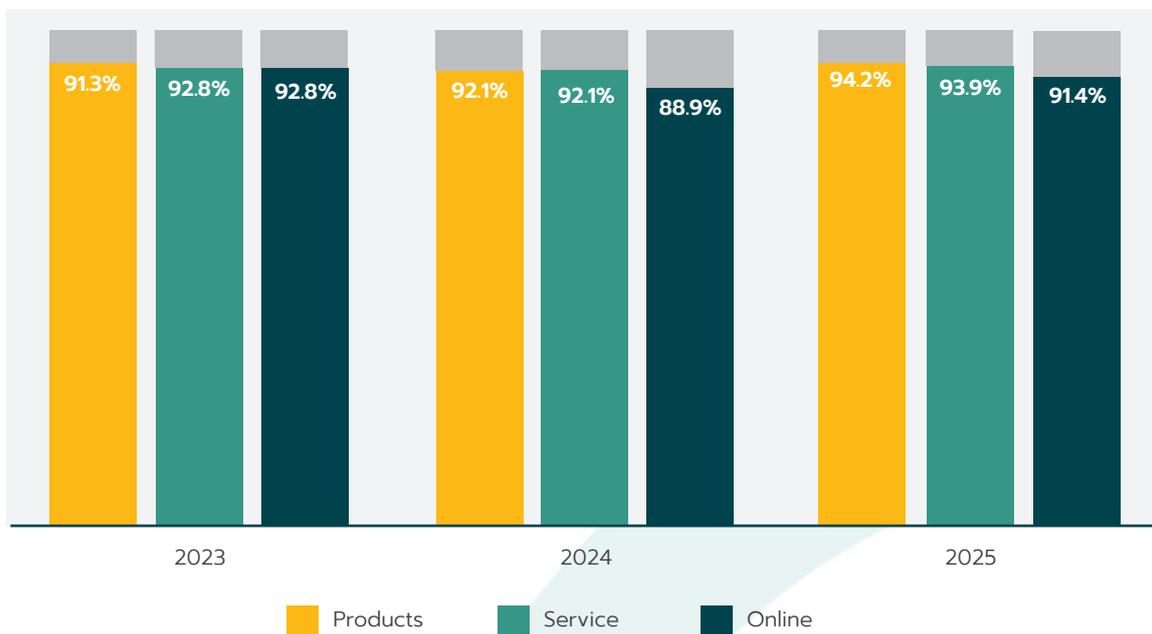
The Company is committed to continuously enhancing after-sales services to ensure customer satisfaction and long-term relationships. The procedures are as follows:

- Provide product delivery and installation services for a wide range of products in accordance with the Company's standards and conditions, including post-installation warranties.
- Provide repair services for House Brand products in accordance with specified terms and conditions. For products covered under manufacturer warranties, the Company coordinates with manufacturers and monitors on the repair process until completion.
- Establish a product return policy within a specified period, not exceeding 30 days from the purchase date, to enhance customer confidence and reduce purchasing concerns.

- Provide channels for receiving customer complaints and suggestions, which are analyzed and used to continuously improve product quality and service performance.

2. Customer Satisfaction

The Company has continuously developed and enhanced its customer satisfaction management processes by conducting customer satisfaction surveys and providing various channels for customer feedback, suggestions, and complaints. The information gathered is analyzed and applied to improve products, service development, and overall business processes, thereby increasing operational effectiveness. Through these initiatives, the Company aims to enhance the overall customer experience, build impressions, and foster sustainable customer satisfaction. These efforts contribute to customer trust and encouraging repeat visits on a consistent and long-term basis.



Customer Retention Trend



99.0% Returning Customers 1.0% Non-Returning Customers

Sustainable Supply Chain Management



Commitment

The Company is committed to efficient Supply Chain Management, covering the entire process from sourcing and warehouse management to nationwide distribution and delivery to customers at all stores. By systematically integrating sustainable development principles into operational processes, the Company supports business growth while creating long-term economic, social, and environmental value.

Management Guidelines

The Company places importance on selecting and developing partners who uphold standards in quality, labor safety, business ethics, and environmental responsibility. Digital technologies are adopted in warehouse management and distribution to enhance efficiency, reduce costs, optimize resource utilization, and minimize environmental impacts throughout the supply chain.

Sustainable Supply Chain Management Operations are as follows:

1. **Responsible Sourcing:** Suppliers were screened and assessed based on product quality, manufacturing standards, occupational health and safety practices, compliance with relevant legal requirements, and environmental responsibility. A technology-driven supplier relationship management system provided by Global Soft enhances transparency, promotes fairness, and supports continuous supplier development.
2. **Efficient Warehouse Management:** Wang Noi Distribution Center serves as the central logistics hub, supported by a Warehouse Management System (WMS) and an Automated Storage and Retrieval System (ASRS). These technologies improve inventory accuracy, reduce losses, optimize space utilization, and enhance energy efficiency across logistics operations.
3. **Environmentally Friendly Transportation:** A Smart Route Planning System implemented by GBH Logistics reduces travel distance, fuel consumption, and greenhouse gas emissions, while efficiently managing vehicles to increase the utilization rate per trip and enhance overall fleet performance.
4. **Digital Technology and Data Analytics:** An integrated IT infrastructure connects Enterprise Resource Planning (ERP), Warehouse Management Systems (WMS), Point-of-Sale (POS) systems, and other digital platforms to provide real-time supply chain visibility and coordination. These technologies support accurate demand forecasting, efficient stock management, and effective strategic decision-making.
5. **Supplier Engagement and Development:** The Company communicates sustainability expectations and sustainability operational guidelines to suppliers to support development in governance, human rights, occupational health and safety, and environmental responsibility. This approach strengthens supplier capabilities and competitiveness, ensures continuous engagement, and creates long-term sustainable value across the supply chain.

Further information on **Supplier Code of Conduct** is as follows.



Further information on **Sustainable Procurement Policy** is as follows.



Sustainable Supply Chain Management System

The Company has implemented a structured sustainable supply chain management framework to ensure that stakeholders and suppliers operate in accordance with sustainability standards. The Board of Directors has assigned responsibility to the Sustainability and Corporate Governance Committee, which is responsible for supplier selection, supplier contract management, supplier assessment, and supplier development. Environmental, Social, and Governance (ESG) considerations are integrated into procurement processes, and significant suppliers undergo regular assessments through desk assessments and on-site assessments to verify compliance with labor practices, human rights, occupational health and safety, environmental management, and business ethics standards, with corrective action plans systematically monitored to ensure continuous improvement and compliance.

The Company has developed internal capabilities through ESG training programs for employees involved in procurement processes and relevant stakeholders to enhance supply chain risk management. In addition, the Company conducts ESG performance benchmarking among suppliers to raise standards, promote positive motivation, and foster long-term collaboration across the supply chain, thereby supporting long-term organizational competitiveness and sustainability.

1. Supplier Selection

Procurement is an important process to fix expenses and quality of products and services. Thus, the Company must have a procedure that provide the highest benefits with fairness, reasonableness, transparency, and accountability. In addition, the Company must give importance to mutually beneficial suppliers and strengthen relationships with them based on respect and trust.

The Company emphasizes the importance of selecting suitable suppliers through a fair and equitable process based on established criteria. It prioritizes collaboration with business partners, manufacturers, and contractors (“Suppliers”) who uphold ethical practices, respect human rights, and demonstrate social, community, and environmental responsibility. To affirm the Company’s commitment to sustainable business operations, the selection criteria requires the Suppliers to adhere to economic, environmental, and social (ESG) dimensions as follows :

- Maintain a reliable financial history and demonstrate potential for long-term growth alongside the Company.
- Ensure manufacturing processes are socially and environmentally responsible, complying with legal requirements, including the prohibition of human rights violations, illegal labor and labor exploitation, and environmental destruction.
- Manufacture or distribute high-quality products with mechanisms in place for quality verification.
- Deliver products in the agreed-upon quantities and timelines.
- Provide support for sales promotion initiatives and offer reliable after-sales service to customers.
- Collaborate with the Company by providing product samples, quotations, and other relevant information, including alignment with the Supplier Code of Conduct which encompasses business ethics, labor and human rights, occupational health and safety, environmental responsibility, and compliance with applicable laws and regulations.

Corrective Action Measures of Supplier Non-Compliance

- Negotiation for issue resolution with a clearly defined scope and timeline.
- Issuance of verbal and written warnings.
- Termination of the trade agreement.
- Filing of a claim for damages

2. Supplier Risk Management

The Company conducts risk assessments for both existing and new Suppliers. This operation involves analyzing their trade data and considering essential information such as the number of Suppliers, product groups purchased, order values, and Suppliers’ locations, all of which are utilized to evaluate workflows and manage supply chain risks.

Purchasing Information of Suppliers

Product Sources	Number (names)	Rate (percent)
Thailand	693	81.15
Oversea	161	18.85

Suppliers are identified and categorized with the criteria based on purchase volume and the difficulty of finding substitute products. This is to find out which of them are Significant Suppliers for the Company to be able to use such information for risk management.

- Significant Supplier refers to suppliers with high purchase volumes and products that are difficult to substitute. These suppliers are categorized as High Risk Tier 1 Supplier and must undergo a Supplier Evaluation every year.
- Non-Significant Supplier refers to suppliers with medium or low purchase volumes and medium or low risk, not categorized as High Risk Tier 1 Supplier

Based on the criteria for categorizing suppliers and assessing risks, Tier 1 suppliers are defined as those that conduct direct transactions or engage in the purchase and trade of products with the Company. Non-Tier 1 suppliers are referred to as secondary suppliers that do not engage in direct transactions with the Company. In 2025, according to these criteria, the Company engaged only with Tier 1 suppliers and had no Non-Tier 1 suppliers. The supplier risk assessment also confirmed that no significant economic risks were identified within the supplier base.

3. Governance and ESG Supplier Assessment

The Company has established a governance and ESG risk management framework across its supply chain, integrating ESG risk-based screening into supplier assessment, planning, and development processes. Significant suppliers are required to complete an annual ESG self-declaration through the Global Soft system, and the Merchandise Department conducts on-site ESG audits to verify compliance with labor standards, human rights, occupational health and safety requirements, environmental regulations, and business ethics.

In the event that any risks or non-compliance issues are identified, the Company collaborates with suppliers to implement corrective action plans and monitors progress through suggestions, training, and meetings. This approach strengthens and improves sustainability performance and supports long-term collaboration throughout the supply chain.

4. Supplier Development

The Company continuously supports supplier capability development under sustainable supply chain management framework by implementing a Vendor Managed Inventory (VMI) system in collaboration with suppliers. This system enhances inventory management efficiency, reduces waste, and strengthens the ability to respond effectively to customer demand in each location.

The VMI system enables suppliers to access real-time sales and inventory data at each stores, allowing for more accurate production planning, delivery scheduling, and promotional activities. As a result, it helps reduce excess inventory, minimize stock shortages, and improve resource utilization throughout the supply chain. This approach enhances long-term collaboration with suppliers, strengthens the competitiveness for both the Company and suppliers, and supports sustainable growth across the Company's overall supply chain.

5. Green Procurement

The Company recognizes that Green Procurement is a process or activity that reflects its responsibility towards society and the environment. Since procurement is a crucial process for all businesses, it plays a significant role in reducing environmental impact

The Company supports Green Procurement with a commitment to promoting the procurement of eco - friendly equipment, tools, and vehicles to minimize environmental impacts from its operations. This includes sourcing eco-friendly products and services to encourage responsible consumption and meet the demands of customers who prefer environmentally friendly products. The details are as follows:

1. Procurement of Environmentally Friendly Equipment, Tools, and Vehicles

- The procurement of electric forklifts for new stores has been implemented since 2020, replacing gas and oil forklifts, as well as for existing stores where forklifts have reached the end of their service life. Electric forklifts operate with minimal environmental impact, eliminating noise, odor, and air pollution.
- The procurement of electric stackers has been conducted for the purpose of moving products within the retail areas of all stores.
- There is a policy to procure hybrid vehicles for executives, as they are more environmentally sustainable than conventional fuel-powered vehicles.

2. Sourcing environmentally sustainable products and services to support and address customer needs, the Company has established ESG product categories. These include energy-saving products, products aimed at reducing global warming, natural resource conservation products, health-promoting products, items designed for the elderly and disabled, and products tailored to accommodate the new way of life.

6. Training to Enhance Procurement Officers' Competencies

The Company conducts training programs to enhance the competencies of procurement officers and ensure they can adapt effectively to organizational changes. These programs cover key areas such as policy communication, ethical standards, partner guidelines, procurement practices, and the integration of information technology systems. The objective is to systematically and appropriately improve operational efficiency, enabling procurement processes to be executed accurately, quickly, and effectively by applying knowledge and technology.



Key Performance in 2025

Supplier Classification Details	2023	2024	2025
Tier-1 Supplier	875	1,058	854
Significant Tier-1 Supplier	38	36	37
Non-Significant Tier-1 Supplier	837	1,022	817
% of total spend on significant suppliers in Tier-1	54.21%	50.92%	52.25%

	2023	2024	2025
Supplier Self-Declaration Response Rate for Sustainability Assessment	71.99%	40.51%	63.06%
Numbers of domestic suppliers passed with desk-assessments	491 (out of 682 suppliers)	316 (out of 780 suppliers)	437 (out of 693 suppliers)
Percent of Significant Tier 1 suppliers assessed	84%	67%	100%
Numbers of High-Risk Tier 1 Suppliers	4	0	0
Numbers of suppliers with ON SITE AUDIT	5	5	3
Number of suppliers informed of Supplier Code of Conduct	100%	100%	100%
Number of suppliers informed of Anti-Corruption Policy	100%	100%	100%

Environment Sustainability Management

Smart Stores

Aims for reduction of environmental impacts

Environmental Policy and Practices

The Company emphasizes on business operations and growth together with environmental management. Although the business operations have no direct impacts on the environment or produce pollution like factory, anyway, the company realizes to the importance of environmental care. Managing the efficient use of resources to reduce and prevent impacts on the environment causing from the operations of the company by setting “Environmental Policy” to be guideline in operations with environmental responsibility.

Further information on **Environmental Management Policy** is as follows.



Key Operating results for 2025

Interior Electric Power System Change Project

Lighting systems replaced in **6** stores
Energy reduction:

109,911 kWh/year

Solar Rooftop Installation Project

Installed at **6** additional stores,
bringing the total to **96** stores.

85,250,324.83 kWh/year of solar electricity.

Renewable Energy Project

Renewable energy
Consumption:

45.61%

Water Conservation Project

- Water reuse **59.57**
- Cumulative green area

47,200 m²

Replacing Gas-Powered Forklifts with 100% Electric Forklifts

Added **28** electric forklifts,
bringing the total to **117**

Energy Management



Commitment

The company has intention to operate its business simultaneously with efficient energy management, maintains to prevent the environmental impacts by adhering the Sustainable Resource Use Guidelines together with Climate Change Mitigation and Adaptation, which begins from designing the building structure, work process improvement, machine, equipment to conform to energy conservation.

Management guidelines

1. Operations under regulations, laws and international standard.
2. Since 2016, the company has policy to install Automated Storage & Retrieval System: ASRS (which is closed system, no lighting required in working result in reducing electricity consumption, besides of energy saving, the ASRS also helps to improve the efficiency in warehouse management)
3. In 2017, the company have changed the air-conditioning system from Misting Fans to be Air-Condition and improve lighting system inside the store which need to use more electric energy, then, have policy to install Solar Rooftop to generate electric energy from solar energy for energy saving in long term, and the company have already installed completely for all stores in 2019, resulted in reduction of operating expenses of the company. Moreover, in 2020, the company have developed the Air-condition control program causing more reduction of energy consumption.

Energy Management Program

Siam Global House Public Company Limited (the “Company”) realizes the significance of the energy management program in the organization, which impacts on the environment and reduces greenhouse gas emissions that cause climate change.

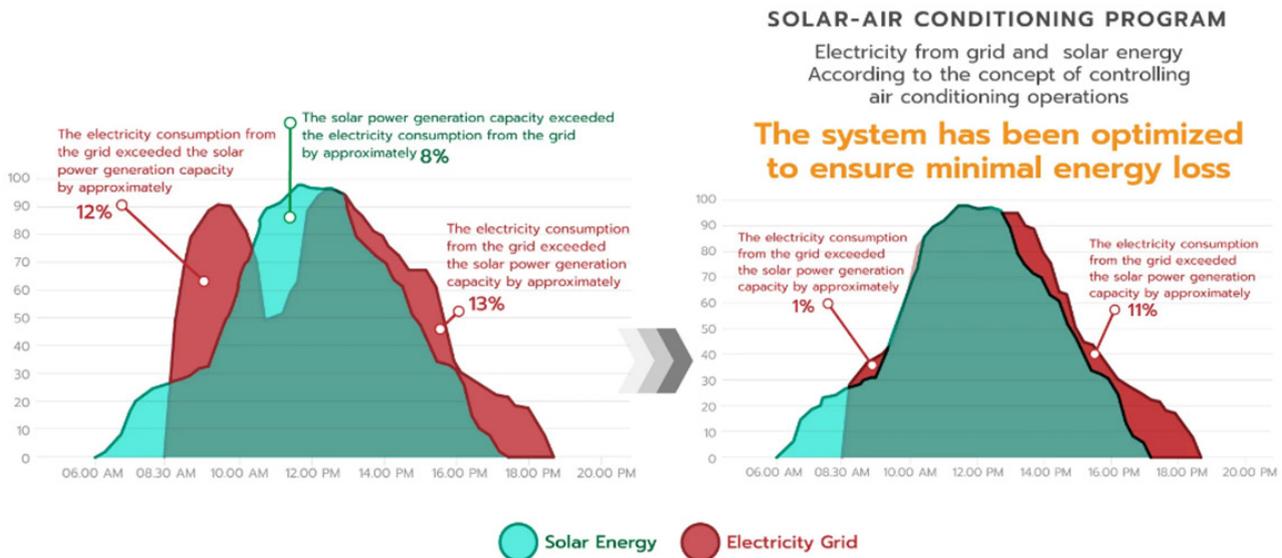
The Company has formed the Internal Energy Audit Working Group to audit and monitor the organization’s energy management performance and prepare a report on greenhouse gas emissions. In addition, the Company has conducted the verification of greenhouse gas volume data by an independent organization registered with the Greenhouse Gas Management Organization (Public Organization) to ensure that the data is reliable and adheres to such standards.

1. Renewable Energy Consumption (Solar roof top)

Since the year 2017, the company has policy for renewable energy consumption, so the company starts the Solar Rooftop Installation Project. To generate electricity from solar energy, no effects on environment, as its clean energy and also helps to reduce the operating expenses. In 2025, the company has Solar Rooftop to generate its own electricity covered in all stores, totally 96 stores,

As present, the Company has changed the store into a modern trade store, air conditioning systems have been installed and utilized, accounting for approximately 60-70% of the total electricity consumption in the building. The operation of conventional air conditioning systems typically requires the highest energy consumption when starting the air conditioning units, followed by a decrease in energy consumption after running for 2 - 3 hours. Energy usage increases again in the afternoon until around 3 p.m. when it begins to decrease until the system is turned off. However, solar cells start producing a relatively small amount of energy in the morning and reach their peak production between 11:00 a.m. and 1:00 p.m. The operation of the air conditioning system and the energy generated by the solar cells result in energy loss that is not fully utilized efficiently

Siam Global House is the first company to align the operational control of the air conditioning system with solar energy production. This innovative approach allows the captured energy to be efficiently utilized, leading to a reduction in electricity consumption of approximately 15-20%.



Operating Results

Electricity consumption from the grid

Year	Numbers of Store	Total Non-Renewable Energy Consumption (kWh)	Electricity Consumption per Area (kWh/m ²)
2023	83	74,017,211.48	41.16
2024	90	93,910,127.92	56.86
2025	96	101,675,467.47	59.49

Renewable energy consumption

Year	Number of Stores with Solar Cell Installation	Total Renewable energy consumption (kWh/year)	CO ₂ e Emissions Reduction (tCO ₂ e/year)
2566	83	83,037,916.04	47,265.18
2567	90	82,863,304.64	47,165.79
2568	96	85,250,324.83	48,524.48

2. Thailand Voluntary Emission Reduction Program: T-VER

The Company has been registered in the Thailand Voluntary Emission Reduction Program (T-VER) under the Thailand Greenhouse Gas Management Organization (TGO). Demonstrating its commitment to sustainability, the Company joined this voluntary greenhouse gas reduction initiative through the “Solar PV Rooftop Project by GLOBAL HOUSE.” As part of its efforts to mitigate greenhouse gas emissions, the Company has successfully registered the following T-VER projects:

- 2023: Registered the first phase of the T-VER project, covering 29 stores, expected to achieve a reduction/sequestration of 16,760 tCO₂eq/year. The credit period for this project runs from May 1, 2022, to April 30, 2029.
- 2024: Registered the second phase of the Thailand Voluntary Emission Reduction Program for an additional 12 branches, which is expected to achieve a reduction/sequestration of 6,311 tCO₂eq/year. The crediting period for this phase runs from January 1, 2025, to January 31, 2031

3. Electric Power System Changing Project both Interior and Exterior

The company have action plan to improve lighting system both inside and outside the building which result to reduction of energy consumption for 109,911 kWh/year by the details of operations as below;

Project	Number Of Stores	Reduced Energy Volumes (kWh/Year)	Co ₂ e reduction (tCO ₂ e/year)
Change street light around the building from Street Light 120 Watt to be Solar Cell system	6	46,675	26.18
Change Customer's Garage light from LED 20 Watt to be Solar Cell system	6	3,064	1.72
Change light in display tray from LED 14 Watt to be LED 10 Watt	6	39,168	21.97
Change Aisle light from TLD 36-Watt, 13 set to be LED 48-Watt, 4 set	6	15,994	8.97
Change Rack light from TLD 20 Watt to be LED 18 Watt	6	5,010	2.81

4. Automated Storage & Retrieval System: ASRS

Since the Year 2016, the company has installed Automated Storage & Retrieval System: ASRS which is controlled by computer in all the system to increase rapidity, accuracy and efficiency in the warehouse management of the company. Besides, the ASRS is closed system; no lighting required to work, result to reduce electricity energy consumption result in the electric energy consumption has reduced. In 2025, the company has installed completely 58 stores.



Climate Change



Commitment

The Company recognizes that climate change and greenhouse gas emissions are critical issues affecting global sustainability, economic stability, quality of life, business continuity, and the resilience of its supply chain. At the same time, these challenges present opportunities to advance sustainable business practices, including expanding renewable energy initiatives, adopting innovative solutions to enhance energy efficiency, developing environmentally friendly products and services, and strengthening collaboration with business partners to support long-term sustainable growth.

Targets

1. Reduce Scope 1 and Scope 2 greenhouse gas emissions intensity per total revenue by 20% by 2030.
2. Achieve net-zero greenhouse gas emissions by 2050.

Strategy

1. Increase renewable energy and reduce greenhouse gas emissions.
2. Modify or improve processes and equipment to be more efficient.

Practical Guideline.

The Company operates a retail business specializing in construction materials and home decoration products, so its activities inherently consume energy and natural resources. Acknowledging its environmental impact, the Company is committed to reducing both direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions. Key initiatives include transitioning from fuel-based equipment, tools, and vehicles to electric alternatives, utilizing solar energy to replace transmission-line electricity, and adopting energy conservation measures to reduce electricity consumption, which accounts for 58% of the Company's total greenhouse gas emissions. These efforts reflect the Company's dedication to sustainability and minimizing its carbon footprint.

IFRS S2 Climate-related Disclosures

The Company has prepared climate-related disclosures in accordance with IFRS S2, covering the four core elements of Governance, (1) Governance, (2) Strategy, (3) Risk Management, and (4) Metrics. The Company identifies and assesses material climate-related risks and opportunities that could reasonably be expected to affect its financial position, financial performance, and cash flows over the short, medium, and long term, using both qualitative and quantitative analyses and considering physical and transition risks.

Climate-related Transition Risks

Climate-Related Risk Potential Financial Impacts	Climate-Related Risk Potential Financial Impacts
<p>Policy and Legal</p> <ul style="list-style-type: none"> • Changes in Government Policies and Regulations. • Enhancing Standards for Environmentally Friendly Products and Services. • Mandates on and regulation of existing products and services. • Exposure to litigation 	<ul style="list-style-type: none"> • Increased operating costs such as higher compliance costs, increased insurance premiums. • Increased cost of goods and services. • Increased costs and reduced demand for products and services
<p>Technology</p> <ul style="list-style-type: none"> • Increasing investment in technology, research, and development of alternative products and services with low greenhouse gas emissions. • Costs to transition to lower emissions technology. 	<ul style="list-style-type: none"> • Research and development (R&D) expenditures in new and alternative technologies. • Capital investments in technology development • Reduced demand for products and services. • Costs to adopt/deploy new practices and processes.
<p>Marketing</p> <ul style="list-style-type: none"> • Changing customer behavior • Uncertainty in market signals Shifting consumer demand toward environmentally friendly products may result in challenges in sourcing and maintaining the availability of sustainable products, as well as increased product costs. 	<ul style="list-style-type: none"> • Reduced demand for goods and services due to shift in consumer preferences. • Increased operating expenses due to higher costs of environmentally friendly products.
<p>Reputation</p> <ul style="list-style-type: none"> • Changing consumer demands. • Increased stakeholder concerns and potential negative feedback. 	<ul style="list-style-type: none"> • Reduced revenue from decreased demand for goods and services. • Reduced revenue from negative impacts on workforce management and planning. • Decline in Available Capital Due to Negative Corporate Image and Reputation.

Climate-related Physical Risk

Climate-Related Risk	Potential Financial Impacts	Action Plan
<p>Acute</p> <ul style="list-style-type: none"> • cyclones and floods. <p>Chronic</p> <ul style="list-style-type: none"> • Changes in precipitation patterns and extreme variability in weather patterns. • Rising mean temperatures. • Rising sea levels. 	<ul style="list-style-type: none"> • Increased Operating Costs Due to Business Disruption from Natural Disasters. • Decline in revenue due to business disruptions (e.g., store closures, transportation issues, supply chain interruptions). • Reduced revenue and higher costs from negative impacts on workforce (e.g., health, safety, absenteeism). • Increased costs for repairing damaged store and implementing preventive operational measures. • Capital expenditures for constructing new store. • Increased costs for flood response and mitigation efforts. • Increased insurance premiums and potential for reduced availability of insurance on assets in “high-risk” locations 	<p>Acute</p> <ul style="list-style-type: none"> • Assess the weather conditions, structural and overall condition of store buildings to prevent leaks and damage. • Clean waste and remove waterway obstructions and install flood barriers for high-risk stores. <p>Chronic</p> <ul style="list-style-type: none"> • Inspect and maintain the operation of generators, cleanliness, and readiness of equipment • Strengthen employee preparedness and basic medical knowledge to address heatstroke or related health risks during periods of high temperatures. • Maintain communication with local and national authorities while regularly monitoring sea levels.

Further information on **Climate Change Strategy** is as follows.



Carbon Footprint for Organization (CFO)

The Company places importance on managing environmental impacts from its operations and recognizes its role in contributing to the reduction of greenhouse gas (GHG) emissions in support of sustainable development. In 2022, the Company conducted a Carbon Footprint for Organization (CFO) assessment to measure and monitor GHG emissions from operation activities, including energy consumption, waste management, and transportation, with results reported in tons of carbon dioxide equivalent (tCO₂e).

The assessment covered Scope 1, Scope 2, and Scope 3 emissions and was reviewed and validated by VGREEN KU Co., Ltd., an auditing firm registered with the Thailand Greenhouse Gas Management Organization (TGO). The Company has designated 2022 as base year for setting targets, developing action plans, and continuously tracking long-term GHG emission reduction performance.

Scope of Greenhouse Gas Emissions

Scope 1	Scope 2	Scope 3
<ul style="list-style-type: none"> Fuel consumption for vehicles Fuel consumption for equipment testing, lawn mowers, generators, and fire pumps Fuel consumption for forklifts CO₂ Fire Extinguishing Agent Consumption. Refrigerant consumption in equipment such as chillers, air conditioners, water dispensers, and refrigeration units Methane emissions from septic tanks Methane emissions from wastewater treatment systems (activated sludge process) 	<ul style="list-style-type: none"> Electricity consumption. 	<ul style="list-style-type: none"> Consumption of purchased paper (A4 70 gsm/ A5), plastic carrier bags (LDPE), and purchased water from Provincial Waterworks Authority/ Metropolitan Waterworks Authority Upstream emissions from the acquisition of gasoline, benzene, diesel, LPG, and electricity Transportation of raw materials (paper and plastic carrier bags) Waste disposal through landfill End-of-life treatment of products (e.g., A5 tax invoice paper, plastic carrier bags, and paper waste) Electricity consumption by tenants

Carbon Footprint for Organization: CFO

	GHG Emission Amount (Ton CO ₂ e)		
	2023	2024	2025
Direct greenhouse gas emissions (Scope 1)	11,142	14,131	16,058
Indirect greenhouse gas emissions from electricity consumption (Scope 2)	36,998	48,209	48,250
Total indirect greenhouse gas emissions (Scope 3)	9,314	11,747	10,599
1. Purchased goods and services	577.73	606.67	604.09
2. Capital goods	-	-	-
3. Fuel-and energy-related activities	8,631.15	10,837.75	9,631.37
4. Upstream transportation and distribution	36.5	5.23	3.40
5. Waste generated in operations	-	234.84	289.79
6. Business Travel	-	-	-
7. Employee commuting	-	-	-
8. Upstream Leased Assets	N/A	N/A	N/A
9. Downstream transportation and distribution	-	-	-
10. Processing of sold products	N/A	N/A	N/A
11. Use of sold products	-	-	-
12. End-of-life treatment of sold products	25.32	22.00	22.44
13. Downstream Leased Assets	42.43	39.88	47
14. Franchises	N/A	N/A	N/A
15. Investments	-	-	-

Remark: The Company assessed its organizational carbon footprint using data from January 1 to December 31, 2025. The assessment has been verified and is currently under review for carbon footprint label registration with the Thailand Greenhouse Gas Management Organization (TGO).

Promotion Activities to Reduce Greenhouse Gas Emissions

1. Electric Forklift and Electric Stacker Using

Due to daily operating activities of stores about transferring products, picking and products storage, need to use Forklift to be convenient, fast and labor-saving, the Company has defined that Electric Stacker for using in area of home décor products and electric forklift for using in construction products.

Since 2020, the Company has implemented a policy of using electric forklifts for new stores and replacing fuel-powered forklifts in existing stores once they reach the end of their useful life. Recognizing its commitment to supporting the reduction of greenhouse gas emissions and air pollution, the Company has set a target to convert 100% of its transport equipment to electric systems by 2030 to drive sustainable growth and minimize long-term environmental impacts. As of 2025, the Company operated 117 electric forklifts and 274 electric stackers, totaling 391 electric transport equipment units.



Electric forklifts: **117**

Electric stackers: **274**



2. EV Charger Station installation project

The Company has installed EV Charger Station in service area of stores to support the use of renewable energy and reduce Greenhouse Gas causing from all stakeholders of the Company. At the end of 2025, the Company has EV Charger Station in number of 13 stores.

► **Installation began in 2019. At present, there are 13 EV charging stations**

located at the following Stores : Phitsanulok, Phrae, Sukhothai, Uttaradit, Mae Sai, Phuket, Satun, Krathum Baen, Kantharalak, Ubon Ratchathani, Nakhon Ratchasima, Lopburi, and Nakhon Sawan.



Water Management



Commitment and Goal

The company gives the importance to efficient water consumption, from water supply, ground water and recycles water in the company's operation for realizing to the importance of water and energy conservation as well as maximizing the value.

Management Guidelines

Effective water management is essential to sustainable business operations. The Company primarily uses water within store buildings and employee canteens for cleaning purposes and is committed to reducing overall water consumption. Therefore, water usage data is continuously collected and assessed across the Company's business operations to support efficient long-term planning and maximize operational benefits.

The Company has established water management measures by requiring the technical department to conduct monthly inspections of plumbing systems, sanitary equipment, and water meters. In addition, water-saving devices, including automatic faucets and water-efficient sanitary systems, are installed in new and renovated stores. Cleaning and maintenance processes are also improved to reduce water use, and employees are encouraged to recognize the importance of water conservation and responsible water use.

In addition to reducing water consumption, the Company places importance on the quality of wastewater treatment before discharge into the environment. All wastewater must undergo proper treatment processes and quality inspections to ensure compliance with the standards prescribed by the Pollution Control Department (PCD) prior to being discharged outside the organization.

Performance

In 2025, the Company set a target to total water consumption to no more than 200,000 m³. However, during the year, total water withdrawal amounted to 522,122 m³, comprising 410,714 m³ of third-party water and 111,398 m³ of groundwater. Total net freshwater consumption was 104,422 m³. equivalent to an average net water consumption per store of 1,088 m³.

Water Discharge from the Company's operations underwent wastewater treatment processes and quality inspections to ensure compliance with the standards prescribed by the Pollution Control Department prior to discharge outside the Company. The total water discharge amounted to 417,690 m³, representing 100% of the total water discharge.

Water Consumption Statistic

	2022	2023	2024	2025
Water Withdrawal¹	401,585	427,680	440,421	522,112
• Third-party water (m ³)	343,113	329,504	323,092	410,714
• Groundwater (m ³)	58,472	98,175	117,329	111,398
Water Discharge² (m³)	321,268	342,144	352,337	417,690
• Third-party water (m ³)	274,490	263,604	258,474	328,517
• Groundwater (m ³)	46,778	78,540	93,863	89,118
Water Consumption³ (m³)	80,317	85,536	88,084	104,422
• Third-party water (m ³)	68,623	65,900	64,618	82,142
• Groundwater (m ³)	11,694	19,635	23,466	22,279

	2022	2023	2024	2025
Water Reused (m ³ /year)	250,560	170,778	198,683	306,691
Accumulated Green Area (m ²)	15,200	27,600	36,000	47,200
Total number of stores	77	83	90	96
Water Consumption per stores (m ³)	1,043	1,031	979	1,088
Water Consumption per Person (m ³)	7.926	7.787	7.637	8.46

Notes:

1. The Company's total water withdrawal is sourced entirely from freshwater, comprising third-party water and groundwater.
2. Water discharge is calculated at 80% of total water withdrawal, with reference to the Community Wastewater Treatment System Manual (B.E. 2560) issued by the Pollution Control Department, Ministry of Natural Resources and Environment.
3. Water consumption = Water withdrawal – Water discharge.

Water Stress Area Management

The Company recognizes the importance of prudent and efficient water resource management to mitigate risks and impacts arising from water scarcity from both third-party water and groundwater sources, while supporting ecosystem sustainability. The Company has conducted a Water Stress Assessment in areas where store are located to evaluate water source conditions, potential impacts on ecosystems, and implications for business operations.

The Water Stress Assessment results are incorporated into water management planning. In water-stressed areas, the Company adopts modern technologies to enhance water use efficiency, prevent adverse impacts, and reduce potential risks associated with future water shortages.

Based on the Water Stress Assessment analyzing the proportion of Water Withdrawal and Water Consumption in water-stressed areas, the Company found that 48% of its total water withdrawal occurs in areas classified as extremely high water stress risk, covering 55 branches out of a total of 96 branches.

☸ Water Withdrawal and Consumption in Extremely High-Water Stress Areas	2025
Water Withdrawal¹ (m³/year)	248,620
• Third-party water (m ³ /year)	197,317
• Groundwater (m ³ /year)	51,303
Water Discharge² (m³/year)	199,256
• Third-party water (m ³ /year)	157,854
• Groundwater (m ³ /year)	41,402
Water Consumption³ (m³/year)	49,364
• Third-party water (m ³ /year)	39,463
• Groundwater (m ³ /year)	9,901

Notes:

1. The Company's total water withdrawal is sourced entirely from freshwater, comprising third-party water and groundwater.
2. Water discharge is calculated at 80% of total water withdrawal, with reference to the Community Wastewater Treatment System Manual (B.E. 2560) issued by the Pollution Control Department, Ministry of Natural Resources and Environment.
3. Water consumption = Water withdrawal – Water discharge.

Waste Management, Secondary Material



Commitment and Goals

The Company recognizes responsibility for managing waste and secondary materials generated from store operations, customers, and employees. A systematic and legally compliant waste management approach is implemented to prevent adverse impacts on society and the environment. Clear policies and guidelines have been established, covering waste reduction at the source, proper waste segregation, appropriate disposal methods, and the promotion of efficient resource utilization in alignment with the Circular Economy concept.

The Company aims to continuously reduce waste and secondary materials generated from operations, including campaigns to minimize the use of plastic bags and single-use packaging in order to mitigate long-term environmental impacts.

Management Guidelines

The Company systematically manages waste and food waste by emphasizing waste segregation at the source and appropriate handling by category to enhance resource efficiency and reduce the volume of waste sent for final disposal.

Since 2022, the Company has continuously organized campaigns and training sessions for employees on waste segregation to build awareness, knowledge, and a strong sense of responsibility toward effective waste and waste management.

In addition, the Company has applied technology to improve waste management by developing an application to collect and monitor waste generation data from each store, including waste management methods. The data is used for analysis, process improvement, and to support systematic decision-making in waste management.

Waste is segregated into three main categories:

- Recyclable waste: such as plastic bottles and glass bottles. The Company sells these materials to local recyclers through an annual bidding process.
- General waste: such as plastic bags, plastic cups, straws, and foam containers. The Company ensures proper segregation and designated storage areas before handing over the waste to local municipalities for sanitary disposal in compliance with relevant laws and regulations.
- Organic waste (food waste): such as food scraps from employee canteens. This waste is separated and made available to employees who wish to use it for animal feed or for producing organic compost.

“Yak-laew-D” Projects. (Good sorting)

The Company recognizes the importance of promoting waste sorting from the source and correct management to the destination. Therefore, the “Yak-laew-D” project was organized to campaign and encourage employees to understand and realize the importance of waste sorting, waste reduction as well as recycling waste to bring waste into the management process for benefits again.

Performance for 2025



Quantity of waste (tons)



Sustainable Packaging Management



Commitment and Goals

The Company recognizes the role and responsibility to reduce environmental impacts arising from product packaging. Therefore, a Sustainable Packaging Policy (Packaging Commitment) has been established as a framework to guide the development, design, and selection of packaging in alignment with resource efficiency and Circular Economy principles.

Packaging for products under the Company's House Brand is required to follow the concepts of Reduce, Reuse, Recycle, and Compostable. The Company aims to minimize resource use at the source, increase the proportion of reusable and recyclable materials, and promote the selection of biodegradable materials. This approach supports efficient resource utilization, reduces waste generation, and minimizes environmental impacts throughout the value chain.

Management Guidelines

The Company promotes the selection of packaging that reduces environmental impacts and focuses on sustainable packaging development and design. Collaboration with suppliers and manufacturers is carried out in accordance with the 3Rs concept (Reduce, Reuse, Recycle) and Circular Economy principles to support efficient resource management and minimize long-term environmental impacts.

Implementation is driven through the establishment of packaging standards, appropriate material assessment and selection, collaboration with manufacturers and suppliers to develop environmentally friendly solutions, and continuous monitoring and performance review to ensure alignment with established policies and targets.

The Company has implemented the following packaging management as follow:

1. Programs to phase out single-use plastic packaging.

"Let's Say Goodbye to Single-Use Plastic" program, the Company aims to phase out and reduce the use of single-use plastics in operations and service processes. The initiative encourages participation from customers and employees in choosing environmentally friendly packaging alternatives, thereby reducing packaging waste and promoting efficient and sustainable resource use.

2. Programs to increase the use of recyclable packaging

The Project of Closed Loop Collaboration for Circularity, used plastic collected from stores is recycled into environmentally friendly plastic bags. This process utilizes high-quality recycled plastic resin innovation from SCGC Green Polymer, increasing the use of circular resources, reducing virgin material consumption, and reduce environmental benefits.

3. Programs to ensure that recyclable packaging is actually recycled.

The Company places importance on packaging research and development by prioritizing biodegradable materials, optimizing designs to reduce material usage while maintaining strength and functionality, and improving packaging size and format to minimize resource use throughout the product life cycle. In addition, collaboration has been established with product manufacturers under the "Verno Saves the World" to support waste reduction, pollution reduction, and lower energy and resource consumption in industrial production processes.

The Project of Verno Saves the World

“Verno” is the Company’s house brand, developed to meet customer needs in terms of quality and value. The brand maintains high standards in both material sourcing and manufacturing technologies, along with a strong commitment to environmental responsibility, ensuring customers receive the best possible experience and confidence in every product.

In line with this commitment, the Company has collaborated with its manufacturing partners to redesign and reduce packaging sizes under the “Verno Saves the World” The project focuses on reducing plastic usage in packaging, minimizing waste, lowering pollution, decreasing energy consumption, and reducing the use of natural resources in packaging production thereby mitigating environmental impact in a tangible and measurable way.

In 2025, the Company implemented packaging size reductions and design improvements for three Verno products; Stainless Steel 304 Shower Hose, 1.2 meters, Stainless Steel 304 Shower Hose, 1.5 meters and Manual Urinal Flush Valve. The key outcomes of this initiative are as follows:

- Total sales of the 3 products were 5,594 units in 2025, resulting in a reduction of 19.72 kg of packaging materials, particularly plastic used for product protection and wrapping.
- Packaging costs decreased by 10% - 50%, depending on the product.
- The number of products transported per round increased, and transportation costs reduced by 11% to 13% per round.

The Verno Saves the World project reflects the Company’s strong commitment to developing products that deliver both quality and value, while upholding environmental responsibility and promoting sustainable business practices for a better future.

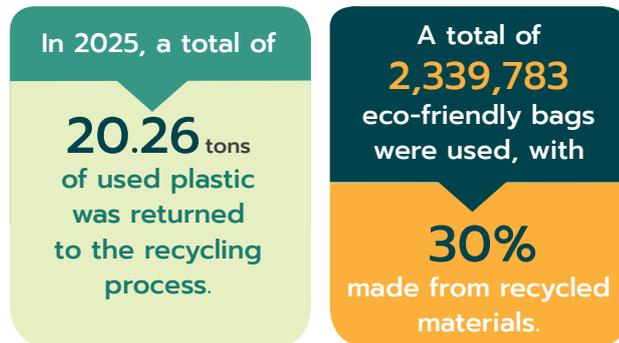


The Project of Closed Loop Collaboration for Circularity

The Company and SCGC have driven the project of closed loop collaboration for circularity to recycle used plastic bags to be the eco-friendly ones through the innovation: high-quality recycled plastic pellets (High Quality PCR) from SCGC GREEN POLYMERTM. The process ensures that used plastic is fully recycled with no leakage into the environment, reinforcing the efficient use of resources in line with the principles of the circular economy.



Operating results



Let's Say Goodbye to Single-Use Plastic Project

The Company is committed to reducing single-use plastics through the “Let’s Say Goodbye to Single-Use Plastic” Project at all La Mayon Coffee store. The initiative encourages customers and employees to help reduce packaging waste and promote sustainable resource use.

The project encourages customers to use personal reusable cups for all beverage purchases by offering an immediate Baht 5 discount as an incentive for behavior change. This initiative reduces single-use plastic cup waste while raising environmental awareness and promoting stakeholder participation in environmental responsibility.



Performance in 2025

In 2025, the project reduced the use of 75,610 single-use plastic cups, helping decrease waste sent for final disposal and Support to the Company’s environmental performance goals.

House Brand Packaging Usage Data in 2025

Plastic Packaging

Total Plastic packaging (Tons)	Packaging made from recycled materials (percentage of total weight)	Recyclable plastic packaging (percentage of total weight)	Compostable Packaging (percentage of total weight)	Data coverage (percentage of product cots under the company's control)	Target in 2025 (Ton)
1,131.83	-	69.06	0.68	100	900

Non-plastic packaging

Non-plastic packaging materials (Tons)	Total Weight of used packaging (Tons)	Recycled and/or Certified Material (% of total weight)	Data coverage (percentage of House Brand product)	Target in 2025 (%)
Wood/Paper fiber packaging	11,849.31	64.69	100	70
Metal (e.g. steel or aluminum) packaging	77.76	1.69	100	-
Glass packaging	-	-	-	-

Ecological Management and Biodiversity

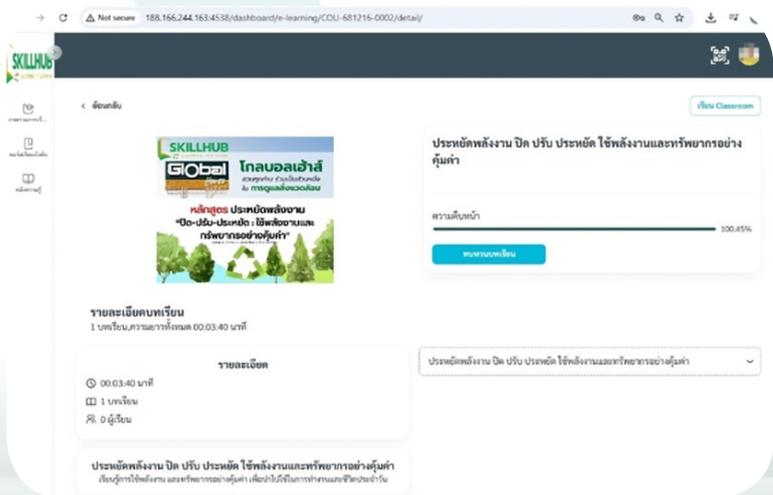


The company is committed to operating the business along the supply chain, considering the prevention of operations that may negatively impact the ecosystem and biodiversity. It will avoid expanding new stores into areas designated for conservation, such as UNESCO World Heritage sites, IUCN-protected areas, and Protected area defined by local or specific laws defining the scope to the operational area.

In situations where the new store expansion affects to have a detrimental impact on biodiversity. The company has established a mitigation mechanism based on the “Mitigation Hierarchy” approach. This strategy includes: avoiding significant impacts (Avoid), minimize impacts through improving operations (Minimize), restoring affected areas (Restore), and offsetting the losses incurred (Offset). Additionally, the company is actively exploring strategies to enhance its operations in line with a Net-Positive-Impact approach. The company has also prepared an Environmental Impact Assessment (EIA) report which has been submitted to the Office of Natural Resources and Environmental Policy and Planning.

Activities for promoting employees to participate in energy and environment conservation

- Provide environmental training and communicate energy-saving practices through internal channels such as posters, notice boards, and the intranet.
- Encourage employees to save electricity and water and to regularly check equipment for efficiency.
- Promote turning off lights and air conditioners during breaks or when rooms are unoccupied.
- Conduct energy-saving training under the “Turn Off – Adjust – Save” campaign via SKILLHUB, with 12,342 employees participating in 2025.



Social Sustainability Management

Smart People

“Taking care all stakeholders together with social value creation”

Social Policies and Practices

Human Rights and Labor Practices Policy

The Company recognizes that respecting human rights is a fundamental responsibility toward all stakeholders, including customers, employees, shareholders, supplier, creditors, and communities. A Human Rights and Labor Practices Policy has been established in alignment with domestic laws and international standards, including the United Nations Guiding Principles on Business and Human Rights (UNGPs). All directors, executives, and employees are required to comply with the policy. The Company also encourages stakeholders across the value chain to uphold these principles. The policy is available on the Company’s website.

Further information on [Human Rights and Labor Practices Policy](#) is as follows.



Human Rights Management

Management Guidelines

The company has established the human rights policy in corporate governance manual and business ethics which are comprise of practices toward stakeholders both internal and external. By having all directors, executives and employees to adhere the practices to ensure that the business operation shall proceed with prudence, without any acts causing human right infringement either directly or indirectly. The company has publicized the mentioned policy through the company’s website, internal communication channel “Share Point” and employee training to be acknowledged and followed.

Key Operations in 2025

1. The Company conducted screening and auditing suppliers for human rights compliance to ensure fair operations and the non-violation of human rights towards the employees and workers of the suppliers. Additionally, a Supplier Code of Conduct was created to inform suppliers.
2. Human rights training was provided for employees at all levels to ensure understanding and participation in preventing human rights violations in all Company activities.

Key Performance in 2025

1. The Company committed non-discrimination and provided equal employment opportunities without discrimination based on physical differences, age, gender, race, nationality, disability, religion, social status, gender identity, or sexual orientation. Additionally, the Company promoted and supported the employment of 113 disabled individuals.
2. 100.00% of employees at all levels have received training on human rights. and Non-Discrimination & Anti-Harassment Policy
3. In 2025, There were no cases or complaints of human rights violations, including issues related to human trafficking, forced labor, child labor, discrimination and all forms of sexual harassment or abuse, as well as freedom of association.

Promoting Equal Opportunity and Diversity

Gender Diversity

Gender	Number (person)	%
Male	7,058	57.19
Female	5,284	42.81

Age Diversity

Age	Number (person)	%
Younger than 30 year	4,869	39.45
Between 30-50 year	6,790	55.02
Older than 50 year	683	5.53

Nationality Diversity

Nationality	Total Employees (%)	All management positions (%)
Thai	98.00	0.11
Cambodian	0.01	0.00
Burmese	1.89	0.00

Ethnic Diversity

Ethnic Group	Number (person)
Thai	12,063
Tai Yai	23
Tai Lue	1
Burmese	225
Karen	18
Lahu	7
Akha	5

Religious Diversity

Nationality	Number (person)	%
Buddhist	11,779	95.44
Christ	27	0.22
Islam	530	4.29
Other	6	0.05

Capability Building of Female Employees

Share of Female Employees	Performance for 2025 (%)	Target 2025 (%)
Female employees per total number of employees	42.81	50
Female Executives in operation per total executive	68.49	40
Female Executives in middle level per total executives	63.88	45
Female Executives in revenue-generating functions	55.87	40
Female Executives in total executives' level	50	40

Gender Pay Gap Analysis

Indicator	Difference between men and women employees (%)
Mean gender pay gap	16.05
Median gender pay gap	4.00
Mean bonus gap	8.02
Median bonus gap	8.48

Gender Pay Indicator

Employee level	Average Women Salary	Average Men Salary
Executive level (base salary only)	3.47	1
Executive level (base salary + other cash incentives)	2.11	1
Management level (base salary only)	1.05	1
Management level (base salary + other cash incentives)	1.04	1
Non-management level (base salary only)	1.24	1

People with Disability employment



Full-time Employees 85 persons

Persons with disabilities employed as teachers

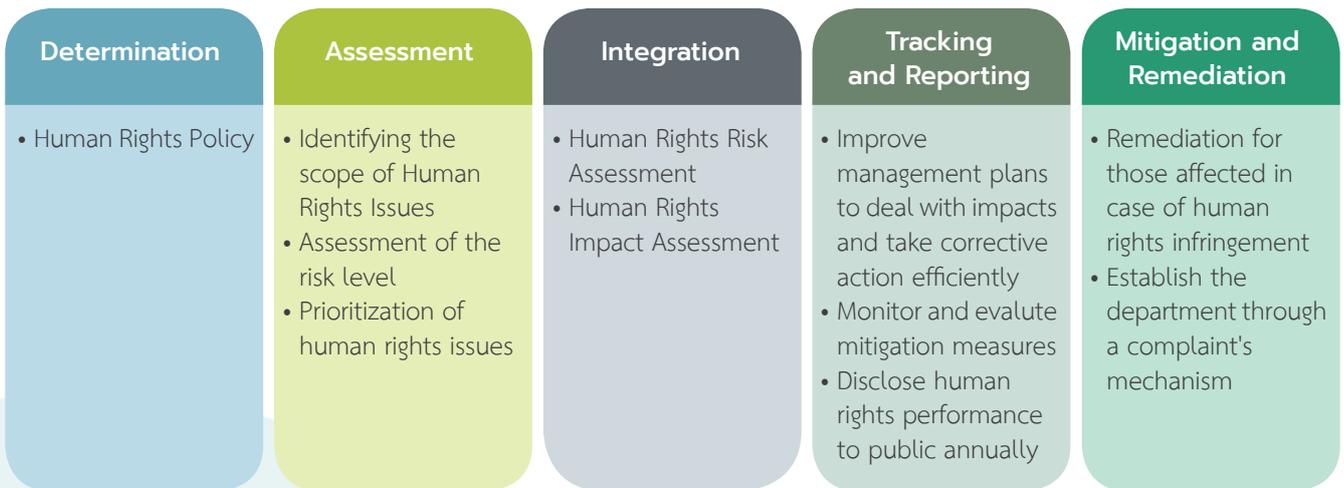
Teachers employed at the School for the Blind in Roi Et: 3 persons

Teachers employed at the School for the Blind in Khon Kaen: 2 persons



Support for government lottery areas of 23 persons

Human Rights Due Diligence Process



Human Rights Impact Assessment

Assessment of Actual and Potential Human Rights Impacts of Company Activities and Relationship

The Company performs assessment to identify the Human Rights risks issues in business operations and related persons that may get impacts from human right violation. Including Human Right Risk Assessment and Human Right Impact Assessment: HRIA

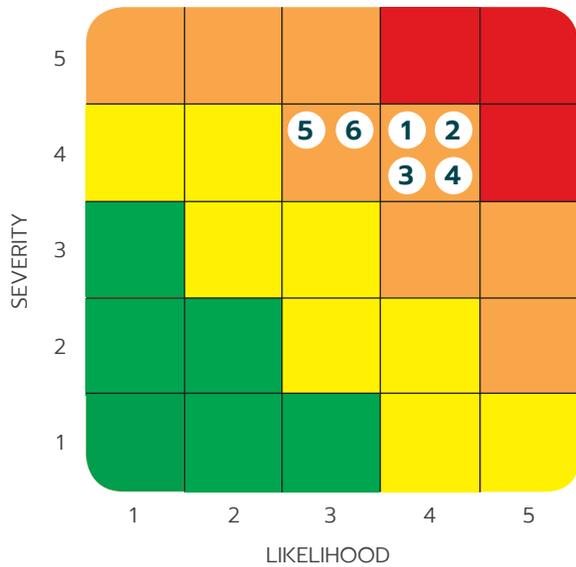
Human Rights risk assessment covers only for the business activities of the Company as follows: Product Operations, Service Operations, Product Distribution Operations, Store and Office Operations. And considering all stakeholders both internal and external that may get impacts directly or indirectly from the business activities of the Company throughout the value chain such as employees, customers, suppliers, contractor, shareholders, and communities, etc.

Scoping the human rights issues

Labor Rights	Community and Environmental	Consumer Rights
<ul style="list-style-type: none"> Employment Conditions Working Environment Occupational health and safety Non-discrimination Freedom of association and collection bargaining Forced Labor Data Privacy of employees 	<ul style="list-style-type: none"> Standard of living and quality of life Community Safety Access to water sources Acquisition of Land 	<ul style="list-style-type: none"> Consumer health and safety Data Privacy of Customer Customer Non-Discrimination

Prioritization of Human right issues

The Company set the priority of the important human rights risks, which are the most severely impacted through related activities and other business relationships of the Company. In 2025, the Company has the important human rights risks 6 issues as a result from the risk assessment of business activities.

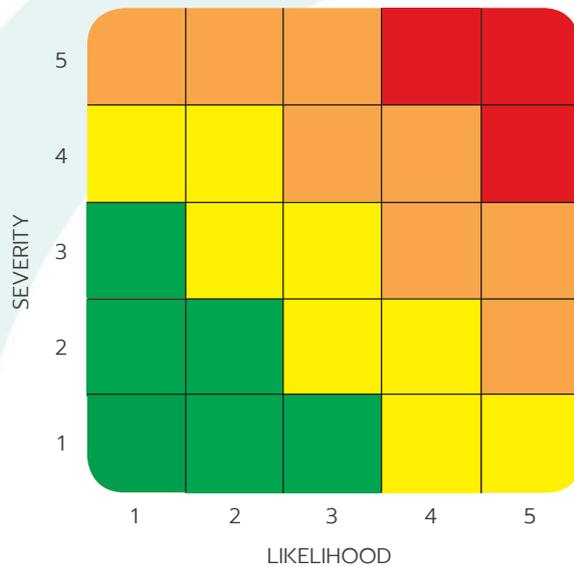


1. Privacy of Customer Information
2. Privacy of Employee Information
3. Privacy of Supplier Information
4. Occupational health and safety of employees
5. Community Health and Safety
6. Consumer Health and Safety

Risk Assessment

The Company conducts human rights risk assessment by using 5x5 risk matrix to identify risk level of human rights issue, considering from 2 dimensions, that is; severity and likelihood, and divided risk of human rights issue into 4 levels as follows;

- Highest Risk
- High Risk
- Medium Risk
- Low Risk



Preventive Measure and impact reduction on human right of high-risk issues

High Risk Issues	Preventive Measure and impact Reduction	Integration and implement
Privacy of Customer Information	<ul style="list-style-type: none"> • Privacy Policy • Appointment of the DPO and the personal data protection committee of the Company to establish the controlling measure and data protection in accordance with laws. 	<ul style="list-style-type: none"> • The Company policy
Privacy of Employee Information	<ul style="list-style-type: none"> • Collecting and processing information according to objective and consent. 	<ul style="list-style-type: none"> • The Company policy
Privacy of Supplier Information	<ul style="list-style-type: none"> • Complaints channel and taking corrective action immediately 	<ul style="list-style-type: none"> • The Company policy
Occupational Health and Safety of Employees	<ul style="list-style-type: none"> • Occupational Health and Safety Policy • Job Safety Analysis (JSA) and specify the preventive measure • Safety Manual and Personal Protective Equipment (PPE). • Occupational Safety, Health and Environment Committee (OSH&E). • Safety training for all employees. • Whistle-blowing & Complaints channels for employees. 	<ul style="list-style-type: none"> • The Company policy • Security Operations Goals • Working standards of each section.
Community Health and Safety	<ul style="list-style-type: none"> • Compliance to the company standards for vehicle safety. • Regularly checking readiness of driver and vehicles. • Whistle-blowing & Complaints channels for community. 	<ul style="list-style-type: none"> • The Company policy • Working standards of the company
Consumer Health and Safety	<ul style="list-style-type: none"> • The selection operation system and inspects quality products and services in accordance with the specified standards and is regularly reviewed • Product guarantee, change – return within 30 days (according to the specified conditions) • Whistle-blowing & Complaints channels for Consumers. 	<ul style="list-style-type: none"> • The Company policy • Working standards of the company

Freedom of Association

The company promotes and provides freedom of expression and integration for employees, as well as processes and channels for listening to opinions and concerns through various channels such as the Voice of Employee program, the call center system, and the complaint center. These channels cover various fields, including suggestions and opinions shared through the Welfare Committee, which is considered an important mechanism for employee participation.

The company has promoted the participation of employees in collective action and has the power to collectively bargain on various related issues. A welfare committee has been established to represent employees in consultations, recommend, inspect, and supervise welfare arrangements, including managing suggestions and issues related to welfare and the working environment.

The welfare committee will be nominated and selected by electing employees in each branch area, covering 100% of the staff, to act as employee representatives. The elected welfare directors will hold office for a term of 2 years and will hold meetings with branch executives and the company at least once a quarter in accordance with the Labor Protection Act B.E. 2541.

Currently, the company’s welfare committee covers all branch areas, comprising a total of 91 committees and 621 members. By implementing guidelines to improve issues related to welfare and the working environment, aiming to support well-being and enhance the quality of life at work for all employees in a fair and equal manner.

In 2025, there were approved suggestion issues for additional actions as follows :

- Employee welfare: 520 issues
- Working environment: 349 issues
- Tools and equipment for work: 235 issues
- Employee activities: 475 issues

Fair Labor Practice

The Company is committed to respect for human rights and fair Labor practice of employees, in alignment with relevant laws and policies under the Thai Labor Protection Act such as employment, wages, working hours, holidays, and welfare, as well as ensuring a good and safe working environment. Anyway, the Company provides the following welfares:

Welfare	Legal Entitlements	Welfare provided by the Company
Maternity Leave - Female Employees	120 days	120 days
Additional Childcare Leave (Child Illness) – Female Employees	Up to 15 days	Up to 15 days
Paternity Leave (Spouse Support after Childbirth) – Male Employees	Up to 15 days	Up to 15 days
Holiday	Not less than 13 days per year	14 days
Annual Leave	Not less than 6 days per year	6-15 days
Personal Leave	3 days	12 days

Furthermore, the Company provides a variety of welfare benefits to enhance employees' overall well-being while working with the Company, such as employee loan programs, relaxation areas, and lactation rooms. In addition, the Company offers life security benefits, including a provident fund, life insurance, and financial assistance in cases of emergencies.

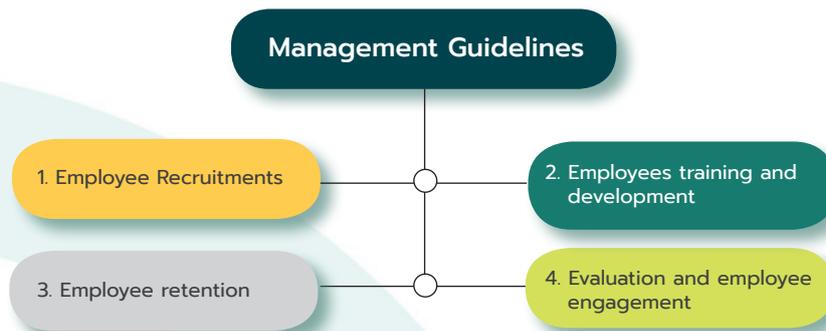
Human Resource Management



Human Resources is important part in business operations to achieve goals and success including competitive advantage and sustainable growth

Management Guidelines

The company has intention to manage the human resources according to the good corporate governance principle by determining the personal strategy since recruitment, employee’s development and employee retention together with supporting employees equal for career growth and advancement without restrictions on gender, nationality, and religion. The company emphasizes on Knowledge and ability development as well as encourages employees to be good citizen with volunteer spirit, make public and social benefit following to the Human Resource Management Policy of the company “GBH Smart People”



1. Employee Recruitments

In alignment with the Company’s main business operation plan, which focuses on continuous store expansion each year, employee recruitment is conducted in advance to ensure sufficient staffing to support operations. The Company prioritizes local hiring in areas where new stores are opened to support local economic and workforce development. Internal recruitment is also encouraged to facilitate employee transfers back to their hometowns.

Employees Statistics 2025

New Employee Hires Information	2022	2023	2024	2025
Average Hiring Cost/FTE (Baht/person)	830.78	659.31	718.89	731.77
Percentage of Internal Hires (%)	18.60	18.58	13.90	11.68
Total number of new employee hires (person)	3,984	5,051	4,949	5,271

Number of New Employee Hires (persons)	2022	2023	2024	2025
Total number of new employee hires	3,939	5,051	4,949	5,271
Gender				
Male	2,523	3,026	3,064	3,223
Female	1,416	2,025	1,885	2,048
Age				
Under 30 years	2,670	3,217	3,074	3,271
Between 30-50 years	1,242	1,765	1,777	1,905
Over than 50 years	72	69	98	95
Employee Level				
Staff	3,742	4,625	4,545	4,893
Junior Management	233	401	395	370
Middle Management	9	19	9	8
Top Management	0	6	0	0
Nationality				
Thai Nationality	-	-	-	5,002
Other Nationalities	-	-	-	269
Religious				
Buddhist	3,934	4,987	4,578	4,979
Christian	45	3	16	20
Muslim	2	60	355	272

Furthermore, the company has promoted career building for disadvantaged peoples by giving the cooperation and supporting the employment policy of the government sector such as Elderly Employment, Disability Employment, New Graduated Employment (Co-payment Project), with the performance of the past years as follow;

Co-Payment Project

The Company has continuously supported and promoted the employment for new graduates. In 2025, the company has employed new graduates total 585 persons

Job description/Year	2023 (persons)	2024 (persons)	2025 (persons)
Information Technology Department	10	1	17
Supply Chain	9	14	83
Marketing Department	2	0	0
Inventory Management Department	4	1	3
Accounting & Financial Department	14	16	18
Human Resource Department	6	4	6
Operation Department	509	428	458
Total	554	464	585

GBH happy mind near home

The company supports and gives employees an opportunity to transfer back to their hometowns under the “GBH happy mind near home” project, in order to encourage employees to back to take care of their family and happy work. In the year 2025, there are total numbers of employees who has joined this project 148 persons



Elderly Employment

To support the Aging Society, the company has encouraged Elderly Employment for people aged 60 or older and be ready to work by providing the proper work with elderly work capacity. In the year 2025, there are total 66 elders working at the company in total 40 stores.



Disability Employment

The company gives the importance and supports Disability Employment with respect to Empowerment of Persons with Disabilities Act, B.E. 2550 (2007) and the revised Disabilities Empowerment Act (No.2), B.E. 2556 following to the article 33 and 35. Anyhow,

In 2025, the company employed people with disabilities in various departments and provided spaces for the sale of government lottery, employing a total of 113 individuals, represents 0.92% of the total workforce, which consists of 12,342 employees. The company has fully contributed funds to the disability welfare reserve fund to promote and enhance the quality of life for people with disabilities.

Details of disabled person employment

Disability Employment	2023	2024	2025
1. Full-time Employment follows the article 33	79	85	85
2. Disabilities Employment follows the article 35 (Total)	23	22	28
2.1 Providing area for lottery distribution	20	19	23
2.2 Hired to be Teacher for Roi Et Education School for the Blind	3	3	5



Employees Statistics 2025

Employee Breakdown by Gender

Male Employees
7,058 persons
57.19%
of total employees

Female Employees
5,284 persons
42.81%
of total employees

Employee Breakdown by Position Level

Detail	Male Employee		Female Employee	
	Number (persons)	Percentage (%)	Number (persons)	Percentage (%)
Operation Employees				
Staff level	5,132	58.27	3,676	41.73
Management level/Store Executives	1,414	64.16	790	35.84
Center Support Employees				
Staff level	431	42.46	584	57.54
Manager level or higher	81	25.71	234	74.29

Proportion of Employees in STEM Roles

Percentage of STEM Employees

Male Employees
69.88%

Female Employees
30.12%

Note: STEM refers to personnel in the fields of Science, Technology, Engineering, and Mathematics.

Employee Breakdown by Age

	Number (persons)	Percent/Total Employees
Younger than 30 year	4,869	39.45
Between 30-50 year	6,790	55.02
Older than 50 year	683	5.53

Employee Breakdown by Region

Region	Percentage of Total Employees (%)
Northeastern Region	42.36
Northern Region	19.86
Central Region	18.64
Eastern Region	4.70
Western Region	3.96
Southern Region	10.48

Employee Breakdown by Tenure

	Number (persons)	Percent / Total Employees
0-5 years	8,206	66.49
5-10 years	2,624	21.26
10-15 years	1,139	9.23
More than 15 years	373	3.02

The Proportion of Employees by Employment Contract Type

Full-time Employees 99.46%	Percentage of employees that are temporary staff 0.54%
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The Proportion of employee Remuneration

Male Employee 55%	Female Employee 45%
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2. Employees Training and Development

The company places importance on employee development to enhance their potential and increase efficiency in their work. Content selection for training courses is tailored to align with the nature of the business and is in line with external factors that may impact the business at that time.

2.1 Employee Development Training

Details	2023	2024	2025
Training Value (Baht)	1,799,219.50	3,267,964.31	3,232,648.10
Total Training Hours (hours)	90,879	93,444	96,469
Average days per employee	-	-	1.09
Average hours per employee per year	8.59	9.45	8.78
Average number of hours per total working hours (FTE)	1.07	1.18	1.09
Total Trained Employees (persons)	10,575	9,885	10,992

Training in 2025	Number (person)
Gender	
Male	6,442
Female	4,550
Age Diversity	
Younger than 30 years	4,398
Between 30-50 years	5,991
Older than 50 years	603
Employee level	
Executives	505
Department Managers	2,019
Employees	8,468
Nationality Diversity	
Thai	10,991
Others	1

Details of the Employee Training Course

Course Name	Total Hours
Management Guidelines for 2025	456
Operational Readiness for Climate Change Act Compliance and Risk Management	4,291
Enhance job skills for General Manager and Division Manager	11,760
Leveraging AI to Enhance Service Excellence	700
Good management of manager., Self-Development through Mindset Transformation	777
Enhancing Product Knowledge and Sales Confidence Workplace Motivation Development10,301	1,760
Service Mind and Service Excellence Development	13,739
Modern Service and Sales Professionals	29,244
Teamwork and Communication Techniques for Effective Collaboration	2,782
Safe and Efficient Forklift Operation and Maintenance	5,484
Crane Operator, Signal Person, Material Adhesives, or Crane Supervisor for Fixed and Mobile Cranes	6,120
Professional Customer and Complaint Handling Process	770
Review of Work Processes, Store Standards, and Service Excellence	2,746
Developing Effective Communication Skills for Sales	5,539



2.2 Employee Development

Development and Enhancement Program for Store Managers.

The company aims to develop and enhance the capabilities of the store management team, which is a crucial mechanism in managing store operations, encompassing both sales and service aspects. Additionally, the company focuses on ensuring the effectiveness and success of the human resources team in each store. The development plans are outlined as follows :

Target group	Development Topics	Outputs and Benefits
High potential talent selected based on the past performance and qualified as specified criteria.	<ol style="list-style-type: none"> 1. The processes and management of every function in store. <ul style="list-style-type: none"> • Retail sale and structure sale department • Store support and central department 2. Software systems and relevant tools. 3. Role of store manager 4. Team Management and development 5. Real work training and guidance from senior executives. 	<ul style="list-style-type: none"> • Total 86 participants in 2025 • Over 1,665 man-days of training. • The average annual sales generated per store are 324 million baht. • % Employee Engagement Score (Leadership) over 90%

New Young Management Trainee Program

The Company promotes and creates opportunities for both fresh graduates and experienced employees who are eager to learn, practice, and develop themselves in the retail business field. This is aimed at enhancing their potential and preparing them for career growth, making them valuable assets for the store management team in the future.

- Started program since 2015 until 2025
- There are 9 classes at present, total 68 participants.
- Total 17 promoted employees in position of assistant stores manager and other departments

Target Group	Development Topics	Outputs and Benefits
New employees qualified as specified criteria and have flexibility working in stores	<ol style="list-style-type: none"> 1. Retail Business working process in store 2. Coaching and team management 3. Preparing for the opening of a new store along with the support of the staff. 4. Real working in assigned department 	<ul style="list-style-type: none"> • 68 participants (Trainee Manager) • 6,165 man-days of training • The growth rate of 25% for trainee managers in the profession, who have been appointed as store management level.



Collaboration project with educational institutions.

The company has consistently expanded its collaboration and development efforts with educational institutions. In 2025, it entered into a Memorandum of Understanding (MOU) with Maharakham University and Sakon Nakhon Rajabhat University regarding joint production of graduates and cooperative education programs, as well as Cooperative Work Integrated Education: CWIE and academic collaboration. By linking classroom knowledge with real-world work experiences within the organization, the aim is to develop the characteristics and skills of students to align with the requirements of business sector. Currently, more than 12 educational institutions from 9 fields of study participate in the support program and collaborate in producing graduates. Over 234 students are involved in internships and experiential learning from actual work environments.

Furthermore, the company has also engaged in sharing and exchanging experiences related to essential skills and attributes required in current business operations with educational institutions and other interested organizations. For instance, with Roi Et Rajabhat University, Sakon Nakhon Rajabhat University and Maharakham Rajabhat University, the company collaborates to develop the skills of graduates in various fields to meet the future needs of the business sector



3. Employee Retention

Employee is important part in business operation to be sustainable growth. The company gives the importance in employee retention to build the employee engagement in the organization by the following treatments;

Performance of the year 2025

1. Employee’s Compensation and Welfare Management

The Company defines the compensation and welfare management for employees with fairness, nondiscrimination and being appropriated with economic condition and complies with working area in order to be adequate for employees’ cost of living. Apart from salary payment is higher than the average rate as stipulated by laws, the company also provides additional other welfares for employees such as position allowance, cost of living, active payment, provident fund, accident insurance, uniform, loan, employee benefit fund, employee’s fever gifts, maternity gifts, funeral grants for the employee’s family person, etc.

- Reward gold medal to appreciate employees who has taken part to drive the company’s operation more than 27 years for business growth and progress. In 2025, there are employees getting the gold medal with honor card as follow;

Years’ experience	Numbers (person)	Reward
10 years	386	Golden Medal 25 St.
15 years	70	Golden Medal 50 St.
20 years	29	Golden Medal 1 Baht
25 years	3	Golden Medal 1 Baht/ Global House gold brooches

Remark: Employees who has right to receive rewards need to be in the company’s employee status only as at reward day and counting the years’ experience since the beginning of work with the company.



- Salary Increment based on areas affected by the government’s minimum wage adjustment in order to be in accordance with laws, be appropriated and fair in the organization. As well as building competitive ability with external labor market.

2. Other Benefits

In addition to providing fair compensation and welfare to employees, the Company has found that some employees experience debt burdens and financial difficulties, which are major causes of stress that affect their quality of life and well-being and may reduce work efficiency. With care and a commitment to ensuring that all employees have a good quality of life and financial stability, the Company has arranged low-interest loan facilities to alleviate financial hardship and reduce employees’ debt burdens, as well as to support home ownership. This initiative is implemented in cooperation with the Islamic Bank of Thailand under an employee welfare loan program. In 2025, a total of 1,422 employees participated in the program.

4. Evaluation and Employee Engagement

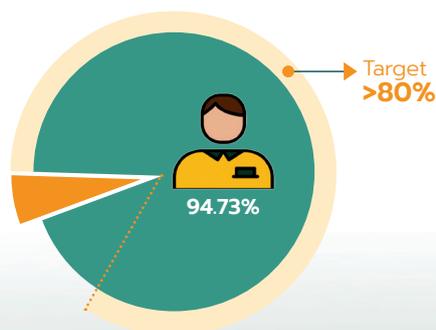
4.1 Performance Evaluation

The company establishes and formulates a performance evaluation policy, including evaluation criteria, utilization of evaluation results for compensation consideration, and relevant actions. The company conducts systematic performance evaluations, both quantitatively and qualitatively, using consistent standards every quarter through the HR Management system to ensure transparency and fairness. The evaluations adhere to the Management by Objectives as a standard evaluation format and incorporate additional dimensions for different job groups with diverse characteristics.

4.2 Employee's Engagement

The company has conducted an Employee’s Engagement Survey as a means to gather feedback and suggestions from employees. The company analyzed the survey data and results to formulate plans for addressing relevant issues and communicated the outcomes to employees across the organization. This aim to enhance employee satisfaction and engagement with the organization. As a result, in 2025, the employee engagement survey score was 91.13%, which is higher than set target. A total of 11,207 employees participated, representing 94.73% of the total workforce. According to the survey results, the top 3 factors that are important to employees in their work remain consistent with those in 2024, including; stable and reputable company, proximity of the workplace to home, and a good balance of family time with competitive income. In addition to these key factors, further suggestions on various issues were gathered. These inputs are beneficial for the company to consider and take appropriate actions, tailored to the specific areas and relevant departments.

Percentage of employees as participants in 2025



- ▶ number of employees who participated in Survey was 11,207, representing **94.73%**

Overall Survey Findings in 2025



- ▶ The total score of the overall findings was **91.13%**

The top 3 key factors based on employees' opinions about working at the Company.



1 The Company is large and stable.



2 Work location is close to home, allowing time for family.

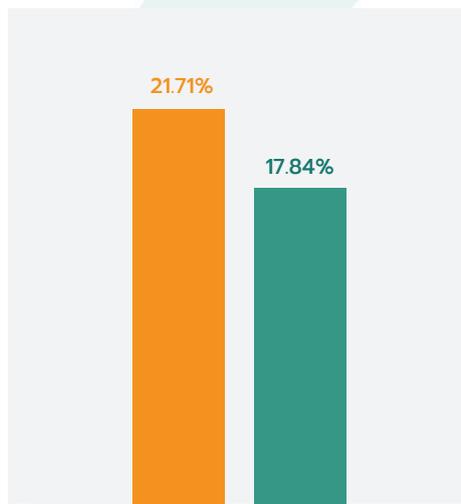


3 Good income, compensation, and benefits.

The Example Questions for 2025	
Job satisfaction	Proud to be part of the company and happy to recommend the company to external parties (94.89%)
Purpose	The department has goals and missions (95.02%)
Happiness	The friendly environment at your workplace enhances your happiness at work (90.48%)
Stress	Effectively balances work and personal life (95.15%)

Employee Turnover Rate

Annual Employee Turnover Rate 2025



- Total Employee Turnover Rate
- Full time Employee voluntary turnover rates

**Total Employee Turnover Rate in 2025
(Percentage of Total Employees)**

Gender		Age Diversity		
Male	Female	Younger than 30 years	Between 30-50 years	Older than 50 years
13.53%	8.18%	11.27%	9.42%	1.00%

Management level				Nationality Diversity	
Top Management	Middle Management	Junior Management	Non-Management Employees	Thai	Others
0.00%	0.12%	2.94%	18.64%	21.66%	0.05%

Full time Employee Voluntary Turnover Rate (Percentage of Total Employees)	2022	2023	2024	2025
Gender				
Male	16.85%	16.31%	12.10%	10.78%
Female	11.26%	10.46%	7.71%	7.06%
Age Diversity				
Younger than 30 years	14.18%	14.22%	10.46%	9.59%
Between 30-50 years	13.28%	11.74%	0.94%	7.82%
Older than 50 years	0.66%	0.81%	8.39%	0.43%
Management level				
Top Management	0.00%	0.00%	0.00%	0.00%
Middle Management	0.11%	0.10%	0.06%	0.11%
Junior Management	3.35%	3.29%	2.71%	2.56%
Non-Management Employees	24.66%	23.39%	17.02%	15.17%
Nationality Diversity				
Thai	28.11%	26.75%	19.81%	17.84%
Others	0.00%	0.02%	0.00%	0.00%

Occupational Health and Safety



The company realized that good sanitation and safety in working environment will promote the efficiency in working and build trust to all stakeholders. Thus, the company gives the importance to the management guidelines for occupational health and working environment for safety to employees and all stakeholders.

Goals Commitment and Goals

The company has intention to operate business without the occurrence of accidents by setting target “Zero Accident” to persuade employees realize to the importance and work carefully, without accidents which cause of injuries from the working in every activity of operations. By defining the relevant target as follow ;

- Every year: 0 Fatality of Employees
- Every year: 0 Occupational Illness Frequency Rate of Employees
- Within 2028: Less than 1.0 Lost Time Injury Frequency Rate of Employees.

Management Guidelines

The company has determined the safety management guidelines by taking the safety principle and occupational health to apply in operation activities as follows;

1. Comply with a laws, regulations, and guidelines with regard to health and safety either being noticed in present and going to be noticed in the future.
2. Risk assessment in activities related to the operations such as conflagration, product storage, machine using, forklift and equipment, chemicals, and electrical system, etc.
3. Determine the proper preventive measures and provide safety equipment completely, sufficient and always ready to use, by preparing the Personal Protective equipment: PPE, namely Back support, safety shoe, helmet, gloves, reflective vest for employees in all stores and determining to wear every time while working.
4. Build the organizational safety culture and encourage knowledge as well as cultivate consciousness regarding health and safety to employees and concerned persons through channels and activities such as training for giving knowledge, safety activities, public relation through various channels, etc.
5. Prepare an emergency plan for fire prevention and fire suppression and annual firefighting and evacuation fire drill by determining that all employees need to participate in the activities.

Further information on **Occupational Health and Safety Policy** is as follows.



Accident Statistic

Accident Rate	2023	2024	2025
Number of stores (included DC)	84	91	97
Numbers of Loss Time Accident	106	77	82
Average Lost time Injury Frequency Rate per store ¹	1.27	0.84	0.84
Total Recordable Injuries Rate: TRIR	4.69	3.57	3.59
Injury Severity Rate: ISR (Excluding Fatalities) ²	0	0	0.003
Lost time Injury Frequency Rate: LTIFR ³			
• Employees	3.98	2.69	2.70
• PC staffs	1.05	1.12	1.16
• Contractor	4.57	0	0.01
Occupational Illness Frequency Rate: OIFR ⁴	0	0	0
Number of Work-Related Fatalities (persons)			
Employees			
• Male	9	0	0
• Female	4	0	0
PC staffs			
• Male	2	2	0
• Female	1	1	0
Contractor			
• Male	n/a	1	0
• Female	n/a	0	0

Remark:

1. Average Lost time injury frequency rate per store = amount of accidents/number of stores.
2. Injury Severity Rate (Excluding Fatalities) = number of lost time accident over 180 days/total working hours X 1,000,000
3. Average Lost time injury frequency rate = number of accidents /total working hours X 1,000,000
4. Number of times / total working hours

Enhancing Occupational Health and Creating a Safe Work Environment

The Company is committed to enhancing Occupational Health and Safety (OHS) and fostering a safe work environment. It aims to achieve zero work-related injuries, occupational illnesses, and road traffic accidents by 2028. To support this goal, the Company implements a comprehensive safety management system in compliance with applicable laws and regulations, continuously improving work areas, operating procedures, tools and machinery, and workplace conditions. The Company also promotes safety awareness and encourages active employee participation to strengthen its safety culture and continuously improve safety performance.

The Company has established a Safety Policy to serve as a guideline for managing Occupational Health and Safety (OHS) in alignment with its defined standards and objectives. A dedicated Safety Committee, workplace safety officers, management levels, supervisors, professionals, together with all employees, actively collaborate to develop and drive operations in accordance with the Company’s goals and to foster a strong safety culture. Through organization-wide participation, the Company continuously advances OHS performance toward ongoing and sustainable development.

In 2025, the Company actively implemented Occupational Health, Safety, and work environment initiatives. These efforts included continuous improvements to workplace conditions and the promotion of active participation by all employees in the Company’s safety initiatives, as outlined below:

1. Participation in the “Outstanding Workplace in Labor Relations and Welfare” program.

The Company recognizes the importance of effective labor relations management in fostering a safe, inclusive, and equitable workplace that promotes Diversity and ensures equal treatment for all employees. The Company also aims to minimize conflicts of interest between the Company and employees, encourage transparent communication, and cultivate mutual trust and positive attitudes in workplace management. In addition, the Company emphasizes the enhancement of its employee welfare management system beyond legal requirements.

The Company has participated in the program and has received the “Outstanding Workplace in Labor Relations and Welfare” Award for more than 10 consecutive years. A total of 68 Store have taken part in the program.



2. Safety Excellence Recognition Program for Employees

The Company organized the “Global House Safety Excellence Employee” program in recognition that workplace safety is a key driver of operational efficiency. The program aims to strengthen employees’ safety awareness, reduce workplace accidents, and foster a sustainable safety culture across the organization. It also serves as an incentive to encourage safe work practices and to recognize employees who consistently demonstrate safe behaviors and actively participate in safety activities.



3. The project of cultivating a conscious mindset on occupational safety.

The Company organized the “Global House Safety Month” campaign to cultivate safety awareness and reinforce the importance of occupational safety among all employees. The initiative encourages participation at all levels in accident prevention, aims to reduce losses to life, health, and property, and promotes the practical application of safe work practices in operational areas and work processes. The project also serves to enhance learning, engagement, and motivation, strengthening a sustainable safety culture throughout the organization.



4. Safety Patrol Project

The Company places importance on regularly monitoring working conditions, work practices, and compliance with safety measures to identify potential hazards, unsafe conditions, and unsafe behaviors. Corrective and preventive actions are promptly implemented to mitigate risks before incidents occur. This proactive approach helps reduce losses to life and property, while promoting a sustainable safety culture across the organization.



Results and Benefits achieved
Safety Patrol Project
100% of all stores have fully implemented. Employees are increasingly involved in safety operations..

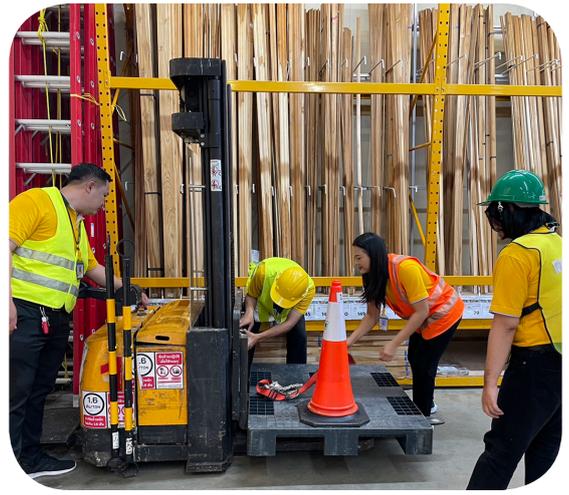
5. Safety Talk communication project

The Company promotes understanding, provides knowledge, and raises safety awareness among all employees through pre-work safety talk communication conducted prior to the commencement of work. These sessions emphasize safe work practices, hazard awareness, proper use of Personal Protective Equipment (PPE), and strict compliance with safety regulations to prevent accidents and strengthen the safety culture. Employees are also encouraged to participate in identifying potential risks and reviewing preventive measures within their work processes to enhance overall safety performance.



6. Kiken Yoshi Training (KYT)

The KYT program has been continuously implemented over the years and is conducted at every shift prior to the commencement of operations. Executives, managers, supervisors, and safety officers lead the sessions by providing safety-related information to employees, along with guidance on other relevant operational matters. These include customer service practices, correct and safe work procedures, identification of high-risk areas in operations and service activities, as well as clarification of service issues, appropriate solutions, and response measures for various situations.



7. Employee Welfare Project

Relax area

Providing seating areas and book corners for relaxation and stress relief for employees during break times, including organizing activities to promote mental well-being and stress relief, such as making merit, and various festive activities, regularly every year.





Creativity in sports and health

Promoting exercise and sports competitions for employees both within and outside the company. Additionally, encouraging employees to take care of their health by organizing regular physical health check-ups and providing health education.



8. Family Welfare Project

- Provision of lactation facilities (“Mother’s Corner”) to support breastfeeding, along with postnatal visits to enhance morale and strengthen positive relationships.
- Provision of a designated playground to support and serve employees’ children and visitors.
- Welfare for caring employees who give birth or take sick leave, including employees and families who have passed away, administered through the Welfare Committee and company representatives.



Community Economic Value Creation



The Company realizes to the role of participation in social value creation, aims to enhance the people’s quality of life and strengthen the economy of community, together with operates business by considering social responsibility, based on the balanced mutual value creation with stakeholders.

Management Guidelines

The Company supports and promotes the use of business processing in creating multiple value to society and community through the projects and activities, such as; generating income for small entrepreneurs, promoting distribution channels for agriculturist group, and strengthening skills and knowledge to students for better quality of life, as well as promoting employees to participate in volunteer working with the communities.

Community Opportunity and Development Project

1. Promoting the distribution channels of products for agriculturist group through “Sharing Happiness, creating smile and Kasetdee Platform project”

Regarding economic conditions and circumstances affect farmers as they can sell fewer products. There are no areas for selling agricultural products, and some areas have oversupply of agricultural products. Therefore, the Company has established “Sharing happiness, creating smile project” to be a part to relieve problem of farmers. The Company purchases agricultural products in area of Nakhon Ratchasima province, such as; sweet corns, sweet potatoes, bananas, peanuts, and taros, etc. and distributes to “Happiness sharing area” of each store to provide consumers in different areas with the opportunity to access agricultural products that are good quality and safe for consumers in fair price, and also provide more than 10,000 of our employees at each store to consume goods

In addition, the Company also supports small courier entrepreneurs who registered through the Company’s transportation service platform for more than 1,000 entrepreneurs to deliver products to its stores of the Company for all the year.

Furthermore, the Company has developed “Kasetdee” Platform with its intention to be another channel to support and facilitate agriculturists or small entrepreneurs who are interested, to offer their agricultural products fast and efficient to the Company. Form the aforesaid projects, the Company supports and distributes agricultural products through “Kasetdee platform”



2. Promoting Hommali Rice distribution project for Kasetwisai Agricultural Cooperatives

Thung Kula Rong-Hai Hom Mali Rice is the excellent jasmine rice and product champion of Roi-et for long times, but agriculturists face the falling price of rice problem and the inability to export to foreign countries, resulting rice buffer stocks in Roi-Et area. Thus, to relieve rice buffer stocks problem of agriculturists, the Company have purchased Hom Mali Rice in 5 kg package, from Kasetwisai Agricultural Cooperatives, in number of 36,047 bags or 180 tons, and distributed to “Happiness Sharing Area” of all 95 stores over the country, which have received well feedback.



3. Generating Income for small entrepreneurs “Changdee Project”

The Company is committed to improving quality of life and promoting well-being in the communities where it operates 96 stores nationwide. To support local economic development, the Company established the “Changdee Project” to create income opportunities for local technicians and small entrepreneurs. The project enables participants to undertake more than 70 types of installation services, including electrical appliances, electrical systems, sanitary ware, water pumps, solar cells, digital door locks, automatic doors, garages, and kitchen equipment, in collaboration with business partners, including Mitsubishi, Samsung, Haier, Midea, C Hi-Tech, and SCG.

Currently, a total of 2,150 technician teams have joined the Company across all 96 stores, covering more than 77 provinces nationwide. In 2025, participating technicians generated income from over 64,000 installation service orders. Each year, technicians receive continuous training from the Department of Skill Development and partner brands to enhance their technical skills. In addition, the Company expands the number of installation teams annually to ensure sufficient capacity to meet customer demand.

Total Wages for Technicians
117 Million Baht

E-Withholding Tax %
1,090,000 Bath

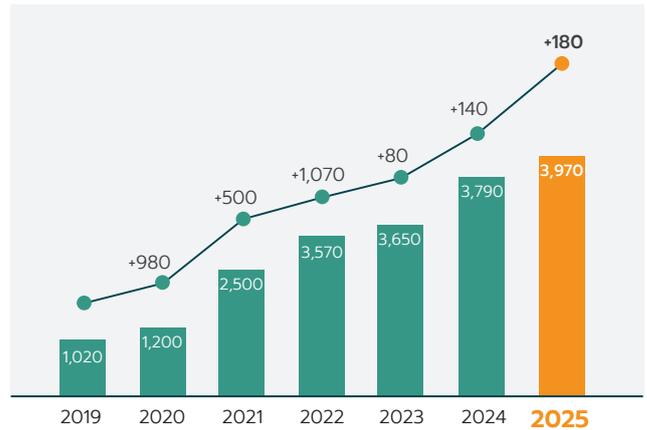
Transaction
64,000+ Cases

Total Number of Technicians
2,150 Teams
3,970 Persons

Service Coverage Areas
77 Provinces

Chang D Full Service, Home Solution

Increased Number of Technicians (Peersons)



Changdee Project		
Business Impact	Social Impact	
	Technicians	Customers
<ul style="list-style-type: none"> • Have technicians for supporting stores expansion. • Support more services • Help to push sales • Have one stop service • Increasing Product Sales • Building customer satisfaction. 	<ul style="list-style-type: none"> • Always have jobs • Have stable income • Families have better wellbeing • Work near home and closer to family. • Got Extra Income from Part Time • Stable career 	<ul style="list-style-type: none"> • Get installation service with quality standard. • Relieve about cancellation of technicians. • Get services on time • Get installation warranty • Get one stop service • Get installation service in one day, and fast.



Corporate Social Responsibility (CSR)

The Company has always supported activities that benefit society whether in form of a grant donations or giving cooperation with the public and private sectors through 96 stores. In 2025, the Company supported activities amounted to Baht 35,352,433.42 with details as follows:

Education and Youth

The company has provided goods to be used as educational materials for various educational institutions, including supporting opportunities for learning and quality education.



Blood Donation Activities

The company promotes employee health care and boost immune system by organizing regular blood donation events for the Thai Red Cross Society every year.



Religious Activities

The company promotes the participation of executives and employees in religious activities regularly. This includes organizing activities such as Kathin Robe offering ceremony, making merit on various occasions, donating money and providing goods for the construction and restoration of temples, parsonage, and meditation halls



Grant drinking water "LAMAYON" brand

To support various activities of both government and private sectors through stores.



Contribution to External Organizations and Associations

Activities	2022	2023	2024	2025
Lobbying, interest representation or similar	0.0	0.0	0.0	0.0
Local, regional or national political campaigns/organizations/candidates	0.0	0.0	0.0	0.0
Others (e.g. spending related to ballot measures or referendums)	0.0	0.0	0.0	0.0

During 2022 to 2025, the company did not provide any contributions to organizations; interest representation, local, regional, or campaigns, including expenditures related to lobbying, political contributions, or any form of support for political or business organizations.

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a) the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities. Specifically, the entity shall identify that body(s) or individual(s)	90-94, 171	Climate Change Strategy
b) management’s role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities	-	Climate Change Strategy
Strategy: Disclose the strategy for managing climate-related risks and opportunities.		
a) the climate-related risks and opportunities that could reasonably be expected to affect the entity’s prospects	90-94	Climate Change Strategy
b) the current and anticipated effects of those climate-related risks and opportunities on the entity’s business model and value chain	90-94	Climate Change Strategy
c) the effects of those climate-related risks and opportunities on the entity’s strategy and decision-making, including information about its climate-related transition plan	90-94	Climate Change Strategy
d) the effects of those climate-related risks and opportunities on the entity’s financial position, financial performance and cash flows for the reporting period, and their anticipated effects on the entity’s financial position, financial performance and cash flows over the short, medium and long term, taking into consideration how those climate-related risks and opportunities have been factored into the entity’s financial planning	-	Climate Change Strategy
e) the climate resilience of the entity’s strategy and its business model to climate-related changes, developments and uncertainties, taking into consideration the entity’s identified climate-related risks and opportunities	-	Climate Change Strategy
Risk Management: Disclose the processes to identify, assess, prioritise and monitor climate-related risks and opportunities, including whether and how those processes are integrated into and inform the entity’s overall risk management process.		
a) the processes and related policies the entity uses to identify, assess, prioritise and monitor climate-related risks	37-38, 90-94	Climate Change Strategy
b) the processes the entity uses to identify, assess, prioritise and monitor climate-related opportunities, including information about whether and how the entity uses climate-related scenario analysis to inform its identification of climate-related opportunities	37-38, 90-94	Climate Change Strategy

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c) the extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the entity's overall risk management process.	37-38, 90-94	Climate Change Strategy
Metrics and Targets: Disclose the performance in relation to its climate-related risks and opportunities, including progress towards any climate-related targets it has set, and any targets it is required to meet by law or regulation.		
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b) industry-based metrics that are associated with particular business models, activities or other common features that characterize participation in an industry	90-94	Climate Change Strategy
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