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 2024 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, 2024, to December 31, 2024.

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

Siam Global House Public Company Limited (Head Office)

No. 232 Moo 19 Rob Mueang Sub-District, Mueang District, Roi-Et 45000

Tel: 043-519777, Call center 1160

Email: secretary@globalhouse.co.th

Website: www.globalhouse.co.th

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 business by reducing environmental impacts, sourcing and innovate eco-friendly products and services, building and encouraging environmental consciousness amoung all stakeholders

Social

Emphasizes conduting business with responsibility, taking human right into consideration, prorecting labor rights, occupational health and safety, creating good working environment, along with improving personel to be skillful and good citzens and applying the corporate expertise to present products and services for improving the people's quality of life in society

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 ;

SMART PRODUCTS &SERVICES

Diligently sourcing products and innovating in services to elevate the quality of life for people in the community

SMART LIVING SOLUTIONS

SMART PEOPLE

Carefully taking care of all stakeholders, along with creating value for society

SMART STORES

Determined to reduce environmental impact

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 the society, together with social responsibility (Smart Living Solutions) The company gives the importance to all processes of business both Supply Chain and Value Chain, including operate business fairly and responsible to all stakeholders.
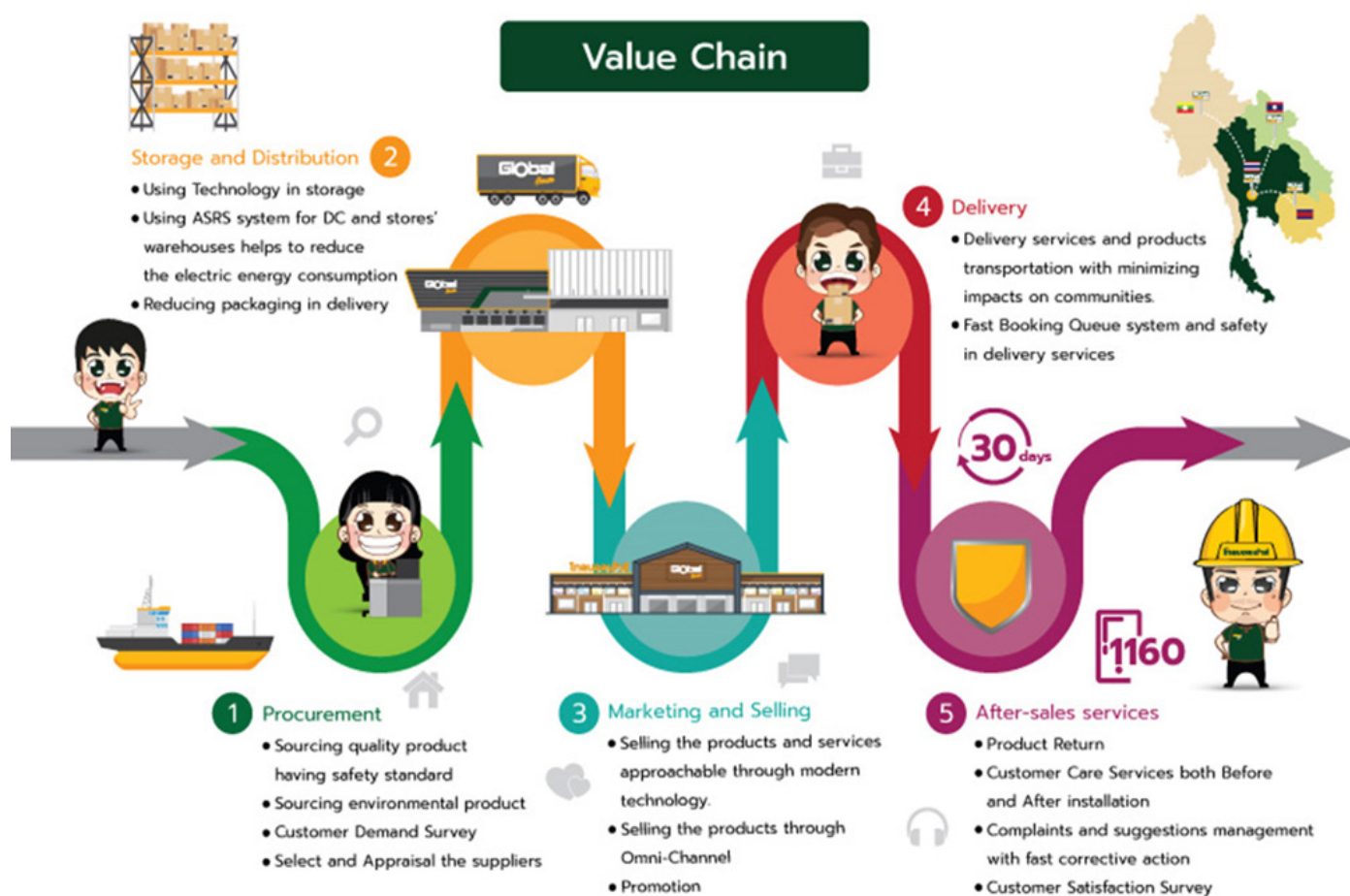
Value Chain	Stakeholders Through Value Chain							
	Customers	Employees	Suppliers	Community and Society	Governmental Sector	Shareholders	Creditors	Competitors
1		/	/		/	/	/	
2		/	/	/		/		
3	/	/			/	/	/	/
4	/	/		/		/		
5	/	/	/			/		

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	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	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	1. Customer Satisfaction Survey 2. Call Center 1160 3.website : www.globalhouse.co.th 4. Electronic Media
Employees	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	1. Employee Engagement Activities with the company 2. Security and Career growth 3. Receiving Fair compensation including good welfares 4. Good and Safety in work environment. 5. Receiving trainings in skills related to duties and responsibilities. 6. Providing the policy of Occupational Health and Safety	1. Employee Satisfaction Survey 2. Complaints through the Red box for each store 3. Information Communication through Intranet or other channels

Stakeholders	Expectation	Operation	Communication Channels
Suppliers	1. Fair trade 2. Increasing of Purchase Volume 3. Suppliers Development 4. Growth together in business	1. Operates business with ethics and code of conduct 2. Cooperates to develop products 3. Treats suppliers equally 4. Have clearly purchasing process 5. Follows the trading terms and conditions. 6. Independent and Fair-trade competition	1. Policy and ethic in business operation 2.website : www.globalhouse.co.th
Community and Society	1. Operate business with safety and social responsibility 2. Participation and supporting in community's activities 3. Community Improvement 4. Employment/Hiring	1. Participate in activities for supporting community's culture. 2. Encourage occupation of people in community 3. Listening opinions and suggestions of community 4. Save important ecology of the community around the store	Before Construction 1. Area Survey and Public hearing with community After Construction 1. Contact via the management team 2.website : www.globalhouse.co.th
Governmental Sector	1. Law compliance 2. Participation in the projects	1. Support and strictly comply with laws and regulations. 2. Giving cooperation in government sector's activities	1. Contact via the management team 2.website : www.globalhouse.co.th
Shareholders	1. continuously growing performance 2. Investment return 3. Management with corporate governance and accountability	1. Comply with good corporate governance principle 2. Develop communication channels with various shareholders / institutional investors.	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	1. Cooperation in financial transaction. 2. Follows the conditions in agreement 3. Growth together in business	1. Strictly comply with conditions and agreement 2. Making a contract legally and transparent	1. Contact via the management team 2.website : www.globalhouse.co.th
Competitors	1. Fair Competitions 2. Non infringement of intellectual property	1. Operates business with ethics and code of conduct 2. Fair and transparence in business competitions	1. Policy and ethic in business operation

Materiality Assessment of Sustainability Issues

The Company's operational intent is to contribute to business values based on social and environmental responsibility while properly meeting stakeholder expectations, demonstrated through tangible actions and results. Therefore, its materiality assessment process for sustainability issues is as follows :

1. Materiality Identification and Reporting Scope

The Company identifies issues and scopes from its business operations along with internal and external factors. This links sustainability issues that cover environmental, social, governance and economic dimensions, including human rights issues and business activities through consideration of the impact on all stakeholder groups.

2. Materiality Prioritization

Materiality issues are identified and prioritized by thoroughly considering both opportunities and impacts - whether positive or negative-across economic, social, environmental, and governance areas. 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

After prioritizing, the Company carefully considers and verifies the completeness and accuracy of the material sustainability issues. These issues are then presented to the Sustainability and Corporate Governance Committee for review, approval and signing. Following this process, the approved sustainability issues are disclosed in the Annual Report (56 - 1 One Report) and communicated to all stakeholders.
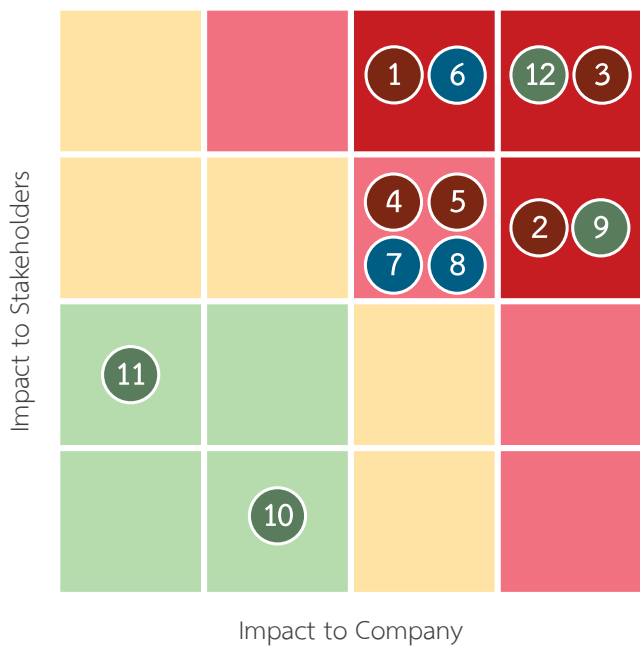
4. Continuous Development Review

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, aimed to improve the content of the sustainable development report for the following year.

Sustainability Materiality Issue

Governance and Economic	Social	Environmental
• Good corporate governance, risk management, and legal compliance. • Innovation and Technology • quality products & services procurement. • Customer Relation Management and responsibility • Supply Chain Management	• Human Resource Management • Occupational Health and Safety • Creating economic value for the community.	• Energy Management • Water Management • Waste Management and Secondary Material • Climate Change

Sustainability Materiality Assessment Outcome 2024

Economic
1. Good corporate governance, risk management, and legal compliance
2. Innovation and Technology
3. Quality products and services procurement
4. Customer Relation Management and responsibility
5. Supply Chain Management

Social
6. Human Resource Management
7. Occupational Health and Safety
8. Creating economic value for the community

Environmental
9. Energy Management
10. Water Management
11. Waste Management and Secondary Material
12. Climate Change

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, and legal compliance	/	/	/	/	/	/	/	/
• Innovation and Technology	/	/	/	/	/			/
• Quality products and services procurement	/	/	/	/	/	/	/	/
• Customer Relation Management and r esponsibility	/		/	/	/			
• Supply Chain Management			/	/	/			
• Human Resource Management		/	/		/	/	/	
• Occupational Health and Safety	/	/	/		/		/	
• Creating economic value for the community			/		/	/		
• Energy Management			/		/	/	/	
• Water Management			/		/	/	/	
• Waste Management and Secondary Material			/		/	/	/	
• Climate Change			/	/	/	/	/	/

Sustainable Development Goals (SDGs)

SDGs Sustainable Development Goals		Action to support Goals	Ref. Page
NO POVERTY (1)	End Poverty	· Co-payment	111
		· GBH happy mind near home	112
		· Promoting distribution channels for agricultural products	132 - 133
ZERO HUNGER (2)	End hunger, and improved nutrition for all at all ages	· Supporting proper salary and welfare	121
GOOD HEALTH AND WELL-BEING (3)	Healthy lives and well-being for all at all ages	· Quality products and services procurement	84 - 88
QUALITY EDUCATION (4)	Inclusive and equitable quality education	· Employee Potentiality Training and Development	115 - 119
GENDER EQUALITY (5)	Achieve gender equality and empower all women and girls	· Human Rights Management	73 - 79
CLEAN WATER AND SANITATION (6)	Availability and sustainable management of water and sanitation for all	· Water Management	101
AFFORDABLE AND CLEAN ENERGY (7)	Sustainable modern energy which is accessible for all	· Efficient Renewable Energy Use	98
DECENT WORK AND ECONOMIC GROWTH (8)	Inclusive and sustainable economic growth, productive employment and decent work for all	· "Changdee" Project	133 - 134

SDGs Sustainable Development Goals		Action to support Goals	Ref. Page
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	· New Point of Sales Project	81
		· Selling Online channels Development on Click & Collect project	81
		· Self-Check Out Development Project	82
		· Application for Stock Management Project	82 - 83
	Reduce inequality within and among countries	· Elderly Employment	112
		· Disability Employment	112
		· Diversity Employment with non-discrimination	113
	Make cities and human settlements inclusive, safe, resilient and sustainable	· Anti-Corruption · Occupational Health and Safety	70 - 72 124 - 131
	Sustainable consumption and production patterns	· Use Solar Energy as a renewable energy	98
	Take urgent action to combat climate change and its impacts	· Efficient Energy Use	97 - 100
	Use the oceans, seas and marine resources	· Water Management	101
	Use of terrestrial ecosystems	· Waste Management	103
	Peaceful and inclusive societies, justice, and non-discrimination	· Respect Human Rights	73
		· Good Corporate Rights	59 - 69
	Implementation and revitalize the Global Partnership for Sustainable Development	· Supply Chain Management	91 - 94

ESG Targets and Performance	2021	2022	2023	2024	Target	Target Years
Governance & Economic						
Response Rate of Supplier ESG Assessments	69.39%	81.01%	77.91%	40.51%	90%	2022
Proportion of ESG Product Revenue to Total Sales Revenue	25.30%	31.81%	33.73%	42.20%	40%	2025
Customer Satisfaction - Product	93.30%	93.50%	93.10%	92.10%	95%	2025
Customer Satisfaction - Service	98.20%	93.50%	92.80%	92.10%	95%	2025
Environment						
The proportion of renewable energy consumption	52.15%	53.46%	53.96%	48.36%	63%	2027
Solar power production quantity (kWh / year)	78,860,821	79,315,763	86,738,391.64	87,963,304.64	100,000,000	2027
Energy consumption per area decreased from the base year. (The base year 2018)	-7.72%	-0.83%	-4.40%	-0.64%	-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%	-20.00%	2030
Reduced water consumption per store from the base year (The base year 2018)	-6.39%	4.74%	-8.16%	-13.70%	-10.00%	2027
The amount of waste sent to landfill (Metric tone)	-	-	184	272	0	2030
Social						
Development of knowledge and skills per total number of employees (%)	90%	91%	89%	81%	>70%	Every year
Average number of training hours of all employees (hours per person)	8.39	8.08	8.27	8.1	>8.5	2025
Employee Engagement (%)	89.77%	90.21%	92.93%	92.39%	≥90%	2025
Lost time Injury Rate per store	1.35	1.33	1.27	0.84	<1.0	2025
Reduced lost time injury frequency rate (LTIFR)	3.94	3.83	3.98	2.69	<1.0	Every year
Work-Related Fatality rate (person)	0	2	0	0	0	Every year
Occupational illness frequency rate (OIFR) (person)	0	0	0	0	0	Every year
The employment of disabled persons (person)	101	105	102	107	120	2025
Number of technicians in Chang-D project (team)	2,500	2,050	2,100	2,130	2,800	2025

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 ;

FAST
Facilitation for fastness in service. Facilitation for fastness in service.

RIGHT
Selling quality product and giving services correct and reliable

CHEAP
Selling product with fair and cheap price

EASY
Giving friendly services, employees have ability to give customers an advice

POLITE
Giving services to customer polite, well-mannered, respect customers with professionalism.

Good corporate governance risk management, and legal compliance

Corporate Governance

Key Operations in 2024
1. There was approval of the Company's Board Charter according to the resolution of the Board of Directors meeting No. 1/2024.
2. The Company's management was restructured by establishing a Compliance Office to ensure proper operations.
3. Training courses on the Company's business ethics, code of conduct and cybersecurity management were provided for employees at all levels through the E-Learning system.
Key Performance in 2024
1. Company was awarded with "Excellent" or 5-Star rating for Corporate Governance Report: CG for four consecutive years by the Thai Institute of Directors Association and the Securities and Exchange Commission, Thailand.
2. The Company received a perfect score (100) on the Annual General Meeting Checklist 2024, deemed worthy of being an "Excellent" example for six consecutive years. This demonstrates the Company's commitment to adhering to corporate governance principles that respect the rights and equality of all shareholder groups, as well as the aim to maintain an "Excellent" example for its shareholder meetings indefinitely.
3. 100.00% of employees at all levels have received training in business ethics and code of conduct.

Management Guidelines

The company pushes forward to control the compliance to corporate governance policy, business ethics, 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
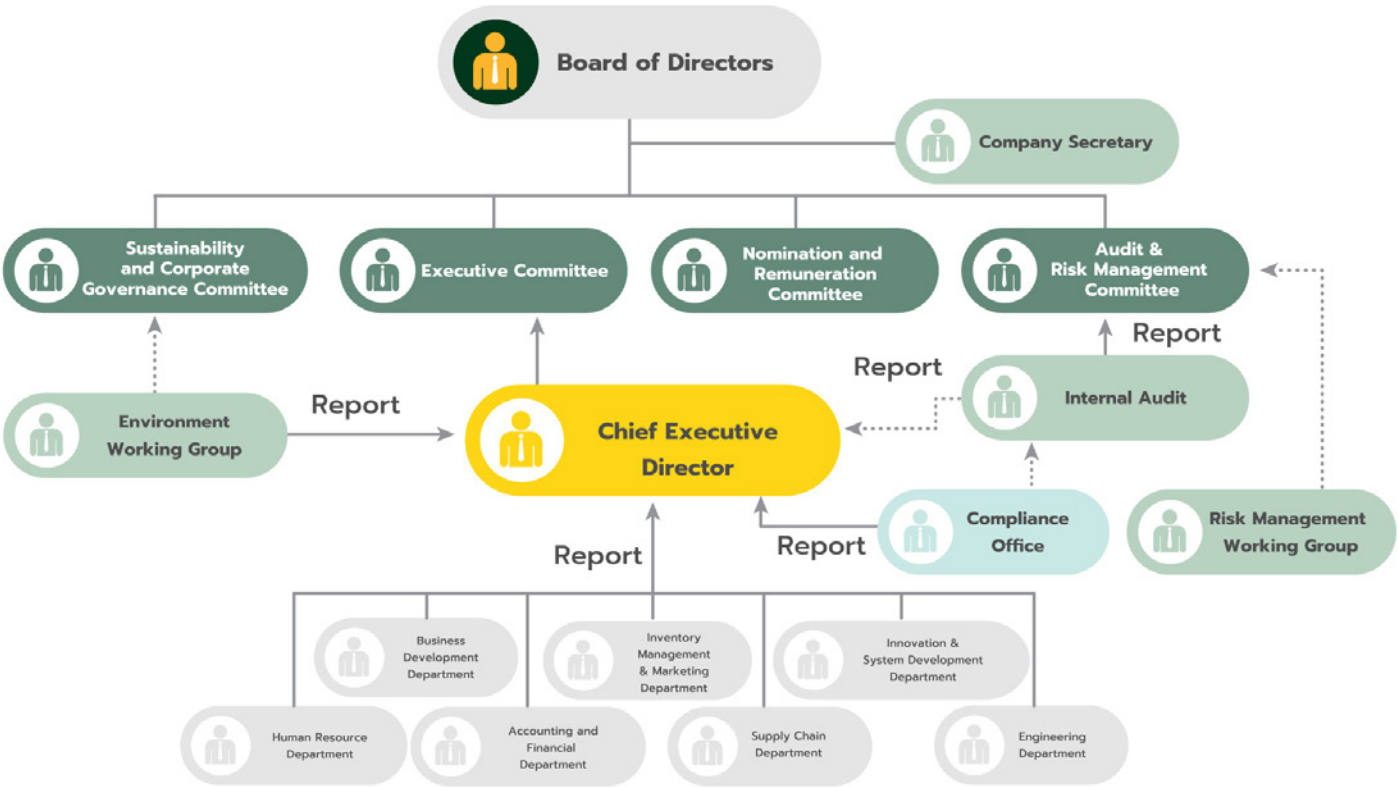
Risk and Crisis Management

      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
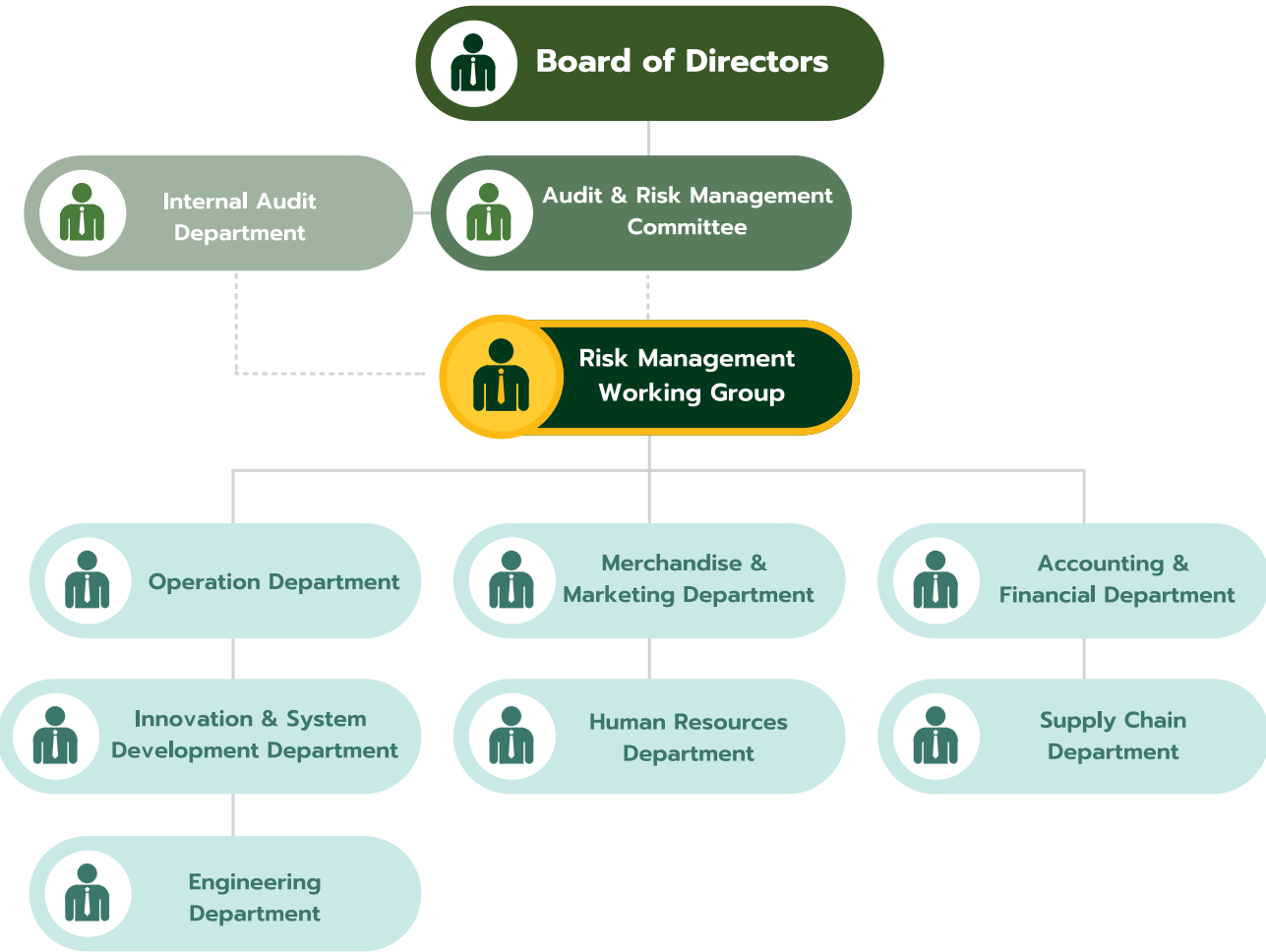
Roles and Responsibilities

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.
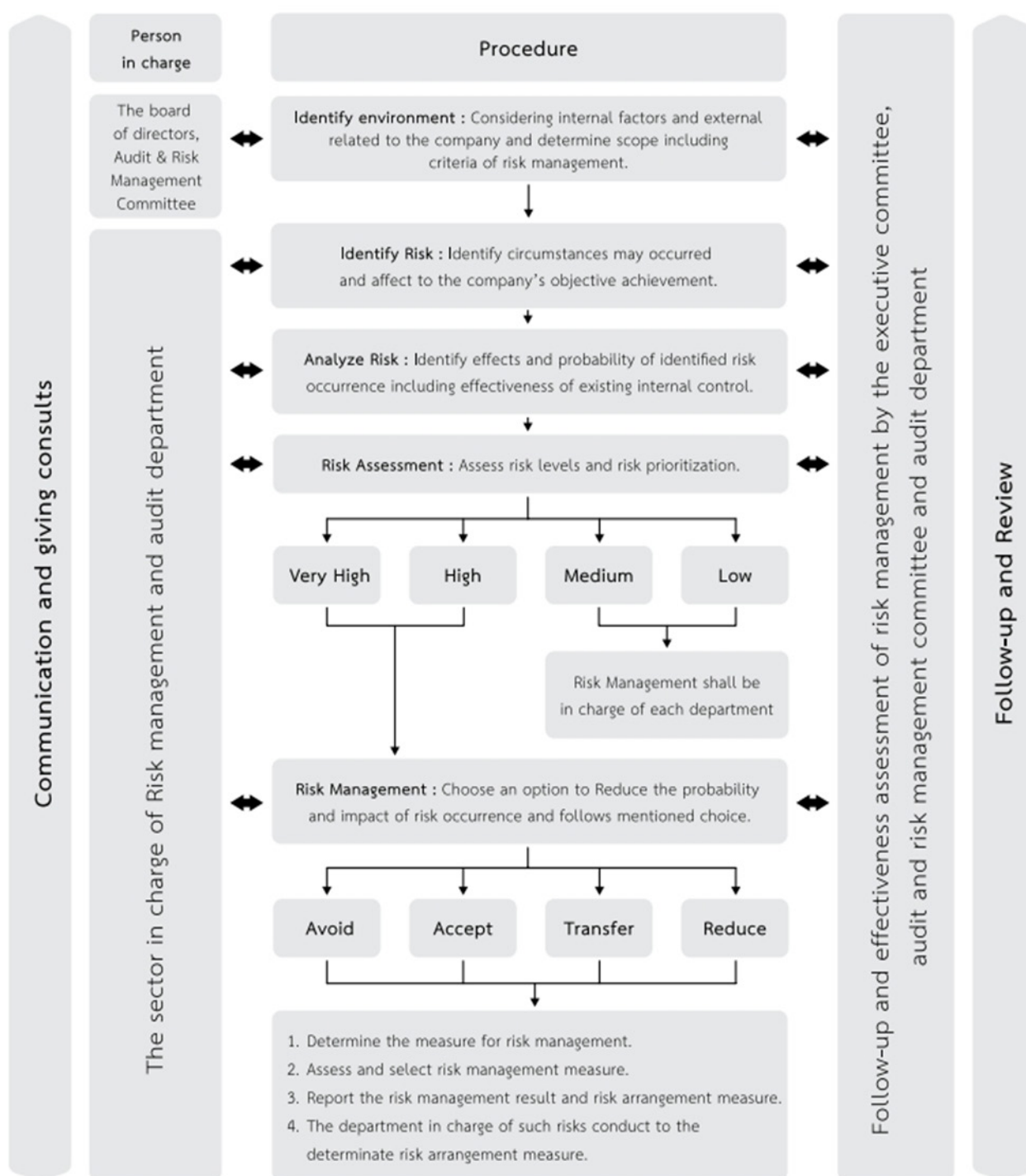
Internal Audit Department

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

Person in charge	Procedure
The board of directors, Audit & Risk Management Committee	**Identify environment :** Considering internal factors and external related to the company and determine scope including criteria of risk management.
	Identify Risk : Identify circumstances may occurred and affect to the company's objective achievement.
	Analyze Risk : Identify effects and probability of identified risk occurrence including effectiveness of existing internal control.
	Risk Assessment : Assess risk levels and risk prioritization.

Communication and giving consults

The sector in charge of Risk management and audit department

Very High | High | Medium | Low

Risk Management shall be in charge of each department

Risk Management : Choose an option to Reduce the probability and impact of risk occurrence and follows mentioned choice.

Avoid | Accept | Transfer | Reduce

1. Determine the measure for risk management.
2. Assess and select risk management measure.
3. Report the risk management result and risk arrangement measure.
4. The department in charge of such risks conduct to the determinate risk arrangement measure.

Follow-up and effectiveness assessment of risk management by the executive committee, audit and risk management committee and audit department

Follow-up and Review

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.
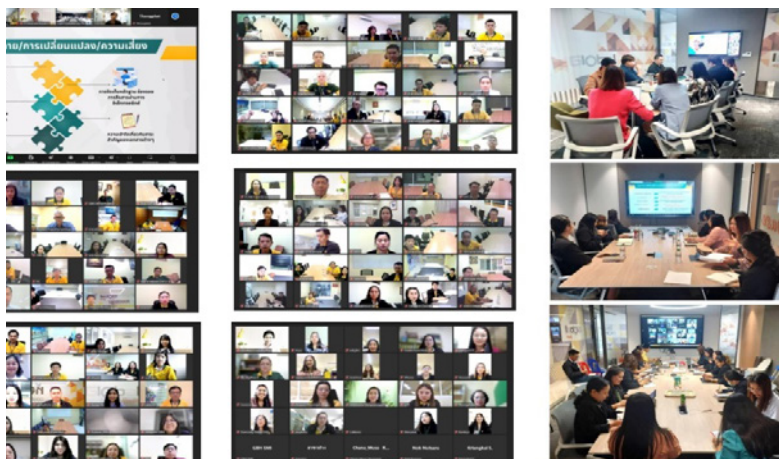
The Company organizes training sessions every year to provide employees at all levels with knowledge regarding risk management and potential risks arising from operation. In 2024, the Company conducted a training course on legal risks and current organizational adaptation trends. There were directors, top executives, line managers, and employees who attended the training for 166 people.

4. Emerging Risks

Risks from Digital Technology	**Impact on the Company's Business** These days, utilizing digital technology can expose the Company to cyber threats, potentially causing breaches or leaks of critical information, such as trade information and personal data, which could lead to legal action under the Personal Data Protection Act B.E. 2562. The proceedings may include administrative fines of up to 5,000,000 baht; criminal fines of up to 1,000,000 baht (or both imprisonment and a fine); and civil penalties, including compensation and punitive damages of up to twice the compensation amount. Additionally, if internal system operations are disrupted, it could result in operational shutdowns, impacting overall business activities, such as damage to image and reputation, loss of customer trust, and decreased revenue from product and service sales. **Mitigation Measures** The Company has established practical guidelines for digital technology use that follow international security standards to prevent cyber threats and leaks of critical data. These guidelines contain measures for system access prevention, user access rights permission, logging access to important information, and incident-response plans, such as a Disaster Recovery Plan and a Personal Data Breach Response Plan. Additionally, the Company continuously raises awareness and understanding among employees who are involved with digital technology use.
Risks from Economic Environment	**Impact on the Company's Business** In 2024, the overall domestic economy remained uncertain. Although the government tried to stimulate the economy through various projects to encourage expenditure and build public confidence, Thailand's household debt situation stayed high. Additionally, widespread flooding in many areas across the country has reduced citizens' purchasing power, affecting the Company's sales of products and services and causing deficiency in overall performance. **Mitigation Measures** The Company has developed a real-time reporting system to accurately monitor its sales of products and services at every store. This system enables executives to efficiently plan operations in response to current situations and adjust product offerings to meet customer needs in each area, maintaining sales and financial liquidity. Additionally, the Company procures goods based on sales trends.

Risks from Transition to a Low-Carbon Society	**Impact on the Company's Business**
	Transition to a low-carbon society has changed consumer behavior, leading to increased attention on "eco-friendly" products and services, while lowering sales of goods that are not classified as such term. Furthermore, changes in laws or regulations promoting the reduction of greenhouse gas (GHG) emissions can result in high expenses for the Company's business operations. The Company's nationwide chain of stores has the potential to release a large volume of greenhouse gases, which may exceed government-mandated thresholds
	Mitigation Measures
	The Company has adapted its business operations to align with a low-carbon society. Firstly, to address changes in consumer behavior, the Company categorizes its goods as eco-friendly and ergonomic products, or ESG products, which include energy-saving products, global-warming-reducing products, natural-resource-conserving products, health-promoting products, products for the elderly and disabled, and products for the new lifestyle. Secondly, to ensure clear and concrete operations, the Company has set sustainability goals in the economic dimension. The goal is to achieve 40% of sales of ESG products by 2025 to accommodate changes in consumer behavior and support responsible consumption. Finally, to reduce its greenhouse gas emissions, the Company has switched to using renewable energy from the sun by installing Solar Rooftop panels on the roofs of all stores, has replaced gas-powered forklifts with electric forklifts, and has also set sustainability goals in the environmental dimension, aiming to reduce greenhouse gas emissions by 20% from the base year by 2030.

Business Ethics and Code of Conduce

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 2024, the Board of Directors reviewed the Code of Conduct and concluded that it remains up-to-date and appropriate for the current situation. And in the past year, no violations of the company's business ethics were found.

Violation Statistics

Reporting	2022	2023	2024
Violation and non-compliance with business ethics.	0	0	0
Violation and non-compliance with the work conduct guidelines of the company.	0	0	0
Corruption or Bribery (Time)	0	0	0
Employees fired for non-compliance with Anti-Corruption Policy	**0**	**0**	**0**
Amount of fines for non-compliance with 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

Examples of corrective actions, including preventative measures against recurrence

Code of Conduct on the Use of Information Technology and Communication in case of using the computer program with invalid license.

Control employees to follow the procedures properly

1. Define the conditions of use of the computer and the installation of computer programs.
2. Do not install and use the same computer programs on multiple computers at the same time.
3. Use Opensource computer program.

Communication and building awareness to employees

1. Provide training to educate employees on the correct use of computer programs.
2. Prepare manuals and precautions for using the correct computer program.
3. Use every opportunity to raise awareness among employees about the importance and guilt of copyright infringement

Follow - up monitoring and auditing

1. Record the history base of purchasing licensed computer programs.
2. Audit the use of computer programs at all points on a quarterly basis.
3. Those who commit copyright infringement, which is Code of conduct violation of the Company, will be subject to disciplinary action in accordance with the Company's regulations and may be punished according to the law if the act is unlawful.

Communication, Training and Building Awareness

The Company is committed to conducting business operations with honesty, integrity, transparency, and provability while proscribing all forms of corruption-direct or indirect. Thus, the training regarding business ethics and code of conduct is provided to all levels of personnel.

In 2024, employees were provided with communication regarding the anti-corruption policy, business ethics, and the Code of Conduct, with 100% of employees receiving the information.
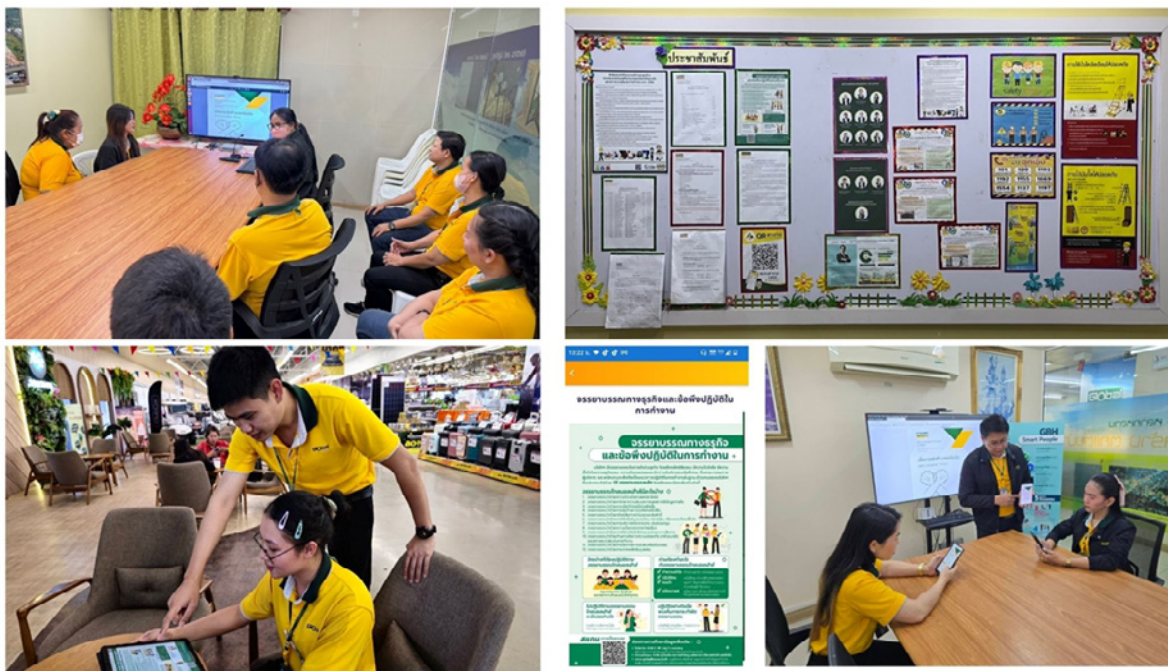
Complaints and Corruption Management

The Company has provided whistleblowing channels for handling complaints, corruption or unethical behavior within the Company through various channels as follows :

Whistleblowing Channels		Recipients
Letter	232 Moo 19, Rob Mueang subdistrict, Mueang Roi Et district, Roi Et province, 45000	Internal Audit Department
E-mail	secretary@globalhouse.co.th	Company Secretary
Website	https://globalhousenews.com/whistleblower-with-complaints/	Company Secretary
Telephone	Call Center 1160	Company Secretary

External person or internal person

Complaints handling or whistleblowing department

The audit committee and internal audit department

The board of directors

Procedures after receiving of complaints or whistleblowing

1. The Audit and Risk Management Committee shall consider and verify information or facts received from complainants or whistleblowers and report to the Board of Directors to consider the penalty or resolve such problem.
2. Period time for investigation within 7 days after the date receiving whistleblowing or complaints.

Protection of Whistleblowers or Complainants

1. A whistleblower or complainants can choose to remain anonymous if deem not to disclose one's identity. The Company will keep a whistleblowers information confidential.
2. Whistle-blowers are to be suitably and fairly considered.
3. Whistle-blowers or Those who cooperate in the process of investigating complaints will be protected from unfair treatment, job reassignment, or any punishment. Unless such complaints will be dishonest intention.

Remediation and Corrective Action

In the event that employees or stakeholders are damaged. The Company listens to comments or complaints and will immediately resolve any complaints or impacts. As well as seeking preventive measures to prevent such incidents from happening again and will consider appropriate compensation for the victims based on the cause and effect of the matter on a case-by-case basis.

Cybersecurity and Information Management

The Company has established the Information Technology Security policy to define the principle and regulation in IT security management together with aims to raise awareness on cybersecurity and important information of the Company, as well as personal data protection which is a part of risks of the Company.

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.

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 a procedure for taking action with personal data breaches as the Data Protection Officer: DPO notifies the Innovation & System Development to identify and manage causes of leaking, as well as report directly to the Board of Directors.

Personal Data Security Statistics

	2022	2023	2024
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

Information Technology and Cyber Security Policy

The Company has established an Information Technology and Cyber Security Policy as a comprehensive framework for corporate governance and management, ensuring the protection of Trade information and personal data such as the Disaster Recovery Plan, IT access rights, Privacy Policy, data-storage system development for improved efficiency. Additionally, provides knowledge and rises awareness among employees about inappropriate digital behaviors and cyber security threats to employee through regular internal communication channels, fostering understanding and ensuring the proper use of digital technology.

Information Technology Security Statistics

	2022	2023	2024
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)

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 corporate social responsibility. To prove its intent and commitment of anti-corruption, the Company has declared to join the Thai Private Sector Collective Action against Corruption (CAC) and has established a written anti-corruption policy to serve as a guideline for the Board of Directors, executives, and employees at all levels.

ANTI CORRUPTION POLICY

For more information on the Anti-Corruption Policy, please visit:
https://investor.globalhouse.co.th/sustainable-development-policy-th/

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 require 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, internal communication platforms like "Share Point," 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

Key Operation in 2024
1. Training on Anti-Corruption Policy was consistently provided to the Company's directors, executives and employees at all levels.
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 achieve clarity and results.
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).

Key Performance in 2024
1. The internal audit department reviewed and assessed risks from business activities that may threaten corruption and internal controls. Overall, there was a sufficient and appropriate internal control system.
2. The Company was certified as a member of the Thai Private Sector Collective Action against Corruption (CAC) for the first time on June 30, 2024.
3. 100% of employees at all levels and first-tier suppliers have been communicated about the Anti-Corruption Policy, guidelines and practices.

Practical Guideline

The Company emphasizes that all employees and Product Consultants (PCs) must adhere to the Anti-Corruption Policy and business ethics by not directly or indirectly engaging in corruption. The Company has established an internal control system and auditing processes in all areas, considering the control of corruption risks and risk assessments that may arise. Furthermore, the Company promotes training and dissemination of the policy to all related parties to ensure understanding. Employees and PCs must not ignore or overlook any acts that fall within the scope of corruption, and there are penalties set if employees or PCs are involved in such acts.

Monitoring and Reporting Anti-Corruption Operation

The Board of Directors, executives, and all employees have the duty and responsibility to acknowledge, understand, and adhere to the good corporate governance policy as a guideline for business operations. This is to promote the Company as an organization with effective management and governance. Therefore, the Company has provided communication and complaint channels for all stakeholders regarding issues that may directly affect the Company and the Board of Directors.

Communication and Dissemination

The Company has communicated and disseminated the Anti-Corruption Policy to its personnel and all stakeholders to create understanding and support for anti-corruption through the following channels:
- Internal communication: orientation for new directors and employees, training, public relations boards, and Intranet channels
- External communication: the Company's website and annual report (56-1 One Report)

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 2024
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 2024
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 107 disabled individuals.
2. 100.00% of employees at all levels have received training on human rights.
3. 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	6,579	57.04
Female	4,955	42.96

Age Diversity

Age	Number(person)	%
Younger than 30 year	4,673	40.52
Between 30-50 year	6,139	53.22
Older than 50 year	722	6.26

Nationality Diversity

Nationality	Total Employees (%)	All management positions (%)
Cambodia	0.010	0.00
Philippines	0.00	0.00
China	0.00	0.00

Ethnic Diversity

Ethnic Group	Number(person)
Tai Yai	75
Tai Lue	1
White Pga K'nyau	22
Red Pga K'nyau	13
Lahu	5
Black Lahu	1
Akha	4

Religious Diversity

Nationality	Number(person)	%
Buddhist	11,115	96.37
Christ	18	0.15
Islam	400	3.47
Other	1	0.010

Capability Building of Female Employees

Share of Female Employees	Performance for 2024 (%)	Target 2025 (%)
Female employees per total number of employees	42.96	50
Female Executives in operation per total executive	39.99	40

Female Executives in middle level per total executives	39.62	45
Female Executives in revenue-generating functions	35.13	40
Female Executives in total executives' level	33.33	40

Gender Pay Gap Analysis	
Indicator	Difference between men and women employees (%)
Mean gender pay gap	14.87
Median gender pay gap	4.97
Mean bonus gap	8.25
Median bonus gap	25.54

Gender Pay Indicator		
Employee level	Average Women Salary	Average Men Salary
Executive level (base salary only)	2.24	1
Executive level (base salary + other cash incentives)	2.93	1
Management level (base salary only)	1.4	1
Management level (base salary + other cash incentives)	1.52	1
Non-management level (base salary only)	1.21	1

People with Disability employment	
	Full-time Employees 85 **persons**
	Employment of **3** Teachers for Roi - Et School for The Blind.
	Support for government lottery areas of **19 persons**

Human Rights Due Diligence Process

Determination	Assessment	Integration	Tracking and Reporting	Mitigation and Remediation
• Human Rights Policy	• Identifying the scope of Human Rights issues • Assessment of the risk level • Prioritization of human rights issues	• Human Rights Risk Assessment • Human Rights Impact Assessment	• Improve management plans to deal with impacts and take corrective action efficiently • Monitor and evaluate mitigation measures • Disclose human rights performance to public annually	• Remedies for those affected in case of human rights infringement • Establish the department through a complaint's mechanism

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, shareholders, and communities, etc.

Scoping the human rights issues

Labor Rights	Community and Environmental	Consumer Rights
• Employment Conditions • Working Environment • Occupational health and safety • Non-discrimination • Freedom of association and collection bargaining • Forced Labor • Data Privacy of employees	• Standard of living and quality of life • Community Safety • Access to water sources • Acquisition of Land	• Consumer health and safety • Data Privacy of Customer • Customer Non-Discrimination

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
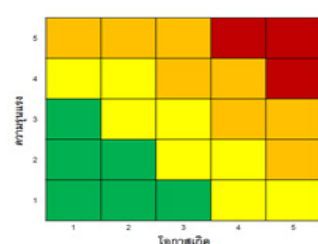
Prioritization of Human right issues

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 2024, the Company has the important human rights risks 6 issues as a result from the risk assessment of business activities.
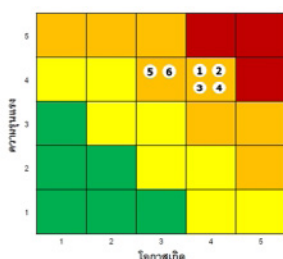
1. Privacy of Customer Information
2. Privacy of Employee Information
3. Privacy of Supplier Information
4. Occupational health and safety of employees
5. Community Health and Safety
6. Consumer Health and Safety

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	· 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. · Collecting and processing information according to objective and consent. · Complaints channel and taking corrective action immediately	· The Company policy
Privacy of Employee Information		· The Company policy
Privacy of Supplier Information		· The Company policy

High Risk Issues	Preventive Measure and Impact Reduction	Integration and implement
Occupational Health and Safety of Employees	• 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.	• The Company policy • Security Operations Goals • Working standards of each section.
Community Health and Safety	• Compliance to the company standards for vehicle safety. • Regularly checking readiness of driver and vehicles. • Whistle-blowing & Complaints channels for community.	• The Company policy • Working Standards of the Company.
Consumer Health and Safety	• 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.	• The Company policy • Working Standards of the Company.

Performance of the year 2024

The company conduct the Human Right Risk Assessment and Human Right Impact Assessment covering business operation and activities These assessments include measures to reduce impacts and identify solutions for high-risk issues. In 2024, the company reported no cases of human rights violations, including forced labor, child labor, discrimination or sexual harassment, freedom of association, collective bargaining, equal remuneration, or any other human rights issues

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 598 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 2024, there were approved suggestion issues for additional actions as follows :

- Employee welfare: 2,136 issues
- Working environment: 575 issues
- Tools and equipment for work: 482 issues
- Employee activities: 127 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	98 days	98 days
Holidays	No fewer than 13 days	14 days
Annual Leaves	No fewer than 6 days	6-15 days
Personal Leaves	3 days	12 days

Furthermore, the company has allocated a variety of welfare benefits to employees to enhance the overall well-being while working with the company. These include leave days for male employees to care for newborns, financial assistance programs, stress-relief areas, breastfeeding rooms, and various life stability benefits such as Provident funds, life insurance, and financial aid in case of emergencies.

Innovation and Technology
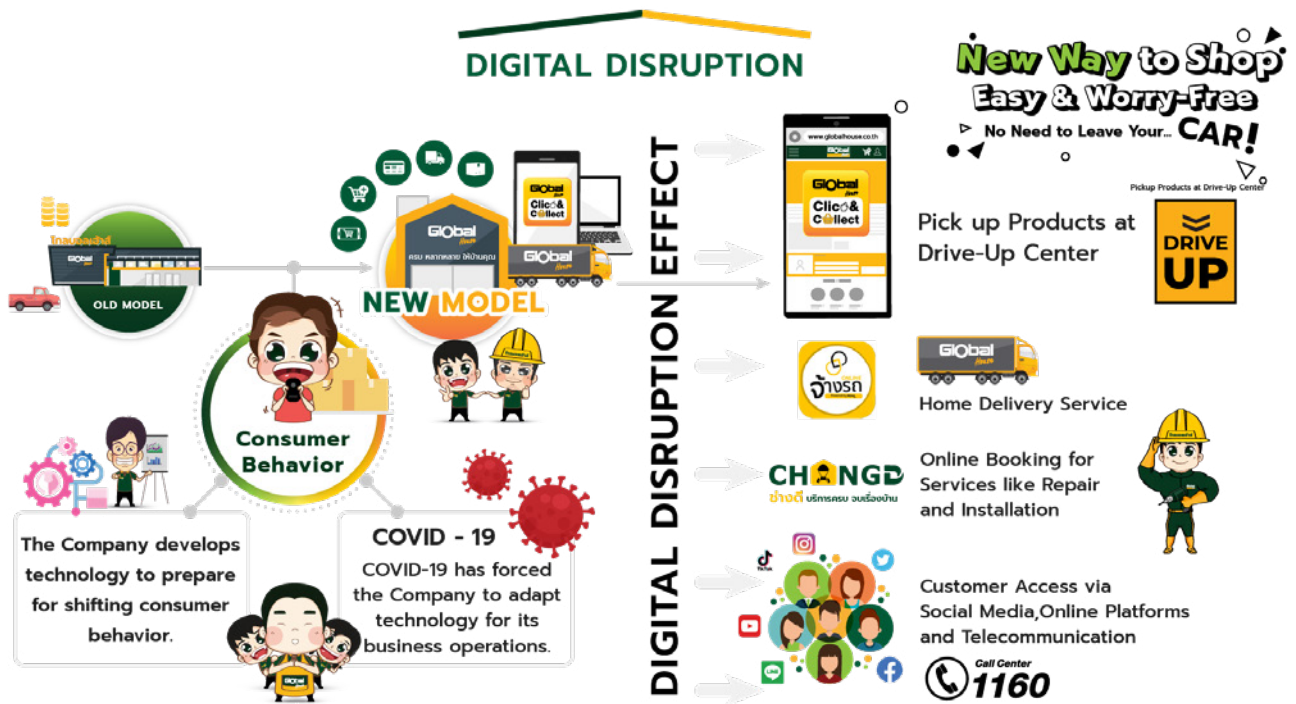
Commitment

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.

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.

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.

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 the changed customers' lifestyle.

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.
- Error reduction in reporting : The use of barcode technology ensures product information accuracy.
- Enhancement of business process credibility : Transparency in operations increases trust among stakeholders.

Quality products & Services Procurement

Commitment

The Company intends to manage products and services to efficiently respond customers' needs including improve quality of life for people living in society.

Strategy

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

Management Guidelines

The Company strives to search products and improve services to be quality standard in fair price under lifestyle changing in New Normal way of living which more realize to safety, purchasing behavior through online channels more, eco-friendly product trends, reaching the aging society, as well as increasing the efficiency in same-day delivery and installation service to efficiently respond customer needs.

Operations in 2024 in aspect of quality products

Eco-friendly Products

The Company strives to provide 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 to be 4 groups as bellows ;

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

Performance

	2024
The proportion of sales revenue of ESG product group/total sales revenues	42.20%

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

Environmental problems affected to climate change 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.

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 New Normal way of living

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

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

- 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 2024, 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)		American Society for Testing and Materials (ASTM)
	Number 5 Label		American National Standards Institute (ANSI)
	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)

If there are problems with products, the Company addresses such matters with its policy on returning products within 30 days. In 2024, the Company received 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 2024 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.

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.

Customer Relation Management and responsibility

Commitment

The company intends to operate business fairly, consider to highest customers satisfaction by determining that employees must give product information and service truly, and not conceal material information that may lead to misunderstanding which affect to customer decision to purchase.

Management guidelines

- Continuous building customer engagement by approach and respond customer needs efficient.
- Intend to deliver quality products and services for building good experience to customers.
- Customer Satisfaction Survey and bring the result to adjust and improve products and service annually.
- Improve online distribution channels to be easily accessible and more convenient.

Operating

1. Responsibilities toward customers

Pre-sales Service

- The company adheres to fair marketing by providing customers the information relating to the products and services with reality and undistorted of important information that may lead to misunderstanding result in customer's making decision.
- Employees must give promptly advices for product using and risk probability from using together with preventive measures of possible danger to customers.
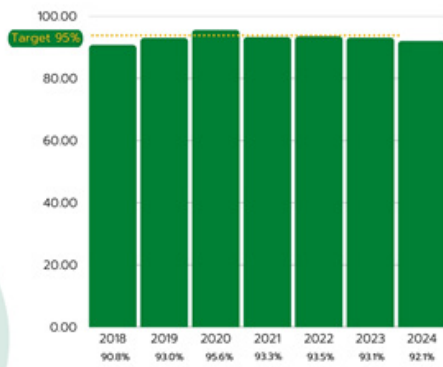
After-sales Service

- Delivery and Installation Service for electrical product groups, electrical system, floor tiles, doors, windows, wood floorings, laminate-floorings, water tanks, water pumps, gutters, cookware, toilets, and painting, according to terms and conditions of the company as well as warranty after installation.
- Product repair services for House Brand products shall repair following to stipulated terms and conditions. For products having Brand owners, the company will be the coordinator in order to deliver product to Brand owners along with following-up the product repair until completed.
- The company has determined the policy for goods return after-sale within period time not exceeding 30 days from the date of purchasing.

2. Customer Satisfaction

The Company has specified the customers' satisfaction survey process inclusive of customer comments handling process for taking the result to develop and improve products and services as well as continuous improving business operation process of the company and building customers' satisfaction to always use the company's services continuous.

Customer Satisfaction

Products

2018	2019	2020	2021	2022	2023	2024
90.8%	93.0%	95.6%	93.3%	93.5%	93.1%	92.1%

Target 95%

Services

2018	2019	2020	2021	2022	2023	2024
92.8%	92.8%	95.1%	92.8%	93.5%	92.8%	92.1%

Target 95%

Online

2019	2020	2021	2022	2023	2024
n/a	n/a	91.2%	90.3%	92.8%	88.9%

Target 95%
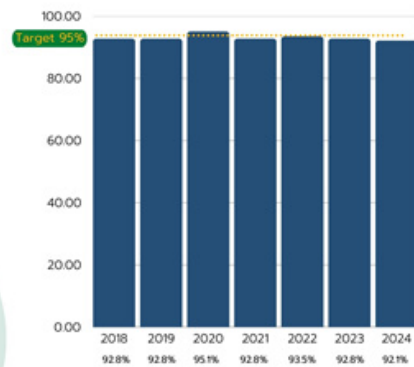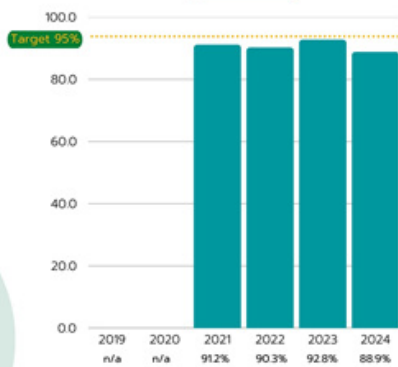
98.7%

- 98.7% Repeat Customer
- 1.3% Only one-time

Supply Chain Management

Supplier Code of Conduct

The Company has established the Supplier Code of Conduct to help suppliers and manufacturers conduct their business operations in a way aligned with the Company's management guidelines. The Sustainability and Corporate Governance Committee is tasked to continuously review and improve the Supplier Code of Conduct to correspond to business changes, covering issues on human rights and labor, occupational health, safety and environment, business ethics, and relevant laws.

Supplier Selection and Assessment Criteria

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.

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	780	73.72
Oversea	278	26.28

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 those who have direct transactions or engage in the purchase and trade of products and services with the Company. In contrast, Non-Tier 1 Suppliers are Secondary Suppliers that do not engage in direct transactions with the Company.

In addition, the Company considers and assesses groups of Suppliers that pose environmental, social, and governance impacts (ESG Risks) to develop effective risk management plans. To ensure compliance, the Company requires Suppliers to undergo annual quality inspections and assessments conducted by the procurement team. Suppliers must also complete a self-declaration assessment through the GLOBAL SOFT system every year. Additionally, the procurement team performs on-site audits of Suppliers annually to verify the quality and sustainability of their business operations.

In 2024, the company conducted on-site audits for 5 suppliers. The audits found that all 5 suppliers complied with sustainability practices covering economic, social, and environmental dimensions, and there were no violations of the Suppliers Code of Conduct.

Corrective Action Measures for Non-compliance by Suppliers

- 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

Supplier Classification Details

	Number (names)
Tier 1 Supplier	1,058
Non-Tier 1 Supplier	0
Significant Supplier	36
Non-Significant Supplier	1,022

Oversight and Assessment of Suppliers

The Company has established a Supplier Code of Conduct based on relevant guidelines, regulations, and laws at both national and international levels. It incorporates principles of corporate governance and corporate responsibility concerning the economy, society, and environment, aiming to encourage Suppliers to comply. Additionally, the Company has developed a Supplier Sustainability Assessment, conducted annually through the GLOBAL SOFT system. The assessment criteria encompass environmental, social, and governance (ESG) dimensions.

In 2024, the company found no economic risks from suppliers. Additionally, the company conducted an ESG risk assessment, which revealed that most suppliers have low ESG risks. In conclusion, no ESG risks have arisen from business partners.

Key Performance in 2024

Details	Performances
Supplier Self-Declaration Response Rate for Sustainability Assessment	40.51%
Numbers of domestic suppliers passed with desk-assessments	316 out of 780
Suppliers Informed About Ethics and Code of Conduct	100.00%

Supplier Development

Since 2010, the Company has implemented the VMI (Vendor Managed Inventory) system, which allows Suppliers to manage their own inventory, to enhance their sales efficiency. Under the VMI system, Suppliers take responsibility for managing inventory on behalf of the Company. The key principle of VMI is granting Suppliers access to real-time sales data and inventory levels at each store. This enables Suppliers to accurately and efficiently plan production, product delivery, and promotional activities tailored to the specific needs of different locations. Suppliers are also allowed to operate purchase orders and restocking directly for the Company. Besides, the VMI system helps boost sales and improves the supply chain efficiency for both the Company and Suppliers, while ensuring consistent fulfillment of end-customer demands.

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 :

- 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.

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.

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.

Sustainability Management in Environmental Dimension

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.

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.

Key Operating results for 2024

Interior Electric Power System Change

6 Branches

Reduce Energy Consumption
109,911 **kWh / year**

Solar Rooftop Installation

7 Branches

Capable of Generating
87,963,304.64
kWh / year of solar energy

Renewable Energy

Renewable Energy Compared to Total Energy Consumption
48.37%

Electric Forklifts

Converted **16**
Totaling **89**
100%
All Branches

Water Conservation

Reusing Water
45.11

increase
the cumulative green area

Green space
+36,000
Square Meters.

Energy Management

Determination

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.

Operating Results

Details of Electricity consumption from transmission line

| Year	Numbers of Store	The quantity used for electric energy consumption (kWh)	The quantity used for electricity per area (kWh / square meter)
2022	77	69,305,359.00	45.25
2023	83	74,017,211.48	41.16
2024	90	93,910,127.92	56.86
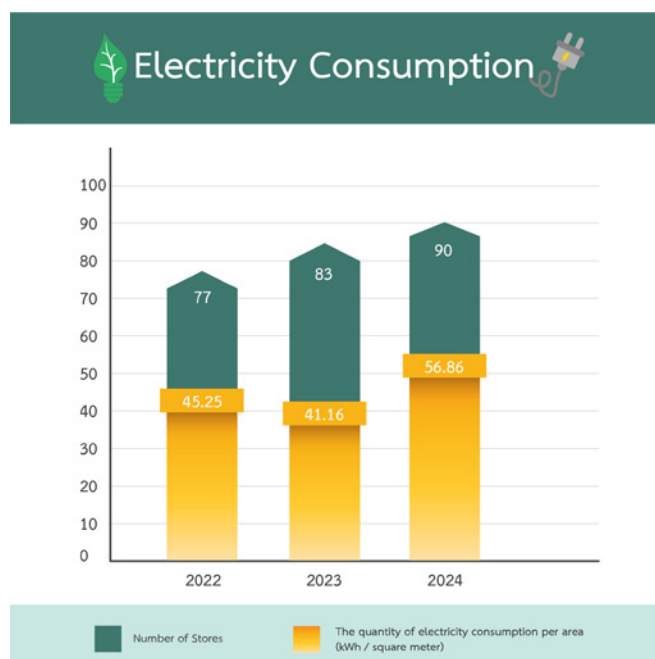
Renewable Energy Consumption (Solar roof top)

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 2024, the company has Solar Rooftop to generate its own electricity covered in all stores, totally 90 stores,

Year	Total Stores	Stores with solar cell setting	Electricity generated (kWh / year)	CO_2e reduction (tCO_2e / year)
2022	77	77	79,611,969	44,662.31
2023	83	83	86,738,391.64	48,660.24
2024	90	90	87,963,304.64	49,347.41

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%.
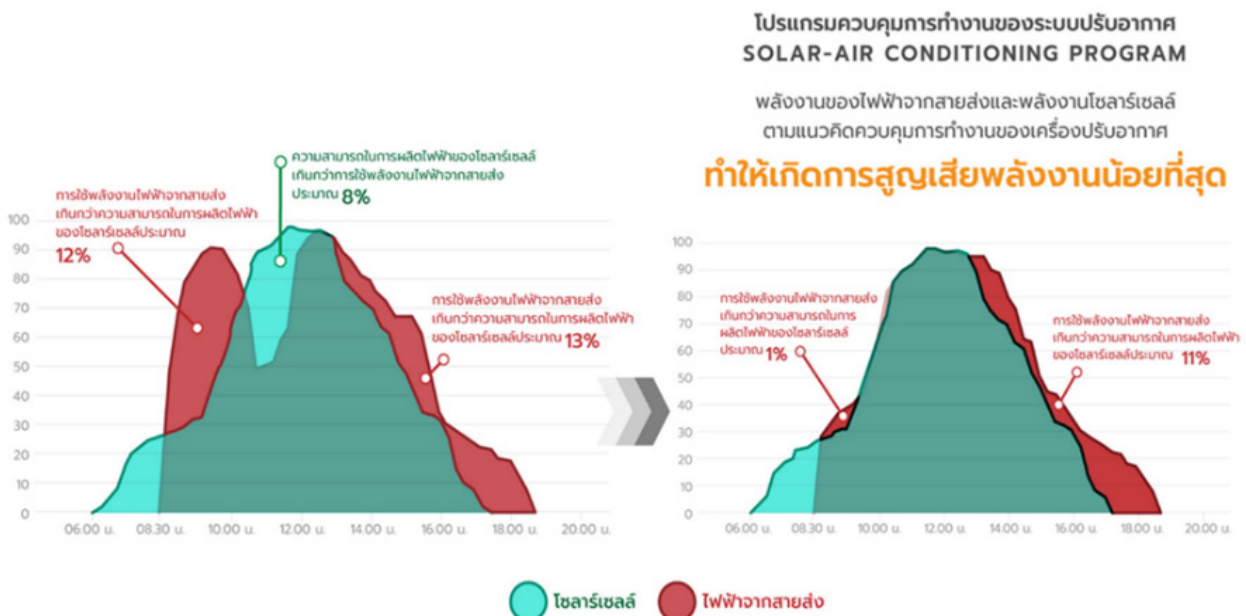
Thailand Voluntary Emission Reduction Program: T-VER

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 project, which is expected to deliver a reduction/sequestration of 6,311 tCO2eq/year. The credit period for this phase runs from January 1, 2025, to January 31, 2031.

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_2e reduction (tCO_2e/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

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 2024, the company has installed completely 52 stores.
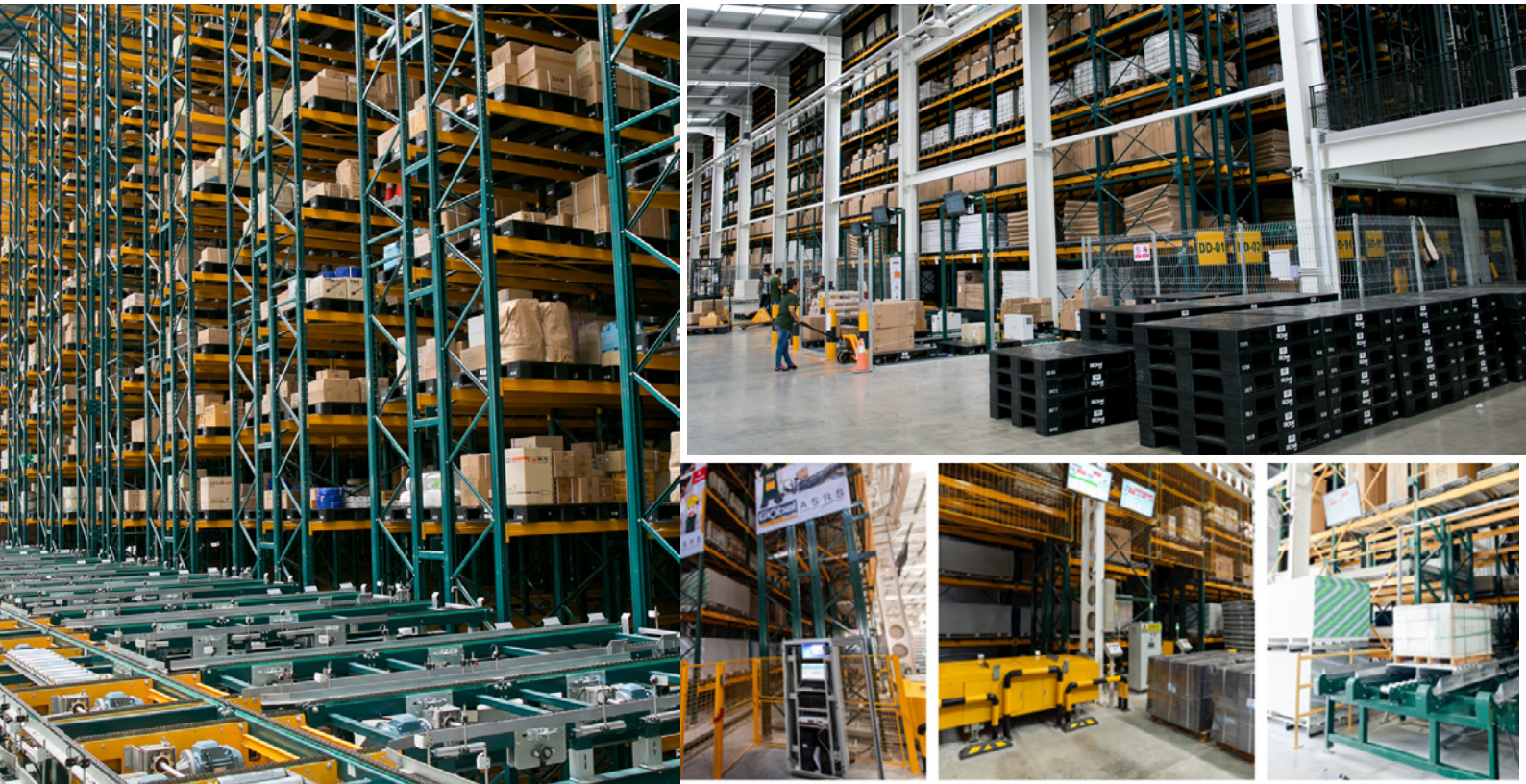
Water Management

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

The company manages water consumption management within the building store and the staff canteen for cleaning purposes. The company aims to reduce water consumption by assigning the technical department to regularly inspect plumbing, washing equipment, and water meters every month. For new store expansions and renovations of existing stores, the company has mandated the installation of water-saving sanitary fixtures, automatic urinals, and faucets. Additionally, the company operates a project to reduce wastewater emission into the environment by recycling wastewater from the stores through a wastewater treatment process, which is then reused for watering plants. This helps reduce consumption of both tap water and groundwater.

In 2024, the company's total water consumption was 440,421 cubic meters (m³), with 323,091 m³ sourced from tap water and 117,329 m³ from groundwater, which results in an average water consumption per store of 4,893.57 m³.

Operating Result 2023

Water Consumption Statistic

	2022	2023	2024
Accumulated Number of stores	77	83	90
Accumulated Number of stores in water supply consumption	63	69	72
Accumulated Number of stores in ground water consumption	14	14	18
Accumulated Number of stores in water the plants system	29	44	51
Water Consumption Volumes separated by sources			
· Accumulated tap water supply consumption volumes (m3 / year)	343,113	329,504	323,092
· Accumulated ground water consumption volumes (m3 / year)	58,472	98,175	117,329
Total Volume of water consumption (m3/year)	401,585	427,680	440,421
Net rate of water consumption of store			
· Tap water supply consumption rate / stores*	5,447	4,775	4,487
· Ground water consumption rate / stores*	4,177	7,012	6,518
Water Recycling volumes (m3 / year)	250,560	170,778	198,683
Accumulate Green Area (m2.)	15,200	27,600	36,000

Rate of water consumption 2022-2025

WATER CONSUMPTION AND WATER REUSE

Years	Water Consumption Rate (m^3 / year)	Groundwater Consumption Rate (m^3 / year)	Reused Water Volume (m^3 / year)
2565	343,113	58,472	250,560
2566	329,504	98,175	170,778
2567	323,092	117,329	198,683

Waste Management, Secondary Material and Sustainable Packaging

Waste Management, Secondary Material

Commitment and Goals

The company has policy and guidelines for proper and systematic management of waste and garbage generated in the store, no effects to the community, environment and conform to the laws. The waste and garbage generated from the operations, customers and employees; the company aims for reducing scrap waste including campaign for reducing the use of plastic bag.

Management Guidelines

The company efficiently manages waste by implementing proper waste separation and adopting a circular economy approach. This promotes the efficient use of resources. Since 2022, the company has organized campaigns and conducted training for employees on waste separation to enhance their knowledge, understanding, and awareness of the importance of effective waste management.

The company has conducted waste separation, which can be categorized into 3 types:

- Recycled Waste : This includes paper, cardboard, paper cartons, metal scraps, plastic bottles, glass bottles, and other metal scraps. The company processes and sells these items to local buyers, organizing an annual bidding.
- General Waste : This category encompasses plastic bags, plastic cups, tubes, foam boxes. The company arranges for separation and storage to facilitate disposal by municipal authorities following sanitary guidelines.
- Wet Waste (Organic Waste) : This involves food scraps from the company's cafeteria. The waste is separated and made available for employees interested in using it for animal feed or for creating organic compost.

Performance for 2024

Quantity of waste	2024 (tons)
Quantity of Recycled waste	72
Quantity of landfill waste	272
Quantity of food scraps	173
Quantity of total waste	517

"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.

Sustainable Packaging Management

Commitment and Objective

The Company emphasizes the management of the products' packaging by establishing a sustainable packaging management policy, as the aim is to reduce the environmental impact of the Company's business operations. The packaging of products under the company brand (House Brand) must reduce the use of resources, be reusable, be recyclable, or be compostable in order to achieve efficient use of resources and reduce environmental impacts.

Management guideline

The Company upholds the policy of selecting packaging that reduces environmental impacts and focuses on developing and designing sustainable products. This is achieved through collaboration with suppliers and manufacturers, following the waste reduction concept of the 3Rs (Reduce, Reuse, and Recycle) to support efficient resource management and reduce long-term environmental impact. This approach helps mitigate long-term environmental effects. As a result, the Company has the following success:

(1) The Project of Verno Saves the World

"Verno" is the Company brand (House Brand), thoughtfully designed and selected to meet customer needs for both quality and value. By focusing on advanced technology and the material of high-quality in manufacturing to conserve the environment, the Company ensure the best possible customer experience and build consumer confidence every time our products are used.

The Company collaborated with manufacturers in reducing the size of the packaging under the project of "Verno Saves the World" aim to reduce waste, pollution, energy consumption and natural resources to resolve excessive reliance on its use as raw material in industrial plants. In 2024, as a part of reducing the size of packaging, 3 Verno products were: stainless steel shower hose 304 (1.2 m.), stainless steel shower hose 304 (1.5 m.), push-type urinal flush valve. The outcome achieved include :

- Total sales of the 3 products were 6,891 units in 2024, resulting in a reduction of packaging usage by 21.65 kg.
- Packaging costs decreased by 10% - 50%.
- The number of products transported per round increased, and transportation costs reduced by 11% to 13% per round.

(2) The Project of Closed Loop Collaboration For Circularity

The Company and SCGC have driven the project of closed loop 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. The project, which includes the use of eco-friendly plastic bags, was piloted at Siam Global House Public Company Limited's headquarters starting from October 2023.

Operating Result

In 2024, a total amount of 25.98 tons of used plastic were returned to the recycling process.	The amount of used eco-friendly bags is 966,499 bags, and 30% of the bags are made from recycled materials.

House Brand Packaging Usage Data in 2024

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 2024 (Ton)
1,131.83	-	34.46	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 2024 (%)
Wood / Paper fiber packaging	11,849.31	53.18	100	70
Metal (e.g. steel or aluminum) packaging	77.76	1.69	100	-
Glass packaging	-	-	-	-

Climate Change

Commitment

The Company is committed to being a part of the solution to climate change, recognizing that climate change is an issue that affects the sustainability and well-being of humanity. Globally, efforts have been made to reduce greenhouse gas emissions to mitigate its impact. The Company places importance on the Carbon Footprint for Organization (CFO), which began in 2022, to acknowledge the amount of greenhouse gases emitted from the Company's activities and to monitor the results of activities aimed at reducing greenhouse gas emissions.

Long-Term Goals

1. By 2030, the amount of greenhouse gas emissions Scope 1 and Scope 2 per total revenue has decreased by 20% from the base year (Base year: 2022.)
2. By 2050, the amount of net greenhouse gas emissions is zero (Net Zero.)

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.

Carbon Footprint for Organization (CFO)

Since 2022, the Company has been assessing its carbon footprint or GHG emissions, shown in a ton of carbon dioxide equivalent (Ton CO_2e), caused by its activities and operations, such as fuel combustion, electricity consumption, waste management and transportation. All has been reviewed and validated by VGREEN KU Co., Ltd., an auditing firm for carbon footprint of organizations registered with Thailand Greenhouse Gas Management Organization (Public Organization.)

Carbon Footprint for Organization : CFO in 2024

|	GHG Emission Amount (Ton CO_2e)		
	2022	2023	2024
Direct greenhouse gas emissions (Scope 1)	14,529	11,142	14,131
Indirect greenhouse gas emissions from electricity consumption (Scope 2)	33,794	36,998	48,209
Total indirect greenhouse gas emissions (Scope 3)	9,911	9,314	11,747
1. Purchased goods and services	881.24	577.73	606.67
2. Capital goods	-	-	-
3. Fuel-and energy-related activities	8,827.56	8,631.15	10,837.75
4. Upstream transportation and distribution	5.86	36.5	5.23
5. Waste generated in operations	-	-	234.84
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	152.85	25.32	22.00
13. Downstream Leased Assets	43.29	42.43	39.88
14. Franchises	N/A	N/A	N/A
15. Investments	-	-	-

Remark : The Company assessed its carbon footprint of organizations using data from January 1 to December 31, 2024 and passed the verification.

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 the year 2020, the Company has policy of using Electric Forklift for new stores and replacement of Forklift fuel of same stores which was ended of life. Due to the company has realized that the fuel combustion was the cause of Greenhouse Gas, and air pollution, while the Electric Forklift and Electric Stacker have no environmental impacts.
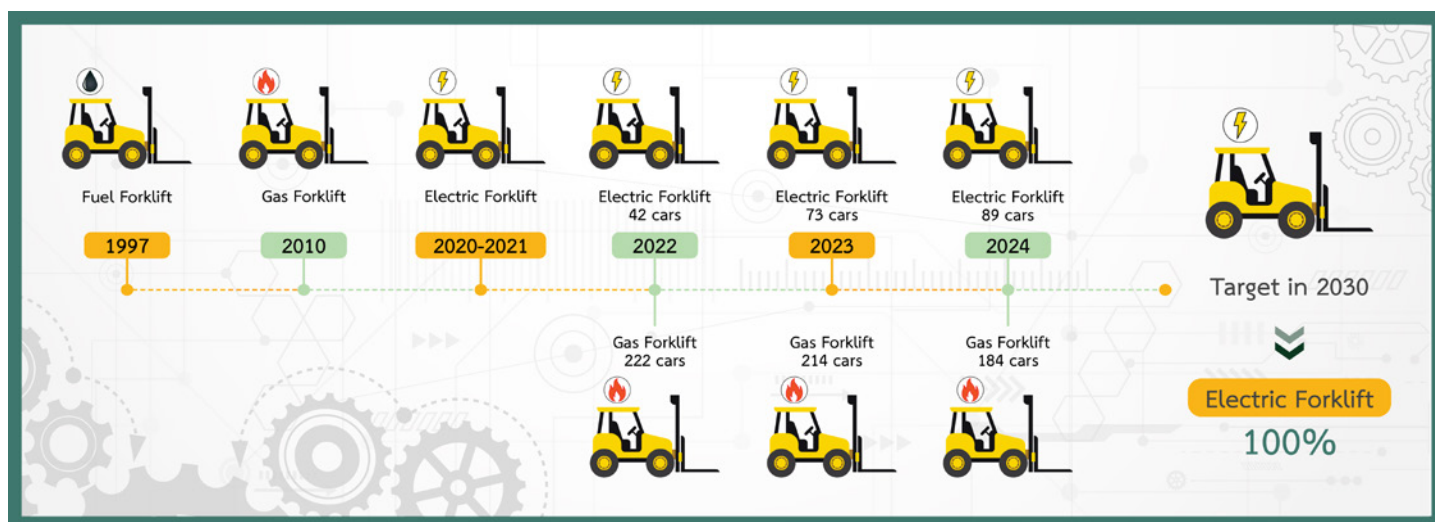
2. EV Charger Station installation project

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 2024, the Company has EV Charger Station in number of 12 stores.

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 knowledge and training employees regarding environment including reduction method of Energy consumption by publicizing through corporate media such as Energy saving campaign signs, public relations board, and intranet, i.e.
- Publicize to all employees to participate in reduction of Energy consumption such as electric saving, water saving, including usually audit water pipes and equipment to be in good condition and efficient.
- Encourage the executives and employees to turn off air-conditioners and lighting during lunch time or being outside the room for a while.

Social Sustainability Management
Smart People
"Taking care all stakeholders together with social value creation"

Social Policies and Practices

Human Rights Policy

The company realizes that respecting human rights is the important responsibility and concern with all stakeholders such as customers, employees, suppliers, creditors, communities related to the business operations of the company. Thus, the company has stipulated the human rights policy in accordance with laws in the country and international standard for instance, UN Guiding Principles on Business and Human Rights: UNGPs in order to apply to be corporate practices regard as responsibilities of directors, executives, and employees need to be acknowledged and comply by publicizing the policy on the company's website and more information at below ; https://investor.globalhouse.co.th/en/sustainable-development/#sustainable-policy
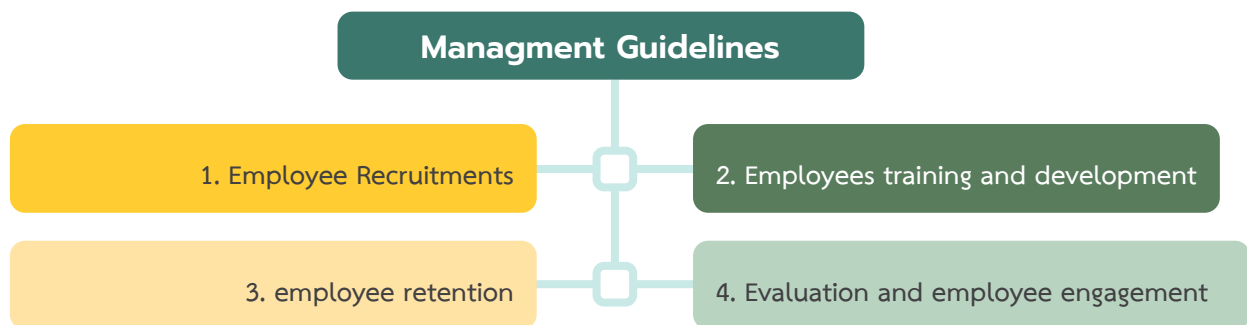
Human Resource Management

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"

Managment Guidelines

1. Employee Recruitments

2. Employees training and development

3. employee retention

4. Evaluation and employee engagement

1. Employee Recruitments

With respect to the main operation plan focusing on continuous store expansion every year, cause the company must set the recruitment plan in advance to support operational activities. The company has stipulated the employment policy by promoting mainly local employment in area where the store is located for supporting local economic and labor development including internal recruitment for transfer to their hometown.

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 2024, the company has employed new graduates total 464 persons

Job description / Year	2022 (persons)	2023 (persons)	2024 (persons)
Information Technology Department	26	10	1
Supply Chain	9	9	14
Marketing Department	11	2	0
Inventory Management Department	14	4	1
Accounting & Financial Department	37	14	16
Human Resource Department	17	6	4
Operation Department	620	509	428
Total	734	554	464

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 2024, there are total numbers of employees who has joined this project 118 persons

| Year	Total Numbers of Employees joined (persons)
2022	63
2023	116
2024	118

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 2024, there are total 54 elders working at the company in total 37 stores.

Year	Elder Employees (persons)
2022	52
2023	55
2024	54

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 2024, the company employed people with disabilities in various departments and provided spaces for the sale of government lottery, employing a total of 107 individuals, represents 0.92% of the total workforce, which consists of 11,534 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.
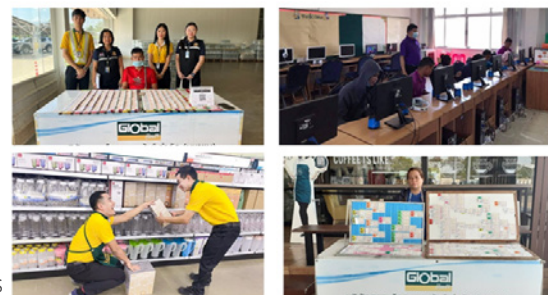
Details of disabled person employment

Disability Employment	2022	2023	2024
1. Full-time Employment follows the article 33	82	79	85
2. Disabilities Employment follows the article 35 (Total)	23	23	22
2.1 Providing area for lottery distribution	20	20	19
2.2 Hired to be Teacher for Roi Et Education School for the Blind	3	3	3

Employees Statistics 2024

The employee proportion separated by gender

Detail	Male Employee		Female Employee		Total Employee (person)
	Quantity (person)	%	Quantity (person)	%	
Operation Employees					
Staff level	4,904	58.57	3,469	41.43	8,373
Management level/Store Executives	1,383	64.87	749	35.13	2,132
Center Support Employees					
Staff level	152	24.20	476	75.80	628
Manager level or higher	86	27.22	230	72.78	316
Disabled Employees	54	63.53	31	36.47	85

The employee proportion separated by age

	Quantity (person)	Percent / Total Employees
Younger than 30 year	4,673	40.51
Between 30-50 year	6,139	53.23
Older than 50 year	722	6.26

The employee proportion separated by years' experience

	Quantity (person)	Percent / Total Employees
0-5 years	7,344	63.68
5-10 years	2,959	25.65
10-15 years	984	8.53
More than 15 years	247	2.14

The employee proportion classified by employment contract	
Full-time Employees 99.54 percent	Temporary employee 0.46 percent

The proportion of employee's remuneration	
Male Employee 57%	Female Employee 43%

Information of new hire employees

	2021	2022	2023	2024
Average Hiring Cost/FTE (Baht/person)	1,233.72	830.78	659.31	718.89
Percentage of Internal Hires (%)	8.3	18.60	18.58	13.90
Total number of new employee hires (person)	2,388	3,984	5,051	4,949
Gender				
Male	1,512	2,523	3,026	3,064
Female	876	1,416	2,025	1,885
Age				
Under 30 years	1,598	2,670	3,217	3,074
Between 30-50 years	743	1,242	1,765	1,777
Over than 50 years	47	72	69	98
Employee Level				
Staff	2,209	3,742	4,625	4,545
Junior Management	164	233	401	395
Middle Management	15	9	19	9
Top Management	0	0	6	0
Religious				
Buddhist	2,358	3,934	4,987	4,578
Christian	29	45	3	16
Muslim	1	2	60	355
Others	0	3	1	0

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.

Details	2022	2023	2024
Training Value (Baht)	1,940,965.09	1,799,219.50	3,267,964.31
Total hours of training (hours)	81,422	90,879	93,444
Total hours/person/year	8.08	8.59	9.45
Average number of hours/total working hours (FTE)	-	1.07	1.18
Total trained employees (person)	10,077	10,575	9,885

Details of Training for Employees	Number (person)
Age Diversity	
Younger than 30 year	4,619
Between 30-50 year	4,595
Older than 50 year	671
Employee level	
Executives	293
Department Managers	119
Employees	9,473
Nationality Diversity	
Thai	9,884
Cambodian	1
Filipino	0
Chinese	0

Details of the Employee Training Course

Course Name	Male (person)	Female (person)	Total	Total Hours
Kickoffs: Annual Strategic Planning for 2024.	13	27	40	280
Strategic Work Planning for 2024.	12	16	28	308
Management Guidelines for 2024.	24	69	93	651
Management Guidelines for 2024 for Area Managers, Assistant Area Managers.	4	7	11	165
CEO walk & talk 2024	81	49	130	910
Enhance job skills for store managers.	8	14	22	4,620
Enhance job skills for assistant store managers.	30	19	49	1,0290
Operational Excellence: Store Management Strategies for Achieving Excellence.	6	8	14	168
GBH Growing Together: Developing and Strengthening Work Potential for Sustainable Growth.	15	30	45	585
Compliance risks and current Organizational Adaptation.	30	18	48	288
Process Improvement & Technology Integration At DC Wang Noi	11	1	12	336
Crane Operator, Signal Man, Material Adhesives, and Crane Supervisor for Overhead Crane.	239	1	240	7,200
Forklift Operator for Lifting Goods Up to 10 Tons, Level 1.	41	1	42	756
Safe and Efficient Forklift Operation.	102	18	120	3,600
5 Principles for Effective Work.	46	34	80	560
Comprehensive Sales Service.	70	44	114	798
Sales Techniques and Professional Service.	121	113	234	1,638
Exceptional Salespeople and Essential Qualities.	146	90	236	1,652
Promoting Personality Development for Service Excellence.	325	285	610	4,575
Service Mindset: Excellence in Service.	1,351	1,273	2,624	18,368
Good management of manager.	15	7	22	154
Leadership Development.	20	8	28	168
Job Motivation.	2,246	1,394	3,640	25,480
Modern Retail Trade.	1	11	12	768
Service Communication Skills for Impressive Service.	376	292	668	4,676
Stock Management Standards in Retail Stores.	136	102	238	1,428
Work Discipline for the New-Generation employee.	224	149	373	2,238
The Core of Service Excellence through Proactive, Service Beyond Expectations.	52	60	112	784

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.	1. The processes and management of every function in store. • Retail sale and structure sale department • Store support and central department • Software systems and relevant tools. 2. Role of store manager 3. Team Management and development 4. Real work training and guidance from senior executives.	• Total 73 participants in 2024 • Over 1,475 man-days of training. • The average annual sales generated per store are 350 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 2024
• 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	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	• 68 part incitants (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 2024, it entered into a Memorandum of Understanding (MOU) with Mahasarakham 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 194 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 Mahasarakham 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 2024

1. Employee's Compensation and Welfare Management

The Company defines the compensation and welfare management for employees with fairness, non-discrimination 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 26 years for business growth and progress. In 2024, there are employees getting the gold medal with honor card as follow;

Years' experience	Numbers (person)	Reward
10 years	237	Golden Medal 25 St.
15 years	30	Golden Medal 50 St.
20 years	17	Golden Medal 1 Baht
25 years	6	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

Beside of fair compensations and welfare for employees, the company also aims for employees having good quality of life and stability by providing credit with low interest rate for employees in order to relieve the financial problems, and liabilities which is important cause of employee's stress and may affect their quality of life and living including probably reduce the work efficiency. Furthermore, the company encourages the employees having their own residence by cooperating in loan project for employee welfare by the Islamic Bank of Thailand which there is total employees has participated in the project total 1,433 persons.

4. Evaluation and Employee Engagement

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.

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 2024, the employee engagement survey score was 92.39%, which is higher than set target. A total of 10,463 employees participated, representing 93.25% 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 2023, 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.
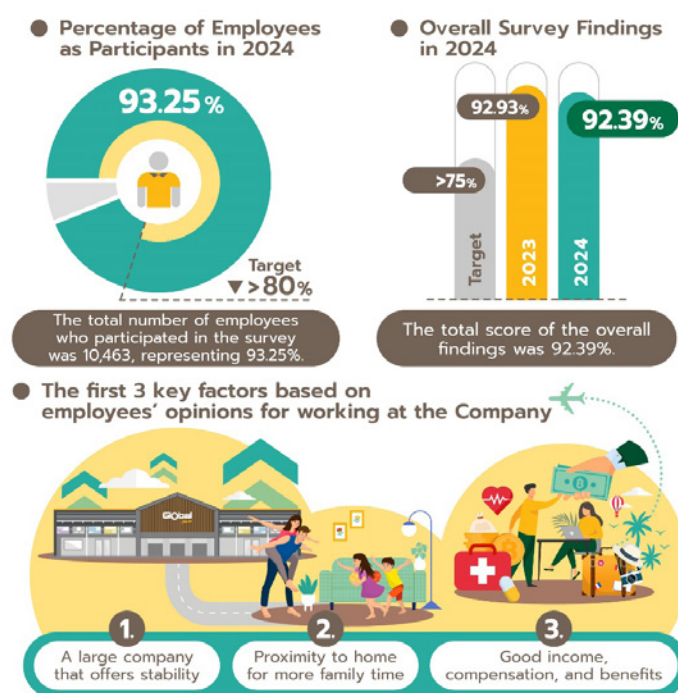
	The Example Questions for 2024
Job satisfaction	Proud to be part of the company and happy to recommend the company to external parties (95.92%)
Purpose	The department has goals and missions (96.53%)
Happiness	The friendly environment at your workplace enhances your happiness at work (92.03%)
Stress	Effectively balances work and personal life (95.85%)

Employee Resignation

Details	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
Voluntary Resignation Rate								
Resignation rate (%)	20.90%	11.29%	16.85%	11.26%	16.31%	10.46%	12.10%	7.71%
Classified by Age								
Under 30 years old	8.70%	4.87%	8.38%	5.80%	8.58%	5.64%	6.36%	4.10%
30-50 years old	12.20%	5.96%	8.01%	5.27%	7.17%	4.57%	0.71%	0.23%
Over 50 years old	1.00%	0.46%	0.47%	0.19%	0.56%	0.25%	5.01%	3.38%
Classified by Position Level								
Executive level	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Mid-tier level	0.03%	0.02%	0.03%	0.08%	0.05%	0.05%	0.04%	0.02%
Entry level	2.48%	0.83%	2.32%	1.03%	2.44%	0.85%	1.82%	0.89%
Non-executive/ general employees	13.49%	10.44%	14.51%	10.15%	13.82%	9.57%	10.23%	6.79%
Classified by Race/Nationality								
Thai	20.90%	11.29%	16.85%	11.26%	16.30%	10.45%	12.10%	7.71%
Cambodian	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Filipino	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%
Chinese	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%

Remark : Voluntary Resignation Rate (% of Total Employees)

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.

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 2025 : 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.

Accident Statistic

Accident Rate	2022	2023	2024
Number of stores (included DC)	78	84	91
Numbers of Loss Time Accident	104	106	77
Average Lost time Injury Frequency Rate per store [1]	1.33	1.27	0.84
Total Recordable Injuries Rate: TRIR	5.12	4.69	3.57
Injury Severity Rate: ISR (Excluding Fatalities)2	0	0	0
Lost time Injury Frequency Rate: LTIFR[3]			
• Employees	3.83	3.98	2.69
• PC staffs	0.63	1.05	1.12
• Contractor	n/a	4.57	0
Occupational Illness Frequency Rate: OIFR[4]	0	0	0
Number of Deaths (person)			
Employees			
• Male	11	9	0
• Female	0	4	0
PC staffs			
• Male	3	2	0
• Female	1	1	0
Contractor			
• Male	n/a	n/a	1
• Female	n/a	n/a	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

Elevate the Occupational Health, Create a safe working environmental

The company recognizes the importance of safety management, aiming to be an organization free from work accidents, occupational diseases, and road accidents. In 2024, the company managed and implemented safety measures in accordance with legal requirements to ensure the safety of those involved in work activities. This included improvements and modifications to work areas, work processes, equipment, machinery, and the working environment to enhance overall safety. Additionally, the company emphasizes creating awareness and instilling a safety consciousness in all employees, encouraging their active participation in promoting workplace safety.

The company has established a policy for occupational safety practices, serving as guidelines for managing safety-related tasks in accordance with the company's specified directions. This involves a safety committee, workplace safety officers, management levels, supervisors, professionals, and all employees collaborating to develop and drive the company's safety practices towards continuous and sustainable improvement in line with the objectives set by the company to establish a safety culture and propel the company's safety initiatives towards ongoing and sustainable development.

In 2024, the company has been actively involved in occupational safety, health, and environmental initiatives in the workplace. This includes promoting improvements and changes to the working environment, as well as encouraging the participation of all employees in the following company's safety initiatives;

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

The company recognizes the importance of labor relations management to create a safe workplace, value diversity, and provide equal opportunities for all employees. This includes reducing conflicts in benefits between the company and employees, fostering information exchange, creating a positive attitude, and sincerity in managing work. Additionally, the company places importance on developing welfare management systems beyond legal requirements for employees.

The company has participated in the aforementioned project and has received the "Outstanding Organization Award in Labor Relations and Welfare" continuously for over 10 years, with a total of 88 stores participating.

2. Safety Excellence Recognition Program for Employees

The Company conducted the "Global House Safety Excellence Employees" activity because workplace safety is crucial in enhancing organizational performances. Employees who work with caution and adhere to safety regulations play a significant role in reducing accidents, minimizing losses, and fostering a sustainable safety culture within the Company. Therefore, promoting and recognizing employees with outstanding safety performance is a way to encourage all of them to prioritize safety practices in their workplace.


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

The company organizes the "Global House Safety Month" activity to instill conscious and knowledge of safety among all employees. This initiative aims to promote, communicate, and publicize safety consciousness in the workplace, fostering a sense of safety awareness in operations. The goal is for employees to recognize the importance of safety in their work and apply the knowledge gained from the activities to real-life situations that may arise during their works.

4. Safety Patrol Project

The company emphasizes creating awareness of safety behaviors and the working environment for employees and service users to reduce risks in working processes, working area and service areas. The company continuously develops and improves operations in this project, along with annual updates to prevent and eliminate potential risks before accidents occur.
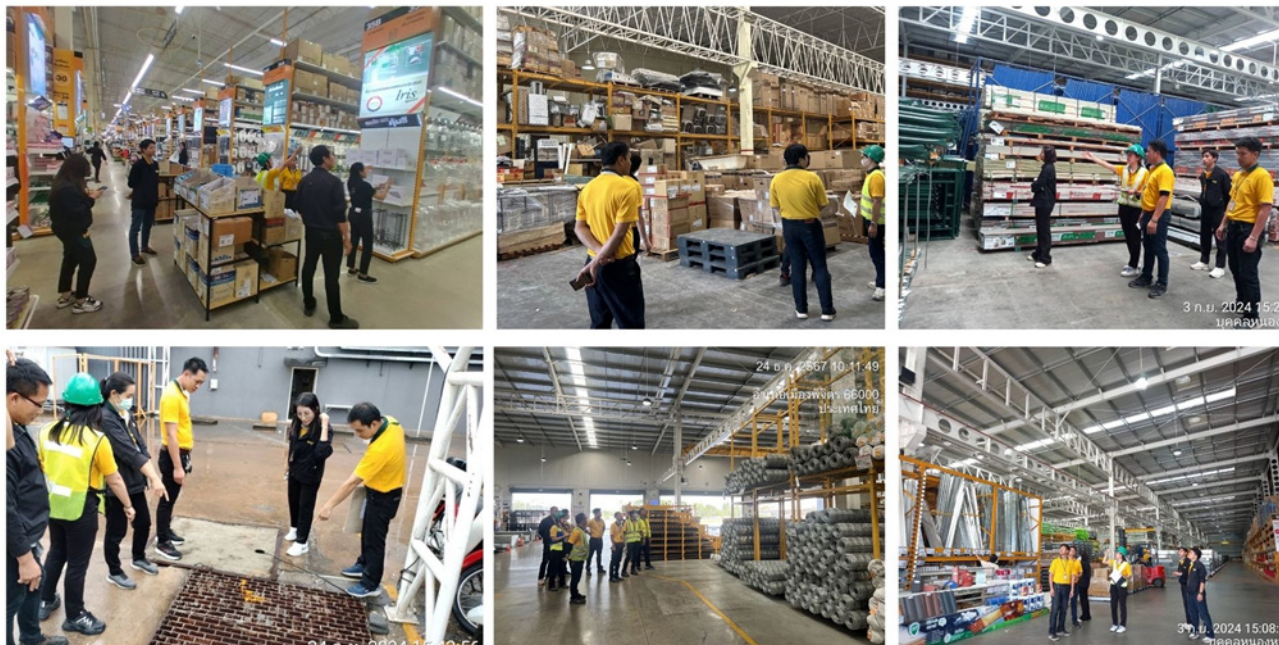
Results and Benefits achieved
100 % of all stores have fully implemented.
Everyone is increasingly involved in safety operations.

5. Safety Talk communication project

The company promotes understanding, provides knowledge, and raises awareness among all employees regarding safety information related to themselves through communication methods. There is a talk before work to discuss safety matters. Additionally, employees are encouraged to participate in identifying risks and reviewing risk prevention methods in the work processes.

6. Kiken Yoshi Training (KYT)

KYT project has been ongoing for a long time that is carried out at every shift before starting the operations. The executives, managers, supervisors, and safety officers will be the persons who start giving knowledge about safety to operators or workers, along with giving suggestions in others related operations, such as giving services, correct and safe work procedures, areas that may be a safety risk in operations or in giving services. Including clarifying service issues, the solutions, and dealing with each situation, etc.

7. Employee Welfare Project

(1) 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.

(2) 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.
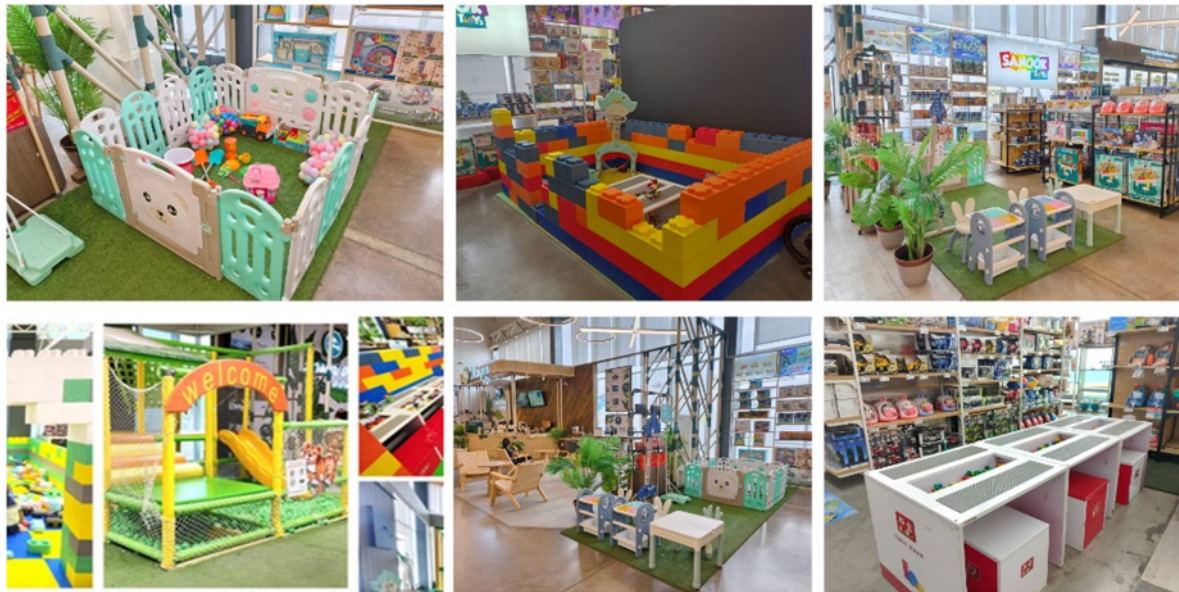

8. Family Welfare Project

Breastfeeding Preparing area and providing facilities for the 'Mother's Corner' to facilitate breastfeeding, including postpartum visits to boost morale and motivation, and build a good relationship.
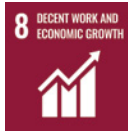
Prepare an area, playground, for the care and service of employees' children and service users.

"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 improvement for society

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.

Performance of the year 2024

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 27,550 bags or 137tons, and distributed to "Happiness Sharing Area" of all 90 stores over the country, which have received well feedback.

3. Generating Income for small entrepreneurs "Changdee Project"

The Company has continuously developed as it aims to be a part of improving quality of life and creating well-being for societies and communities where the company operates all 90 stores over the country

Thus, the Company has established "Changdee project" to provide opportunities for technicians or local small entrepreneurs to join the company. And throughout the time that we've provided opportunities to technicians or small entrepreneurs who operate installations by distributing over 70 installation services such as installation of electrical appliances, electrical system, toilets, water pump, solar cell, gutters, digital door locks, automatic door system, garages, kitchenwares, etc., to technicians and small entrepreneurs. Besides, the Company has cooperated with Business Partners; Mitsubishi, Samsung, Haier, Midea, C Hi-Tech, and SCG, etc.

Presently, there are total 2,130 teams of technicians who are interested to join the company for all 90 stores covering area of over 77 provinces. By 2024, the technicians can generate income from product installation service for more than 62,000 items. For each year, the technicians have developed and obtained the trainings from Department of Skill Development and also trainings from Business Partners' Brands to increase skills for technicians. Besides, the Company has increased the installation technicians every year to be sufficient with customer's needs.

Changdee Project		
Business Impact	Social Impact	
	Technicians	Customers
• Have technicians for supporting stores expansion. • Support more services • Help to push sales • Have one stop service • Increasing Product Sales • Building customer satisfaction.	• 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	• 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)

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	2021	2022	2023	2024
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 2021 to 2024, 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.