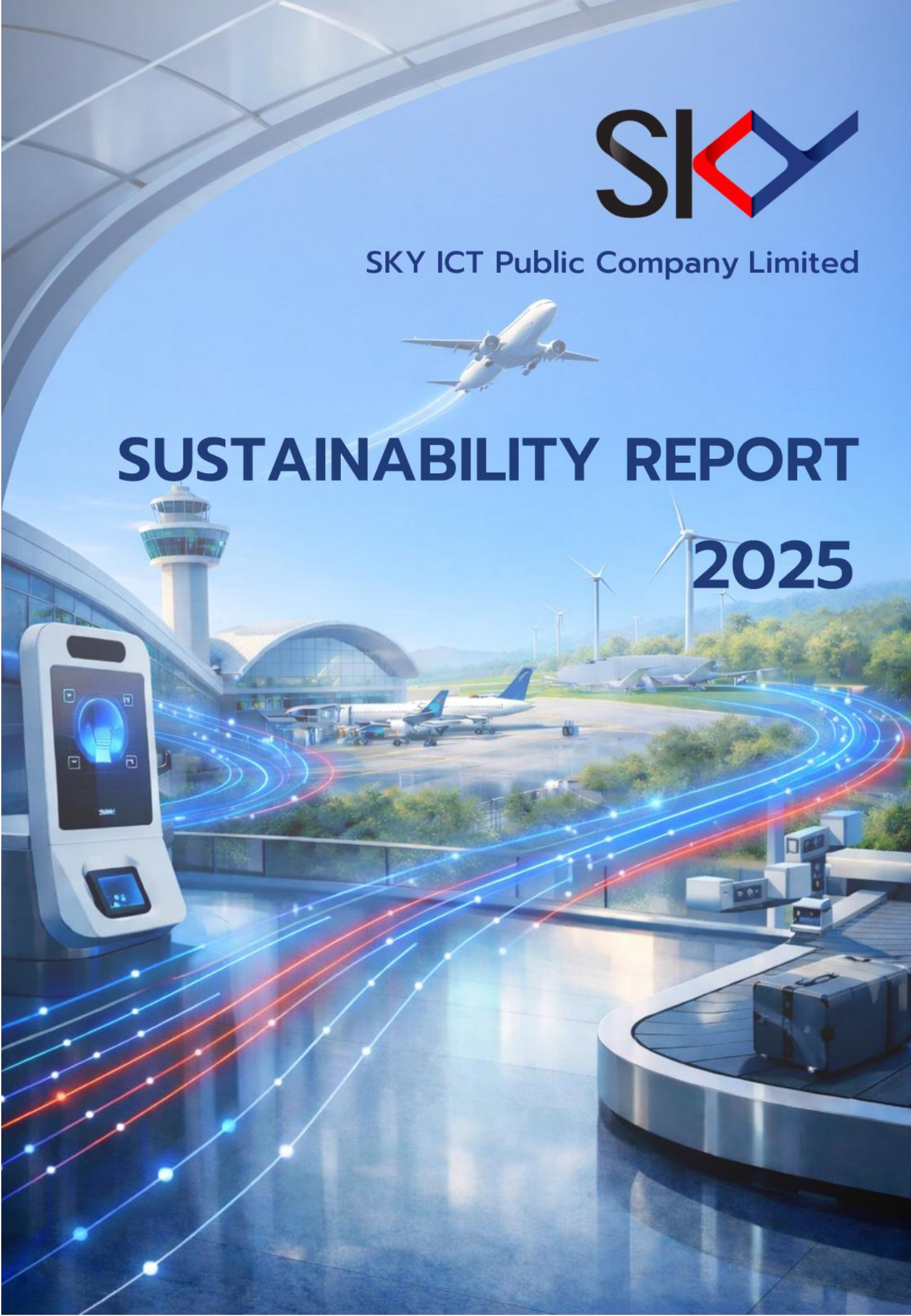




SKY ICT Public Company Limited

# SUSTAINABILITY REPORT 2025



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# Message from the Chairman of the Corporate Governance and Sustainability Committee

Dear Shareholders, Business Partners, and Stakeholders,

In 2025, the Company continued to strengthen its position as a sustainability leader in the Aviation Technology as a Service industry for the aviation sector by concretely integrating ESG principles into its core strategy and corporate culture. As Chairman of the Good Corporate Governance and Sustainability Committee, I am proud that the Company achieved a 5-star “Excellent” Corporate Governance Report (CGR) rating, reflecting the strength of our governance practices and transparency. More recently, the Company was awarded an AAA rating in the SET ESG Ratings assessment, underscoring our strong commitment to implementing sustainability practices in a tangible and measurable manner.

Our Committee is dedicated to ensuring that sustainability policies and sustainability roadmaps are continuously embedded into the Company’s strategic decision-making processes, particularly in the following areas

- Reviewing and providing recommendations on the Corporate Governance Policy, Code of Business Conduct, Sustainable Development Policy, and Human Rights and Community Policy.
- Introducing new policies, including the Environmental and Climate Policy.
- Supporting the Chief Executive Officer and management team in effectively implementing sustainability initiatives that deliver measurable outcomes.

The Good Corporate Governance and Sustainability Committee convenes at least once annually to

1. Monitor progress against sustainability goals and development plans
2. Provide guidance on and approve environmental, social, and governance targets
3. Promote transparency in disclosures to stakeholders
4. Review and consider sustainability-related policies

I firmly believe that operations guided and overseen by the Board will enable the Company to create long-term sustainable value while empowering the Chief Executive Officer and management team to fully drive the organization’s sustainability strategy.

On behalf of the Committee, I would like to express my sincere appreciation to our shareholders, executives, employees, customers, suppliers, and business partners for their continued support in building an organization that is modern, transparent, and sustainable.

Yours sincerely,

**Mr. Raj Tantananta**

**Chairman of the Corporate Governance and Sustainability Committee (Independent Director)**

SKY ICT Public Company Limited

# Message from the Chairman of Risk Management Committee

Dear Shareholders and Stakeholders,

As Chairman of the Risk Management Committee, I am pleased to contribute to the continuous oversight of the Company's risk governance framework. The Committee has consistently monitored and assessed key risks that may affect the Company's resilience, long-term stability, and sustainable growth.

The Risk Management Committee places strong emphasis on the effective management of material risks across all dimensions, including strategic, operational, financial, technological, reputational, supplier-related, human rights and community, and climate-related risks, as well as emerging risks such as AI-driven cyberattacks and deepfake-enabled social engineering targeting employees. These efforts are essential to ensuring that the Company operates with resilience, transparency, and alignment with sustainability standards.

For 2025, the Risk Management Committee has established the following priorities

1. Continuously assess and monitor risks across all business dimensions
2. Strengthen mitigation measures for strategic risks, ESG-related risks, and climate change risks.
3. Establish clear thresholds and targets to reinforce effective risk oversight and management.
4. Promote transparency and enhance confidence among shareholders and stakeholders.

I firmly believe that the Committee's systematic approach to risk governance will enable the Company to effectively navigate emerging challenges and opportunities while strengthening long-term resilience and sustainable value creation. It also supports the Chief Executive Officer and management team in fully advancing the Company's sustainability strategy.

On behalf of the Committee, I would like to express my sincere appreciation to our shareholders, employees, customers, suppliers, and business partners for their continued support in helping the Company manage risks and uncertainties within a rapidly evolving business environment. Such collaboration strengthens the organization's preparedness, stability, and ability to sustain long-term business continuity.

Yours sincerely,

**Dr. Sarut Vanichpun**

**Chairman of Risk Management Committee (Independent Director)**

SKY ICT Public Company Limited

# Message from the Chief Executive Officer

Dear Shareholders, Business Partners, and Stakeholders,

At a time when digital transformation and sustainability have become critical drivers of national competitiveness, the Company remains committed to conducting business responsibly, transparently, and with a focus on creating long-term shared value for all stakeholders. In 2025, the organization achieved significant progress in strengthening its technological and governance foundations to address emerging challenges and opportunities within Thailand's aviation infrastructure ecosystem.

As a provider of Aviation Technology solutions for smart ground airport operations, the Company continues to enhance its capabilities in delivering secure, reliable, and future-ready technologies that support the transition toward Smart & Green Airports. Through continuous innovation in data management, cybersecurity, and automated identity systems, we are improving operational efficiency while enhancing the passenger experience across airport environments.

## Key Progress in 2025

Throughout the year, the Company integrated ESG considerations into its core business strategy in a tangible and systematic manner, delivering the following key outcomes

### Governance

- The Company achieved a 5-star “Excellent” rating in the Corporate Governance Report (CGR), marking the first time in ten years that the Company attained this highest distinction. This achievement reflects a transparent governance structure and adherence to internationally recognized principles.
- The Company received an AAA rating in the SET ESG Ratings assessment, demonstrating organizational readiness and measurable progress in sustainability performance.
- The Board of Directors established a formal requirement to review sustainability progress at least once annually, strengthening governance oversight through a structured and continuous process.
- The Company is preparing to obtain certification under the Thai Private Sector Collective Action Against Corruption (CAC) program by 2026.

# Message from the Chief Executive Officer

## Environmental

- The Company collected and consolidated greenhouse gas emissions data across Scope 1, Scope 2, and Scope 3 to establish an accurate emissions baseline.
- Environmental transparency was strengthened through independent external verification of greenhouse gas emissions data.
- Energy efficiency initiatives were implemented across IT infrastructure and cloud systems to reduce resource consumption and environmental impact.
- Greenhouse gas reduction targets were developed, accompanied by ongoing progress monitoring and disclosure.
- The Company continued to improve resource efficiency, achieving a 17.5% reduction in electricity consumption per employee and a 34.2% reduction in water consumption per employee in 2025 compared with the 2023 baseline year.

## Social

- The Company continuously invested in employee capability development. In 2025, a total of 23,466 training hours were delivered, averaging 39.4 hours per employee, to strengthen competencies relevant to the aviation and technology industries.
- Knowledge sharing initiatives in aviation technology and industry practices were conducted for employees and educational institutions to enhance understanding of airport technology systems and their industrial applications.
- The Company collaborated with universities to establish the SKY Aviation Laboratory, supporting hands-on learning opportunities and preparing future talent for the aviation industry.
- Human rights awareness was promoted through dedicated training programs for management-level employees.
- Workplace safety remained a priority, with zero work-related accidents recorded throughout 2025.
- The Company supported youth and talent development through internship and early-career employment programs.
- Supplier engagement standards were strengthened through site visits, close communication, and enhanced awareness of supplier code of conduct expectations.

# Message from the Chief Executive Officer

## Direction for 2026

In 2026, the Company will continue advancing digital technologies and intelligent innovation built upon the strong foundations established to date. These efforts aim to enhance the efficiency, safety, and resilience of aviation service systems and related infrastructure, while designing solutions that consider users, society, and the environment. The Company remains committed to reducing resource and energy impacts while promoting accessible and inclusive services.

We place strong emphasis on the responsible use of data and technology, workforce capability development, and appropriate cybersecurity governance. The Company believes that integrating intelligent technologies with environmental, social, and governance considerations will create sustainable value and contribute to improving quality of life over the long term.

## Advancing Toward a Sustainable Future

On behalf of the management team, I would like to express my sincere appreciation to all stakeholders for your trust and continued partnership. The Company remains committed to conducting business ethically, transparently, and responsibly toward society and the environment, while creating long-term value and contributing to sustainable development.

Yours sincerely,

**Mr. Sithidej Mayalarp**

**Chief Executive Office**

SKY ICT Public Company Limited



# Business Overview

## 1. Business Overview and Strategic Role

SKY ICT Public Company Limited is a comprehensive provider of Information and Communication Technology (ICT) solutions, serving as both a Technology Integrator and an Aviation Tech Enabler. The Company plays a key role in advancing the nation's digital infrastructure, particularly across the aviation industry, security systems, and digital platforms.

The Company operates under the “End-to-End ICT Solutions” concept, delivering a full spectrum of services ranging from consulting and system design to installation, management, and maintenance. International-standard technologies are strategically integrated and tailored to meet the specific requirements of each organization.

With extensive experience in large-scale national projects, particularly in airport infrastructure, the Company plays a significant role in supporting Thailand's transition toward becoming a regional Aviation Hub. This is achieved through the application of digital technologies and artificial intelligence (AI) to enable comprehensive and efficient airport management systems.



Sky ICT is Where  
Innovation Takes Flight

Creating new travel experiences with  
aviation technology of the future

## 2. Business Structure and Core Solutions

### Various Solutions to Solves Your Problems



#### Aviation Tech as a Service

We provide information systems supporting the aviation industry and passenger data, along with developing a travel platform. We utilize digital innovation and Self-Service technologies, such as Interactive Kiosks, to enhance convenience, reduce congestion, and elevate the country's service standards



#### Digital Platform

End-to-end digital platform solution for enhancing efficiency and addressing customer needs in the aviation sector



#### Maintenance and After Sales Support

We offer other services specializing in Hardware and Software, covering customer requirements in information systems and related areas

The Company operates under an integrated business structure, systematically connected across three core segments

### 2.1 Aviation Technology Solutions

The Company is a leader in the development and implementation of ICT systems for airports nationwide. Its key solutions include

- Common Use Passenger Processing Systems (CUPPS)
- Advance Passenger Processing Systems (APPS)
- Passenger and travel data management systems

These solutions have been successfully deployed across multiple airports nationwide and are designed to support high passenger volumes under mission-critical environments.

In addition, the Company has developed a Smart Airport Ecosystem, which integrates advanced technologies, including

- Self Check-in / Self Boarding
- e-Gate and biometric identification technologies
- Smart Baggage Handling
- AI-powered surveillance and integrated command center

These innovations enhance operational efficiency, reduce congestion, and deliver a seamless passenger experience across the entire airport journey.

## 2.2 Digital Platform & Smart Solutions

The Company develops digital platforms that integrate data and services into unified ecosystems, including

- Tourism and airport platforms
- Building and security management systems
- Workforce Management Systems

These platforms enable organizations to leverage data-driven insights to enhance decision-making efficiency and elevate service quality.

## 2.3 System Integration & Infrastructure

The Company provides comprehensive ICT system design and implementation services, including

- Network and data center systems
- Security systems (covering both physical and cybersecurity)
- Computer systems and IT equipment

In addition, the Company offers 24/7 after-sales services to ensure system stability, reliability, and continuous operational readiness.



# 3. Project Execution and Operational Expertise

Drawing on its extensive experience in delivering technology projects within the aviation industry, the Company has developed and implemented solutions that comprehensively cover both the Passenger Journey and Airport Operations in a systematic manner.

This approach reflects the Company’s capability to design and integrate interconnected systems across the entire value chain from end to end while emphasizing seamless data integration and operational continuity.

Key projects can be categorized into two primary groups, as follows

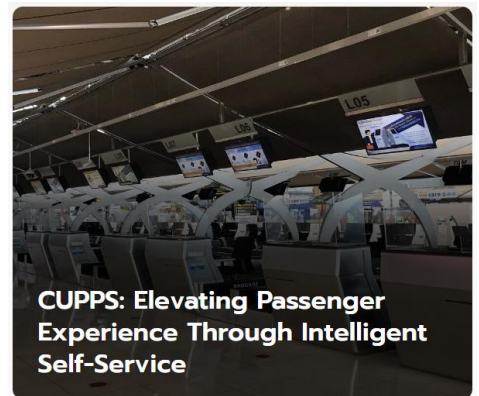
## 3.1 Passenger Journey Enhancement Group

The Company plays a key role in developing solutions that enhance passenger convenience at every stage of the travel journey. These efforts focus on streamlining processes, reducing procedural complexity, and improving efficiency, while supporting the transition toward fully digital service delivery.

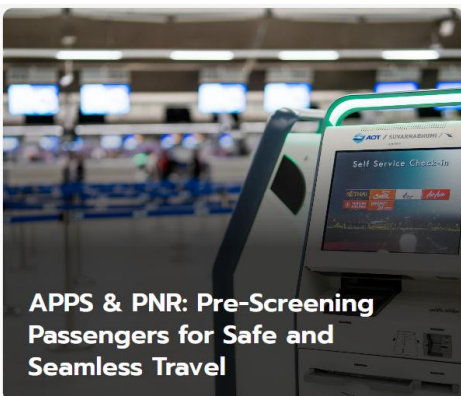
### Common Use Passenger Processing Systems (CUPPS)

The Company has deployed self-service passenger systems, including Self Check-in Kiosks, in accordance with Common Use Passenger Processing Systems (CUPPS) standards. These systems enable airlines to efficiently share and optimize the use of common infrastructure.

Such solutions support passenger processing during peak periods and help reduce the operational burden on traditional service counters, thereby enhancing overall service efficiency and passenger flow management.



**CUPPS: Elevating Passenger Experience Through Intelligent Self-Service**



**APPS & PNR: Pre-Screening Passengers for Safe and Seamless Travel**

### Advance Passenger Processing System : APPS

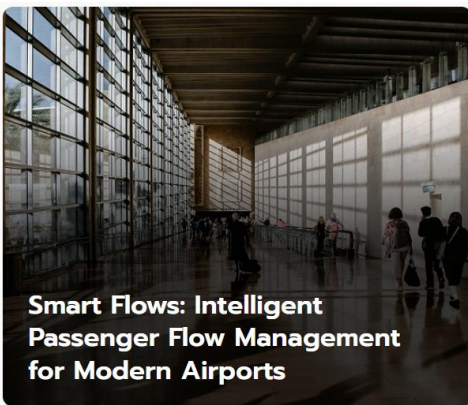
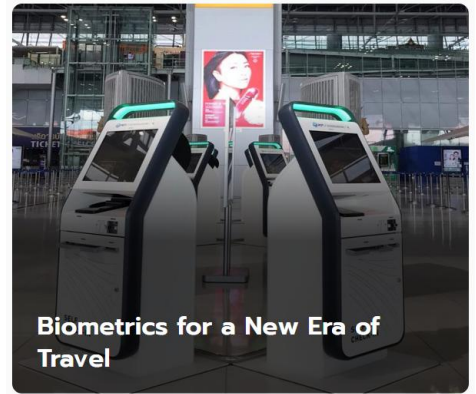
The Company contributes to the development of systems that support the verification and processing of passenger information prior to travel, through integration with relevant authorities.

These systems enhance the structure and efficiency of data verification processes and form an integral part of the data infrastructure underpinning air travel operations.

## Biometric Systems for a Next-Generation Travel Experience (Biometric Systems)

The Company has implemented biometric technologies to support passenger identity verification across multiple stages of the travel journey.

The adoption of such technologies enhances service convenience and efficiency, while also contributing to the advancement of seamless and digitally enabled travel experiences.



## Smart Flow Systems for Passenger Experience Management

The Company has developed a data-driven approach to support the management of passenger movement within airports (Passenger Flow Management).

The Smart Flows system enables stakeholders to gain a comprehensive view of space utilization and leverage data insights for planning and optimizing service delivery across different time periods.

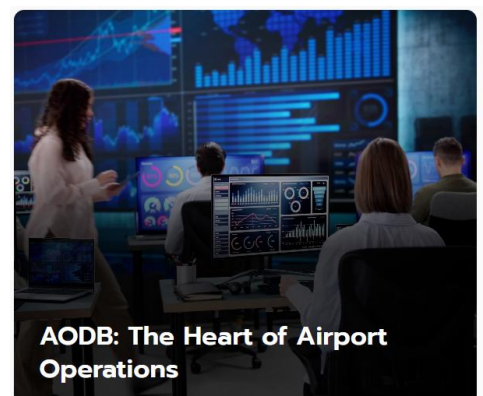
## 3.2 Airport Operations & Infrastructure Support Systems Group

In addition to passenger-related systems, the Company plays a key role in developing airport system infrastructure that supports airport operations management. These systems are designed to operate continuously and require a high degree of integration and interoperability.

### Airport Operational Database : AODB

The Company contributes to the development of a centralized database system used for managing airport operational data, including flight information, resource allocation, and other related datasets.

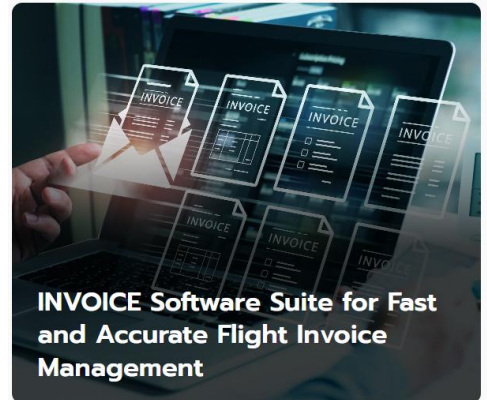
The Airport Operational Database (AODB) serves as a critical component that enables various airport stakeholders to operate using a single, consistent source of data, thereby enhancing coordination and operational efficiency.



### Invoice Software Suite for Flight Billing Management

The Company has developed a system that supports the preparation and management of service invoices related to flight operations.

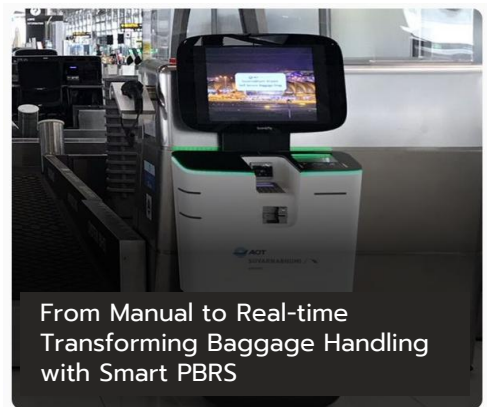
This system enhances the structure and efficiency of documentation processes and supports operations that require a high level of data accuracy and integrity.



### Smart Baggage Handling Support

The Company is involved in systems that support passenger baggage handling processes, which constitute a key component of airport operations.

These systems enhance the efficiency of baggage transportation and tracking, while ensuring seamless interoperability with other airport systems.



The success of these projects reflects the Company's capabilities in

- Managing large-scale projects
- Integrating multiple technology systems
- Delivering solutions in accordance with international standards

These achievements serve as a key factor in strengthening confidence among both public and private sector clients.



## 4. Core Capabilities

The Company has continuously developed and accumulated its strategic capabilities to support operations in the technology and aviation industries, which are complex and require specialized expertise. The Company's core capabilities can be described as follows

### 4.1 End-to-End Expertise

The Company possesses capabilities covering the full project lifecycle, from strategy formulation, system design and implementation, through to system operation and management.

This end-to-end approach enables the Company to

- Design solutions that are aligned with the specific requirements of each organization
- Ensure quality control across all stages of project execution
- Support the long-term and continuous operation of implemented systems

The end-to-end operating model also helps reduce coordination complexity for clients and enhances the continuity and reliability of systems in actual operation.

### 4.2 Industry Specialization

The Company focuses on developing solutions for industries that require specialized expertise, particularly

- Aviation
- Smart Infrastructure

A strong understanding of industry contexts such as airport operations, passenger systems, and safety requirements, enables the Company to effectively design and develop solutions that align with real-world applications.

In addition, this specialized expertise is a key factor that allows the Company to successfully execute complex projects that are critical to its clients' operations.

### 4.3 Technology Integration

The Company has the capability to integrate a wide range of technologies, including

- Artificial Intelligence (AI)
- Automation systems and IoT devices
- Big Data management

The integration of these technologies enables various systems to operate seamlessly and efficiently, while supporting data-driven optimization of operations.

This approach is particularly critical for projects that require the integration of multiple systems, such as airport systems or platforms that serve a large number of users.

## 4.4 Proven Track Record

The Company has extensive experience in delivering projects within critical infrastructure, particularly in the aviation industry and large-scale ICT systems. Its track record demonstrates the ability to

- Execute projects in complex environments
- Deliver fully functional, operational systems
- Provide long-term operational support to clients

Such experience is a key factor in building trust and confidence among clients and stakeholders

## 4.5 Strategic Partnerships

The Company places strong emphasis on building partnerships with technology partners, both domestically and internationally, to enhance its solution development capabilities.

Such collaborations enable the Company to access emerging technologies, develop solutions aligned with international standards, and strengthen its long-term competitiveness.



## 5. Sustainable Value Creation

The Company's business model plays a role in creating value across three key dimensions

### Economic Dimension

- Enhancing organizational operational efficiency
- Supporting the aviation and tourism industries
- Contributing to the development of national digital infrastructure

### Social Dimension

- Improving travel experience and public safety
- Advancing Smart City and Smart Infrastructure initiatives
- Supporting the development of technology talent

### Environmental Dimension

- Reducing resource consumption through automation and digital systems
- Improving energy efficiency in infrastructure

The Company's vision is to be a “Driver of societal transformation through intelligent technology” aligned with ESG principles and long-term sustainable growth.



## 6. Future Growth Direction and Strategy

The Company aims to expand its business from an “ICT Provider” to a “Beyond Aviation Tech Company” with key strategic directions as follows

- Continuous investment in Aviation Technology and AI
- Development of Smart Facility and Smart City solutions
- Expansion into regional and global markets
- Building an Aviation Tech ecosystem and developing talent

The Company aims to become one of the global leaders in Aviation Technology

### Our Mission

To **develop** intelligent technology solutions to serve our customers in both **private and government** sectors

# Aviation Technology

SKY ICT Public Company Limited is a leader in establishing and providing Information and Communications Technology (ICT) systems for the aviation sector. Our mission is to deliver solutions characterized by maximum efficiency, stability, and security, thereby elevating the operational capabilities of airports. As an end-to-end 'IT expert,' the company offers globally recognized Base Products along with comprehensive services, ranging from

consulting, design, and installation of physical and data security systems and networks, through to professional maintenance. The company's specialized team possesses profound knowledge and understanding of the aviation business. This expertise enables us to deploy effective ICT systems that fully support and enhance the operational processes of relevant organizations and airports, fostering sustainable business development amidst intense competition.

# Corporate Vision

At a time when Thailand is advancing toward a new era of aviation infrastructure development and intelligent mobility, the Company recognizes its pivotal role in supporting the nation's ambition to achieve global standards. We are committed to collaborating with aviation partners to enhance passenger experience, safety, and operational efficiency through the adoption of intelligent technologies. These efforts are aimed at driving the transition toward next-generation airports and strengthening Thailand's capability to become a sustainable regional Aviation Hub.

**To be the key driving force in transform the society through intelligent technological solutions that truly enhance lives**

To achieve this vision, the Company is committed to systematically integrating sustainability principles into its corporate strategy, governance framework, and operational processes at all levels. This approach takes into consideration the impacts on passengers, communities, business partners, and all stakeholder groups. The Company emphasizes the ethical, secure, and responsible use of technology, with full respect for human rights. Clear directions and measurable targets have been established to track progress across key areas, including environmental performance, human capital development, proactive risk management, and preparedness for climate change and emerging technologies. This ensures that the Company's growth is balanced, transparent, and sustainable over the long term.

We are a driving force in shaping aviation travel experiences through technology.



# Sustainable Business Performance

The Company conducts its business in alignment with sustainable development principles by systematically integrating Environmental, Social, and Governance (ESG) considerations into its strategy and operations across all levels. This commitment is reflected in external assessments and recognitions from reputable organizations, as well as national-level awards and certifications in sustainability and corporate governance. These achievements underscore the Company’s transparency, accountability, and ability to create long-term value for all stakeholders.



The Company received an “Excellent” CG Scoring (5 Stars) for 2025 from the Thai Institute of Directors, reflecting its strong adherence to corporate governance principles, transparency, accountability, and balanced consideration of all stakeholders.



The Company was awarded a “AAA” rating in the SET ESG Ratings 2025 by the Stock Exchange of Thailand, representing the highest level of recognition. This demonstrates the Company’s systematic, transparent, and sustainable approach to ESG practices, reinforcing confidence among investors, financial institutions, and long-term investment funds.



The Company was also selected as a constituent of the SETESG Index by the Stock Exchange of Thailand.



The Company has declared its intention to join the Private Sector Collective Action Against Corruption and is currently in the process of preparing for certification submission with the Thai Institute of Directors.



The Company received the Best Performance Award at the Thailand Cybersecurity Excellence Awards 2025, recognizing it as a leading Thai organization that fosters cross-sector collaboration to advance national digital security.

# Sustainable Business Performance

In addition, in 2025, the Company achieved certification in three international standards, reflecting its commitment to strengthening management systems, IT governance, and risk management in a systematic manner to support stable, transparent, and sustainable operations:



## BS ISO 23592

A standard for service excellence and operational process management, enhancing efficiency, consistency, and reliability in organizational performance.



## ISO/IEC 27001

An Information Security Management System (ISMS) standard that safeguards organizational and stakeholder data, mitigates cybersecurity risks, and strengthens business trust.



## ISO/IEC 20000

An IT Service Management standard that improves the quality and efficiency of IT services, aligns with user needs, and supports business continuity.

# About This Report

The 2025 Sustainability Report of SKY ICT Public Company Limited has been prepared to present the Company's sustainable business practices to all stakeholders. It covers policies, strategies, and ESG performance across environmental, social, and governance dimensions (Environmental, Social, and Governance), which are essential to the Company's operational capability and long-term growth.

## 1. Reporting Scope and Period

- This report is limited to the operations of SKY ICT Public Company Limited as the parent company. It does not include subsidiaries or affiliated companies in order to ensure that ESG disclosures are accurate, clear, and aligned with international standards. The report focuses on information under the Company's direct responsibility and governance, covering policies, operational mechanisms, performance indicators, and verifiable risks in a transparent manner.
- Subsidiaries and affiliated companies are currently in the process of developing their ESG data collection systems and therefore do not yet have sufficient data for reporting purposes.
- Reporting Period : 1 January 2025 - 31 December 2025

## 2. Standards and Reporting Frameworks

This report has been prepared in accordance with the following international sustainability disclosure frameworks and standards

- **FTSE Russell ESG Indicators** — It is used as a reference framework for assessing ESG issues that are material to the business and for supporting the systematic development of sustainability disclosures.
- **GRI Standards (2021)** — It is used for comprehensive ESG reporting on issues that are material to the organization and its stakeholders.
- **ISSB S1 และ S2** — It is used for the disclosure of sustainability information linked to financial data, including the management of risks and opportunities related to climate change.

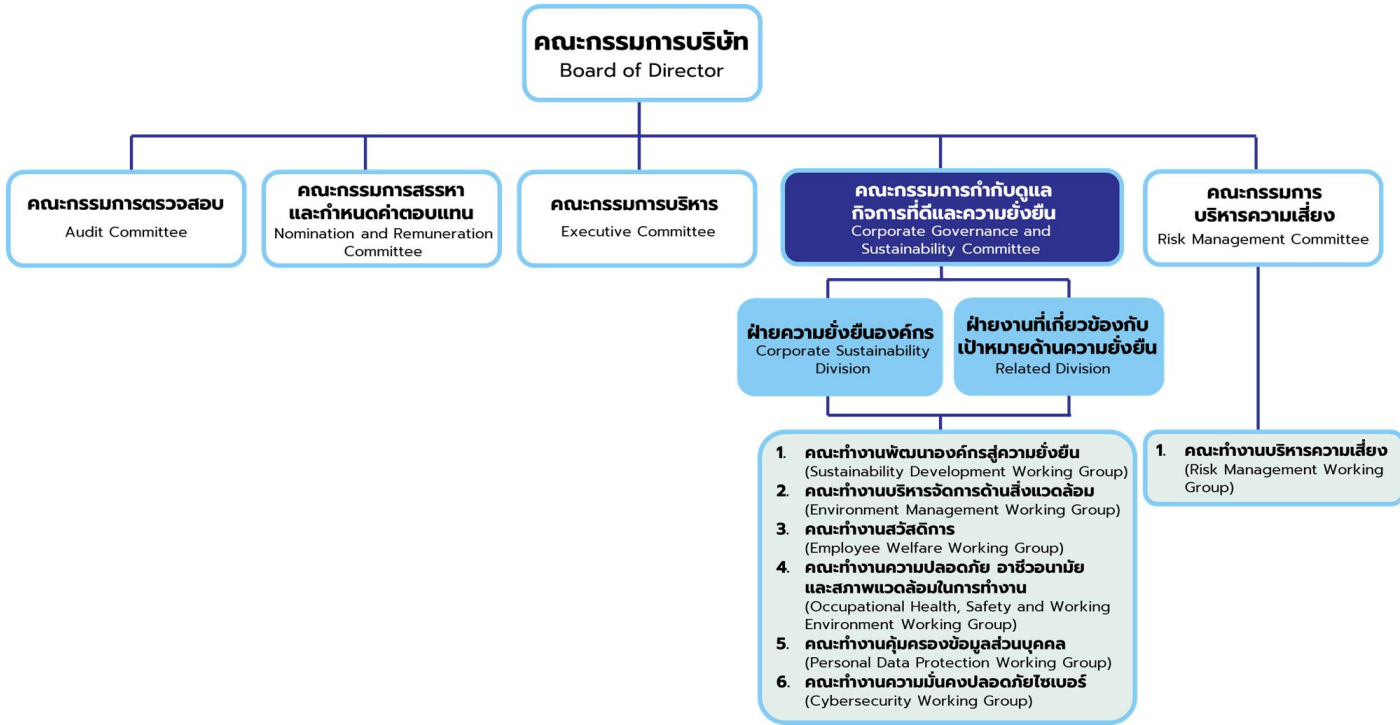


## 3. Verification of Greenhouse Gas Emissions

- The greenhouse gas emissions data has been verified by an independent external assurance provider, BSI Group (Thailand) Co., Ltd.

# Sustainability Governance

## Sustainability Governance Structure



To ensure sustainable governance and business management in alignment with the Company's long-term strategy, the Board of Directors has delegated the Corporate Governance and Sustainability Committee to be responsible for defining policies, strategic directions, and material sustainability issues of the organization. The Committee is also responsible for reviewing performance outcomes, impacts, and risks related to economic, social, environmental, and governance contexts, to ensure that operations are conducted in accordance with established objectives.

The Committee regularly reports progress and key issues to the Board of Directors and provides policy recommendations to the Chief Executive Officer to drive sustainability initiatives. It also reviews and approves the Sustainability Report prior to its formal submission for approval.

At the operational level, the Company has integrated sustainability principles into its business processes across the entire value chain. The Corporate Sustainability function is responsible for driving overall policies and strategies, coordinating with relevant business units, and supporting the effective implementation of initiatives in line with defined targets.

In addition, the Company has appointed a Sustainability Transformation Working Team and five supporting working groups to collaborate with the Corporate Sustainability function and relevant executives. These teams are responsible for reporting performance results, progress updates, and key issues to the Corporate Governance and Sustainability Committee at least once a year. They also consolidate stakeholder engagement outcomes to ensure that the Committee is informed of stakeholders' concerns, expectations, and the Company's responses to material issues.

- **Sustainability Working Committees** – Responsible for proposing ESG policies and strategies at the organizational level and coordinating cross-functional implementation across business units.
- **Environmental Working Team** – Responsible for monitoring and driving initiatives to reduce environmental impacts, including efficient management of energy, resources, and waste.
- **Welfare Working Team** – Acts as the employee representative body in discussions with management regarding labor standards and employee welfare, with the aim of promoting appropriate well-being and quality of life.
- **Occupational Health, Safety and Environment Committee (OHS)** – Responsible for assessing and monitoring workplace safety, occupational health, and working environment measures to ensure employee safety and well-being.
- **Personal Data Protection Working Team** – Oversees the protection and management of personal data in compliance with applicable laws and security standards.
- **Cybersecurity Working Team** – Monitors and mitigates cyber risks and ensures the security and resilience of information systems.

In addition, the Corporate Sustainability function collaborates with the Risk Management Working Team to integrate sustainability issues into the organization's Enterprise Risk Management (ERM) process. Information, risk issues, and recommendations from the sustainability working groups are considered, analyzed, and assessed in relation to strategic, operational, compliance, and reputational risks.

The collaboration between these two functions enables the Company to identify, manage, and monitor sustainability-related risks in a comprehensive manner. It also supports management and the Board of Directors in making informed decisions that are aligned with the Company's long-term sustainable growth objectives.



The Company's value chain comprises four key activities, as follows

1. Technology and Business Solution Development (Smart Solutions) focused on developing new service models to meet the needs of customers in the Company's target markets.

2. Responsible Procurement and Sourcing (Smart Sourcing) focused on ensuring the quality of products and services, as well as managing suppliers to operate in alignment with sustainability practices and mitigating risks that may affect the quality, quantity, and delivery of products and services.

3. Operational Excellence through Smart Operations (Smart Operation) focused on creating customer experiences that enhance satisfaction and foster loyalty through the delivery of meaningful experiential value.

4. Technology-Enabled Services (Smart Service) focused on delivering a diverse range of technology-enabled services with efficiency, accuracy, and suitability to each customer's specific needs, thereby contributing to sustained long-term growth while enhancing quality of life in society and promoting efficient resource utilization in a manner appropriate to the scale of the business.



## 2. Material Issue Prioritization

After identifying its stakeholders, the Company assesses and prioritizes the ESG issues considered material by each stakeholder group, considering their impacts on the business and stakeholders, the latest expectations and feedback, and alignment with international standards.

## 3. Stakeholder Engagement

The Company conducts stakeholder engagement through various channels, collecting both qualitative and quantitative data, including meetings, online questionnaires (surveys/feedback forms), and digital platforms such as its website and email. This engagement process enables the Company to capture stakeholders' actual views and effectively link them to the identified material topics.

## 4. Feedback & Response

Stakeholder feedback is systematically recorded and followed up on, with the aim of using the information to improve ESG policies and strategies. This helps ensure that the Company's operations reflect stakeholders' needs, while the outcomes and key feedback are reported to the ESG Committee.

## 5. Review & Continuous Improvement

The Company reviews its stakeholder list and engagement process at least once a year, updating communication channels, frequency of engagement, and the process for assessing material topics. In the first year of preparing this Sustainability Report, the review helped establish a stakeholder database to support future reporting. The Company also has a roadmap to expand engagement efforts to cover its subsidiaries and business partners in the future.

## 6. Stakeholders Engagement Outcome

- The Company's key stakeholder groups remained unchanged from the previous year; however, the Company refined its engagement channels and feedback tracking methods to enhance their effectiveness and appropriateness.
- It identified the material topics that are significant to all stakeholder groups and incorporated stakeholder feedback into the improvement of its ESG policies.
- This helps strengthen confidence that the Company's ESG operations are aligned with stakeholder expectations and international standards.

## 7. Stakeholders Mapping

| Stakeholder Groups      | Relationship with the Company                   | ESG Significance | Channels of Engagement  | Engagement Frequency               |
|-------------------------|---|------------------|---|------------------------------------|
| Customers               | Use airport solutions, depending on the service | High             | Surveys, emails, customer meetings  | Continuous                         |
| Business Partners       | Cooperate and provide support services          | High             | Business Meeting, Joint Review  | Continuous                         |
| Employees               | Perform operations and provide system support   | High             | Focus groups, feedback channels, training programs, internal portal, online surveys | Continuous                         |
| Creditors               | Provide credit / support working capital        | Medium           | Meeting, Report   | As required                        |
| Suppliers               | Supply equipment / services                     | High             | Supplier meetings, audits, online surveys   | Continuous                         |
| Communities and society | Be affected by operations                       | Medium           | Community engagement, Social Media, CSR activities                                  | Annually / Depending on activities |
| Government agencies     | Oversee policy and legal compliance             | High             | Meetings, reports, consultations  | As required                        |
| Shareholders            | Provide funding / oversee operations            | High             | AGM, Investor Roadshow, Survey  | Annually / As appropriate          |
| Competitors             | Monitor market trends / Best Practice           | Low              | Industry Forum, Conference, Benchmarking  | As appropriate                     |

# Material Issue Management

The Company identifies sustainability matters that are material to the business through an assessment of the relevant sustainability context, taking into consideration both internal and external factors. These include, among others, the organization's strategic direction, global megatrends, developments in technology and innovation, changes in customer behavior, emerging risks, as well as the expectations and concerns of stakeholders.

In addition, the Company considers the relevance of such matters to the business's sustainable development objectives and goals across the economic, social, and environmental dimensions, together with the extent of their impacts on all stakeholder groups.

The Sustainability Development Working Team conducts an assessment and prioritization of sustainability matters material to the business, considering the scope of impacts, as well as the risks and opportunities associated with the Company's operations and stakeholders. The assessment covers actual and potential positive and negative impacts that have arisen or may arise from changes under various circumstances and across different time horizons. The outcome of this process informs the prioritization of material sustainability topics. **The resulting material sustainability topics were reviewed and approved by the Corporate Governance and Sustainability Committee**, comprising a total of 12 topics.



# 1. Materiality Assessment

To provide a clear overview of material issues relevant to both the business and its stakeholders, the Company has developed a **Materiality Matrix** reflecting the significance to **stakeholders** and the **significance to the Company**. The positioning of strategic issues on this matrix enables both stakeholders and management to clearly **understand the prioritization and context** of each issue.



| Governance Issues                      | Social Issues  | Environment Issues                                     |
|--|--|--|
| 1. Information and Cyber security      | 2. Business Innovation                                   | 11. Climate Related Risk and Greenhouse Gas Management |
| 3. Business Ethics and Anti-Corruption | 4. Customer Relationship Management                      | 12. Resource Efficiency                                |
| 5. Sustainable Business Partnerships   | 6. Sustainable Procurement                               |  |
|  | 7. Employee Capability Development                       |  |
|  | 8. Respect for Human Rights and Fair Labor Practices     |  |
|  | 9. Occupational Health, Safety, and Workplace Well-being |  |
|  | 10. Product Responsibility                               |  |

## 2. Management of Material Sustainability Issues

The management of material sustainability issues varies by topic, with different approaches adopted to respond to stakeholder expectations. For fundamental sustainability issues, the Company ensures compliance with applicable laws, regulations, and standards, along with continuous monitoring and reporting. For material sustainability issues that are critical to the business, the Company implements improvements in business processes by setting clear business targets and measuring performance across the short, medium, and long term. The focus is on achieving business growth while minimizing environmental impacts on all stakeholder groups over the long term.

Each issue has been integrated into the Company's operations in accordance with the nature of its business and is disclosed in the relevant sections of this report, as detailed below.

---

### Material Issues

1. Information and Cybersecurity
2. Business Innovation
3. Business Ethics and Anti-Corruption
4. Customer Relationship Management
5. Sustainable Business Partnerships
6. Sustainable Procurement
7. Employee Capability Development
8. Respect for Human Rights and Fair Labor Practices
9. Occupational Health, Safety, and Workplace Well-being
10. Product Responsibility
11. Climate Risk and Greenhouse Gas Management
12. Resource Efficiency

### Management Approach / Relevant Sections in the Report

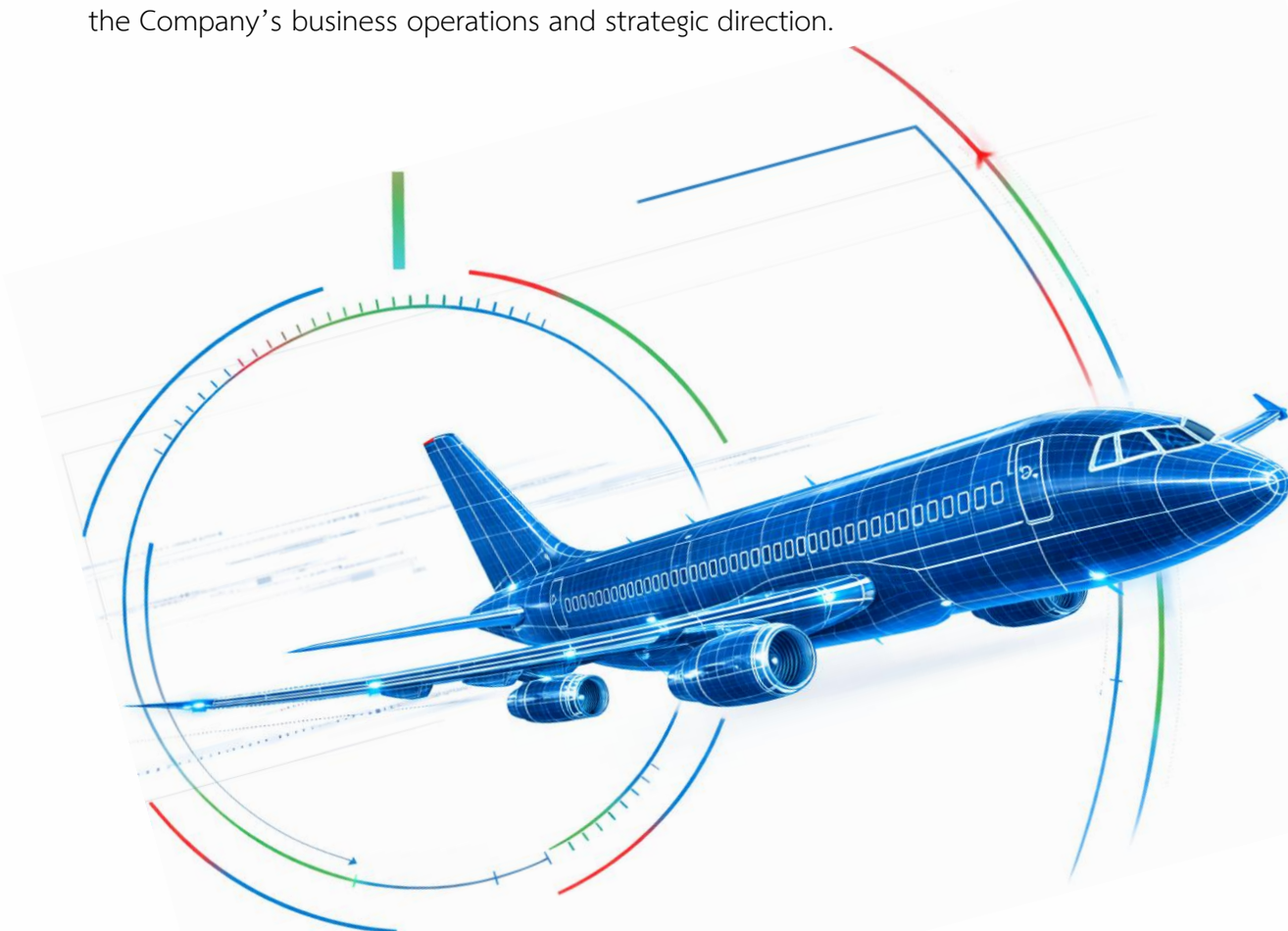
- Information and Cybersecurity
- Innovation Management
- Business Ethics and Anti-Corruption
- Customer Relationship Management
- Sustainable Business Partnerships
- Supply Chain Management
- Employee Skills and Capability Development
- Human Rights, Communities, and Labor Standards
- Health and Safety
- Product Responsibility
- Climate Management
- Resource Efficiency

### 3. Validation of Material Issues

The Sustainability Working Team presents the Company's material sustainability issues to the Corporate Governance and Sustainability Committee for validation at least once a year. The validation process considers accuracy, relevance, and alignment with the Company's sustainability policy and evolving business direction. It also incorporates feedback from all stakeholder groups to continuously improve disclosures in the Annual Report and 56-1 Form Report.

### 4. Communication and Reporting

The Company incorporates approved material sustainability issues into its sustainability-driven business strategy, covering management approaches and performance outcomes based on defined indicators. These are compiled into annual reports to ensure continuous disclosure to stakeholders. The Company also communicates its performance against sustainability targets across three dimensions: economic and governance, social, and environmental. Material issues are regularly reviewed and updated to ensure alignment with the Company's business operations and strategic direction.



# Sustainability Strategy Of the Organization

The Company is committed to driving its business under a clearly defined sustainability framework aligned with its corporate strategy, in order to balance economic growth, social responsibility, and environmental stewardship, while strengthening trust among all stakeholder groups.

The Company has established a sustainability strategy framework across three key dimensions under the “Smart ESG” theme, as follows

## Smart Zero

### Towards Net Zero

The Company is committed to reducing environmental impacts in a tangible manner through efficient energy and resource management, the adoption of green technologies, and the monitoring and reporting of greenhouse gas emissions to align with Net Zero targets and international climate standards.

## Smart Unity

### Enhancing Lives

The Company places importance on employee capability development, respect for human rights, and building collaboration with customers, suppliers, partners, and communities. It also emphasizes customer relationship management and the delivery of safe and high-quality services. All operations are designed to create meaningful value for all stakeholder groups.

## Smart Governance

### Transparent and Sustainable

The Company emphasizes good corporate governance and effective risk management through a strong internal control system, transparent disclosure of information, and operations in accordance with good governance principles. This is intended to meet the expectations of shareholders, investors, and regulatory authorities.



This three-dimensional strategic framework is not only aligned with the Company's material topics but also enables the systematic definition of **Key Performance Indicators (KPIs)** and **Sustainability Initiatives Project** across each dimension. This ensures that sustainability efforts deliver clear, measurable, and verifiable outcomes, contributing to genuine long-term sustainability.

In the following sections, the report presents in-depth information on environmental, social, and governance performance, covering key issues and relevant performance indicators. This is intended to provide readers with a comprehensive and clear understanding of the Company's outcomes and progress across all dimensions.



# SMART ZERO

Towards  
NET  
ZERO

มุ่งสู่  
การปล่อยก๊าซเรือนกระจก  
เป็นศูนย์

# Smart Zero

## Towards Net Zero Greenhouse Gas Emissions

The Company recognizes the importance of addressing climate change, which is one of the most critical global challenges today. Under the “Smart ESG” sustainability framework, the Company has established the “Smart Zero” approach to minimize environmental impacts and support the transition toward a low-carbon economy. This includes a long-term commitment to continuously reducing greenhouse gas emissions and ultimately achieving net zero greenhouse gas emissions.

The Company manages energy and resources efficiently, alongside the adoption of environmentally friendly technologies and innovations in its operations. These efforts aim to enhance resource efficiency, reduce energy consumption, and lower greenhouse gas emissions from business activities. In addition, the Company places importance on developing a systematic data management and monitoring system for greenhouse gas emissions to ensure transparency and auditability in climate-related management.

In the current year, the Company has conducted an independent third-party verification of its greenhouse gas emissions data to enhance the credibility and accuracy of its environmental information. This also supports improved disclosure practices in line with international sustainability reporting standards. These initiatives reflect the Company’s ongoing commitment to advancing its climate management system and strengthening stakeholder confidence. Through the Smart Zero approach, the Company aims to drive business growth while reducing environmental impacts, and to foster collaboration among employees, customers, and business partners in creating shared sustainable value for both present and future generations.



มุ่งสู่การปล่อย  
ก๊าซเรือนกระจกเป็นศูนย์

เพื่อช่วยลดผลกระทบ  
ต่อสิ่งแวดล้อม และสร้าง  
อนาคตที่เป็นมิตรต่อโลก



# Environmental Commitment

The Company places importance on conducting its business sustainably in the environmental dimension and is committed to balancing economic growth, environmental impact reduction, and value creation for all stakeholder groups under the “Smart Zero” concept. The Company aims to reduce greenhouse gas emissions, manage energy and resources efficiently, and promote sustainable waste management.

This commitment is aligned with the Company’s materiality topics and supports the systematic development of key performance indicators and environmental sustainability initiatives. It also includes the monitoring of climate-related risks and opportunities to ensure that operations are transparent, auditable, and capable of delivering sustainable outcomes.

To translate this commitment into practical implementation, the Company has established an “Environmental and Climate Policy” as a key framework for governing operational direction and performance monitoring across the organization.

This policy was reviewed by the Corporate Governance and Sustainability Committee and approved by the Board of Directors on 13 November 2025, reflecting top-level governance oversight and the Company’s strong commitment to advancing environmental sustainability.

## 1. Environmental and Climate Policy

SKY ICT Public Company Limited (the “Company”) recognizes that environmental challenges and climate change are critical global issues that have profound impacts on the economy, society, and quality of life worldwide. The Company is therefore committed to conducting its business responsibly, guided by the principle of balancing economic growth, environmental stewardship, and social development for all stakeholders, in order to achieve sustainable growth. This commitment is aligned with Thailand’s Nationally Determined Contribution (NDC 3.0), which targets net zero greenhouse gas emissions by 2050.

The Company firmly believes that the strength of its people, combined with innovation, technology, and collaboration with partners, is essential in driving the organization to address challenges and create new opportunities in a balanced manner across environmental, social, and governance dimensions. This will ultimately lead to shared value and sustainable growth for all stakeholders. Accordingly, the Company has established the following environmental and climate action approach:

## Climate Change Management

The Company recognizes the importance of addressing climate change and greenhouse gas emissions across Scope 1, 2, and 3. It is committed to continuously reducing emissions through process improvements, energy efficiency, renewable energy adoption, and investment in environmentally friendly digital technologies. Climate-related risks and opportunities are integrated into business strategy, with environmental targets embedded in corporate strategy and investment decisions.

## Energy, Resources, and Waste Management

The Company places importance on the efficient and responsible use of electricity, water, materials, and other resources across all operational processes. Water consumption and waste management are systematically monitored, including e-waste management and recycling initiatives. The Company also promotes paper reduction and encourages Green Workplace practices to foster an organizational culture that sustainably reduces environmental impact.

## Governance, Monitoring, and Disclosure

The Board of Directors and senior management directly oversee environmental risks and opportunities. Environmental performance, including greenhouse gas reduction, is linked to KPIs and executive compensation to drive sustainability progress.

The Company ensures transparent and verifiable disclosure through independent verification of greenhouse gas emissions and energy consumption in line with international standards and is committed to reporting in accordance with globally recognized frameworks.

## Supply Chain and Business Partners

The Company recognizes that environmental impacts extend across its value chain. It has established environmentally responsible procurement policies covering energy use, water, waste, and pollution reduction, with ongoing environmental due diligence of suppliers.

The Company also encourages business partners to disclose environmental data, reduce impacts, and participate in collaborative initiatives to promote shared sustainability standards.

## Engagement, Organizational Culture, and Social Responsibility

The Company is committed to fostering an environmentally responsible organizational culture through communication, education, and training for employees at all levels to build awareness of sustainability and environmental responsibility. The Company actively participates in climate-related business networks and associations and supports relevant public policies and regulations. It also maintains a positive stance toward collective action, contributing to the transition toward a more sustainable future.

Further information on the Environmental Policy at [https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-22-\\_-Environment-and-Climate-Policy\\_-13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-22-_-Environment-and-Climate-Policy_-13.11.25.pdf)

## 2. Environmental Mission

1. To enhance knowledge, understanding, and awareness of environmental impacts, and to foster environmental consciousness among employees at all levels through training, communication, and engagement activities. These include education on waste segregation, energy conservation, and the promotion of clean energy vehicles, enabling practical application in both daily life and the workplace.

2. To control environmental impacts arising from business operations, the Company implements various measures and policies as follows

### 2.1 Energy Conservation Policy / Implementation Measures

#### Office Areas

- Air conditioning is turned off during 12:00–13:00 and after 18:00
- lighting is switched off during 12:00–13:00 and after 20:00

#### Canteen Areas

- Air conditioning is operated only during 10:30–14:00, and lighting is turned off when not in use, to reduce energy usage, lower costs, and minimize environmental impact.

2.2 Clean Energy Vehicle (EV) Support Policy : The Company supports the reduction of emissions by promoting the use of clean energy vehicles (EV) through the provision of

- EV Parking lot
- Installation of electric vehicle charging stations (EV chargers) to promote the use of environmentally friendly transportation

2.3 Waste Management Policy : The Company's waste management policy is based on the circular economy concept and the 3R principles, as follows

- Reduce – Minimize resource consumption as much as possible
- Reuse – Reuse materials and items to maximize their utilization.
- Recycle – Select and use materials that can be recycled and reprocessed.

The Company provides waste segregation bins by type and conducts training and awareness activities to ensure proper waste separation among employees. It also promotes resource reduction and extends its practices to other materials, such as recycling expired uniforms into fuel pellets instead of conventional disposal.

3. To conduct research and develop innovative and diverse approaches, the Company focuses on promoting new environmentally friendly processes and ways of working.

4. The Company supports organizational development focused on processes essential to quality of life and sustainable living, while reflecting its value-driven business capability. It aims to minimize negative environmental impacts through efficient resource management and continuously identify ways to reduce current and future impacts to enhance operational efficiency.

5. The Company is committed to complying with all applicable environmental laws, regulations, and standards, and conducts all activities in accordance with relevant legal requirements and other recognized internal and external environmental obligations to strengthen accountability and credibility.

6. The Company develops environmental management approaches and systems across its operational areas by establishing practical guidelines applicable to all functions, ensuring that all activities are clearly aligned with the Company's environmental policy and effectively implemented.

7. The Company implements a systematic approach to monitoring, auditing, and analyzing environmental impacts, with performance evaluations conducted at least annually. Results are reported and used to continuously improve plans and measures to enhance environmental management effectiveness.

8. The Company establishes an environmental management system that responds to the needs of customers and stakeholders, building trust and confidence in its operations through strict adherence to its environmental policy framework.

9. The Company sets clear environmental targets with defined monitoring and periodic review mechanisms, covering key environmental impact areas. It continuously tracks, evaluates, and reviews performance to support timely and appropriate improvements.



# Climate Change Management

The Company recognizes that addressing climate change is not solely an internal organizational responsibility, but a shared responsibility across all sectors. Therefore, it places importance on continuous participation in the national climate ecosystem, including contributions to knowledge development, standards, and policy direction.

To strengthen its greenhouse gas management practices, the Company is a member of the **Thailand Greenhouse Gas Management Organization (TGO)** under **the Thailand Carbon Neutral Network (TCNN)** as a **Climate Action Initiator (CAI)**. This reflects the Company's commitment to operating in accordance with national standards and relevant international frameworks.



Under this collaboration, the Company has participated in knowledge-sharing activities, seminars, and forums organized by TGO and TCNN. The Company has also taken part in voting for the TCNN committee to support the network's strategic direction and contribute to advancing national carbon management standards in the long term.

The Company conducts its policy engagement in a transparent manner, aligned with the country's greenhouse gas reduction goals. It does not support any approaches or proposals that conflict with public climate policies and ensures transparent disclosure of its engagements, enabling stakeholders to monitor and verify its activities.

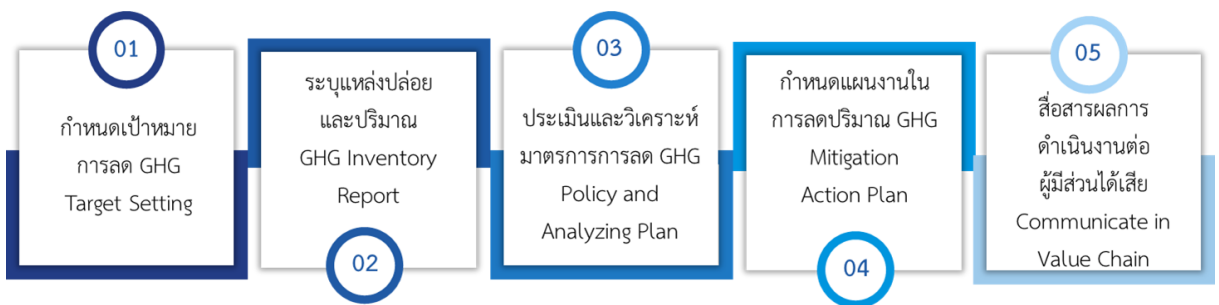
# 1. Climate Change Management

Climate change and rising greenhouse gas emissions are critical challenges faced by businesses worldwide. Organizations must reduce emissions and adapt to increasingly stringent environmental regulations and policies, requiring improvements in production processes and operations to enhance efficiency and lower emissions across the entire value chain. Behavioral change among employees and across the value chain is also essential and requires collaboration from all stakeholders to achieve these goals. Businesses therefore need to design processes, products, services, and business models that support sustainable growth. This includes adopting renewable energy, improving energy efficiency, developing environmentally friendly innovations, and enhancing product design for durability, longer lifespan, and ease of recycling or reuse. It also involves producing goods that use fewer resources without compromising quality. These approaches help reduce environmental impact, create business value, and support long-term sustainability, in alignment with Sustainable Development Goal 13 (SDG 13: Climate Action).



# 2. Management Approach

The Company has established guidelines to reduce its greenhouse gas emissions and mitigate risks associated with emissions from its business operations. Emission reduction targets are set based on assessments across the entire value chain, alongside evaluations of reduction potential and analysis of mitigation measures. These are used to develop action plans for greenhouse gas reduction, with ongoing communication of performance and progress to stakeholders as follows



### 3. Climate Change Governance

Climate change issues have been integrated into the Company’s Enterprise Risk Management framework, with oversight by the Risk Management Committee. Climate-related challenges are recognized as enterprise-level risks, requiring defined control measures to reduce the likelihood of occurrence, mitigation plans to minimize impacts, and the establishment of leading and lagging Key Risk Indicators (KRIs).

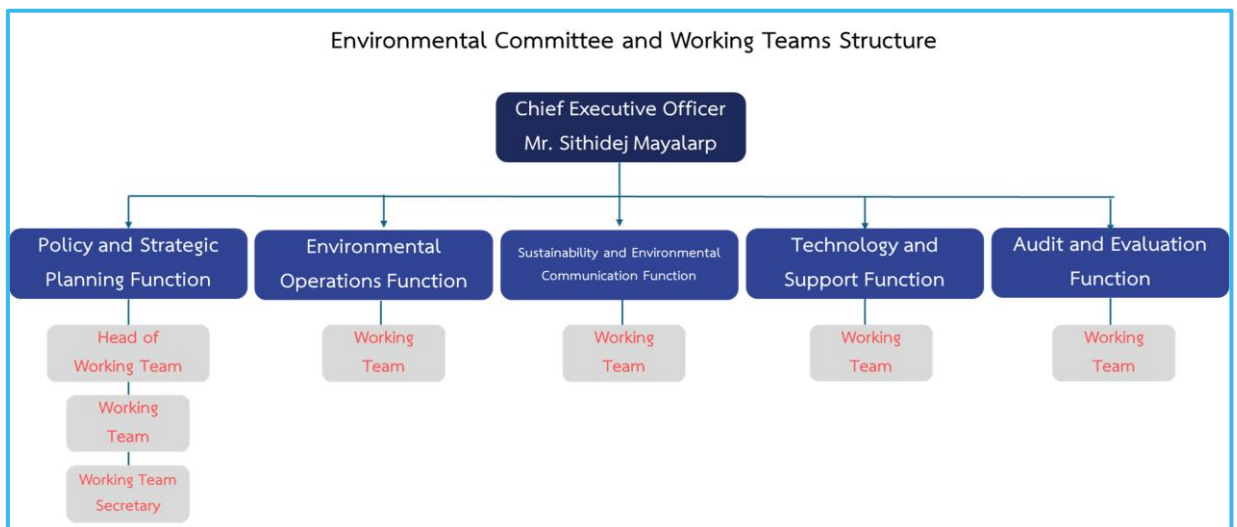
### 4. Climate Change Governance Structure

The Environmental Management Working Team serves as the primary unit responsible for oversight, coordination, and implementation of environmental management initiatives in collaboration with relevant departments. It also collects data and reports progress on a quarterly basis to the Sustainability Transformation Working Team at the management level, chaired by the Chief Executive Officer, as well as to the Risk Management Committee (RMC).

### 5. Environmental and Greenhouse Gas Management Governance Structure

The Company has established a sustainability governance structure from the Board of Directors to the management level, with clearly defined roles and responsibilities at each level to effectively drive the business toward sustainability.

In addition, the Company has established committees and working teams for environmental and greenhouse gas management to monitor greenhouse gas reduction measures, divided into 5 main functional areas as follows



The 5 functional areas are as follows

- 1) **Policy and Strategic Planning Function** Responsible for defining the organization's policies, strategic direction, and carbon reduction targets, as well as monitoring short- and long-term greenhouse gas reduction progress.
- 2) **Environmental Operations Function** Responsible for implementing initiatives and ensuring operations are aligned with the Company's environmental goals, plans, policies, and strategies.
- 3) **Sustainability and Environmental Communication Function** Responsible for internal and external communication on environmental and sustainability activities, and for supporting sustainability disclosures in accordance with international standards to stakeholders.
- 4) **Technology and Support Function** Responsible for developing environmental management technologies, including carbon capture and storage solutions, to support the Company's greenhouse gas reduction targets. This function also supports environmental regulatory monitoring to ensure compliance and proper planning.
- 5) **Audit and Evaluation Function** Responsible for monitoring and evaluating the Company's greenhouse gas reduction performance to ensure alignment with organizational goals. This includes reviewing investments under an internal carbon mechanism, ensuring alignment with carbon targets, and integrating climate-related risks into the enterprise risk management framework.

The Chief Executive Officer (CEO), also a Board member, provides overall leadership of the Company's ESG environmental agenda and serves as a key driver of sustainability policy. Senior management appoints the Head of the Environmental and Greenhouse Gas Management Working Team, who reports directly to them and oversees environmental and sustainability operations. They are responsible for defining the Company's vision, targets, and strategic direction on greenhouse gas management, as well as promoting a sustainability-focused culture. Senior executives approve and endorse sustainability policies, reflecting their commitment to ESG across all dimensions. They also monitor performance through quarterly and annual reports from relevant committees and departments to ensure progress toward environmental targets.



## 6. Climate Change Risks of the Company

In recent decades, the world has faced increasingly frequent and severe climate change, a critical global issue with wide-ranging impacts on the environment, economy, and society. One of the most evident consequences is the rising frequency and intensity of natural disasters, particularly floods, which pose significant threats to ecosystems, public livelihoods, and business continuity worldwide.

At the global level, the United Nations and environmental organizations have highlighted that even a 1–2°C increase in average global temperature can significantly alter weather patterns, leading to extreme rainfall that exceeds the natural or urban capacity for water absorption and drainage. This results in flash floods, landslides, and overwhelmed drainage systems, especially in densely populated urban areas or regions with inadequate infrastructure planning.

Thailand is also among the countries highly vulnerable to climate change, particularly in low-lying areas or regions with limited drainage capacity. A notable example is the major flood event in 2011, which caused severe economic losses amounting to hundreds of billions of baht and led many businesses to temporarily or permanently suspend operations. The impacts extended beyond physical damage to include investor confidence, supply chain disruption, and national reputation.

For the business sector, particularly organizations that rely on infrastructure located in low-lying areas or operate complex logistics and supply chains, flooding not only causes physical damage such as destruction of buildings, equipment, and assets, but also significantly affects short- and long-term operations. These impacts include production disruptions, transportation delays, revenue loss, and reputational damage, which can materially affect competitiveness in the market.





Therefore, flood risk assessment and management are no longer merely safety measures but have become a strategic necessity that organizations must seriously prioritize, especially in an era where investors, business partners, and stakeholders increasingly focus on sustainability and systematic climate change resilience.

As a key provider of passenger processing systems at airports, SKY ICT plays an important frontline role in welcoming tourists, a major source of national revenue. Climate change may therefore impact the Company's operations and service delivery in this regard.

The Company has therefore assessed climate-related risks that may affect its operations across strategic, operational, financial, and regulatory dimensions, and has developed comprehensive risk management approaches to ensure business continuity and long-term sustainability in a rapidly changing global context.

## 7. Climate Change Risk

### CLIMATE-RELATED RISK ANALYSIS

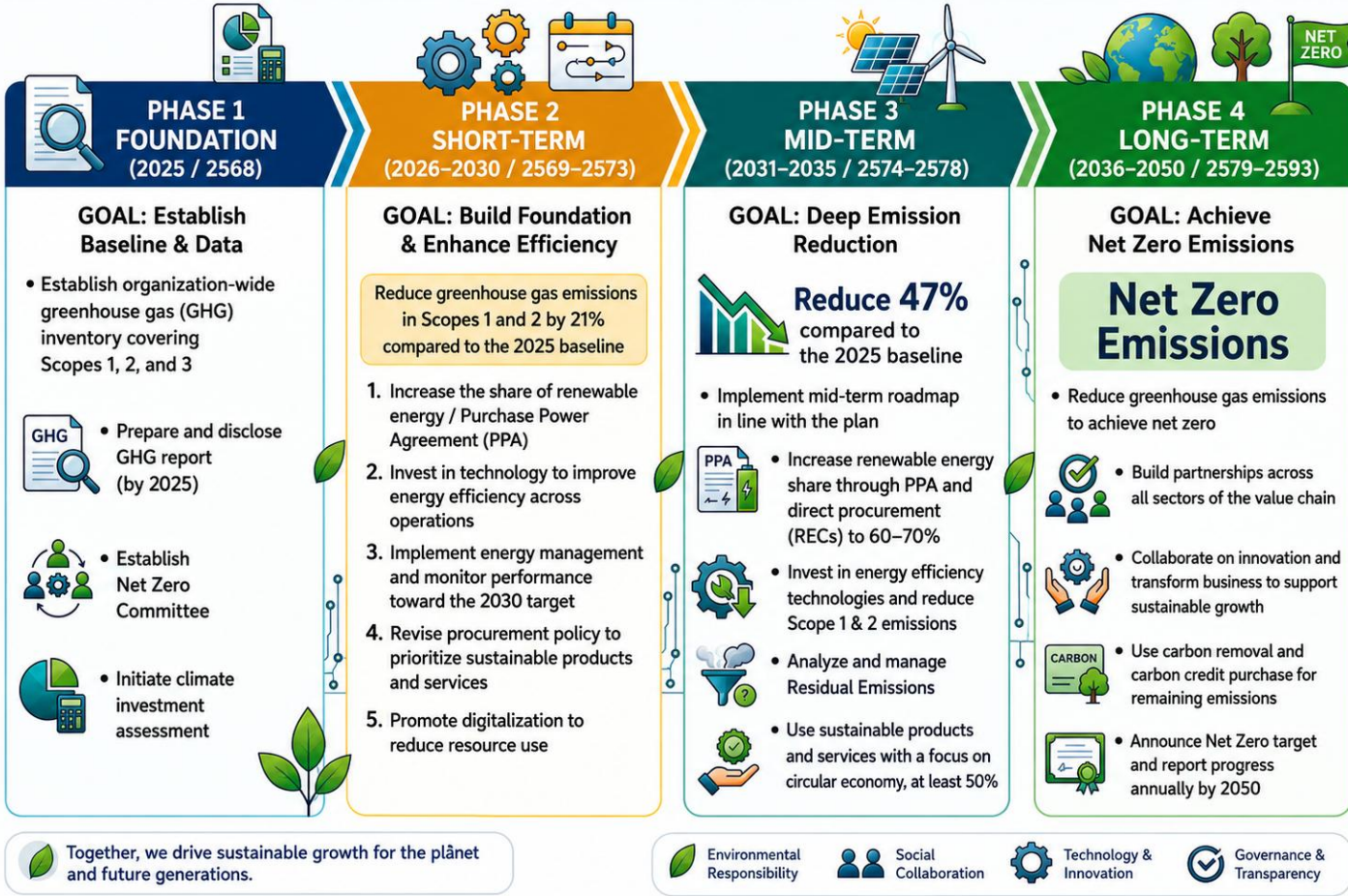
| Risk Category  | Risk Driver   | Risk Level Before Mitigation | Risk Management   | Risk Level After Mitigation |
|--|---|------------------------------|---|-----------------------------|
|  <p><b>Strategic:</b><br/>Need for products/services that are environmentally friendly may increase and impact the business continuity in the long term after an event occurs.</p> | Selection of environmentally friendly products or services with at least 2 such aspects per year.                               | ● Medium                     | Define targets for environmentally friendly products or services in line with operational environmental aspects in 2025, covering a total of 2 items as follows: <ol style="list-style-type: none"> <li>Eco-friendly documents for all types of work across all office buildings.</li> <li>Hybrid conferencing services instead of on-site meetings.</li> </ol> | ● Low                       |
|  <p><b>Operational:</b><br/>Physical impacts of severe weather events affect operational continuity and service delivery.</p>  | Downtime from severe weather affecting system operations not exceeding 6 hours after an incident.                               | ● Medium                     | Develop a Business Continuity Plan (BCP).<br><br>Review and update the plan annually.   | ● Low                       |
|  <p><b>Financial:</b><br/>The company may incur additional costs to repair, replace, or compensate for equipment or assets damaged by incidents.</p>                               | Repair or replacement costs for equipment or assets resulting from incidents not covered by the project's insurance protection. | ● Medium                     | Purchase insurance coverage for equipment used in operations and ensure adequate coverage for risks arising from natural disasters.   | ● Low                       |
|  <p><b>Regulatory:</b><br/>Changes in environmental regulations, such as requirements to use equipment with high energy efficiency.</p>  | Compliance with new regulations within 180 days after the law comes into effect, with 100% compliance.                          | ● Medium                     | Assign responsible personnel to monitor and ensure compliance with relevant regulations.  | ● Low                       |

**Risk Level** ● High ● Medium ● Low **Note:** The risk level assessment considers the likelihood of occurrence and the potential impact on the organization.

## 8. Strategic Climate Change Objectives

The Company has reviewed its past climate change targets and initiatives by considering operational data, greenhouse gas emission sources and removals (both direct and indirect), as well as relevant environmental factors during 2025, including its greenhouse gas inventory data. Based on this review, the Company has revised and established both quantitative and process-based climate change targets to support the “Smart Zero” strategy and promote sustainable business operations. These targets are also aligned with the Company’s material sustainability topics, as detailed below

# ROADMAP TO NET ZERO (2025 – 2050)



| 2025 / 2568 : Establish Baseline Greenhouse Gas Inventory Data |   |
|--|---|
| Target Year  | 2025  |
| Phase  | 2025 : Establish Baseline Data  |
| Quantitative Targets   | Prepare a greenhouse gas inventory covering material Scope 1, 2, and 3 emissions, using 2025 data as the baseline year.   |
| Process-based Targets  | <ol style="list-style-type: none"> <li>Prepare the organization’s greenhouse gas inventory report for 2025 and have it externally verified for accuracy.</li> <li>Establish a working team to drive Net Zero initiatives.</li> <li>Initiate an investment evaluation system that considers climate change impacts.</li> </ol> |

| 2030 / 2573 Short-Term Targets |  |
|--------------------------------|--|
| Target Year                    | 2030   |
| Phase                          | 2026 – 2030 : Establish Foundations and Enhance Efficiency   |
| Quantitative Targets           | Reduce Scope 1 and Scope 2 greenhouse gas emissions by 21% compared to the 2025 baseline year.   |
| Process-based Targets          | <ol style="list-style-type: none"> <li>1. Consider renewable energy adoption or Power Purchase Agreements (PPA) for clean electricity procurement.</li> <li>2. Evaluate and implement energy efficiency technologies across key operational areas.</li> <li>3. Implement energy and resource management measures aligned with environmental targets and review progress toward 2030 goals.</li> <li>4. Enhance procurement policies by sourcing at least 20% of goods and services from suppliers with environmental and climate-related commitments.</li> <li>5. Promote digital workplace systems to reduce resource consumption.</li> </ol> |

| 2035 / 2578 : Medium-Term Targets |   |
|-----------------------------------|---|
| Target Year                       | 2035  |
| Phase                             | 2031 – 2035 : Deep Decarbonization Target   |
| Quantitative Targets              | Reduce net greenhouse gas emissions by 47% compared to the 2025 baseline year.  |
| Process-based Targets             | <ol style="list-style-type: none"> <li>1. Transition to renewable energy or Power Purchase Agreements (PPA), or offset electricity consumption through carbon offset mechanisms such as RECs, covering at least 60–70% of total electricity use.</li> <li>2. Invest in and install energy efficiency technologies and low-carbon solutions to reduce greenhouse gas emissions.</li> <li>3. Identify and analyze residual emissions that cannot be eliminated.</li> <li>4. Source at least 50% of goods and services from suppliers with environmental and climate change policies.</li> </ol> |

2050 / 2593 : Long-Term Targets

|                       |   |
|-----------------------|---|
| Target Year           | 2050  |
| Phase                 | 2036 – 2050 : Integration into Business Operations and Net Zero Transition  |
| Quantitative Targets  | Achieve net zero greenhouse gas emissions by 2050   |
| Process-based Targets | <ol style="list-style-type: none"> <li>1. Integrate climate change strategy into all business decision-making and investment processes in a comprehensive manner.</li> <li>2. Collaborate with and support partners in the adoption and development of innovations aimed at addressing greenhouse gas emissions.</li> <li>3. Prepare for and implement the procurement of Carbon Removal-type carbon credits to fully offset all residual emissions.</li> <li>4. Verify the achievement of the Net Zero target by an independent third-party organization and publicly announce the success in 2050.</li> </ol> |



Alignment with the SDGs

**SDG 7** : Affordable & Clean Energy – Reduce electricity consumption and increase the use of renewable energy.

**SDG 12** : Responsible Consumption & Production – Paperless Office, Green Procurement, Waste reduction

**SDG 13** : Climate Action – Reduce GHG Scope 1–3, Carbon Offset, Net Zero



## 9. The Company's greenhouse gas emissions data for 2025

The Company has prepared its greenhouse gas (GHG) emissions and removals inventory arising from organizational activities, based on relevant activity data for the period from 1 January 2025 to 31 December 2025, in accordance with the monitoring guidelines of ISO 14064-1:2018. The inventory has been verified by an independent external verifier, BSI Group (Thailand) Co., Ltd. The Company's greenhouse gas emissions are detailed and quantified as follows

| Type   | Emission Sources                  |
|--|-----------------------------------|
| Scope 1 :<br>Direct Emission                                   | Fuel combustion of the Company    |
|  | LPG combustion                    |
|  | Fugitives                         |
| Scope 2 :<br>Indirect Emission                                 | Purchased electricity consumption |
| Scope 3 :<br>Indirect Emission<br>(Significant to the Company) | Purchased goods and services      |



- Scope 1 : 46.92 tCO<sub>2</sub>e (0.9 %)
- Scope 2 : 328.45 tCO<sub>2</sub>e (6.3%)
- Scope 3 : 4,863.80 tCO<sub>2</sub>e (92.8%)

| Type of Emission                          | Unit                                 | 2566    | 2567    | 2568     |
|---|--------------------------------------|---------|---------|----------|
| Direct GHG emissions (Scope 1)            | tCO <sub>2</sub> e                   | -       | -       | 46.92    |
| Indirect GHG emissions (Scope 2)          | tCO <sub>2</sub> e                   | 311.96* | 325.62* | 328.45   |
| Indirect GHG emissions (Scope 3)          | tCO <sub>2</sub> e                   | -       | -       | 4,863.80 |
| Total GHG emissions<br>(Scope 1 and 2)    | tCO <sub>2</sub> e                   | -       | -       | 375.36   |
| Total GHG emissions<br>(Scope 1, 2 and 3) | tCO <sub>2</sub> e                   | -       | -       | 5,239.17 |
| GHG Intensity (Scope 1 and 2)             | tCO <sub>2</sub> e /<br>Revenue (MB) | -       | -       | 0.0945   |
| GHG Intensity (Scope 1, 2 and 3)          | tCO <sub>2</sub> e /<br>Revenue (MB) | -       | -       | 1.3163   |

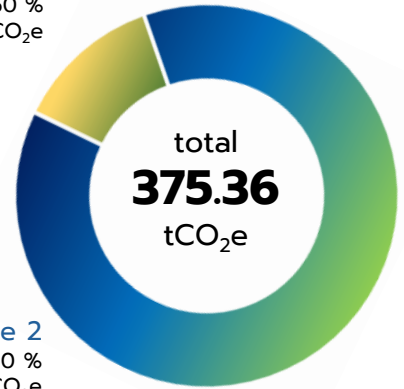
Note : \* Emission factors have been applied in accordance with the greenhouse gas emission factors announced for electricity from Thailand's national grid, as published by the Electricity Generating Authority of Thailand (EGAT), February 2026.

# Greenhouse gas emission sources

**Scope 1**  
12.50 %  
46.92 tCO<sub>2</sub>e

## Scope 1, 2

| Scope   | Description        | tonCO <sub>2</sub> e | Percentage |
|---------|--------------------|----------------------|------------|
| Scope 1 | Direct Emissions   | 46.92                | 12.50%     |
| Scope 2 | Indirect Emissions | 328.45               | 87.50%     |



**Scope 2**  
87.50 %  
328.45 tCO<sub>2</sub>e

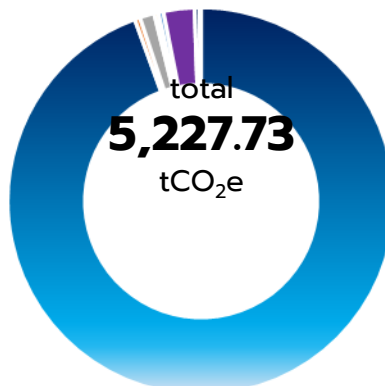
## Scope 3

| Scope 3 Indirect Emissions |  |                      |            |                     |
|----------------------------|--|----------------------|------------|---------------------|
| Category                   | Description                                | tonCO <sub>2</sub> e | Percentage | Remark              |
| 1                          | Purchased goods and services               | 4,936.03             | 94.42%     |                     |
| 2                          | Capital goods                              | 23.93                | 0.46%      | Not significant     |
| 3                          | Fuel and energy related activities         | 63.50                | 1.21%      | Not significant     |
| 4                          | Upstream transportation and distribution   | -                    |            | Data not accessible |
| 5                          | Waste generated in operations              | 17.78                | 0.34%      | Not significant     |
| 6                          | Business travel                            | 22.67                | 0.43%      | Not significant     |
| 7                          | Employee commuting                         | 136.02               | 2.60%      | Not significant     |
| 8                          | Upstream leased assets                     | 21.87                | 0.42%      | Not significant     |
| 9                          | Downstream transportation and distribution | 5.92                 | 0.11%      | Not significant     |
| 10                         | Processing of sold products                | -                    |            | No emission source  |
| 11                         | Use of sold products                       | -                    |            | Data not accessible |
| 12                         | End-of-life treatment of sold products     | -                    |            | Data not accessible |
| 13                         | Downstream leased assets                   | -                    |            | No emission source  |
| 14                         | Franchises                                 | -                    |            | No emission source  |
| 15                         | Investments                                | -                    |            | Data not accessible |

**Purchased goods and services**  
94.42 %  
4,936.03 tCO<sub>2</sub>e

**Employee commuting**  
2.60 %  
136.02 tCO<sub>2</sub>e

**Fuel and energy related activities**  
1.21 %  
63.50 tCO<sub>2</sub>e



**Capital goods**  
0.46 %  
23.93 tCO<sub>2</sub>e

**Waste generated in operations**  
0.34 %  
17.78 tCO<sub>2</sub>e

**Business travel**  
0.43 %  
22.67 tCO<sub>2</sub>e

**Downstream leased assets**  
0.42 %  
21.87 tCO<sub>2</sub>e

**Downstream transportation and distribution**  
0.11 %  
5.92 tCO<sub>2</sub>e

■ Cat 1 ■ Cat 2 ■ Cat 3 ■ Cat 5 ■ Cat 6 ■ Cat 7 ■ Cat 8 ■ Cat 9

## 10. Internal Carbon Price

The determination of this internal carbon price is based on Thailand’s carbon tax rate, set by the government at THB 200 per tCO<sub>2</sub>e under the energy excise tax mechanism. It is intended to reflect the environmental costs associated with greenhouse gas emissions.

The determination of this internal carbon price is based on Thailand’s carbon tax rate, set by the government at THB 200 per tCO<sub>2</sub>e under the energy excise tax mechanism. It is intended to reflect the environmental costs associated with greenhouse gas emissions.

The company applies this Internal Carbon Price as part of its project evaluation and investment analysis processes to encourage the selection of low-emission options and to support business operations aligned with the transition to a low-carbon economy in the long term.

| Type of Emission                          | Unit                      | 2566   | 2567   | 2568      |
|---|---------------------------|--------|--------|-----------|
| Total GHG emissions<br>(Scope 1, 2 and 3) | tCO <sub>2</sub> e        | 311.96 | 325.62 | 5,239.17  |
| Internal Carbon Price                     | Bath / tCO <sub>2</sub> e | 200    | 200    | 200       |
| Internal Carbon Value                     | Bath                      | 62,392 | 65,124 | 1,047,834 |



## 11. Climate Adaptation Programs

To enhance organizational resilience and reduce vulnerability to the impacts of climate change, the company has systematically developed and implemented adaptation measures. These measures are guided by an assessment of escalating climate-related risks, including energy volatility, potential disasters affecting technological infrastructure, and resource constraints, all of which could impact business continuity.

All these initiatives are undertaken under the Company's Smart Zero framework and are aligned with key sustainability priorities, including climate risk management, resource efficiency, and business continuity.

The projects implemented by the Company include

### (1.) Green Hardware for Energy Smart Office Project

#### Related Risks

Risks associated with high temperatures, heat accumulation, and increased energy consumption.

#### Adaptation Approach

The Company upgrades hardware equipment to energy-efficient models, implements thermal management technologies, and enhances system efficiency to better cope with climate variability.

#### Project Objectives

This project aims to encourage internal departments to adopt high energy-efficiency and environmentally friendly IT equipment. The primary objective is to reduce electricity consumption in office operations and to decrease indirect greenhouse gas emissions (Scope 2) resulting from electricity use in employees' daily activities. The project also seeks to establish green procurement practices that integrate environmental considerations into purchasing decisions, extend the lifespan of IT equipment to reduce electronic waste (E-waste), and align with the organization's ESG policy, which emphasizes sustainable business operations.

#### Project Scope

The project covers the procurement and usage of key IT equipment, including desktop computers, notebooks, monitors, printers, and network devices. It will be implemented as a pilot phase within the Company's head office.

## Project Objectives

- Increase the proportion of energy-efficient certified equipment (e.g., ENERGY STAR or EPEAT) to no less than 80% of all IT equipment procured within the fiscal year.
- Reduce average energy consumption per device by at least 25% compared to non-energy-efficient legacy equipment.
- Extend the average lifespan of IT equipment from 3 years to 5 years, with a focus on quality, performance, and maintainability.
- Enable power management settings on 100% of IT devices within three months from project commencement.

## Project Implementation

The project commenced with a comprehensive survey of existing IT equipment in use, categorized by type, model, and year of procurement. The average energy consumption per device was then assessed using specification sheets and energy label databases. Based on the findings, procurement guidelines were developed, specifying minimum required criteria, such as ENERGY STAR certification or EPEAT Silver rating and above.



## Project Performance Comparison Table

| Lists                                     | Before Implementation         | After Implementation              | Result / Outcome                                  |
|---|-------------------------------|-----------------------------------|---|
| Number of office computers                | 244 units<br>(Mixed Model)    | 244 units ( >80% are Energy Star) | 195 units are Green Hardware                      |
| Power-saving mode configuration           | <30% of devices               | 100% configured                   | Substantially reduce energy use during idle state |
| Average energy consumption per device     | 50 watt / hr.                 | 35 watt / hr.                     | Reduction 30%                                     |
| Estimated total annual energy consumption | 534,000 kWh                   | 373,800 kWh                       | reduced 160,200 kWh / year                        |
| GHG Emission (Scope 2)                    | 254 tCO <sub>2</sub> e / year | 178 tCO <sub>2</sub> e / year     | reduced 76 tCO <sub>2</sub> e / year              |

## Performance Results

Following the implementation of the project, the Company has executed the planned initiatives as intended, with key results summarized below

- Adoption of energy-efficient certified equipment : Currently, out of a total of 244 office computers, more than 80% are certified with ENERGY STAR or rated EPEAT Silver and above. This reflects a systematic approach to selecting energy-efficient equipment.
- Implementation of power-saving mode settings : Power-saving features, including Sleep, Display Off, and Hibernate modes, have been configured on 100% of devices. This reduces energy consumption during periods of inactivity, minimizing energy waste throughout the day and lowering indirect greenhouse gas emissions (Scope 2).
- Reduction in total energy consumption (estimated) : The adoption of green hardware and the implementation of power-saving settings have resulted in an approximate 30% reduction in total energy consumption compared to the pre-implementation period (from approximately 50 Wh to 35 Wh per device on average).
- Reduction in greenhouse gas (GHG) emissions : The decrease in electricity consumption has led to an estimated reduction of approximately 76 tCO<sub>2</sub>e per year in indirect greenhouse gas emissions (Scope 2), representing a significant contribution to the Company's environmental objectives.
- Promotion of sustainable procurement (Green Procurement) : The project has established criteria for environmentally responsible IT equipment procurement, which can be further extended to other equipment categories in the future, such as monitors, printers, and network devices.

## Alignment with the SDGs

Contributed to SDG 7 : Affordable and Clean Energy, SDG 9 : Industry, Innovation and Infrastructure, SDG 12 : Responsible Consumption and Production, SDG 13 : Climate Action



## (2.) Green Cloud for Sustainable IT Project

### Related Risks

Exposure to site-specific disaster risks, including flooding, power disruptions, or other severe events that could affect data center operations.

### Adaptation Approach

Transition core systems to a cloud-based, geographically distributed infrastructure to mitigate single point of failure risks and enhance system resilience.

### Project Objectives

This project is undertaken to reduce exposure to site-specific disaster risks, as well as to lower energy consumption and greenhouse gas (GHG) emissions associated with on-premise server operations. This is achieved by migrating selected core systems to cloud service providers that are certified as carbon neutral. The key objectives are as follows

- Reduce energy consumption from on-premise server infrastructure
- Decrease indirect greenhouse gas emissions (Scope 2)
- Support Green IT practices in alignment with sustainable development principles
- Modernize IT systems to enhance flexibility, scalability, and overall efficiency

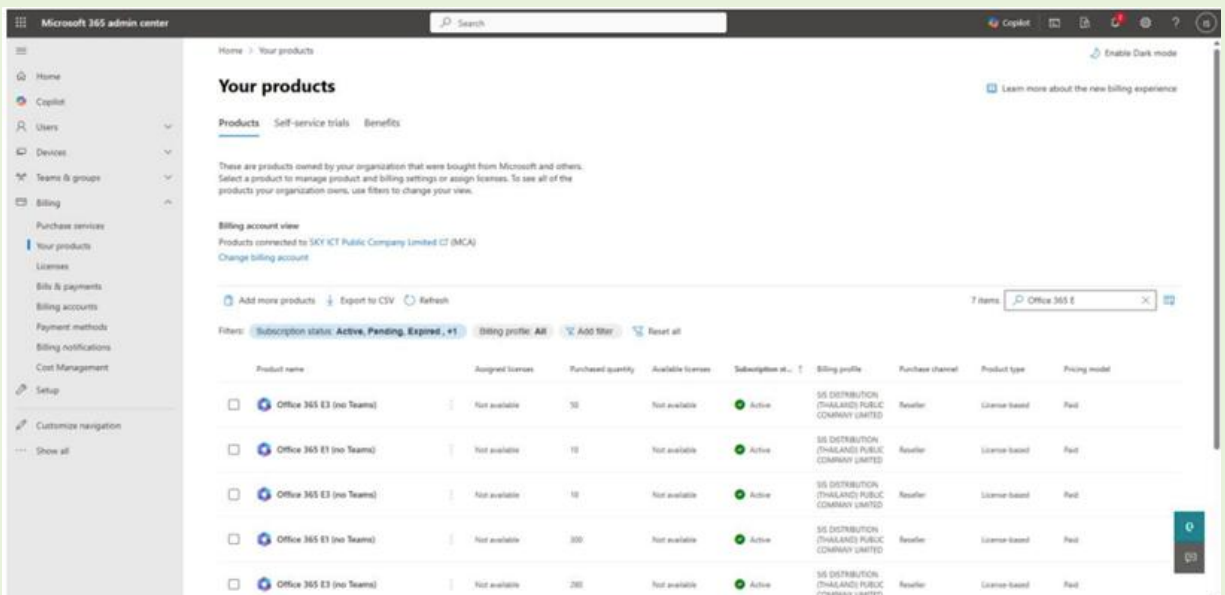
### Project Goals

- Reduce exposure to site-specific disaster risks
- Lower energy consumption from internal IT systems : Reduce electricity usage from on-premise operations by decommissioning three physical servers (one Exchange Server and two File Servers), with a targeted reduction of approximately 4,000–5,000 kWh per year.
- Reduce indirect greenhouse gas (GHG) emissions (Scope 2) : The reduction in electricity consumption, together with decreased demand for server room air conditioning, is expected to lower GHG emissions by approximately 2.0–2.5 tCO<sub>2</sub>e per year.
- Support the use of 100% renewable energy : Through the adoption of Microsoft 365, which operates via data centers powered entirely by renewable energy and has been certified carbon neutral since 2012.
- Contribute to the Company's Net Zero target by 2050 : Starting with foundational systems such as email and file sharing, with plans to expand to other systems in the future, including ERP, HRM, and other specialized platforms.

## Project Details

The Company has undertaken the transition of certain information technology (IT) services from on-premise server systems, which are energy-intensive and require continuous maintenance, to cloud computing services through Microsoft 365. This cloud platform, provided by Microsoft, is recognized for its environmental performance and carbon neutrality. The systems migrated to the cloud include

- The Company's email system (previously operated on an on-premise Exchange Server)
- Internal file storage and sharing systems (previously operated on two on-premise File Servers)



| Product name             | Assigned licenses | Purchased quantity | Available licenses | Subscription status | Billing profile                                    | Purchase channel | Product type  | Pricing model |
|--------------------------|-------------------|--------------------|--------------------|---------------------|--|------------------|---------------|---------------|
| Office 365 E3 (no Teams) | Not available     | 50                 | Not available      | Active              | SIS DISTRIBUTION (THAILAND) PUBLIC COMPANY LIMITED | Retailer         | License based | Paid          |
| Office 365 E3 (no Teams) | Not available     | 10                 | Not available      | Active              | SIS DISTRIBUTION (THAILAND) PUBLIC COMPANY LIMITED | Retailer         | License based | Paid          |
| Office 365 E3 (no Teams) | Not available     | 10                 | Not available      | Active              | SIS DISTRIBUTION (THAILAND) PUBLIC COMPANY LIMITED | Retailer         | License based | Paid          |
| Office 365 E3 (no Teams) | Not available     | 300                | Not available      | Active              | SIS DISTRIBUTION (THAILAND) PUBLIC COMPANY LIMITED | Retailer         | License based | Paid          |
| Office 365 E3 (no Teams) | Not available     | 200                | Not available      | Active              | SIS DISTRIBUTION (THAILAND) PUBLIC COMPANY LIMITED | Retailer         | License based | Paid          |

Microsoft 365 operates through data centers that have been certified as carbon neutral since 2012. Microsoft has offset all carbon emissions from its operations and has set a target to become carbon negative by 2030, alongside ongoing investments in long-term carbon removal and sequestration technologies. In addition, Microsoft is a member of RE100, a global initiative of leading organizations committed to using 100% renewable energy. Microsoft has achieved 100% renewable energy usage across its global data center operations since 2020. The migration to this green cloud infrastructure reduces internal resource consumption and supports the Company's environmental objectives, in alignment with Green IT principles.

## Pre- and Post-Migration Comparison to Green Cloud

| Lists                                 | Pre Migration               | Post Migration                    | Result                                |
|---------------------------------------|-----------------------------|-----------------------------------|---------------------------------------|
| Email system                          | Exchange Server             | Microsoft 365                     | Reduce Physical Server<br>1 Unit      |
| File storage system                   | File Server<br>2 Units      | OneDrive / Share<br>Point (Cloud) | Reduced Physical<br>Server<br>2 units |
| Total number of<br>servers            | 3 Units                     | 0 Units                           | 100% Reduction                        |
| Estimated total<br>energy consumption | 4,500 – 6,000<br>kWh / year | 0 kWh / Yr.                       | 100% Reduction in<br>migrated system  |

Following the implementation of the IT system migration to Microsoft 365, a cloud-based service recognized for its sustainability performance, the Company has been able to significantly reduce energy consumption and environmental impacts, as outlined below

- The Company has reduced the number of physical servers from a total of 3 units, comprising 1 Exchange Server and 2 File Servers.
- Total electricity consumption has been reduced by approximately 4,000 – 5,000 kWh per year, based on the average energy consumption of a medium-sized physical server at 1,500–2,000 kWh per unit per year.
- The reduction in server equipment has contributed to lower cooling requirements in the server room, which typically accounts for 30–50% of total data center energy consumption, due to reduced heat generation and equipment density.
- Based on the reduction in electricity consumption of 4,000–5,000 kWh per year and Thailand’s average emission factor of 0.475 kgCO<sub>2</sub>e/kWh, the Company achieved an estimated reduction of approximately 1.9–2.4 tCO<sub>2</sub>e per year
- Support for 100% renewable energy : Microsoft 365 operates on 100% renewable energy and has been carbon neutral since 2012, reducing Scope 3 impacts across the value chain.
- Contribution to Net Zero target : The initiative supports the Company’s goal of achieving net zero GHG emissions by 2050 through IT decarbonization and the adoption of carbon-neutral cloud solutions.

## Expected Outcomes

- Enhanced business continuity
- Improved capability to operate during emergency situations
- Reduced energy-related risks in internal IT systems

## Alignment with the SDGs

Contributed to SDG 7 : Affordable and Clean Energy, SDG 9 : Industry, Innovation and Infrastructure, SDG 12 : Responsible Consumption and Production, SDG 13 : Climate Action



## (3.) ORBIT ZERO Application Development Project : Climate Adaptation through Digital Workflow Transformation

### Project Rationale

Climate change is increasingly impacting business operations, particularly in terms of operational continuity, accessibility to workplaces, delays in document processing, and risks associated with physical data loss. In response, the Company has developed the “ORBIT ZERO” application as a key mechanism to enhance organizational adaptability, reduce reliance on paper-based processes, and improve workforce flexibility across all levels.

This initiative aligns with the Company’s sustainability strategy to minimize environmental impacts in accordance with **ESG** principles. Its key objectives include reducing resource consumption, improving internal process efficiency, and supporting the transition toward a **low-carbon organization** through the adoption of digital technologies (Green IT solutions).

## Climate-Related Risk Analysis

As part of its climate risk assessment, conducted in alignment with International Sustainability Standards Board (ISSB) and Task Force on Climate-related Financial Disclosures frameworks (TCFD), the Company has identified the following key risks related to its operations

### Physical Risks

- Limited access to workplaces due to extreme weather events, such as flooding, heavy rainfall, and urban disasters
- Risk of loss or damage to physical documents stored within office premises

### Operational Risks

- Delays in approval processes that rely on physical documentation
- Dependence on on-site operations, increasing vulnerability when employees are unable to access the workplace

### Resource and Cost Risks

- Increased costs associated with paper usage, printing materials, and other consumables
- Costs related to the management and disposal of paper waste

Based on this assessment, the Company has developed the ORBIT ZERO project as an adaptation measure to reduce vulnerability to these risks and enhance long-term organizational resilience.

## Adaptation Approach

The Company has established the following key adaptation strategies

- **Develop the ORBIT application to digitalize document workflows and administrative processes**, reducing reliance on physical documentation and enabling employees to access internal systems from any location.
- **Promote flexible working arrangements** to mitigate risks associated with the inability to access office premises due to climate-related events.
- **Enhance business continuity** by storing critical data on secure, cloud-based systems with continuous accessibility
- **Reduce indirect greenhouse gas emissions (Scope 3)** through decreased paper usage and related support processes

These measures strengthen organizational resilience and reduce long-term exposure to risks arising from climate variability.

## Project Objectives

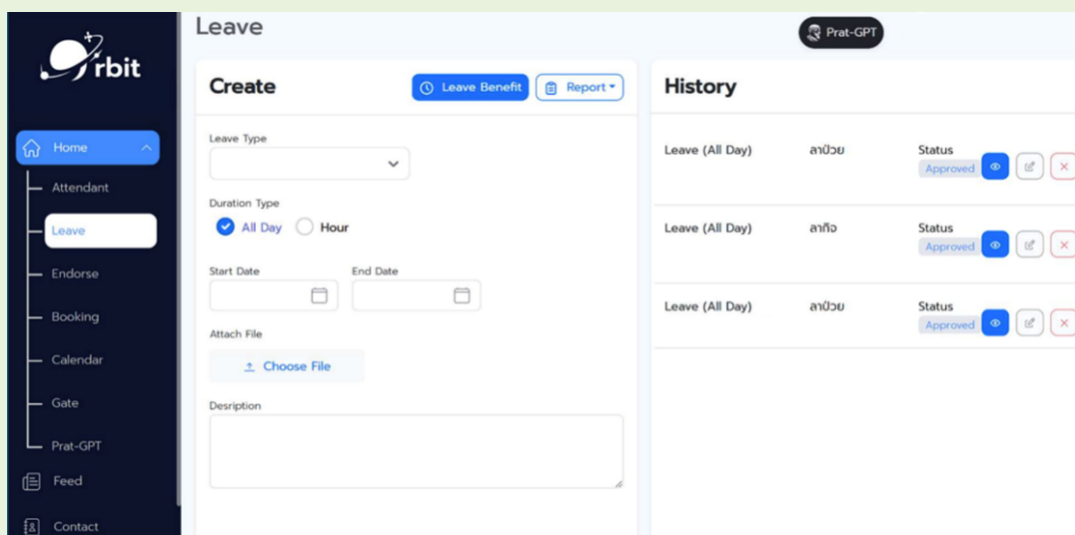
- Reduce paper consumption by fully digitalizing internal workflows, including leave requests, equipment requisitions, maintenance requests, and administrative approvals
- Achieve at least a 5% reduction in paper usage by 2029
- Reduce indirect carbon footprint (Scope 3) associated with paper consumption
- Decrease CO2 emissions from paper usage by approximately 45–60 kg per year through the elimination of paper-based processes
- Expand ORBIT adoption to cover all employees
- Achieve 100% paperless internal documentation by 2029
- By 2025, ensure 100% employee adoption of the ORBIT system

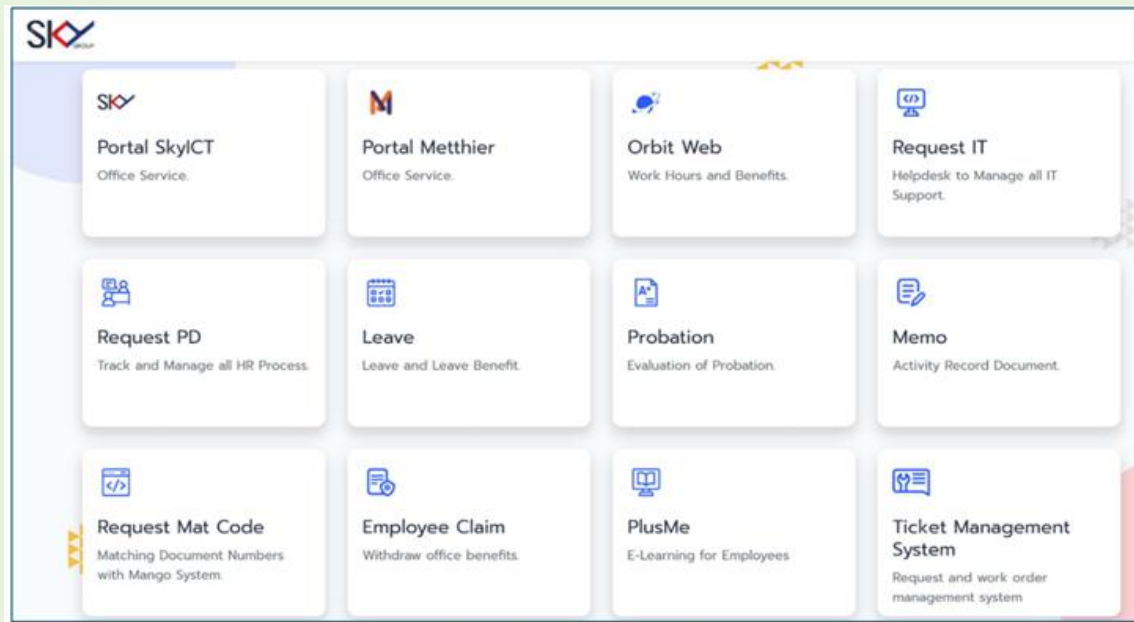
## Performance Results

In 2025, the ORBIT ZERO project was effectively implemented, delivering the following outcomes

- Reduced A4 paper consumption by **129,592 sheets, equivalent to 647.96 kilograms**
- Reduced indirect greenhouse gas emissions (Scope 3) by **approximately 0.43 tCO2e**

|                   |     | 2024      | 2025    |
|-------------------|-----|-----------|---------|
| Paper Consumption | Kg. | 2,896     | 2,248   |
| Percentage        | %   | 100       | 78      |
| Percentage Change |     | Base Year | -22.38% |





The results demonstrate that a user-friendly and purpose-fit digital system can effectively reduce environmental impacts while enhancing internal operational efficiency, without requiring additional investment in infrastructure.

### Expected Outcomes

- Reduce costs of consumables, such as paper and printing materials.
- Continuously decrease indirect greenhouse gas emissions.
- Enhance operational flexibility, enabling work from any location.
- Reduce risks from extreme weather events affecting workplace accessibility.
- Improve efficiency and transparency in approval processes.
- Support the transition toward a Green Workplace.
- Align with international climate-related disclosure standards.

### Alignment with the SDGs

Contributed to SDG 9 : Industry, Innovation and Infrastructure, SDG 12 : Responsible Consumption and Production, SDG 13 : Climate Action



## **(4.) Zero Waste Computing Project Enhancing IT Infrastructure Efficiency and Reducing Greenhouse Gas Emissions**

### **Project Significance**

The Zero Waste Computing Project is a key Green IT initiative of the Company aimed at reducing energy consumption and enhancing IT infrastructure efficiency through server optimization. The project focuses on streamlining server architecture to be more compact, energy-efficient, and scalable to support long-term business growth. This initiative plays a critical role in achieving the Company's indirect greenhouse gas emission reduction targets (Scope 2) and supports the Smart Zero strategy on efficient resource management, contributing to the development of a low-carbon operational system.

### **Project Objectives**

- Improve IT resource efficiency by reducing the number of physical servers.
- Reduce electricity consumption and cooling demand in the data center.
- Lower indirect greenhouse gas emissions (Scope 2) from electricity usage.
- Enhance system stability, security, and scalability to support future growth.
- Support Green IT management in alignment with the Company's environmental policy.

### **Project Scope**

- Replacement of 103 existing physical servers
- Reduction of physical servers to 3 units through virtualization technology
- Deployment of VMware Hypervisor on Huawei Fusion Server 1288H V5
- Consolidation of all Virtual Machines (VMs) into a centralized management system
- Integration of energy monitoring and greenhouse gas emission tracking systems for regular reporting

### **Strategic Climate Change Considerations**

#### **Related Risks**

- High energy consumption in server rooms, leading to exposure to volatile energy costs
- Excess heat generation during hot seasons and extreme weather conditions, affecting system stability
- Risk of system downtime, which may impact critical business operations

## Adaptation Approach

- Reduce server footprint and energy dependency through centralized computing architecture
- Enhance system resilience via virtualization, enabling instant VM migration in case of hardware failure
- Reduce cooling load, enabling data centers to operate under higher ambient temperatures during climate variability
- Enable dynamic scaling to improve flexibility in handling peak loads potentially affected by climate-related disruption

## Climate Change Mitigation Benefits

- Reduce direct electricity consumption, contributing to lower indirect greenhouse gas emissions (Scope 2)
- Decrease the number of electronic devices, thereby reducing future e-waste generation
- Extend hardware lifecycle, resulting in lower upstream emissions (Scope 3) across the supply chain

## Project Targets

- Reduce physical servers from 103 units to 3 units
- Achieve energy savings of approximately 3,900 kWh/month or 46,800 kWh/year
- Reduce indirect greenhouse gas emissions (Scope 2) by approximately 1.8 tCO<sub>2</sub>e/month or more than 22 tCO<sub>2</sub>e/year
- Reduce maintenance, electricity, and cooling costs by more than 40% annually
- Improve CPU and RAM utilization efficiency by 30–50%

## Implementation Details

- Consolidate 103 physical servers into 3 high-capacity server units
- Deploy a VMware hypervisor to manage hundreds of virtual machines on a unified platform
- Reduce energy consumption from server operations and cooling systems
- Integrate a real-time monitoring system for energy usage and greenhouse gas emissions
- Establish annual reporting of emissions reduction data as part of environmental performance disclosure

## Performance Results

The Zero Waste Computing Project has delivered significant outcomes across energy efficiency, cost reduction, and environmental performance, as follows

### Energy and Cost Performance

- Reduced electricity consumption by approximately 3,900 kWh per month
- Achieved approximately 40% reduction in total electricity costs, including cooling load
- Reduced server maintenance workload by nearly 97%, driven by server consolidation

### Greenhouse Gas Emissions Reduction

- Reduced indirect greenhouse gas emissions (Scope 2) by approximately 1.8 tCO<sub>2</sub>e per month or 22 tCO<sub>2</sub>e per year
- Lower heat generation in the server room, resulting in reduced cooling energy demand

### System Efficiency and Performance

- Significantly improved CPU and RAM utilization efficiency
- Enhanced system stability with rapid recovery capability via VM migration
- Strengthened IT scalability to support future business growth without additional hardware expansion

### Alignment with SDGs

- Supports the Company's Smart Zero strategy
- Aligns with GRI 302 Energy and GRI 305 Emissions
- Supports disclosure requirements under ISSB S2 Climate-related Disclosures and TCFD (Strategy & Metrics pillars)
- Enhances performance in FTSE Russell ESG indicators related to resource use and climate change
- Contributed to SDG 7 : Affordable and Clean Energy, SDG 9 : Industry, Innovation and Infrastructure, SDG 12 : Responsible Consumption and Production, SDG 13 : Climate Action



## (5.) Green Workplace Project

### Related Risks

Pressure on natural resources (water and energy) and increased waste generation during extreme or abnormal weather events.

### Adaptation Approach

The Company promotes energy and water conservation measures, waste segregation, the use of reusable personal containers (e.g., cups), and the reduction of single-use materials. Internal communications are also conducted to encourage behavioral change and raise sustainability awareness across the organization.

### Outcomes / Expected Results

- Enhanced organizational resilience in resource consumption management
- Reduced excess waste generation during extreme events
- Strengthened a sustainability-oriented culture at the operational level



## (6.) Waste-to-Energy Collaboration Program

### Related Risks

Increased waste generation from consumables and employee uniforms, particularly during extreme climate events.

### Adaptation Approach

The Company collaborates with Better World Green Public Company Limited to convert decommissioned employee uniforms into alternative energy, thereby reducing reliance on landfill disposal.

### Key Implementation Activities

The Company has sent 126.85 kilograms of used uniforms for conversion into refuse-derived fuel (RDF), resulting in an estimated GHG emissions reduction of 0.1 tCO<sub>2</sub>e by avoiding landfill disposal.



### Expected Outcomes

- Reduced risks in waste management
- Decreased storage requirements and reliance on conventional disposal methods
- Establishment of a circular resource loop

## (7.) Carbon Insight System Project An Integrated GHG Data Management System

### Related Risks

Regulatory and data integrity risks arising from increasingly stringent carbon disclosure requirements at both domestic and international levels. These may impact data reliability, disclosure readiness, and the Company's ability to effectively manage its Net Zero targets.

### Adaptation Approach

The Company has developed an integrated system for the collection, verification, and reporting of greenhouse gas (GHG) emissions data across Scope 1–3. This system is designed to ensure adherence to key reporting principles, including relevance, completeness, consistency, accuracy, and transparency in emissions and removals reporting, in alignment with climate governance requirements.

### Key Implementation

- Systematically collect and record activity data from all business units
- Calculate GHG emissions and removals in accordance with GHG Protocol, the Carbon Footprint for Organization (CFO) guidelines by Thailand Greenhouse Gas Management Organization, and ISO 14064-1
- Establish internal review processes to enhance data quality and support third-party verification

### Expected Outcomes

- Establish a comprehensive, accurate, and auditable GHG inventory database
- Enhance readiness for disclosure in line with international standards, including GHG Protocol, ISSB S2 Climate-related Disclosures, and TCFD
- Support transparent tracking of progress toward Net Zero targets
- Strengthen credibility in sustainability disclosures for investors and regulators

### Alignment with SDGs

Contributed to SDG 12 : Responsible Consumption and Production,  
SDG 13 : Climate Action



## (8.) Flexible Work Collaboration Initiative for Climate Impact Reduction (WFH Climate Adaptation Partnership)

### Related Risks

Thailand is increasingly exposed to rising maximum temperatures, leading to higher building energy consumption. In addition, seasonal air pollution (PM2.5), particularly between November and April, poses risks to employee health, operational efficiency, and organizational energy costs. Key risks include

- **Extreme heat risk**, resulting in significantly increased electricity consumption
- **Severe air pollution**, affecting employee health and commuting conditions
- **Business continuity risks**, in cases where office operations may need to be reduced or temporarily suspended

### Adaptation Approach

To enhance resilience, the Company has adopted flexible and remote working as a key climate adaptation measure. In November 2025, it **joined the WFH Climate Network under the Bangkok Metropolitan Administration Environment Department.**

This enables access to government climate guidelines and supports the integration of WFH into energy management during peak periods, while strengthening readiness for future extreme weather conditions.

### Key Implementation

The Company will implement Work-from-Home (WFH) measures to address risks from extreme heat and PM2.5 during November 2025 – April 2026, as follows

- Reduce office operating hours
- Implement WFH arrangements in line with the WFH Climate Network framework
- Collect data on energy consumption and employee commuting to assess GHG reductions (Scope 3 – Employee Commuting)
- Conduct internal communication and awareness programs on climate impact reduction
- Assess long-term feasibility of hybrid working models to mitigate future risks

All measures will be evaluated based on reductions in building energy consumption, decreased employee commuting, and improved employee health outcomes during periods of extreme heat and air pollution.

## Expected Outcomes

This initiative supports the Company's Smart Zero strategy and enhances climate resilience through the following key outcomes

- Reduced office energy consumption during peak summer periods
- Lower indirect greenhouse gas emissions (Scope 3 – Employee Commuting) Reduced employee health risks from extreme weather and PM2.5 exposure
- Enhanced business continuity
- Positioned as a leading IT organization in flexible, climate-responsive working models
- Supported the Company's long-term Net Zero commitments

## Performance Results

- Strengthened digital system stability and enabled remote work during emergency situations
- Reduced risks to business continuity from climate-related disruptions
- Improved efficiency in energy and resource management
- Fostered a resilient and adaptive organizational culture for future climate challenges

## Alignment with SDGs

Contributed to

SDG 7 : Affordable and Clean Energy

SDG 9 : Industry, Innovation and Infrastructure

SDG 12 : Responsible Consumption and Production

SDG 13 : Climate Action



# Efficient Resource Management

The Company places strong emphasis on efficient resource utilization under the “Green Workplace” initiative (see details in the Environmental Commitment section). The initiative focuses on minimizing unnecessary resource consumption, enhancing the efficiency of resources under the Company’s control, and promoting responsible resource use behaviors among employees. The Company’s resource management covers key operational resources, including **electricity, water, materials and operational waste**, as well as **paper usage**. These resources are closely linked to operational efficiency, cost management, and the Company’s overall environmental impact.

The Company’s approach to efficient resource utilization prioritizes areas under its direct control, particularly office spaces and headquarters, where resource consumption occurs continuously. Efforts to reduce resource use are implemented through the establishment of internal guidelines, the adoption of equipment and working methods that enhance resource efficiency, and the promotion of employee awareness and engagement. These measures aim to ensure that resource consumption is appropriate and aligned with the nature of the Company’s operations.

The management of electricity, water resources, and materials and waste is carried out in a consistent manner under a common framework. This includes reducing losses from unnecessary usage, maximizing resource efficiency, and minimizing environmental impacts arising from operations. The Company emphasizes both management measures and behavioral changes in daily practices, recognizing these as key mechanisms for driving long-term resource efficiency.

The Company’s resource efficiency approach aligns with the United Nations Sustainable Development Goals (SDGs), particularly **Goal 6 Clean Water and Sanitation (SDG 6)**, through efficient water use in office areas; **Goal 7 Affordable and Clean Energy (SDG 7)**, through promoting appropriate electricity usage and reducing energy losses; **Goal 12 Responsible Consumption and Production (SDG 12)**, through responsible resource and waste management; and **Goal 13 Climate Action (SDG 13)**, through reducing resource consumption that contributes to indirect greenhouse gas emissions from operations.



Efficient resource utilization not only reduces environmental impacts but also supports cost management, enhances operational efficiency, and strengthens the Company's long-term business sustainability. Details of resource management practices across each area are presented in the following sections of this report.

The Company promotes sustainable resource utilization as a key organizational priority, embedding it as a shared responsibility across all functions and fostering it as part of the corporate culture. This is achieved through the establishment of resource efficiency targets, alongside the development of clear and robust policies. The Company systematically analyzes resource consumption, including electricity, water, paper, and waste, across different operational areas and identifies effective approaches to reduce resource use. In addition, resource utilization is continuously monitored and improved through collaboration with stakeholders, ensuring efficient and sustainable use of resources over the long term.

## 1 Efficient Electricity Usage and Energy Management

As an Information and Communication Technology (ICT) service provider, the Company relies on electricity as a primary resource to support its daily operations. This includes the use of office equipment, information technology systems, network infrastructure, and internal support systems within office premises. The Company therefore places strong emphasis on efficient energy management to reduce unnecessary energy consumption, optimize operating costs, and minimize long-term environmental impacts.

The Company's energy management forms an integral part of its Efficient Resource Management approach and is aligned with its environmental and climate-related policies. The focus is on appropriate energy use, improving electricity efficiency in areas under the Company's direct control, and encouraging employee participation in energy conservation efforts across all levels of the organization.



## Scope of Energy Management

The Company defines the scope of its energy management to cover electricity consumption within office premises and operational areas where it is directly responsible for energy expenses. This primarily includes the headquarters and leased office spaces, where electricity and water are sourced from public utility systems. Within this scope, energy management focuses on improving energy efficiency in operational areas, reducing energy losses, and promoting energy-conscious behavior among employees.

The Company recognizes the structural limitations associated with leased office buildings. As such, it emphasizes managing energy consumption in areas under its direct control, including office equipment, lighting systems, and user behavior, while also collaborating with building management to promote efficient energy use.

## Implementation of Electricity Reduction and Energy Efficiency Measures

In 2025, the Company continued to build upon its existing electricity and energy management initiatives from previous years. The focus remains on maintaining the effectiveness of implemented measures, improving employees' daily energy consumption behaviors, and managing energy use within areas under the Company's direct control. Given the infrastructure limitations inherent in leased office buildings, the Company places particular emphasis on internal management practices and occupant engagement as key drivers of energy efficiency.

## Implementation of Energy Measures in Operational Areas

The Company promotes appropriate electricity use within office premises by implementing measures to reduce unnecessary consumption. These include encouraging employees to switch off equipment when not in use, managing electricity usage during and outside working hours, and ensuring proper maintenance of electrical equipment to prevent energy losses.

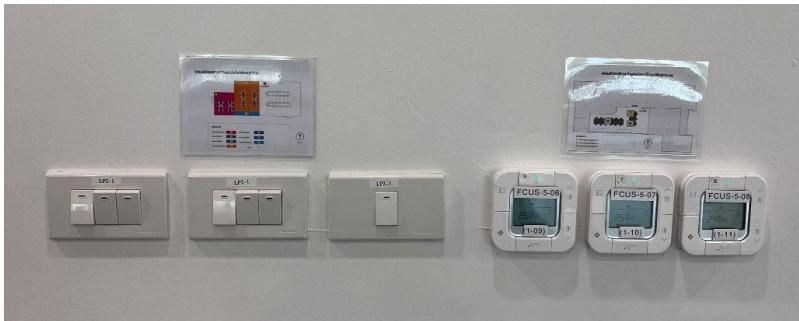
These measures enhance operational energy efficiency and reduce electricity consumption without affecting employee productivity.



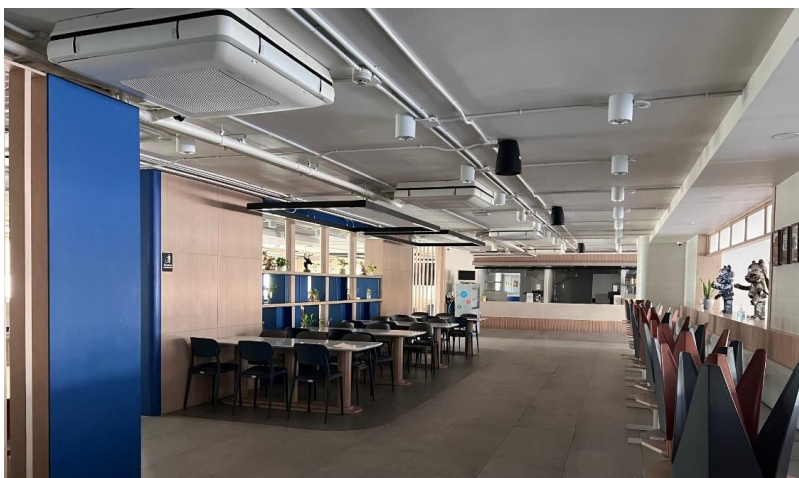
## Energy Awareness Campaigns and Behavioral Engagement

In 2025, the Company focused on raising employee awareness of efficient energy use through continuous internal communications. These included promoting energy-saving guidelines, sharing information on behaviors that reduce electricity consumption, and encouraging employees to identify and report potential sources of energy waste.

Key initiatives included requesting employees to switch off lights and electrical equipment when not in use, configuring office devices appropriately for operational needs, and reporting malfunctioning or abnormal energy-consuming equipment to responsible personnel. These measures help reinforce responsible energy use behaviors and support the Company's long-term environmental performance.



Installing separate switches to facilitate convenient on/off control when not in use



Switching off electrical equipment and air-conditioning systems when not in use

## Monitoring and Performance Review

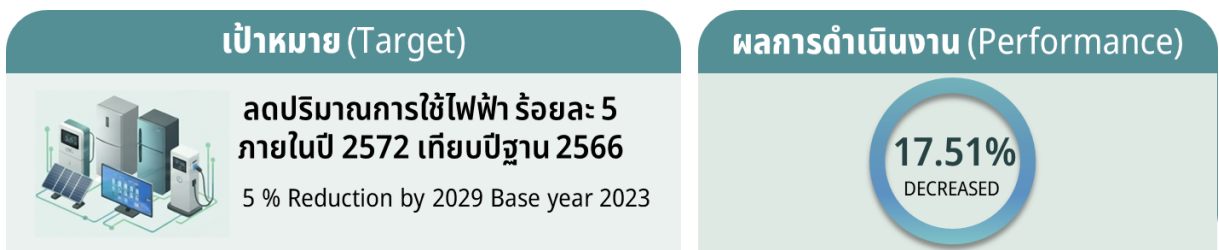
The Company continuously monitors overall electricity consumption through energy cost data. This information is used to assess energy consumption trends and the effectiveness of implemented measures. Such monitoring serves as a key basis for future energy management planning and enables the Company to continuously improve its energy use practices in line with its operational context.



## Targets and Performance on Electricity and Energy Consumption

The Company has revised its quantitative targets for electricity and energy consumption under its Efficient Resource Management approach, in alignment with its overall environmental objectives. The Company aims to reduce electricity consumption per employee by 5% by 2029, compared with the 2023 baseline (applicable to permanent employees only). This target is part of the Company’s broader resource efficiency goals. The target has been adjusted upward from the previous goal of a 2.5% reduction by 2028, as the Company successfully achieved its interim target in 2024.

### Energy Intensity Target



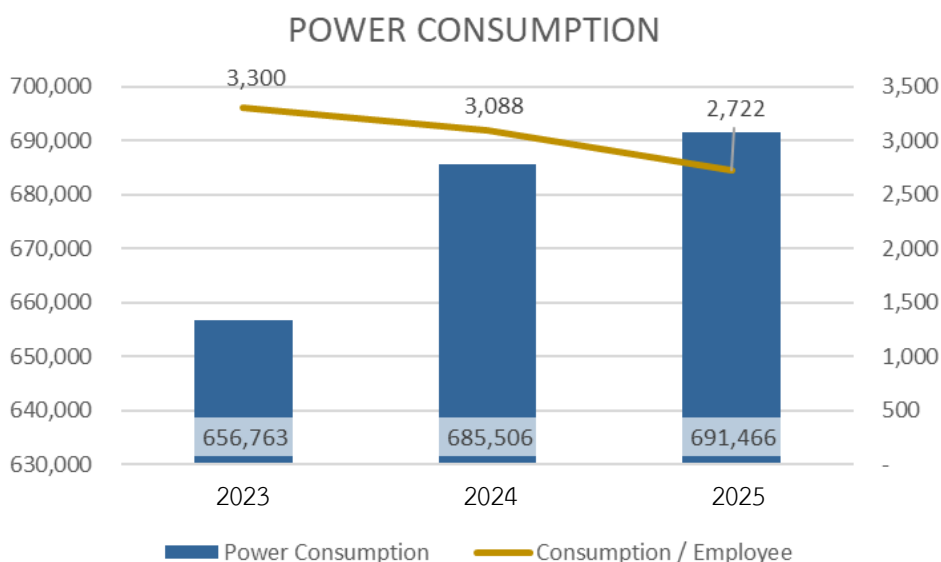
### Targets and Performance in 2025 on Electricity Consumption

Note : The Company has selected “average electricity consumption per permanent employee” as a key performance indicator, as it aligns with the nature of its operations in headquarters and leased office premises, where electricity is the primary resource. This indicator enables a more appropriate assessment and comparison of energy efficiency in the context of the Company’s operational environment.

## Performance in 2025

In 2025, the Company continuously collected and monitored overall electricity consumption data, using energy cost information in conjunction with employee headcount as the basis for calculating average electricity consumption per employee, as presented in the table below.

|  |                | 2023      | 2024    | 2025    |
|--|----------------|-----------|---------|---------|
| Electricity Consumption                      | kWh            | 656,763   | 685,506 | 691,466 |
| Electricity Consumption / Permanent Employee | kWh / Employee | 3,300     | 3,088   | 2,722   |
| Permanent Employee                           | Employee       | 199       | 222     | 254     |
| Rate of Change                               |                | Base Year | -6.4%   | -17.5%  |



The Company has set a target to reduce electricity consumption per employee by **5% from the 2023 baseline**. In 2025, electricity consumption per employee **decreased by 17.5% compared with the baseline**, exceeding the established target. Although total electricity consumption increased in line with workforce expansion, the result reflects improved energy efficiency and the effectiveness of the Company's energy conservation initiatives across its operations.

## 2 Water Resource Management and Water Security

The Company recognizes the importance of water resources as a fundamental factor supporting operational continuity, competitiveness, and long-term value creation for stakeholders. Efficient water use is therefore an integral part of the Company's resource management approach, alongside energy and other environmental resource management practices under its environmental and climate strategy framework.

The Company integrates water resource management into its Resource Efficiency approach by setting appropriate water consumption targets aligned with its operational context. Water usage data is systematically analyzed and monitored to identify opportunities for reducing unnecessary consumption, improving water efficiency in operations, and minimizing environmental impacts associated with water use and wastewater discharge. Key initiatives include the installation of sensor-based water fixtures, regular inspection and maintenance of water-related equipment, and the promotion of employee engagement in water conservation through internal communications and training programs. These efforts aim to foster water stewardship awareness and encourage efficient water use across the organization.

The Company continuously monitors and reviews water consumption performance against established targets. The results are used to refine strategies and measures to ensure alignment with operational conditions and to support the Company's long-term sustainable growth.



The Company's water resource management scope covers water use, water efficiency improvement, and water consumption monitoring within operational areas under its direct control. Currently, the focus is on managing water resources within the headquarters and operational sites where the Company is responsible for water utility expenses. The Company prioritizes the implementation of water reduction measures in these areas, alongside the establishment of organizational guidelines for efficient water use. This approach ensures that water resource management is clearly defined, measurable, and aligned with the Company's operational scope.

The Company's water resource management is linked to its existing environmental governance structure. Water consumption data and operational efficiency are considered alongside other environmental and resource-related information in management-level monitoring and performance review processes. This approach enables the Company to define improvement measures, assess progress in water consumption reduction, and systematically prepare for future water-related resource challenges.

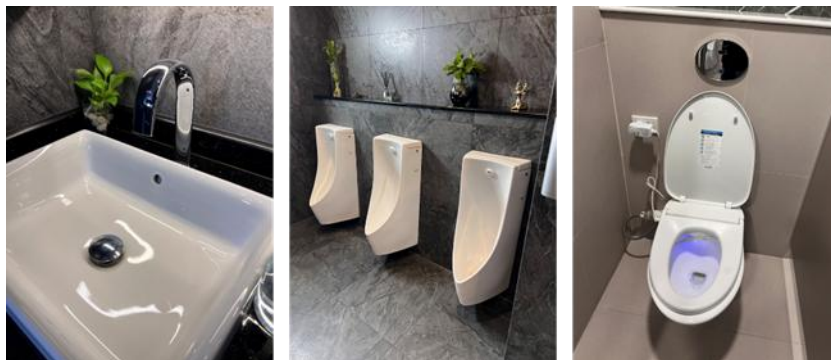
Within this framework, the Company continuously develops its water management approach in terms of efficiency, stakeholder engagement, and alignment with international standards. These efforts aim to strengthen water security and support the Company's long-term sustainable business operations.

## Water Consumption Reduction and Water Efficiency Initiatives

The Company operates in an office-based environment and relies primarily on municipal water supply, with no operations located in areas currently identified as water-stressed. The Company maintains ongoing engagement with relevant stakeholders, including building management, facility management teams, water utility providers, and employees, to promote water efficiency, raise awareness of sustainable water use, and enhance preparedness for potential future water-related risks.

Water resource management is continuously implemented under the Company's Resource Efficiency framework, focusing on areas under direct control, namely the headquarters and operational sites where the Company is responsible for water utility costs. Water management is an integral part of the Company's overall environmental approach and is aligned with its previously established resource reduction targets.

During 2023–2024, the Company completed physical improvement measures to enhance water efficiency, particularly through the installation of water-saving fixtures in office and common areas, such as low-flush sanitary systems and sensor-based faucets. These measures have significantly reduced water consumption compared with conventional fixtures. They serve as a key foundation for minimizing unnecessary water use and promoting responsible daily water consumption behavior among employees.

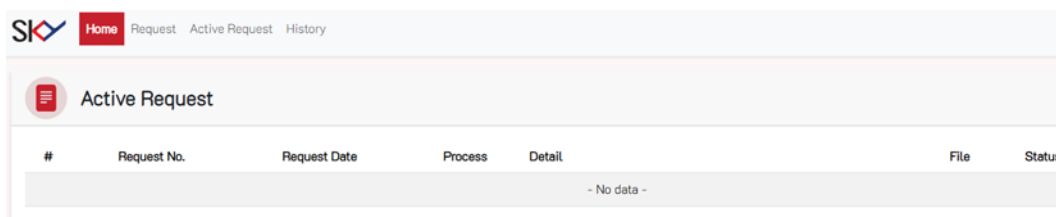


In 2025, the Company focused on maintaining the effectiveness of existing water efficiency measures while strengthening systematic monitoring and analysis of water consumption to ensure alignment with long-term targets. The Company also collaborated with building management and A.A. Capital Trading Co., Ltd., the office building owner, to install additional sub-meters in high-water-use areas, specifically the cafeteria on the 4th floor of Building 2.

Data obtained from the sub-meters is used to monitor water consumption patterns in specific areas, analyze trends, and support the planning of future water reduction measures, including the tangible reduction of municipal water intake. This initiative reflects site-specific collaboration with stakeholders and the use of data-driven decision-making in water resource management.



Beyond physical measures, the Company places importance on raising awareness and fostering a water-conscious culture among employees. Continuous communication and campaigns are conducted to promote water-saving practices, encourage employees to inspect and report water leaks or faulty plumbing fixtures, and support the appropriate use of water in common areas. Employee engagement in these initiatives helps reduce unnecessary water losses and reinforces efficient water use as part of the Company’s organizational culture.



### Internal Reporting and Maintenance Request System



### Water Conservation Campaigns

The Company's water management performance is regularly monitored and reviewed alongside other environmental resource management activities to assess the effectiveness of implemented measures and to further improve future water management practices. This process serves as a key basis for tracking progress and achieving the Company's future water consumption reduction targets.

## Water Consumption Targets and Progress Monitoring (Water Targets & Performance)

The Company has established water consumption targets under its Resource Efficiency framework, taking into account its operational characteristics as an office-based organization that relies primarily on municipal water supply and does not use process water in its operations. The targets are designed to reflect the Company's actual operating context, with a focus on reducing unnecessary water consumption while maintaining operational efficiency.

Given the Company's workforce growth, which may lead to an increase in total water consumption in line with business expansion, water performance is assessed using a water intensity approach. This enables the Company to continuously monitor and improve water efficiency while supporting sustainable business growth and responsible resource management.

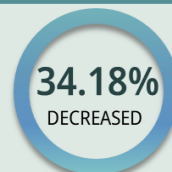
The Company has set a quantitative target to reduce water consumption per employee (water intensity per employee) by 5% by 2029, compared with the 2023 baseline. This target covers water use within the headquarters. The target has been revised upward from the previous goal of a 2.5% reduction by 2028, following the achievement of the 2024 performance target.

### เป้าหมาย (Target)



ลดปริมาณการใช้น้ำ ร้อยละ 5  
ภายในปี 2572 เทียบปีฐาน 2566  
5 % Reduction by 2029 Base year 2023

### ผลการดำเนินงาน (Performance)



## Water Consumption Targets and Performance in 2025

To support the achievement of this target, the Company continuously monitors water consumption using data from main water meters and sub-meters installed in high water-use areas. This data enables the Company to analyze consumption trends, identify areas for improvement, and assess the effectiveness of previously implemented water reduction measures.

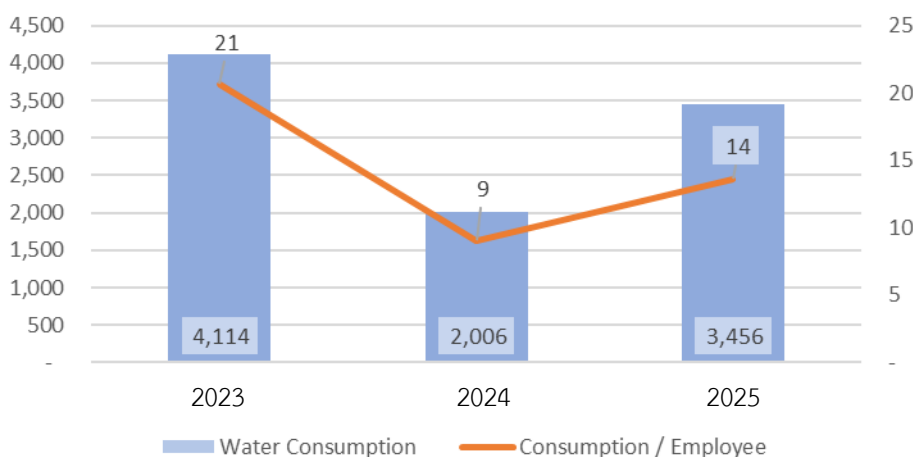
The Company has systematically implemented its water intensity reduction target across all operations, including communicating targets to employees, promoting water-saving behaviors, and coordinating with building management to maintain water systems. Water consumption is continuously monitored to track progress toward the target.

In 2025, the Company is enhancing data accuracy and completeness through the installation of additional sub-meters in the cafeteria area, improving site-specific monitoring and strengthening operational water management.

|  |                  | 2023             | 2024          | 2025          |
|--|------------------|------------------|---------------|---------------|
| Water Consumption                      | cu.m.            | 4,114            | 2,006         | 3,456         |
| Water Consumption / Permanent Employee | cu.m. / Employee | 20.67            | 9.04          | 13.61         |
| Permanent Employee                     | Employee         | 199              | 222           | 254           |
| <b>Rate of Change</b>                  |                  | <b>Base Year</b> | <b>-56.3%</b> | <b>-34.2%</b> |

In 2025, water consumption per employee **decreased by 34.2%** compared with the baseline, exceeding the established target. Despite a continuous increase in the number of permanent employees, this result reflects the effectiveness of the Company’s water resource management and the promotion of efficient water use practices across the organization.

### WATER CONSUMPTION



Beyond quantitative targets, the Company emphasizes qualitative objectives, focusing on maintaining the efficiency of water-saving equipment, reducing water losses from leaks, and promoting water-conscious behavior among employees. These qualitative goals play a key role in supporting the achievement of long-term quantitative targets.

Water consumption performance is monitored alongside other environmental resource management activities, with periodic reviews of data and results. This ensures that water use remains at an appropriate level, aligns with established targets, and enables continuous improvement in line with the Company's operational context and future business constraints.

## **Quantitative Data on Water Consumption and Discharge (Water Withdrawal & Discharge Data)**

The Company continuously discloses quantitative data on water consumption and discharge to ensure transparency and support performance monitoring of water resource management. The data covers the headquarters and operational areas where the Company is responsible for municipal water costs, within the scope of operations under its direct control.

Water consumption data is collected from main building water meters, supplemented by sub-meter data in high water-use areas. In 2025, the Company enhanced data granularity through additional sub-metering to improve the accuracy of site-level monitoring and trend analysis. Data is disclosed over a three-year period to enable systematic comparison of trends and progress in water use.

The Company operates only one facility, the headquarters; therefore, all reported facility-level water consumption data represents 100% of the Company's operations during the reporting period.

Water consumption is reported retrospectively for the past three years for the headquarters. Water use refers to the total volume of water withdrawn from all sources for the Company's operations. The Company has no branches, manufacturing plants, or additional operational sites during the reporting period.

## Water Withdrawal

| Water Sources   | Unit                 | 2023            | 2024            | 2025            |
|---|----------------------|-----------------|-----------------|-----------------|
| น้ำผิวดิน (แม่น้ำ/คลอง/ทะเลสาบ) : Surface water (rivers, canals, lakes) | M <sup>3</sup>       | -               | -               | -               |
| น้ำใต้ดิน (บ่อ/หลุมเจาะ) : Groundwater (wells, boreholes)               | M <sup>3</sup>       | -               | -               | -               |
| น้ำจากเหมือง/บ่อหิน : Water from mining or quarrying activities         | M <sup>3</sup>       | -               | -               | -               |
| น้ำเสียจากภายนอก : Externally sourced wastewater                        | M <sup>3</sup>       | -               | -               | -               |
| น้ำฝนที่เก็บกัก : Collected rainwater / Rainwater harvesting            | M <sup>3</sup>       | -               | -               | -               |
| น้ำทะเล : Seawater  | M <sup>3</sup>       | -               | -               | -               |
| น้ำประปา : Municipal water supply                                       | M <sup>3</sup>       | 4,113.50        | 2,006.00        | 3,456.00        |
| <b>ปริมาณการใช้น้ำรวม : Total Water Withdrawal</b>                      | <b>M<sup>3</sup></b> | <b>4,113.50</b> | <b>2,006.00</b> | <b>3,456.00</b> |

Note : Water Sources 2023 - 2025

- The Company uses municipal water supply as its primary water source for operations.

## Water Discharge

| Water Discharge   | Unit                 | 2023            | 2024            | 2025            |
|---|----------------------|-----------------|-----------------|-----------------|
| ปล่อยลงทะเล : Discharged to seawater  | M <sup>3</sup>       | -               | -               | -               |
| ปล่อยลงแหล่งน้ำผิวดิน (แม่น้ำ/คลอง/ทะเลสาบ) : Discharged to surface water (rivers, canals, lakes) | M <sup>3</sup>       | -               | -               | -               |
| ปล่อยลงชั้นใต้ดิน/บ่อ : Discharged to groundwater / injection wells                               | M <sup>3</sup>       | -               | -               | -               |
| ส่งไปบำบัดนอกสถานที่ : Sent for off-site treatment  | M <sup>3</sup>       | 4,113.50        | 2,006.00        | 3,456.00        |
| นำไปใช้ประโยชน์อื่น : Reused for other purposes   | M <sup>3</sup>       | -               | -               | -               |
| <b>ปริมาณการปล่อยน้ำทิ้งรวม : Total Water Discharged</b>  | <b>M<sup>3</sup></b> | <b>4,113.50</b> | <b>2,006.00</b> | <b>3,456.00</b> |

Water Discharge 2023 - 2025

Note :

- The Company operates in leased office buildings and uses municipal water supply as its primary water source.
- All wastewater generated from office activities is discharged into the building's wastewater treatment system, which is managed externally by the building operator.
- The Company does not directly discharge water into surface water, groundwater, or marine environments.

## Explanation of Data Trends and Limitations

The Company recognizes the importance of quantitative data in supporting decision-making for water resource management. However, due to its operations in leased office buildings, certain water consumption and discharge data are still based on aggregated building-level information. In 2025, the Company began installing additional sub-meters in high water-use areas to enhance data granularity, with the aim of improving future reporting and trend analysis.

Water consumption and discharge data are used to monitor progress toward the Company's water reduction targets and to support the review and refinement of water management measures, ensuring they remain appropriate to the operational context.

## Financial Impacts and Investments Related to Water Resource Management

The Company considers water-related issues as part of its resource and operational cost management, considering its business nature as an office-based organization that relies primarily on municipal water supply and does not use water in production processes. The financial impacts related to water mainly consist of municipal water costs, maintenance expenses for water systems, and investments aimed at improving water efficiency within office premises.

## Costs Associated with Water-Related Risks

Current costs associated with water-related risks are relatively low and primarily include municipal water charges and internal plumbing system maintenance. However, the Company recognizes potential long-term risks, such as possible increases in water tariffs and urban water resource constraints. Accordingly, these costs are continuously monitored and used as input for planning efficient resource utilization.

| Lists  | Unit                | 2023        | 2024        | 2025        |
|--|---------------------|-------------|-------------|-------------|
| Municipal Water Charges                        | Million Baht        | 0.08        | 0.04        | 0.07        |
| Water-Related Risk Costs                       | Million Baht        | 2.05        | -           | 0.01        |
| R&D Investment to Mitigate Water-Related Risks | Million Baht        | -           | -           | -           |
| <b>Total Water-Related Costs</b>               | <b>Million Baht</b> | <b>2.14</b> | <b>0.04</b> | <b>0.08</b> |

## Investment in Water Risk Mitigation and Efficiency Improvement

The Company relies on municipal water supply as its primary water source for operations and does not use natural water sources such as surface water or groundwater. As a result, exposure to water scarcity and related environmental risks is considered low.

Accordingly, the Company's water-related investments focus on improving efficiency and reducing unnecessary consumption rather than advanced R&D. Key investments in recent years include the procurement of water-saving equipment in 2023–2024, installation of water-efficient fixtures in office areas, and the enhancement of water monitoring systems through additional sub-meter installations in 2025. These initiatives strengthen the Company's long-term water management capability and operational control.

| Type of Investment   | Nature of Investment       | Year of Implementation |
|--|----------------------------|------------------------|
| Water-Saving Equipment (Sensor Faucets, Water-Efficient Sanitary Fixtures) | Operational Investment     | 2023 - 2024            |
| Water Consumption Monitoring System (Sub-Meters)                           | Data Management Investment | 2025                   |

These investments help reduce unnecessary water consumption, support systematic monitoring and performance evaluation of water use, and mitigate long-term water-related cost risks. Although the Company does not undertake dedicated research and development (R&D) investments in water resources, these operational investments form part of its efficient water resource management approach. The Company also strictly complies with all applicable laws and regulations.

## Integration with Risk Management and Organizational Decision-Making

Water-related cost and investment data are used by management in conjunction with other environmental resource information to support decision-making on resource allocation, cost control, and future operational planning. This approach enables the Company to manage water resources appropriately in line with its business context and supports the organization's sustainable growth.

## Stakeholder Engagement and Summary of Water Resource Management

The Company places importance on stakeholder engagement in water resource management, considering its operational context as a tenant in office buildings that relies on municipal water supply and does not use water in production processes or generate industrial wastewater. As such, the Company does not engage in industrial water reuse or industrial ecology practices.

Accordingly, the Company focuses on collaboration with directly relevant stakeholders to promote efficient water use and minimize overall impacts on water resources.

The Company works closely with building management and the owners of leased office premises to enhance water efficiency in shared areas. Key initiatives include the installation of water-saving equipment, maintenance of plumbing systems, and the development of water monitoring systems through sub-meter installation in high water-use areas. These efforts strengthen site-specific monitoring and support future water reduction planning.

Internally, the Company encourages employee participation in responsible water use through ongoing communication and awareness campaigns. Employees are encouraged to report water leaks and use water appropriately in common areas. These practices help reduce unnecessary water losses and embed efficient water use as part of the Company's organizational culture.



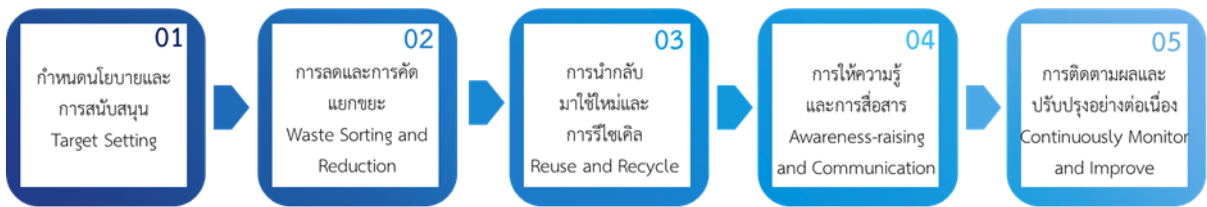
### Overview of Water Resource Management

The Company's water resource management encompasses policies and guidelines, implementation of water reduction measures, quantitative data monitoring and disclosure, target setting and progress evaluation, as well as consideration of related financial impacts. This approach reflects the Company's commitment to efficient, transparent, and context-aligned water resource management.

### 3 Non-hazardous Waste Management

The Company places importance on the management of non-hazardous waste generated from office operations, focusing on waste reduction, proper segregation, and environmentally responsible disposal practices. Most waste generated consists of non-hazardous office waste, such as paper, plastic packaging, general domestic waste, and consumable materials used in daily operations.

Waste management is implemented within the constraints of leased office buildings. The Company focuses on areas under its direct control and works closely with building management to ensure appropriate waste segregation and collection systems are in place. This approach ensures that waste is managed efficiently and in alignment with environmental practices.



At the operational level, the Company promotes waste reduction at source by encouraging changes in employee behavior. Key practices include the use of electronic documents in place of paper, efficient use of office supplies, and avoiding unnecessary consumables. These measures help reduce the volume of waste requiring disposal and support efficient resource use alongside the Company’s broader environmental initiatives.



The Company implements waste segregation in office areas, separating recyclables and general waste to enable proper employee participation. Segregated waste is then handled through the building’s waste management system or relevant contractors.

The Company also promotes waste management awareness among employees through ongoing internal communications and campaigns, encouraging proper waste segregation and responsible resource use in daily activities.



The Company's non-hazardous waste management is monitored at both process and operational levels. Data and observations from operations are used to assess waste generation trends and refine management practices in line with the Company's evolving context. This approach provides a foundation for developing future waste management measures.

## Non-Hazardous Waste Management and Landfill Reduction (Ongoing in 2025)

Based on the Company's efficient resource management initiatives during 2023–2024, as disclosed on its website, a foundation for non-hazardous waste management in office operations has been established. This includes waste reduction at source, proper waste segregation, and continuous employee awareness. In 2025, the Company continues to build upon these practices, with increased **focus on reducing landfill waste** and enhancing systematic waste utilization.

The Company maintains its approach to reducing waste generation from office activities by promoting the use of electronic documents, digital internal communication, and efficient use of office supplies. These measures help reduce general waste and paper waste, thereby lowering the burden on downstream waste disposal systems and supporting overall landfill reduction.

In terms of waste segregation, the Company continues to maintain clearly designated waste separation points in office and common areas to support proper segregation at source. Segregated waste is then transferred to the building's waste management system, which is a key step in reducing the volume of waste sent to landfill.



In 2025, the Company enhanced its non-hazardous waste management approach through the concept of a circular economy. The Company collaborated with **Better World Green Co., Ltd.** to process unused employee uniforms into Refuse Derived Fuel (RDF) for use as an alternative fuel in industrial applications. This initiative significantly **reduces the volume of waste sent to landfill** and adds value to operational waste materials generated by the organization.



Beyond specific waste streams, the Company takes a holistic approach to waste management, focusing on reducing landfill disposal through segregation, reuse, and appropriate recovery processes. The Company views landfill reduction as a key approach to minimizing environmental impacts and promoting responsible resource use.

Waste management performance is monitored through process-based assessments, employee feedback, and coordination with relevant stakeholders. Although the Company is still developing a comprehensive system for quantitative waste data and landfill diversion rates in 2025, it has established the necessary process foundations and collaborations to support future disclosure and more defined target setting.

Non-hazardous waste management and landfill reduction efforts in 2025 reflect continuity from previous years and demonstrate a progression from impact control toward value creation from waste materials, supporting the Company’s long-term sustainable business development.

## Targets and Performance on Non-Hazardous Waste Management and Landfill Reduction

The Company has established non-hazardous waste management targets under its Resource Efficiency approach, focusing on reducing the volume of waste sent to landfill while increasing the proportion of waste that can be reused or recovered. These targets build on initiatives implemented during 2023–2024 and have been adapted to align with the Company’s operational context in 2025.

### Non-Hazardous Waste Management Targets

The Company has established organization-wide non-hazardous waste management targets, focusing on process improvements and employee engagement. These targets cover waste reduction from office activities, source segregation, and reduced landfill disposal through reuse, recycling, or energy recovery. The Company has set a quantitative target to reduce non-hazardous waste intensity per employee by 5% by 2029, compared with the 2023 baseline. This target covers waste generated within the Company’s headquarters and forms part of its broader Resource Efficiency objectives.



### Performance in 2025

In 2025, the Company achieved measurable progress in non-hazardous waste management. It successfully maintained waste reduction practices and source segregation initiatives from previous years, while implementing projects that contribute to a tangible reduction in landfill waste through material recovery and reuse.

These outcomes reflect an advancement from impact control toward a more systematic waste management approach. The Company has compiled performance data on waste generation, resource recovery, and landfill diversion. Waste data is disclosed in accordance with GRI 306: Waste to ensure transparency and will be further analyzed to enhance waste management measures and improve resource efficiency in alignment with future reduction targets.

|  |                | 2023      | 2024           | 2025           |
|--|----------------|-----------|----------------|----------------|
| Non-Hazardous Waste                      | Kg.            | 25,387    | 21,019         | 28,431         |
| Non-Hazardous Waste / Permanent Employee | Kg. / Employee | 127.6     | 94.7           | 111.9          |
| Permanent Employee                       | Employee       | 199       | 222            | 254            |
| <b>Rate of Change</b>                    |                | Base Year | <b>-25.78%</b> | <b>-12.30%</b> |

Non-Hazardous Waste Generation 2023 - 2025

|  |     | 2025   |
|--|-----|--------|
| Non-Hazardous Waste Sent to Landfill               | Kg. | 18,937 |
| Recycled Waste                                     | Kg. | 9,493  |
| Total Non-Hazardous Waste                          | Kg. | 28,431 |
| Hazardous Waste                                    | Kg. | 2,712  |
| Total Waste  | Kg. | 31,143 |
| Percentage of Non-Hazardous Waste Sent to Landfill |     | 60.8%  |
| Percentage of Recycled Waste                       |     | 30.5%  |

Waste Management 2025

## Landfill Reduction and Waste Recovery

One of the key achievements in 2025 was the reduction of landfill waste through a project converting unused employee uniforms into Refuse Derived Fuel (RDF). This initiative helps reduce the volume of waste sent to landfill and adds value to operational waste materials. It represents an application of circular economy principles in the Company's waste management approach.

|                                   |     | 2025   |
|-----------------------------------|-----|--------|
| Uniforms Sent for RDF             | Kg. | 127    |
| Recycled Waste                    | Kg. | 9,493  |
| Total Waste                       | Kg. | 31,143 |
| RDF Percentage per Recycled waste |     | 1.34%  |
| RDF Percentage per Total waste    |     | 0.41%  |

## 4 Paper Management



The Company manages resources to reduce waste in line with the 3Rs principles. Paper consumption reduction policies are implemented using digital systems for internal document workflows, including electronic document processing and digital storage of records. Through the “Green Workplace” initiative, the Company promotes paper reuse (double-sided printing), encourages paperless processes, and establishes guidelines to print only when necessary. The use of recycled or environmentally friendly paper is also promoted, together with the segregation of used paper for recycling.

The Company monitors overall paper consumption to support improvements in resource management efficiency. This practice is aligned with GRI 301: Materials and GRI 306: Waste (2020) disclosure standards and supports long-term goals for waste reduction and sustainable resource use.

### Targets and Performance on Paper Management

The Company has set a target to reduce paper consumption per employee by 5% by 2029, compared with the 2024 baseline. In 2025, the Company achieved a 22.4% reduction compared with the baseline, exceeding the established target. This reflects the effectiveness of promoting electronic document usage and efficient paper management across the Company’s operations.

#### เป้าหมาย (Target)



**ลดปริมาณการใช้กระดาษ ร้อยละ 5 ภายในปี 2572 เทียบปีฐาน 2567**

5 % Reduction by 2029 Base year 2024

#### ผลการดำเนินงาน (Performance)



|  |              | 2024      | 2025           |
|--|--------------|-----------|----------------|
| Paper Consumption                      | Kg.          | 2,896     | 2,248          |
| Paper Consumption / Permanent Employee | Kg./Employee | 13        | 9              |
| Permanent Employee                     | Employee     | 222       | 254            |
| <b>Rate of Change</b>                  |              | Base Year | <b>-22.38%</b> |

# SMART UNITY

ENHANCING LIVES



เพิ่มพูนชีวิตผู้คน

# Smart Unity

## Enriching people's lives through technology, respect for rights, and responsible collaboration

The Company believes that sustainable business operations must be founded on respect for human dignity, fair treatment of workers, and the creation of shared value across the organization's value chain. This includes customers and business partners within the airport ecosystem, employees and ground service personnel, suppliers and service providers in the supply chain, creditors, shareholders, government authorities, surrounding communities and society, as well as other relevant stakeholders, including industry competitors.

As a provider of airport technology systems, the Company delivers critical solutions that support airport operations and enhance passenger experience, such as biometric systems, passenger handling systems, and operational support technologies within airport environments. The Company therefore places strong emphasis on human rights protection, safety, and fair working conditions for all personnel.

The "Smart Unity" concept serves as the Company's social framework, covering fair labor standards, non-discrimination, prevention of inappropriate labor practices, occupational health and safety, workforce development, and the promotion of ethical business conduct and human rights compliance across suppliers and service providers.

The Company is committed to leveraging technology and responsible management practices to enhance the quality of life for employees, service users, and all stakeholders, while fostering transparent, fair, and sustainable collaboration within the airport ecosystem as a foundation for long-term business growth.



# Human Rights and Communities

The Company is committed to creating value through responsible business operations with respect for all stakeholders across its value chain. It upholds human rights throughout its business operations in accordance with applicable laws and international human rights principles, including the United Nations Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGP), the United Nations Global Compact (UNGC), and the International Labor Organization (ILO). The Company emphasizes fair labor practices, equality, diversity, and inclusion, and does not tolerate discrimination based on race, religion, language, ethnicity, gender, age, education, physical condition, or social status. It strictly prohibits forced labor, slavery, child labor, violations of children’s rights, and any form of sexual harassment. The Company also supports freedom of association and the right to collective bargaining, while recognizing the importance of minimizing environmental impacts alongside social responsibility. In addition, the Company is committed to human capital development through continuous learning and provides equal opportunities for career growth. It promotes a safe and supportive working environment, ensures fair compensation and welfare, and contributes to community and social development through business activities that generate positive social and environmental impacts. These efforts support multiple United Nations Sustainable Development Goals (SDGs), including SDG 1, 3, 4, 5, 8, 10, 16, and 17, contributing to improved quality of life and dignity for all groups in society.

The Company recognizes its responsibility to respect human rights (Respect), prevent and mitigate adverse impacts (Prevent & Mitigate), and provide remediation when involved in impacts (Remedy).

These principles are integrated into the Company’s operations and extend to expectations for employees, suppliers, and business partners, fostering long-term sustainable and responsible business practices.



## 1. Human Rights and Community Policy

The Company places importance on respect for human rights, fair labor practices, and responsible engagement with communities across its value chain. This is particularly relevant to its information and communication technology (ICT) operations, which involve employees, suppliers, customers, surrounding communities, and a wide range of stakeholders.

The Company has established Human Rights, Labor Standards, and Community policies as a framework for responsible business conduct. These policies cover key areas such as non-discrimination, fair employment practices, occupational health and safety, freedom of association, prohibition of child and forced labor, personal data protection, and respect for the rights and views of affected communities. The policies are aligned with applicable Thai laws as well as internationally recognized human rights and labor standards.

The policies are approved by the Board of Directors and overseen by management and relevant functions. They are communicated to employees and business partners as appropriate and integrated into human resource management, procurement processes, and risk management practices to ensure consistent and effective implementation in the Company's business operations.

In terms of community development, the Company has established principles and processes for community investment, aiming to create shared and sustainable value for society alongside its business operations. The project evaluation process covers the identification of key focus areas, selection of appropriate target locations and groups, assessment of social impacts, as well as ongoing monitoring and evaluation of project outcomes.

The Company defines its community investment scope to include key areas such as education, youth capacity development, and improvement of quality of life in communities surrounding its operational sites. In addition, the Company supports local economic opportunities by promoting employment in nearby areas where appropriate and sourcing goods and services from local suppliers, thereby contributing to income distribution and community economic development.

The Company also emphasizes stakeholder engagement through appropriate communication and the consideration of community feedback. Community investment priorities are aligned with the Company's business strategy, leveraging its expertise and resources to support education and skills development relevant to its industry. This approach aims to strengthen long-term human capital development and enhance the resilience of local communities, in line with the Company's sustainable growth objectives.

The Company recognizes that its operations may be connected to surrounding communities. It therefore prioritizes stakeholder engagement, appropriate communication, and the avoidance or mitigation of potential social impacts to support harmonious and sustainable coexistence with local communities.

The Company is also committed to protecting and promoting children's rights in its business operations and social initiatives. It implements programs that support access to education, skills development, and safe environments for children and youth in communities, particularly vulnerable groups. These efforts reflect the Company's commitment to respecting children's rights in accordance with international human rights principles.

The Company is committed to respecting and promoting children's rights in accordance with the Children's Rights and Business Principles. This commitment is integrated into its human rights policies, business operations, and corporate social responsibility activities to prevent negative impacts and promote positive outcomes for children and youth in all dimensions.

The Company also conducts regular assessment and review of human rights, labor, and community-related risks arising from its operations and business partners, in line with its operational context. In addition, it has established grievance and whistleblowing mechanisms to enable fair and transparent investigation and remediation of any related concerns.

The full policy details can be found at [https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-06-\\_-Human-Rights-Policy\\_-13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-06-_-Human-Rights-Policy_-13.11.25.pdf)

## Business Challenges

Business and human rights are closely interconnected, both directly and indirectly, as business operations involve a wide range of stakeholders, including customers, business partners, suppliers, employees and their families, shareholders, investors, as well as surrounding and distant communities. As a result, business activities may inevitably have impacts on these groups. Therefore, it is essential for businesses to operate with respect for human rights and integrate these principles into their organizational culture. Strict compliance with applicable laws and international human rights standards across the value chain helps ensure that all stakeholders uphold human rights principles. This contributes to enhanced competitiveness, improved financial and social returns, stronger risk management, and better occupational health and safety for employees and stakeholders. In addition, respect for human rights helps reduce negative impacts, strengthen corporate reputation, and build long-term trust among stakeholders.

## Management Approach

The Company places importance on protecting and respecting fundamental human rights and individual freedoms equally and fairly. It treats employees, customers, business partners, and all stakeholders with respect, without discrimination, and prohibits all forms of forced or illegal labor and any form of harassment or abusive behavior. The Company promotes equality, diversity, and inclusion at all levels, and ensures fair compensation based on employee value and capability. It also supports freedom of expression, association, and collective bargaining, while fostering a safe and positive working environment. In addition, the Company emphasizes the protection of personal data belonging to employees, customers, and stakeholders. To prevent human rights violations across its operations, the Company implements Human Rights Due Diligence (HRDD) to identify, assess, and address actual and potential human rights impacts across its business value chain. Where adverse impacts occur, appropriate remediation measures are provided. The Company also maintains accessible and secure grievance mechanisms to enable reporting and resolution of concerns in a fair and timely manner

## 2. Human Rights Due Diligence (HRDD)

The Company recognizes the importance of human rights in its business operations and has initiated a comprehensive Human Rights Due Diligence (HRDD) process to strengthen and systematize its human rights management approach. This includes the issuance of a Human Rights Policy and the implementation of a Human Rights Risk Assessment (HRRRA) process to identify and evaluate actual and potential human rights risks associated with its operations. These cover labor rights, customer rights, supplier rights, and community and environmental rights. The Company integrates the results of the assessment into its internal management processes to identify preventive and mitigation measures, monitor and report performance, and provide appropriate grievance mechanisms and remediation in cases of human rights violations.

To support the implementation of its Human Rights, Labor Standards, and Community policies, the Company has established a structured approach to reviewing human rights risks in line with its business context, covering both its own operations and those of business partners. The process includes identifying and assessing risks affecting employees, suppliers, surrounding communities, and other stakeholders. The findings are used to support risk management, define mitigation measures, and continuously improve relevant operational practices.

The Company assesses and monitors human rights, labor, and community-related risks in a manner appropriate to its business context by integrating these processes into existing management systems, including human resource management, procurement, enterprise risk management, and safety and legal compliance functions.

Risk assessments cover issues that may affect employees, ground service personnel, business partners, and surrounding communities, such as working conditions, occupational health and safety, discrimination, personal data protection, and labor practices within the supply chain. The Company utilizes operational data, stakeholder feedback, and grievance mechanisms to identify and evaluate relevant risks.

Where human rights-related issues or complaints are identified, the Company implements fair and transparent investigation and remediation processes as appropriate. The outcomes are also used to support the review and continuous improvement of its operational practices and risk management approach.



## Scope of Operations

The Company defines the scope of human rights management to cover all business operations, including subsidiaries, business partners, and contractors involved in its activities. Special attention is given to high-risk activities that may affect workers, communities, and other stakeholders.

This scope is overseen by the Board of Directors and is integrated into the Company’s enterprise risk management process.

## Identification of Salient Human Rights Issues

The Company recognizes that human rights issues vary depending on business nature, operational context, and relevant stakeholders. Therefore, it places importance on identifying salient human rights issues that may cause significant impacts on individuals or groups

Based on its business context, the Company has identified the following relevant human rights issues

| Labor Rights  | Customer Rights  | Business Partner Rights                     | Community and Environmental Rights                            |
|---|--|---|---|
| 1. Excessive working hours<br>2. Discrimination against employees<br>3. Sexual harassment<br>4. Illegal labor practices<br>5. (Unsafe working conditions) | 6. Discrimination against customers<br>7. Violation of customer privacy rights | 8. Discrimination against business partners | 9. Causing adverse impacts on communities and the environment |

The identification of these issues serves as a key foundation for defining risk management measures, governance approaches, and the development of appropriate policies aligned with the Company’s operational context.

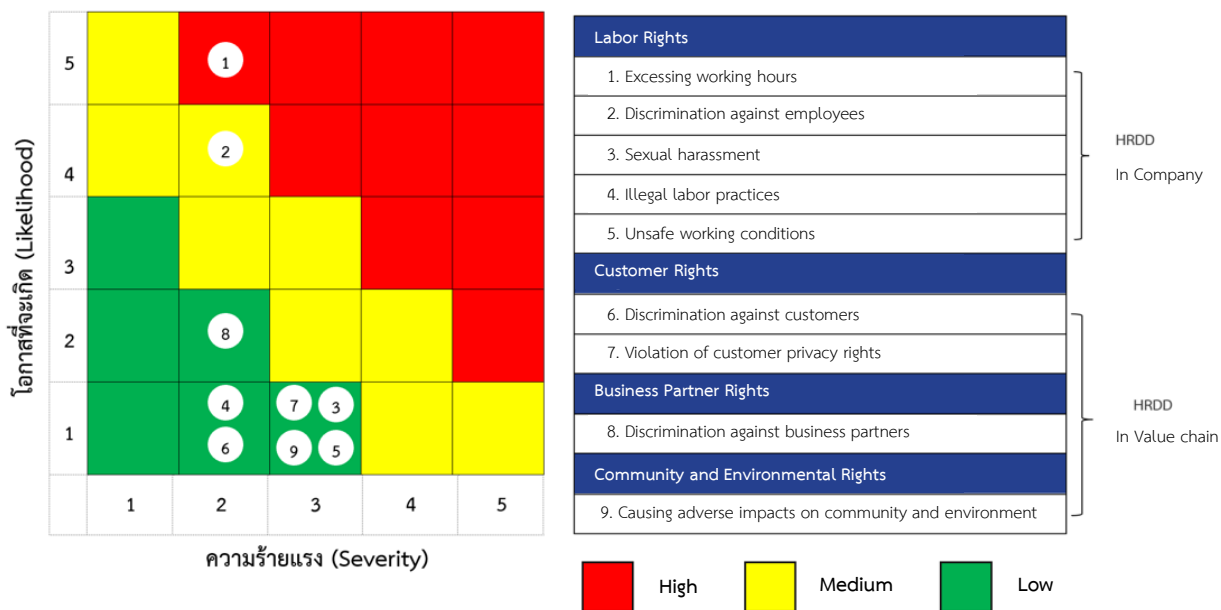
## Severity Analysis and Human Rights Risk Assessment

Through its Human Rights Risk Assessment (HRRRA), the Company evaluates human rights risks based on two key factors: severity and likelihood of occurrence. The assessment indicates that most human rights issues fall within a low-risk level, including discrimination against suppliers, customer privacy violations, sexual harassment, environmental impacts, unsafe working conditions, illegal labor practices, and discrimination against customers. Certain issues are assessed at a moderate risk level, particularly employee discrimination. In addition, based on the human rights risk assessments conducted in 2024 and 2025, excessive working hours remain a material risk. This is associated with the Company’s growth and operational expansion, which has led to increased workload intensity during certain periods.

The Company recognizes the potential risks to employee health, well-being, and work-life balance. It has therefore implemented measures to manage working hours appropriately, including monitoring working hours, workforce planning, aligning resource allocation with workload, and promoting efficient work practices to reduce the need for overtime. Employee engagement and recreational activities are also encouraged to support overall well-being.

The Company will continue to monitor and review this issue as part of its human rights risk assessment process to ensure that business growth is balanced with the protection of labor rights and the well-being of employees.

แผนภูมิแสดงระดับความเสี่ยง (Risk Heat Map)



## Prevention and Mitigation Measures

The Company has established measures to prevent and mitigate human rights risks, including

- Establishing policies and guidelines for employees and business partners
- Providing communication and training to raise awareness
- Monitoring and auditing high-risk activities

## Monitoring and Review

The Company continuously monitors human rights performance through internal indicators, audits, and regular reporting to management and the Board of Directors, enabling ongoing improvement of its practices.

In 2025, no complaints related to human rights, labor, or community issues including sexual harassment were reported. Nevertheless, the Company continues to review the effectiveness of its grievance mechanisms to ensure they remain accessible, fair, transparent, and capable of addressing issues in a timely manner should they arise in the future.



## Remediation

The Company recognizes that if its operations cause or contribute to human rights impacts, it has a responsibility to provide appropriate, fair, and transparent remediation.

To this end, the Company has established remediation measures that include

- Accessible grievance and whistleblowing mechanisms
- Fair and thorough investigation processes
- Corrective actions to address impacts and prevent recurrence
- Appropriate communication of outcomes to relevant stakeholders

These measures apply to employees, business partners, and external stakeholders, and are guided by a non-retaliation principle for complainants. The approach is aligned with the UN Guiding Principles on Business and Human Rights.

The Company aims to use its remediation mechanisms as a tool to continuously strengthen human rights standards and promote responsible business conduct over the long term.

### 3. Grievance and Whistleblowing Mechanisms

The Company respects and promotes freedom of expression for employees, stakeholders, and communities connected to its operations. It provides channels for raising concerns, sharing feedback, or reporting issues related to human rights, social matters, and business conduct in an appropriate manner, free from harassment, discrimination, or retaliation.

The Company has established accessible, independent, and confidential Grievance and Whistleblowing Mechanisms to ensure that stakeholders can safely and fairly report concerns or potential impacts.

These channels cover whistleblowing on misconduct, ethics-related complaints, and internal “**Speak Up**” channels for employees. Both internal and external stakeholders can submit complaints through multiple communication channels provided by the Company, fostering a culture of openness, transparency, and accountability.

The Company strictly upholds a non-retaliation policy and ensures the confidentiality of complainants and related information throughout the process, **providing assurance that reporting concerns will not result in any form of adverse consequences.**



**Via E-Mail**

[whistle-blower@skyict.co.th](mailto:whistle-blower@skyict.co.th)



**Via Website**

<https://www.skyict.co.th/whistle-blowing>



**Via Mail**

To Audit Committee  
SKY ICT Public Company Limited, No. 55 A.A Capital Ratchada

The Whistleblowing Policy can be accessed at [https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-05-\\_-Policy-on-Clue-Reporting-\\_-13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-05-_-Policy-on-Clue-Reporting-_-13.11.25.pdf)

## 4. Human Rights Communication

The Company systematically integrates its human rights commitments into business operations and communicates human rights principles to all stakeholder groups, including employees, customers, suppliers, and other relevant parties. This is done through the Human Rights Policy, Code of Business Conduct, and Supplier Guidelines, which are disclosed via the Company's website, internal communications, and supplier management processes.

To ensure effective implementation, the Company provides human rights training for managers and supervisors, who play a key role in decision-making and operational oversight. The training covers key human rights topics related to business operations, labor management, supplier engagement, and the identification and management of human rights risks in work processes.

This training is mandatory for managers and forms part of leadership development programs, ensuring that human rights commitments are effectively embedded at policy, governance, and day-to-day operational levels.



## 5. Stakeholder Engagement on Human Rights Issues

The Company has established a systematic approach to stakeholder engagement and consultation on human rights issues, covering employees, labor representatives, surrounding communities, key customers, and business partners. This process is used to identify, assess, and manage potential human rights risks arising from business operations.

The Company conducts consultations and issue-specific discussions on topics such as labor rights, employment conditions, occupational health and safety, and community impacts. Meeting records and key stakeholder feedback are documented to ensure transparency and traceability.

Employees are recognized as a key stakeholder group, particularly in relation to quality of life, health, safety, and fair employment conditions. The Company facilitates employee participation through a Welfare Committee, which provides a structured platform for employees to express views, needs, and suggestions regarding welfare and working conditions. The committee comprises both management and employee representatives and serves as a forum to discuss human rights-related matters, employment conditions, welfare, occupational health and safety, and fair workplace practices.

In 2025, the Welfare Committee proposed several initiatives to the Executive Committee, including increased outpatient medical coverage, revisions to vacation leave policies, and long-service recognition programs. These initiatives aim to enhance employee well-being, engagement, and long-term workforce stability.

The Executive Committee approved the adjustment allowing employees to utilize vacation leave starting from the probation period, calculated on a pro-rata basis, effective 1 January 2026. Other proposals remain under consideration, considering budgetary implications and alignment with long-term business strategy.

These efforts reflect the Company's commitment to fair and appropriate employee welfare management, as well as the Board's careful oversight of human resources, balancing employee well-being with long-term financial sustainability.

# Community Engagement and Investments

The Company recognizes that sustainable business operations must consider the impacts and relationships with surrounding communities and society, as well as the broader public, particularly in the context of its information technology business, which is connected to diverse people, communities, and locations.

Accordingly, the Company promotes community and social engagement through initiatives aligned with its operational context. These initiatives focus on providing relief and support, improving quality of life, contributing to social development, and creating shared value with stakeholders. This includes assistance activities, employee volunteer participation, and supporting local income distribution within communities.

## 1. Guidelines and Principles for Community and Social Engagement

The Company conducts community and social engagement activities under the principle of stakeholder responsibility, aiming to create positive social impacts appropriate to its organizational context and operating areas. The Company emphasizes alignment with community needs, employee participation, and the efficient and transparent use of resources.

Its community and social engagement approach covers key areas, including

- Supporting the transition toward a digital society
- Providing relief and assistance in emergencies or disaster situations
- Enhancing quality of life, health, and well-being of the public
- Supporting vulnerable groups such as children, the elderly, and disadvantaged individuals
- Promoting youth development, education, and creative activities
- Supporting local economic development and income distribution within communities

These initiatives are implemented with employee participation as representatives of the organization, fostering a corporate culture that values social responsibility and collective well-being, while integrating social engagement into the Company's long-term sustainable business operations.

## Public Internet Service Center (USO Net)

In an era of rapid digital transformation, information and communication technology (ICT) has become a fundamental driver of national development across economic, social, educational, and quality-of-life dimensions. Access to the internet and digital knowledge is therefore not only a matter of infrastructure, but also a matter of opportunity enabling people to learn, grow, and build more secure futures.

As a Thai technology organization with expertise spanning information systems, digital infrastructure, big data analytics, resource management systems, and modern learning and working solutions, the Company recognizes that the technologies it develops should not be limited to urban areas or large enterprises but should be accessible to everyone across the country.

Guided by the concept of “Technology for All Lives” and aligned with its vision “To be the key driving force in transform the society through intelligent technological solutions that truly enhance lives”, the Company is committed to promoting equitable access to the internet, knowledge, and digital tools for people in all regions. This includes children, youth, working-age populations, the elderly, disadvantaged groups, low-income communities, remote populations, and small entrepreneurs, enabling them to use technology for learning, livelihoods, and improved quality of life.

The Company believes that sustainable national development begins with equal opportunity, and that technology is a key enabler in unlocking such opportunities. Leveraging its expertise, the Company seeks to contribute to national development not only economically but also through fostering an inclusive digital learning society.

Accordingly, the Company participates in the Public Internet Service Center (USO Net) initiative in collaboration with the Office of the NBTC, which aims to provide high-speed broadband internet services in remote areas. The initiative includes five service models

- Community public Wi-Fi in remote villages
- Public internet service centers (USO Net centers)
- Internet access rooms (USO Wrap)
- High-speed internet for schools
- High-speed internet for sub-district health promotion hospitals

This structured classification enhances operational efficiency and contract management, while supporting the effective and timely achievement of project objectives, particularly in underserved and border communities.

## Objectives

- To provide high-speed broadband internet services in remote villages.
- To support the digital economy and society policy by strengthening telecommunications infrastructure to drive national economic development, and to advance universal basic telecommunications and social service obligations of the National Broadcasting and Telecommunications Commission
- To enable government and private sector organizations in unserved or underserved areas to access efficient telecommunications services, and to utilize them as tools for improving public service delivery through telecommunications and information networks.
- To provide knowledge on the proper, safe, and effective use of technology.
- To enhance technological capability and access to services for all groups in society, including the public, children, and persons with disabilities.

## Expected Benefits

- Promote access to the internet and digital knowledge, enabling people in all areas, especially remote and underserved communities, to use technology for learning, career development, and improved quality of life.
- Leverage the full technological capabilities of SKY ICT Public Company Limited to develop learning and working support systems, such as e-Learning platforms, Knowledge Management systems, and internet infrastructure, to better serve everyday needs of the public.
- Support national sustainable development by integrating collaboration with government, private sector, and communities to advance the digital economy agenda, reduce inequality, and enhance national competitiveness on the global stage.
- Foster a learning and participatory society by enabling people of all ages to access learning anytime and anywhere through accessible, safe, and efficient technology, promoting a culture of lifelong learning.
- Contribute to Thailand's readiness for the digital era with the commitment of a Thai organization that aims not only to develop technology for the market, but also to genuinely improve the quality of life of Thai people.

## Direct Social Returns from the Project

- The project has provided services to 120 communities across 12 provinces, primarily in remote and low-income areas.
- A total of 4,800 participants have joined public training programs, while 750 persons with disabilities have received assistive technology to support digital access.
- 20 local government agencies have adopted accessible call center systems to improve public service delivery.
- Installed infrastructure includes 120 high-speed community Wi-Fi units and 480 public learning computers.
- The project has delivered 16 e-Learning courses to enhance digital knowledge and skills.
- The e-Manual system and knowledge repository recorded over 90,000 visits within the first six months, reflecting strong user engagement and knowledge utilization.

## Final Outcomes for Communities and Society

- Average income of small entrepreneurs in the area increased by 15–25% within 8 months after receiving training in online sales, digital marketing, and social media business use.
- Youth unemployment in the area decreased by 12%, particularly among those who completed upper secondary or vocational education and accessed online digital skills learning.
- Persons with disabilities generating income from online work increased from 0% to 18% of the target group participating in the project.
- Self-directed learning participation through the e-Learning system increased threefold within one year, reflecting stronger engagement in continuous digital learning.

## Economic Returns to the Company

New customer acquisition increased through expanded brand awareness

- 35 organizations (business and government agencies) engaged with the Company to further develop additional services.
- 60 schools and community centers subscribed to the knowledge repository system and PaaS (Platform as a Service) solutions.

## Economic Returns to the Company

Direct revenue generated from value-added services, including Cloud services, e-Training, and specialized Call Center systems.

- Total accumulated revenue within one year amounted to 6.5 million THB.
- Enhanced brand value and corporate reputation, reflected through invitations to present the project in public policy forums and collaboration events across more than 8 national-level platforms.

## Project Monitoring

- Real-time monitoring system via a dashboard that reports key performance indicators
- Daily and monthly user statistics
- User satisfaction scores
- Course-wise learning participation levels
- Quarterly performance evaluation
- Changes in users' income levels
- Frequency of use of devices and systems
- Career or business development based on acquired knowledge
- In-depth interviews and follow-up workshops conducted with community leaders and persons with disabilities in collaboration with local partners

## Overall Benefits Summary

| Benefits                           | Social Benefits   | Economics Benefits (Social)                     | Economics Benefits (Company)                                 |
|------------------------------------|---|---|--|
| Increased access to technology     | 5,000+ people   | Community income increased by an average of 20% | Supplementary revenue from services 6.5 million THB per year |
| Reduced inequality                 | 750 persons with disabilities provided with assistive tools | Unemployment rate reduced by 12%                | 95 new organizational customers                              |
| Creation of learning opportunities | e-Learning system recorded 90,000 uses                      | Entrepreneurs began selling online              | Brand exposure increased at the policy level                 |

## Conclusion

The Company aims to develop technology that is truly accessible and usable by all. We believe equal access to technology is key to an inclusive and progressive society, and we are committed to helping drive Thailand forward so that everyone can grow together.

## 2. Investment in Community Development and Human Capital through Educational Partnerships

The Company places importance on human resource development and strengthening educational communities, which are key foundations for advancing the country's aviation and tourism industries. In the past year, the Company collaborated with the Department of Aerospace Engineering, Faculty of Engineering, Kasetsart University, to establish the SKY-KU Aviation Lab. The initiative supports hands-on learning and helps develop personnel with practical knowledge and a strong understanding of aviation technology.



The project is an aviation laboratory that simulates real airport operations, equipped with technologies used in international airports, such as

- CUPPS System (Common Use Passenger Processing System)
- CUTE System (Common Use Terminal Equipment)
- Automated check-in system CUSS (Common Use Self Service)
- Automated baggage handling system CUBD (Common Use Bag Drop)
- e-Gate system for identity verification and access control

The systems used in the laboratory are real technologies deployed at major airports, such as Suvarnabhumi Airport, enabling students and visitors to gain in-depth understanding of airport operations through hands-on experience and simulated scenarios. This enhances their knowledge of operational processes, safety standards, and the efficiency of passenger service systems.



The SKY–KU Aviation Lab has been integrated into the academic curriculum, serving both as a foundational course for first-year students and as specialized courses for third- and fourth-year students. Experts from the Company and both domestic and international partners are also invited to share knowledge and real-world experience, preparing students for future careers in the aviation and tourism industries. The SKY–KU Aviation Lab is expected to be completed by February 2026.

### Social Benefits

- Enhances aviation knowledge and skills for youth and the public
- Develops skilled talent for the aviation and tourism industries
- Bridges the gap between theory and real practice

### Business Benefits

- Supports the long-term development of talent aligned with industry needs
- Strengthens corporate image in education and society
- Improves workforce readiness and reduces future training needs

## 3. Disaster Relief and Assistance

The Company places importance on providing timely assistance during emergencies and crisis situations. In the past year, it has supported communities affected by disasters, including flood relief in Hat Yai District, assistance to employees impacted by flooding, and donations of funds and essential supplies to evacuation centers in Buriram Province following unrest along the Thailand–Cambodia border. These actions reflect the Company’s commitment and social responsibility in responding to urgent societal needs.



## 4. Health and Sports Promotion



The Company continuously supports health and humanitarian initiatives by encouraging employee participation in social activities such as blood donation campaigns, donations to hospitals, financial support to the Thai Red Cross Society, and other sports-related activities. These initiatives help foster a sense of giving and strengthen employee engagement in contributing to societal well-being.

## 5. Support for Vulnerable Groups and Local Communities

The Company and its executives prioritize support for vulnerable groups through initiatives such as

- Donating clothing and essential items to organizations serving disadvantaged communities,
- Making charitable contributions on executives' birthdays to support orphans and the elderly,
- Aiding with registered foundations and associations

These activities reflect the leadership's role in demonstrating corporate social responsibility and setting an example for society.



## 6. Support for Communities and Local Economy

The Company focuses on creating positive impacts on the local economy by implementing initiatives that help distribute income to communities in a tangible way, such as

- Supporting the Sarus Crane Conservation Center in Buriram Province through financial contributions and purchasing local products
- Supporting Buriram youth football teams to promote sports development and constructive youth activities
- Contribute to the development of surrounding community areas and strengthen local economic and social well-being in a sustainable manner



## 7. Income Distribution to Communities

The Company supports small entrepreneurs and community shops by providing opportunities for local vendors in nearby communities and across Bangkok to sell food in the Company's canteen, which is offered as an employee welfare service. This initiative helps generate income for community businesses, supports the grassroots economy, and enhances food variety and employees' quality of life.



## 8. Community Engagement through Knowledge Sharing in International Academic Platforms



The Company emphasizes community engagement through sharing knowledge, experience, and professional perspectives to support long-term societal development. In the past year, an executive of the Company participated as a speaker at the IPOE Forum 2025 on the topic “*Innovations and Technological Advancements in Tourism, Hospitality, and Aviation,*” held at **Mae Fah Luang University in Chiang Rai.**

The participation in this forum provided an international platform for knowledge exchange, bringing together academia, scholars, students, and industry representatives to share real-world experiences in aviation, technology, and innovations related to tourism and hospitality. The Company’s executive contributed insights on industry trends, challenges, and the role of technology in enhancing efficiency and sustainability in the aviation sector.

This engagement reflects the Company’s role in supporting societal knowledge development, strengthening collaboration between industry and academia, and promoting lifelong learning—serving as a form of community engagement through knowledge sharing and the creation of sustainable shared value.

## 9. Employee Engagement in Social Activities

The Company promotes employee participation in social activities through various forms, including donations, volunteer work, and support for community initiatives. These efforts help strengthen employee engagement and foster a corporate culture that values social responsibility. To ensure a structured approach, the Company has established a dedicated framework with responsible units to coordinate, plan, and promote social activities, while continuously encouraging employee participation in alignment with the Company’s guidelines.



## 10. Summary of Investments and Donations for Communities and Society

The Company continuously invests in and supports social initiatives under the concept of creating shared value, with a focus on tangible contributions to community development, education, healthcare, and humanitarian assistance. In 2025, the Company provided investments and donations to communities and society, including support for non-profit organizations, educational institutions, public benefit organizations, and relevant partners, as follows



### การลงทุนเพื่อสังคมและการสนับสนุนชุมชน (COMMUNITY INVESTMENT AND DONATIONS)

เรามุ่งมั่นในการสร้างคุณค่าร่วมกับสังคม ผ่านการสนับสนุนและพัฒนาคุณภาพชีวิตของชุมชนอย่างยั่งยืนในหลากหลายมิติ

| ที่ (No.)   | ประเภทเงินลงทุนและบริจาค (Community Investment and Donations)  | จำนวนเงิน - บาท (Amount - Baht)   |
|---|--|---|
| 1   |  การลงทุนเพื่อการพัฒนาชุมชนและศักยภาพมนุษย์ผ่านความร่วมมือทางการศึกษา (Community and Human Capital Development through Educational Partnerships) | 5,000,000   |
| 2   |  การช่วยเหลือและบรรเทาภัยพิบัติ (Disaster Relief and Emergency Assistance)  | 134,769   |
| 3   |  การส่งเสริมสุขภาพและกีฬา (Health Promotion and Sport Support)  | 7,051,500   |
| 4   |  การสนับสนุนกลุ่มเปราะบางและสังคมในท้องถิ่น (Support for Vulnerable Groups and Local Communities)   | 8,279,520   |
| 5   |  การสนับสนุนชุมชนและเศรษฐกิจท้องถิ่น (Support for Communities and Local Economic Development)   | 11,177,996  |
| 6   |  การกระจายรายได้สู่ชุมชน (Income Distribution to Communities)   | 6,976,098   |
|  รวม (Total) |  |  38,619,883 |

“เรามุ่งมั่นสร้างคุณค่าร่วม และเติบโตไปพร้อมกับสังคมอย่างยั่งยืน”



# Labor Standards

The Company recognizes that human resources are a key driver of sustainable growth. Respect for human rights, fair labor practices, and a safe, supportive working environment are fundamental to responsible business operations.

The Company operates in compliance with Thai labor laws, alongside internationally recognized human rights and labor standards. It is committed to ensuring that employment practices, compensation, working hours, and employee welfare are managed fairly, transparently, and with respect for human dignity in all aspects.

## 1. Non-Discrimination and Equal Opportunity

The Company promotes equality and fairness in employment and human resource management, without discrimination based on race, religion, gender, age, sexual orientation, disability, nationality, or any other protected status. Decisions on compensation, performance evaluation, and career advancement are based on individual capability, potential, and performance, fostering an inclusive and diverse workplace.

This policy is applied throughout all HR processes, including recruitment, development, evaluation, and promotion. The Company also promotes an open and respectful organizational culture, communicates the policy to employees on an ongoing basis, and provides grievance mechanisms to prevent and address any cases of discrimination or harassment.

## 2. Freedom of Association and Collective Bargaining

The Company respects employees' rights to freedom of association, expression, and participation in accordance with applicable labor laws. It also supports constructive dialogue and negotiation between employees and management to foster mutual understanding, encourage participation, and ensure fair and appropriate resolution of labor-related issues.

### 3. Working Hours and Overtime Prevention

The Company strictly complies with labor laws regarding working hours and overtime. Overtime work is based on employee consent and is compensated in accordance with legal requirements. Workload is managed appropriately to minimize the risk of excessive working hours and to promote work-life balance, which is essential for employee well-being, safety, and productivity.

### 4. Wages, Benefits, Fair Employment, and Working Conditions

The Company ensures that wages and compensation comply with applicable labor laws, with salaries not lower than the statutory minimum wage. Compensation is determined based on job role, responsibility, skills, capability, and performance to promote fairness and sustainable motivation.

The Company is committed to the principle of “equal pay for equal work,” ensuring that wages, benefits, and other compensation are fair, appropriate, and non-discriminatory, regardless of gender, age, nationality, religion, disability, sexual orientation, or other personal characteristics unrelated to work performance.

In addition, the Company provides both basic and additional welfare benefits, such as social security, health or life insurance (depending on job level), leave entitlements, and other benefits in accordance with company policy. These are intended to enhance employees’ quality of life, stability, and long-term well-being.

Compensation and benefits structures are reviewed regularly to align with labor laws, industry best practices, and international labor rights standards, while also reducing inequality and promoting fairness within the organization.

For occupational health and safety, the Company maintains safe and hygienic working conditions, provides personal protective equipment where necessary, conducts regular safety and accident prevention training, and offers anonymous reporting channels for incidents or risks. These measures support continuous improvement of workplace safety and employee well-being.

## 5. Employee Development

The Company prioritizes continuous development of employees' knowledge, skills, and competencies as part of its human resource management strategy to support long-term career growth and enhance overall performance.

Employee development covers technical skills related to job functions, soft skills for personal effectiveness and collaboration, as well as training on safety, health, and work ethics. The Company also encourages participation in both internal and external training, seminars, and development programs, and provides opportunities for employees to take training leave in accordance with company regulations.

These initiatives help employees adapt to technological and operational changes while supporting the Company's sustainable growth.

## 6. Local Employment and Community Development

The Company recognizes its role in creating shared value with the communities in which it operates. It places strong emphasis on hiring local personnel in its areas of operation, as well as on developing the skills and capabilities of community members through training programs, pre-employment preparation, and collaboration with local agencies and educational institutions.

The Company actively promotes local employment, particularly for projects that require on-site operations at airports under the supervision of Airports of Thailand Public Company Limited (AOT). Priority is given to recruiting and hiring individuals from nearby communities to enhance access to employment opportunities and career advancement for local residents. This approach also helps reduce workforce migration and supports sustainable income distribution within the community.

The Company has set a target for local hires to account for 50% of its total workforce by 2029. As of December 2025, the Company employed 152 local staff, representing 27.1% of its total workforce.

### เป้าหมาย (Target)

จ้างงานพนักงานท้องถิ่น 50%  
ของพนักงานทั้งหมดภายในปี 2572

Increase the proportion of local employees  
at least 50% by 2029



### ผลการดำเนินงาน (Performance)

27.1%



## 7. Employment of Under-privileged Groups

The Company places importance on supporting the employment and capacity development of under-privileged groups in society, particularly individuals in local communities who face limited access to education, skills constraints, or lack formal educational qualifications. This is achieved through inclusive hiring practices, the provision of basic skills training, and on-the-job learning opportunities. Through these initiatives, the Company aims to promote stable income generation, reduce social inequality, and enhance the quality of life of communities surrounding its areas of operation.

## 8. Youth Employment

The Company supports the creation of opportunities for youth, students, and individuals entering the workforce through internship programs, knowledge transfer, and skills development initiatives. These efforts aim to reduce inequality, expand access to employment opportunities, and foster sustainable economic and social growth.

In addition, the Company has established partnerships with various educational institutions through Memoranda of Understanding (MOUs) to provide recent graduates with opportunities to gain practical work experience, develop skills aligned with industry needs, and enhance their prospects for sustainable employment.

Such collaborations include internship placements, knowledge sharing by the Company's experts, and consideration for full-time employment of high-potential graduates. Through these initiatives, the Company seeks to support clear career pathways for youth, reduce graduate unemployment, and strengthen the long-term talent pipeline for the information technology industry.

## 9. Prevention of Child Labor and Respect for Children's Rights

The Company enforces strict measures to prevent the use of child labor. These include establishing a minimum hiring age, verifying official age documentation of all applicants, and extending oversight to business partners and subcontractors. The Company also upholds internationally recognized principles on children's rights, ensuring that children are protected from all forms of rights violations.

## 10. Communication of Labor Policies

The Company's labor standards policy is established as part of its Human Rights and Community Policy, serving as a framework to ensure fair and responsible treatment of employees and stakeholders. The policy is communicated comprehensively to employees at all levels through internal communication channels, including the corporate website, internal communication systems, and cascading communication via supervisors, to ensure consistent implementation across all business units.

In addition, the Company delivers policy content in formats and languages appropriate to the workforce context, promoting accurate and inclusive understanding. Consideration is given to the diversity of employees to ensure that all personnel can effectively access, understand, and comply with the Company's labor standards and human rights policies.

Further information on the Company's Human Rights and Labor Standards policies is available on the Company's website. [https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-06-\\_Human-Rights-Policy\\_-13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-06-_Human-Rights-Policy_-13.11.25.pdf)

## 11. Labor Standards Information

The Company places importance on fair, transparent, and legally compliant labor management. It recognizes labor-related data and statistics as essential tools for reflecting workforce structure, identifying potential risks, and assessing the overall effectiveness of human resource management practices.

The disclosure of the Company's labor standards data for 2025 focuses on presenting baseline information that is already collected and managed through routine operations. This aims to enhance stakeholders' understanding of employment conditions, employee welfare, and the Company's adherence to human rights principles and labor standards in alignment with its business context.

The Company is continuously developing and enhancing its labor data systems to improve the completeness and depth of future disclosures. The data and statistics presented in this report are also utilized to support risk management considerations, review operational approaches, and guide human capital development planning, with the objective of improving employees' quality of life under the "Smart Unity" concept.

The Company is committed to preventing all forms of discrimination, including on the basis of race, religion, gender, age, disability, sexual orientation, and nationality. This commitment is embedded in its human resource policies, ensuring fairness and equal opportunity across recruitment, development, performance evaluation, and career progression. Workforce diversity data is regularly monitored and used to assess discrimination risks and continuously improve management practices, fostering an inclusive and respectful work environment. The Company also implements practical initiatives to promote diversity and equality, such as supporting gender diversity, employing persons with disabilities, and ensuring equitable access to development opportunities.

## Key Labor Data

To reflect systematic labor management in alignment with sustainability standards, the Company defines and discloses key labor metrics covering workforce structure, employment stability, safety, and employee development. These indicators are derived from internal data as of the reporting year-end and serve as a basis for ongoing monitoring and continuous improvement of human resource management practices.

| No.  | Indicators                               | Unit   | 2025 |
|------|--|--------|------|
| 1    | Employee Data                            |        |      |
| 1.1  | Total Number of Employees                | Person | 561  |
|      | <b>By Gender</b>                         |        |      |
| 1.2  | Male - Number                            | Person | 317  |
| 1.3  | Male - Percentage                        | %      | 56.5 |
| 1.4  | Female - Number                          | Person | 244  |
| 1.5  | Female - Percentage                      | %      | 43.5 |
|      | <b>By Age</b>                            |        |      |
| 1.6  | Aged 50 and Above                        | Person | 11   |
| 1.7  | Aged 30-50                               | Person | 223  |
| 1.8  | Aged under 30                            | Person | 327  |
|      | <b>By Employment Type</b>                |        |      |
| 1.9  | Permanent Employees                      | Person | 254  |
| 1.10 | Contract Employees                       | Person | 307  |
|      | <b>Other Diversity</b>                   |        |      |
| 1.11 | Employees with Disabilities - Number     | Person | 9    |
| 1.12 | Employees with Disabilities - Percentage | %      | 1.6  |

## Key Labor Data

| No.      | Indicators                                   | Unit              | 2025   |
|----------|--|-------------------|--------|
| <b>2</b> | <b>Local Employment</b>                      |                   |        |
| 2.1      | Total Local Employment                       | Person            | 152    |
| 2.2      | Total Local Employment Rate                  | %                 | 27.1   |
| 2.3      | Local Employment Number - Permanent          | Person            | 34     |
| 2.4      | Local Employment Rate- Permanent             | %                 | 11     |
| 2.5      | Local Employment Number – Contract           | Person            | 118    |
| 2.6      | Local Employment Rate- Contract              | %                 | 38     |
| <b>3</b> | <b>Employee Turnover</b>                     |                   |        |
| 3.1      | Total Employee Turnover                      | Person            | 166    |
| 3.2      | Total Employee Turnover Rate                 | %                 | 29.6   |
| 3.3      | Voluntary Resignations Number– Permanent     | Person            | 43     |
| 3.4      | Voluntary Resignations Rate – Permanent      | %                 | 17.8   |
| 3.5      | Voluntary Resignations Number– Contract      | Person            | 123    |
| 3.6      | Voluntary Resignations Rate – Contract       | %                 | 38.4   |
| <b>4</b> | <b>Employee Training</b>                     |                   |        |
| 4.1      | Total Training Hours                         | Hour              | 23,466 |
| 4.2      | Training Hours per person                    | Avg. Hr. / Person | 39.4   |
| 4.3      | Average Training Days per Employee           | Day               | 4.9    |
|          | <b>Training Budget by Gender</b>             |                   |        |
| 4.4      | Male - Average Training Hours per Employee   | Avg. Hr. / Person | 18.1   |
| 4.5      | Female - Average Training Hours per Employee | Avg. Hr. / Person | 16.0   |
|          | <b>By Age Group</b>                          |                   |        |
| 4.6      | Aged under 30                                | Avg. Hr. / Person | 17.3   |
| 4.7      | Aged 30-50                                   | Avg. Hr. / Person | 17.2   |
| 4.8      | Aged 50 and Above                            | Avg. Hr. / Person | 9.9    |

## Key Labor Data

| No.      | Indicators                           | Unit              | 2025    |
|----------|--------------------------------------|-------------------|---------|
| <b>4</b> | <b>Employee Training</b>             |                   |         |
|          | <b>By Employee Level</b>             |                   |         |
| 4.9      | Senior Management                    | Avg. Hr. / Person | 6.4     |
| 4.1      | Senior Management - Male             | Avg. Hr. / Person | 8.5     |
| 4.11     | Senior Management - Female           | Avg. Hr. / Person | 5.0     |
| 4.12     | Middle Management                    | Avg. Hr. / Person | 12.0    |
| 4.13     | Middle Management - Male             | Avg. Hr. / Person | 13.4    |
| 4.14     | Middle Management - Female           | Avg. Hr. / Person | 11.1    |
| 4.15     | Operational Employees                | Avg. Hr. / Person | 18.1    |
| 4.16     | Operational Employees - Male         | Avg. Hr. / Person | 18.9    |
| 114.17   | Operational Employees - Female       | Avg. Hr. / Person | 17.0    |
| <b>5</b> | <b>Training Budget</b>               |                   |         |
| 5.1      | Total Training Budget                | Million Baht      | 0.9     |
| 5.2      | Average Training Budget per Employee | Baht / Person     | 1,508.2 |

The Company systematically monitors workforce diversity. In 2025, female employees accounted for 43.5% of the workforce, with representation across all age groups, including employees aged 50 and above. Persons with disabilities represented 1.6% of total employees, while local employment accounted for 27.1%, reflecting the Company's commitment to inclusion and equal opportunity. Training data is also analyzed by gender, age, and job level to ensure equitable access to development opportunities without discrimination.



# Occupational Health & Safety

The Company places strong emphasis on providing a safe and healthy working environment for all employees, particularly ground service personnel who operate in airport environments and are directly involved in ICT systems and passenger services. Occupational health and safety management is a key mechanism to mitigate risks, enhance employee confidence, and support business continuity.

## 1. Safety Targets and Performance



Note : Based on collected data on work-related lost-time injuries in the ICT industry in 2024, the average incidence rate was 0.4 cases per year.

## 2. Safety Training

### 2.1 New employee safety training

New employee safety training is conducted to equip employees with knowledge of workplace hazards and safe working practices. The program covers general safety awareness, relevant safety laws and regulations, and organizational safety requirements to ensure safe operations and prevent accidents. A total of 596 employees completed the training, representing 100% of new employees.



## 2.2 Firefighting Training and Fire Evacuation Drill

Basic firefighting training and fire evacuation drills are conducted to enhance preparedness in the event of a fire emergency. The program equips employees with essential knowledge, understanding, and practical skills in the use of basic firefighting equipment, while raising awareness of fire safety in both workplace and residential settings. A total of 172 employees participated in the fire evacuation drill.



## 2.3 Basic First Aid Training

To enhance workplace safety knowledge and equip employees with the ability to assist themselves and others in emergency situations, the Company provides “Basic First Aid” training. The program covers fundamental first aid principles, cardiopulmonary resuscitation (CPR), and effective emergency response. A total of 45 employees participated in the training.



### 3. Work Environment and Equipment Inspection

#### Workplace Condition Monitoring (Lighting)

The Company conducts workplace environment inspections in compliance with the Ministerial Regulation on Standards for Administration, Management, and Implementation of Occupational Safety, Health, and Working Environment related to heat, lighting, and noise (B.E. 2559 / 2016). On 5 May 2025, lighting intensity measurements and analysis were carried out in office areas on the 6th–7th floors. The results were as follows

- General area (meeting room) : 1 point measured, below standard
- Work areas : 121 points measured, of which 108 met the standard and 13 were below standard

Corrective actions were implemented as follows

- Cleaning light fixtures, increasing the number of light sources, and/or providing desk lamps.
- Adjusting workstation positions to align with the direction of light from fixtures.

#### Electrical System and Equipment Inspection

In compliance with the Ministerial Regulation on Occupational Safety, Health, and Working Environment Standards related to Electricity (B.E. 2558 / 2015), employers are required to inspect and maintain electrical systems and equipment at least once a year to ensure safe operation. On 28 April 2025, the Company conducted inspections on the 6th–7th floors, covering the main distribution board (MDB), internal electrical panels, and electrical equipment. The inspection results confirmed that all systems and equipment are safe for continued use.



## 4. Governance and Management Mechanism

The Company has established an Occupational Safety, Health, and Environment Committee (OSH Committee) to promote and continuously oversee safety management practices across the organization.

### Supervisory Level Safety Officer Training

In compliance with the Ministerial Regulation on the Provision of Safety Officers, Personnel, or Committees to Perform Safety Duties in Establishments (B.E. 2565 / 2022), the Company conducted training for supervisory-level safety officers (Supervisors) to strengthen safety oversight in the workplace. A total of 30 participants attended the training, conducted in two sessions

- 8–9 July 2025 Total 25 participants
- 23–24 July 2025 Total 5 participants



### Management Level Safety Officer Training

The Company conducted training for management-level safety officers in compliance with the Ministerial Regulation on the Provision of Safety Officers, Personnel, or Committees to Perform Safety Duties in Establishments (B.E. 2565 / 2022), Clause 10. The regulation requires that all management-level employees in applicable establishments be appointed as safety officers at the management level. The training was held on 9–10 September 2025, with a total of 29 management-level employees participating.





# Human Capital Development

The Company recognizes human resources as a fundamental driver of competitiveness, business continuity, and long-term sustainable value creation. Employee development is therefore not limited to training for operational efficiency but is approached as a strategic process encompassing board and executive readiness, competency enhancement across all employee levels, and the cultivation of values, ethics, and a continuous learning culture that supports responsible business growth aligned with the Company's strategic direction.

The Company begins its development process with a systematic Training Needs Analysis (TNA) to identify gaps in skills, knowledge, and competencies required for both current and future operations. The results are used as key inputs in designing the Employee Development Framework, which includes learning structures, career pathways, development programs, and appropriate governance mechanisms.

Based on this framework, the Company implements structured training and development plans integrating various learning approaches, including technical training, on-the-job learning, digital skills development, and leadership enhancement, enabling employees to adapt and grow alongside technological and industry changes.

To ensure effectiveness and accountability, the Company establishes performance indicators and regularly monitors outcomes, focusing on skill development, knowledge application in the workplace, and impacts on operational efficiency. This approach reflects the Company's commitment to systematic, transparent, and sustainable human capital development that creates long-term value for employees and stakeholders.



# 1. Training Needs Analysis

The Company places strong emphasis on continuous employee capability development and has implemented a Training Needs Analysis (TNA) to identify the skills, knowledge, and competencies required for employees at each level and position. This ensures alignment with job responsibilities as well as the organization's future business direction. The objectives of the TNA are as follows

- To systematically plan employee skills and competency development.
- To ensure efficient investment in learning and development initiatives.
- To prepare employees for business transformation, including digital transformation and international business expansion.

The Training Needs Analysis is based on five key factors as follow

- **Skill Gap Analysis** : derived from performance appraisal results
- **Future Trend** : based on emerging skill requirements such as new technologies, AI, and ESG
- **Business Goal** : aligned with the Company's vision, mission, strategy, and business outlook, including expansion and new market entry
- **Training Need Survey** : based on employee training demand across different levels
- **Functional Competency** : aligned with job families such as Technical, Finance, Sales, and HR competencies

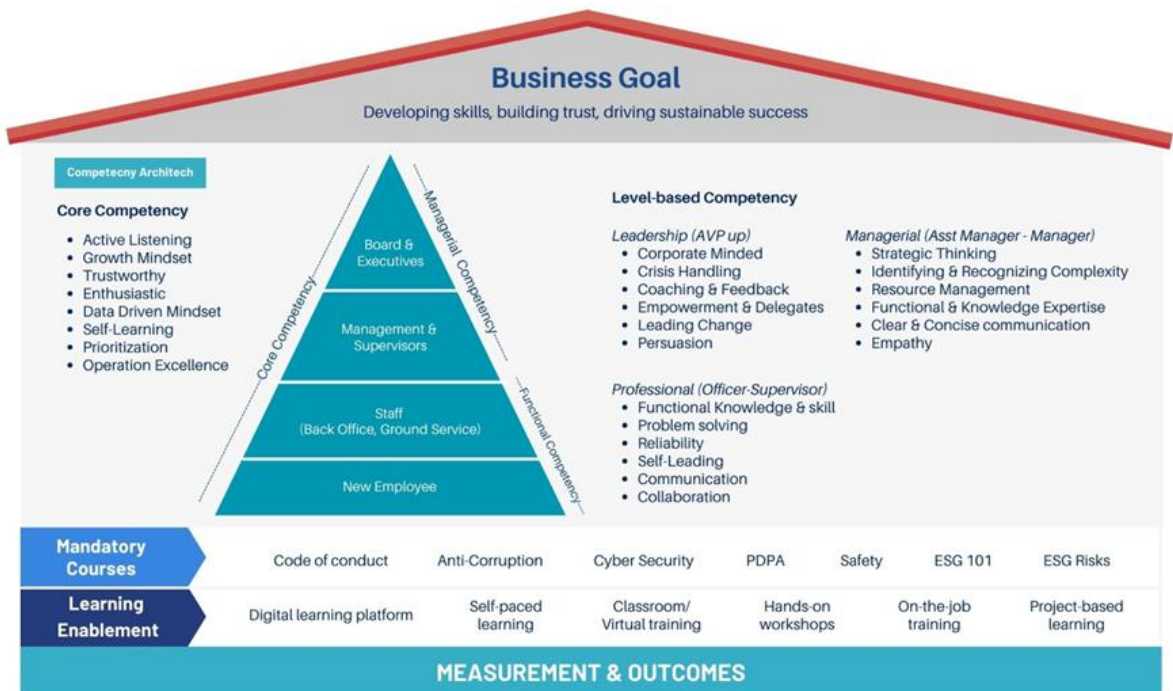


In this regard, the Company has developed a Training Needs Analysis (TNA) Metric to identify the sources of development needs and link them to employee job levels. This enables the design of training programs that are aligned with actual competency requirements and organizational needs, as follows

| Analysis Factors      | Development Areas                           | Job Level  |          |                          |            |                          |
|-----------------------|---|------------|----------|--------------------------|------------|--------------------------|
|                       |   | Management | AVP - VP | Asst Manager-<br>Manager | Supervisor | Sr. Officer -<br>Officer |
| Future Trend          | ESG Awareness                               | ✓          | ✓        | ✓                        | ✓          | ✓                        |
|                       | Generative AI                               | ✓          | ✓        | ✓                        | ✓          | ✓                        |
|                       | Microsoft 365 for Productivity              | ✓          | ✓        | ✓                        | ✓          | ✓                        |
| Business Goal         | Corporate Goal Setting & Alignment Workshop | ✓          | ✓        | ✓                        |            |                          |
|                       | Airport Business Solution                   | ✓          | ✓        | ✓                        | ✓          | ✓                        |
| Training Need Survey  | English Skill                               |            |          | ✓                        | ✓          | ✓                        |
|                       | Excel                                       |            | ✓        | ✓                        | ✓          |                          |
|                       | Communication and Coordination              |            |          |                          | ✓          | ✓                        |
|                       | On the Job Training Techniques              |            |          | ✓                        | ✓          |                          |
|                       | PDPA  | ✓          | ✓        | ✓                        | ✓          | ✓                        |
|                       | Data Analysis                               |            |          | ✓                        |            |                          |
| Functional Competency | Passenger Service Skill                     |            |          |                          |            | ✓                        |
|                       | Tax Management                              |            |          |                          | ✓          | ✓                        |
|                       | Technical/IT & Cybersecurity Awareness      |            |          | ✓                        | ✓          | ✓                        |

## 2. Human Capital Development Framework

### HUMAN CAPITAL DEVELOPMENT FRAMEWORK



The Human Capital Development Framework is established to enhance skills, strengthen trust, and support the organization’s sustainable growth. The framework is aligned with strategic objectives, risk management, and value creation for all stakeholder groups. In 2025, the Company implemented employee training and development programs across various areas, totaling 176 courses, to strengthen capabilities and prepare for future challenges. These development initiatives are structured in accordance with the Human Capital Development Framework as follows.

## 2.1 Level-based Competency

The Company designs employee development programs in alignment with roles and responsibilities at each level, from new employees to senior management, to ensure continuous capability development and support organizational growth. This approach also helps mitigate talent risk and supports long-term business continuity.

- **New Employees** : All new employees receive onboarding and essential capability development covering basic business knowledge, job skills, communication, teamwork, and work discipline. This also includes risk awareness and compliance with applicable laws and standards. Completion of mandatory training programs is required for all new hires.
- **Operational Employees** : Development focuses on employees who are the core workforce responsible for service delivery and customer experience. Key areas include operational competency, occupational health and safety, communication, teamwork, discipline, as well as ethics, information security awareness, and ESG-related knowledge.
- **Supervisors and Management** : Supervisors and managers play a critical role in translating organizational strategy, culture, and sustainability initiatives into practice. Development programs are designed in line with their responsibilities and associated risks, with emphasis on strengthening core managerial competencies.
- **Board Members and Senior Executives** : Development for the Board of Directors and senior executives focuses on strengthening understanding of corporate governance, strategic risk management, ESG oversight, stakeholder responsibility, and long-term value creation.

### Example of Training Course



Risk Management  
Training Course



Generative AI Use  
Training Course



Design Thinking  
Training Course

## 2.2 Organizational Culture and Core Values

The Company fosters an organizational culture grounded in integrity, ethics, and continuous improvement. Core values are embedded across the organization, including active listening, a growth mindset, transparency, data-driven decision-making, self-directed learning, and operational excellence. These values form the foundation of good governance and long-term sustainability.

## 2.3 Learning & Development

The company provides diverse learning formats to ensure inclusive access for all employee groups including

- Digital and self-directed learning platforms
- Classroom and online training
- Hands-on / On-the-job Training
- Project-based Learning

In addition, all employees are required to complete mandatory training courses covering business ethics, anti-corruption, cybersecurity, personal data protection, occupational safety, and ESG principles. These programs are designed to strengthen risk awareness and reinforce good corporate governance practices.

## 2.4 Role-based Capability Development

The Company emphasizes competency development aligned with the roles and responsibilities of each function to enable employees to perform effectively in line with organizational strategy and to support the increasingly complex and rapidly evolving nature of information technology and airport systems services.

Role-based skill development is designed to cover all business units, considering job characteristics, risk exposure, and interdependencies across the value chain. This includes business development, service delivery, operational support, as well as governance and quality assurance functions.

## 2.5 Mandatory Training

To establish consistent operational standards across the organization and mitigate risks related to governance, operations, and reputation, the Company requires all employees at all levels to complete mandatory training programs. These programs serve as a foundational element of workforce development and a key mechanism for embedding a culture of ethics, responsibility, and safety.

The Company's mandatory training is designed to **cover Governance, Social, and Safety dimensions**, and is tailored to employees' roles and responsibilities at each level. It is also aligned with the Company's information technology and airport services business context.

## Mandatory Training Curriculum Framework

The Company has established mandatory training programs that all employees are required to attend at least once a year or upon commencement of employment. These programs cover key topics as follows



- **ESG Awareness**

To enhance employees' understanding of their role in supporting sustainable development, social and environmental responsibility, and stakeholder engagement, and to link daily operations with the Company's sustainability objectives.

- **Code of Conduct**

To ensure all employees understand appropriate workplace behavior, including interactions with colleagues, customers, suppliers, and stakeholders, and to avoid conflicts of interest.

- **Anti-Corruption**

To foster a transparent organizational culture, promote zero tolerance for all forms of corruption, and reduce legal and reputational risks.

- **Safety & Occupational Health**

To equip employees with the knowledge and skills to perform their duties safely, particularly ground service personnel and airport-based staff exposed to specific operational risks.

- **Cyber Security Awareness**

To strengthen knowledge on information security, data protection, and safe technology usage, reducing risks from cyber threats that may impact business operations and customers.

- **Personal Data Protection (PDPA)**

To enhance awareness of data privacy requirements, reduce the risk of data breaches, and support responsible business practices in compliance with applicable laws.

- **Human Rights**

To promote awareness of respect for human rights among employees, suppliers, and stakeholders, and to prevent discrimination, harassment, and rights violations in all forms. The Company integrates workplace bullying and harassment prevention into human rights training, particularly for managers who play a key role in incident reporting and grievance handling.

In 2025, a total of 596 employees participated in all 7 mandatory training programs, representing 100% of the Company's total employees. In addition, 20 managers attended the Human Rights training course, accounting for 3% of total employees.

## 2.6 Development and Onboarding of New Employees (Orientation & Onboarding Program)

The Company recognizes that the initial stage of employment is critical to employee performance, organizational engagement, and long-term retention. Accordingly, it places strong emphasis on the systematic development and onboarding of new employees through structured Orientation and Onboarding Programs covering knowledge, skills, attitudes, and organizational culture.

These programs enable new employees to effectively adapt to their roles, working environment, and the Company's operational standards, particularly in the ICT and airport services business, where accuracy, safety, and close collaboration are essential.

### New Employee Readiness Framework

The Company designs the new employee onboarding and readiness process to comprehensively support employees from their first day of work through the initial adjustment period. The framework consists of the following key components

#### 2.6.1 Orientation Program

All new employees are required to participate in an Orientation Program to build foundational understanding of the organization, including

- Business overview, organizational structure, and workforce profile
- Vision, mission, core values, and organizational culture
- Human resource policies, employee rights, responsibilities, and benefits
- Ethical practices, code of conduct, and anti-corruption policies
- ESG principles and the role of employees

The Orientation Program helps new employees understand organizational expectations and start their roles with confidence. In 2025, a total of 217 new employees participated, with an average training duration of 7 hours.



## 2.6.2 Role-Based Onboarding Program

Following orientation, the Company implements a role-based onboarding process tailored to each employee group, with a focus on practical learning through on-the-job training and knowledge transfer from supervisors or assigned mentors. Key areas include

- Roles and responsibilities specific to each position
- Relevant systems, tools, and technologies
- Work processes and established operational standards
- Safety requirements, particularly for ground service personnel



Practical Training  
for Ground Service Employees

## 2.6.3 Embedding a Culture of Safety and Ethics

During the initial stage of employment, the Company emphasizes embedding a culture of safety, occupational health, and ethical conduct to ensure that new employees recognize the importance of responsible work practices in alignment with organizational standards from day one.

For employees working at the airport and other specialized operational areas, additional safety training is provided to prevent accidents and mitigate work-related risks.

## 2.6.4 Initial Performance Monitoring and Evaluation

During the early stage of employment, the Company implements structured monitoring and evaluation processes to assess new employees' performance, adaptability, and alignment with organizational expectations.

This includes regular feedback from supervisors, progress reviews, and performance assessments to identify development areas and provide timely support. The process ensures that new employees can effectively integrate into their roles and sustain performance in line with the Company's standards.



### 3. Fostering a Learning Culture

The Company recognizes that sustainable employee development cannot be achieved through training alone but requires the cultivation of a strong learning culture across all levels of the organization. It therefore strives to create an environment that promotes continuous learning, knowledge sharing, and self-development alongside day-to-day operations.

#### 3.1 Learning through Communication and Experience Sharing

The Company encourages employees who attend training programs or acquire knowledge from various sources to **share and transfer their learnings** through knowledge-sharing activities.

In 2025, the Company initiated **Knowledge Sharing activities** in the areas of **technology and the aviation industry** for the first time, aiming to promote continuous learning and knowledge exchange among employees. A total of **two sessions** were conducted, with **60 participants in total**. This initiative supports the development of skills and understanding of modern aviation technology and ensures that knowledge is not limited to individuals but is further applied and expanded at team and organizational levels.



Knowledge Exchange in Airport Technology

### 3.2 Learning from Case & Failure



Case-Based Knowledge Sharing  
and Learning Exchange

The Company promotes a culture of experiential learning by providing employees with opportunities to

- Share work-related case studies
- Reflect on lessons learned from mistakes
- Jointly analyze preventive measures
- Improve future work processes

Learning from mistakes in this way helps foster an open, transparent, and continuously improving work culture, rather than focusing on individual blame.

## 4. Knowledge Repository and Self-Directed Learning via PLUS ME System

The Company provides a **Knowledge Repository** within the PLUS ME system to consolidate learning content, online courses, training materials, and practical knowledge from day-to-day operations. This knowledge base serves as a key foundation for long-term learning and helps connect skill development with real work practices. The system features

- Anytime, anywhere access to learning resources
- Support for self-directed learning (Self-learning)
- Preservation of organizational knowledge and reduction of knowledge loss from employee turnover

## 5. Social Learning Activities

The Company promotes informal learning to encourage employee engagement through Social Learning activities such as “Trust Talk” and cross-functional knowledge sharing. These activities help strengthen internal relationships while enabling employees to learn from diverse experiences across teams and functions.

Trust Talk is a learning session based on storytelling and real work experiences, including organizational management perspectives. It enables participants to connect the concept of “commitment” with their own roles and responsibilities in a practical and meaningful way.



## 6. Recognition and Motivation for Learning

The Company places importance on motivating self-development by

- Issuing certificates to employees who complete training programs or key courses
- Communicating and recognizing employees who demonstrate a strong commitment to learning
- Encouraging learning as an integral part of career development and progression



Such recognition helps reinforce employees' appreciation of learning and fosters a positive attitude toward continuous skill development.

The Company's learning culture is built through the integration of structured training, learning technologies, and knowledge sharing in daily work practices. As a result, employee development is not a periodic activity, but an integral part of the organizational culture that supports sustainable growth.

## 7. Continuous Improvement of Learning and Development

The Company places strong emphasis on continuously improving its learning and development processes to ensure that employee capability development remains aligned with changes in business context, technology, and stakeholder expectations. This is particularly critical in the information technology and airport services business, which is rapidly evolving and requires a consistently prepared workforce.

Training programs are regularly reviewed and updated based on key inputs, including

- Training and learning evaluation results
- Feedback and suggestions from participants and supervisors
- Changes in technology, systems, and operational processes
- Business risks and airport service-related considerations

The outcomes of these reviews are used to enhance training content, formats, and delivery methods to ensure relevance, timeliness, and practical applicability. In addition, the Company leverages learning and training data as part of its future workforce planning process to ensure alignment with strategic direction, functional requirements, and long-term business growth.

This continuous improvement approach enables the Company to maintain competitiveness, strengthen workforce capabilities, and support sustainable organizational growth.

## 8. Assessment of Skill Development and Career Progression

The Company recognizes that effective employee development can only be achieved through systematic **monitoring, evaluation, and the application of learning outcomes to human resource management and career planning**. Accordingly, it places strong emphasis on assessing skill development at all levels to ensure that investments in learning generate sustainable value for both employees and the organization.

### 8.1 Skill Development Evaluation Approach

The Company evaluates employee skill development across multiple dimensions to reflect both learning outcomes and practical application in the workplace. The assessment covers individual, team, and organizational levels. This approach enables the Company to systematically track employee capability development progress and ensure alignment with the organization's strategic objectives.

## 8.2 Evaluation of Learning from Training

The Company utilizes data from training programs and online learning systems to assess employee skill development, including pre-test and post-test results, participation and completion rates of mandatory courses, and individual and functional training records. These data enable the Company to evaluate employees' understanding and learning outcomes in key areas such as safety, ethics, corporate governance, and information technology skills.

## 8.3 Evaluation of Knowledge Application in the Workplace

Beyond theoretical learning outcomes, the Company places importance on assessing **employees' ability to apply acquired knowledge and skills in actual job performance**. This is evaluated through supervisor observations, team discussions, and learning from real work-based case studies. This approach enables the Company to link training outcomes with operational performance, risk reduction, and service quality enhancement, particularly in ICT-related functions and airport ground service operations.

## 8.4 Linkage with Performance Management and Career Progression

The Company utilizes employee development and learning outcomes as key inputs in human resource management across various dimensions, including

- Assessing employees' readiness and potential in their current roles
- Developing Individual Development Plans (IDP) for employees
- Preparing employees for higher roles and increased responsibilities

This linkage between learning and career progression helps motivate employees to recognize the value of self-development and supports the Company's long-term organizational growth.

## 8.5 Use of Data for Continuous Improvement and Development

The Company analyzes skill development evaluation results to continuously improve training programs, learning processes, and talent development approaches in alignment with evolving business contexts and technological changes. The data is also used as part of future human capital planning to ensure that employee development meets both organizational needs and employee expectations.

The assessment of skill development and career progression serves as a key mechanism to ensure that learning is not merely a policy-driven activity, but a process that delivers tangible outcomes in terms of operational performance, workforce readiness, and long-term organizational sustainability.

## 9. Governance & Risk Linkage

The Company’s human capital development is overseen by management and relevant committees and is integrated with the Enterprise Risk Management (ERM) process. This linkage enables effective management of labor-related risks, ethics, occupational health and safety, workplace incidents, human rights violations, and personal data protection.

## 10. Measurement & Outcomes

The Company monitors human capital development through key performance indicators, such as training participation rates, employee coverage levels, competency improvement aligned with job roles, workplace safety performance, and compliance with ethical standards. These indicators reflect workforce readiness to support the organization’s sustainable growth.



|                |                      | 2567               | 2568  |        |
|----------------|----------------------|--------------------|-------|--------|
|                | Total Revenue        | Mil. Baht          | 6,744 | 10,248 |
|                | Permanent Employees  | Person             | 222   | 254    |
|                | Revenue per Employee | Mil. Baht / Person | 30.4  | 40.3   |
| Percent Change |                      | Base Year          | 32.5% |        |

Human Capital Capability in Revenue Generation (2024–2025)

# Employee Engagement Enhancement

The Company recognizes that sustainable human capital development depends not only on training and professional skill enhancement, but also on strengthening **employee engagement, collaboration, and well-being**. This is essential to enable employees to perform effectively, remain motivated, and grow alongside the organization in the long term.



## 1. Activities to Strengthen Relationships and Teamwork

The Company organizes internal relationship-building activities tailored to the different work contexts of each employee group to promote teamwork, communication, and mutual understanding, including

- Team Outing activities to strengthen collaboration and relationships among employees within each department
- Activities that promote unity and the exchange of experiences beyond daily work responsibilities



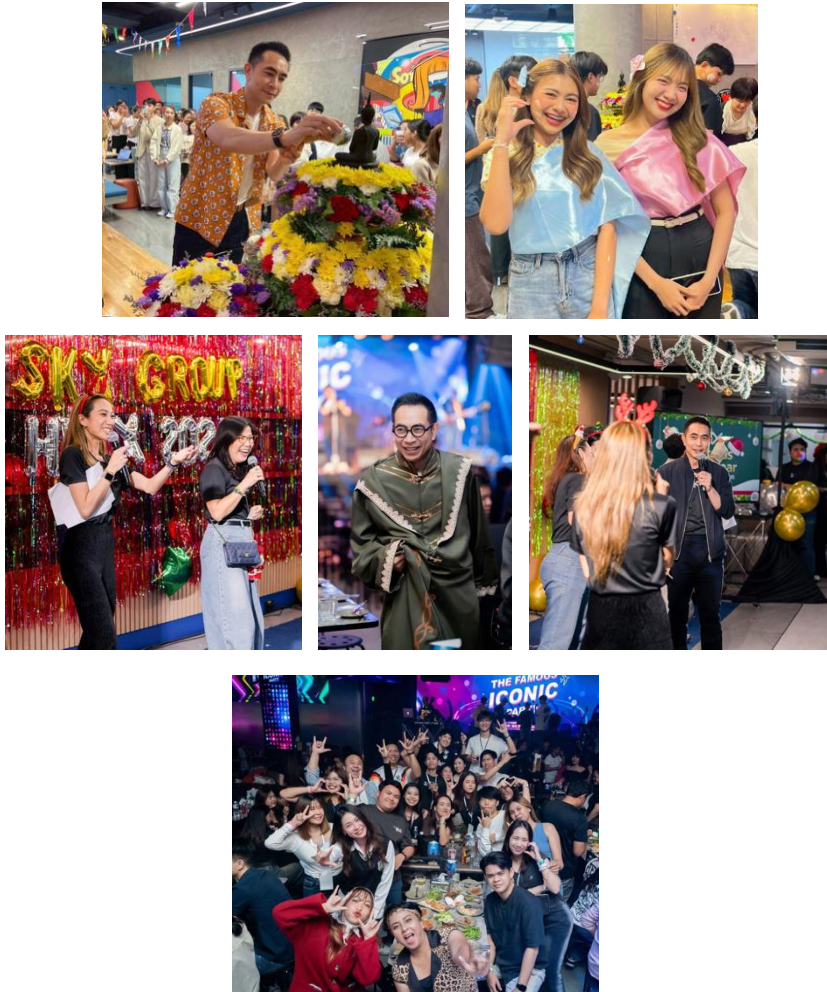
Such activities help foster a friendly working environment, reduce gaps between departments, and promote a collaborative workplace culture.

## 2. Annual Activities and Employee Care Based on Work Context

As the Company employs both office staff and ground service employees operating in airport environments with time and mobility constraints, activities are designed to suit the context of each group. These include

- Annual New Year events organized separately for head office and ground service employees to ensure inclusive participation across all groups
- Scheduling activities at appropriate times in alignment with operational shifts to avoid disruption to service continuity

This approach reflects the Company’s commitment to fair employee care while considering the differing nature of work across employee groups.



### 3. Organizational Culture Outcomes

Employee engagement and capability-building activities support

- A sense of belonging within the organization
- Communication and collaboration across departments
- Work–life balance in an appropriate context

The Company believes that employee engagement is a key factor in enhancing operational efficiency, service quality, and long-term organizational sustainability.

These activities form part of a holistic human resource management approach that integrates skills development, employee well-being, and organizational culture, thereby supporting the sustainable growth of both employees and the organization.

## 4. Employee Engagement

The Company recognizes employee engagement as a strategic factor directly linked to operational efficiency, service quality, employee retention, and long-term business performance. Accordingly, it systematically measures and continuously monitors employee engagement levels to support organizational development and sustainable human capital management.

Employee engagement assessment is based on the Driver–Engagement–Outcome framework, focusing on driver factors that influence employees’ sense of engagement, such as

- Career Growth & Performance Enablement
- Leadership Trust and Psychological Safety
- Purpose & Values Alignment
- Well-being & Work-life Integration
- Work Environment and Internal Collaboration

The outcomes of these driver factors are reflected in the overall level of employee engagement, which the Company uses as a key indicator to assess organizational culture strength and the effectiveness of human capital management. The Company links engagement results to organizational outcomes such as work performance, collaboration, service quality, and readiness to drive long-term corporate strategy. This ensures that human capital development delivers tangible value to both employees and the organization.

Based on the 2025 employee engagement survey, the Company recorded a strong overall engagement level, with an engagement score of 87%, exceeding the target of 80%. This reflects employees’ positive attitudes toward the organization, the working environment, and overall management practices.



## 5. Employee Motivation and Retention

The Company recognizes that employee motivation and retention are critical to strengthening human resource stability and supporting long-term sustainable organizational growth. It therefore focuses on creating a suitable working environment that enhances employees' quality of life by providing a range of welfare benefits beyond statutory requirements to improve well-being and work efficiency.

These benefits cover health, well-being, and financial security, including drinking water filtration systems, employee canteen services, adequate and clean restroom facilities, group health insurance, various financial assistance schemes, sports benefits, meal allowances, provident fund contributions, and housing loan programs.

These initiatives reflect the Company's commitment to holistic employee care, enhancing motivation, engagement, and pride in the workplace. They also contribute to reducing turnover, supporting business continuity, and improving long-term organizational performance.

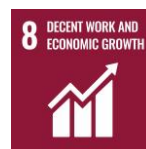
### Equitable and Sustainable Remuneration Framework

The Company is committed to promoting social sustainability through human resource management based on human rights, equality, and employee well-being, particularly in ensuring fair and adequate remuneration that supports a dignified standard of living. This is guided by the "Living Wage" policy, which aligns with Sustainable Development Goal 8 (SDG 8) on promoting sustained, inclusive and sustainable economic growth, productive employment, and decent work for all.

The Company sets competitive remuneration levels benchmarked against the national IT industry, considering both entry-level salaries and salary structures for each position to ensure fairness in relation to job responsibilities and value contribution. Salaries are paid monthly on the last working day of each month.

Annual salary adjustments are determined based on key factors, including

- Organizational performance and achievement of targets
- Inflation rate
- Market benchmarking against peer companies in the technology industry
- Individual employee performance evaluation results



The Company aims to maintain salary increases above the inflation rate each year to continuously enhance employees' quality of life. In cases of promotion, remuneration is adjusted to reflect increased responsibilities and job scope.

To promote employee participation, the Company provides channels for employees to share feedback and concerns, including annual employee engagement and satisfaction surveys, as well as the Employee Assist Program, which allows employees to seek advice on various matters. In addition, communication mechanisms with the Human Resources department and management are in place. Feedback and results from these channels are used to continuously improve labor and compensation policies.

Through fair, transparent, and human rights-based compensation management, the Company believes it can strengthen employees' long-term financial stability while driving organizational growth grounded in social responsibility and sustainability.

In addition, the Company promotes savings and investment discipline as a foundation for long-term financial security through the following programs

### 1. Provident Fund

The Company established its provident fund on 30 September 2010, which is currently managed under the SCB Master Fund Provident Fund. The objective of the fund is to enhance employee morale and encourage long-term employment with the Company.

The Company aims for at least 50% of employees to participate in the provident fund. In 2025, the employee participation rate reached 48.4%, representing an increase of 4.3% from 2024.



### 2. Employee Joint Investment Program : EJIP

To provide employees with the opportunity to participate in the ownership of the Company, the Company has set a target for at least 50% employee participation in the Employee Joint Investment Program (EJIP). In 2025, the participation rate in the EJIP was 48.4%, a decrease of 2.1% from 2024, primarily due to employee turnover and some employees choosing to manage investments independently.



## 6. Employee Turnover Rate

Employee turnover rate is one of the key indicators reflecting workforce stability, working environment, and the effectiveness of human resource management. The Company continuously monitors employee turnover to support workforce risk assessment and to improve employee motivation and retention policies in a sustainable manner.

In 2025, the Company conducted a benchmark study on turnover rates within the information technology industry. Based on internal research conducted by the Human Resources department, the average turnover rate in the IT industry was found to be approximately 15%. The Company therefore adjusted its turnover target to align with industry benchmarks and revised the calculation methodology and historical reporting for 2024 to ensure consistency and comparability.

In 2025, the Company recorded an employee turnover rate of 17.8%, which was 2.8% above the established target. This occurred during a period of rapid organizational growth and business expansion, including the expansion of operations, organizational restructuring, and the enhancement of operational standards toward international levels. Such transformation increased demand for new skills and competencies, particularly in aviation services and specialized technology businesses where labor market competition is high. The turnover rate therefore reflects structural challenges associated with the Company's growth phase.

### Analysis of Factors Contributing to Employee Turnover

Based on exit interviews and analysis of the Company's operational context, several key factors contributing to employee turnover were identified, including

- Changes in roles and job expectations during the business expansion period, which resulted in increased responsibilities and workload for certain positions
- The enhancement of operational standards and governance requirements, which demanded new skills and expertise, requiring some employees to adapt to more complex working environments
- Labor market conditions in the aviation and technology industries, where demand for specialized talent remains high, making experienced and skilled employees highly competitive in the job market

In addition, the Company's group structure, which requires coordination among the parent company and multiple subsidiaries, has increased operational complexity in policy implementation and business support. This has led to higher workloads for certain departments during the transition period.

## Management Approach and Strategic Response

The Company recognizes employee turnover as a significant human capital risk that may affect long-term business continuity and operational stability. Accordingly, turnover data is used strategically to strengthen and improve the Company’s human resource management system. The Company focuses on aligning job roles and expectations with actual operational requirements, developing career pathways for strategically important positions, and implementing workforce planning that reflects increasing workloads associated with business expansion. In addition, the Company continuously improves work processes to reduce redundancies and enhance employee retention systems in a more effective and sustainable manner.



| ตัวชี้วัด (KPI)   | เป้าหมาย (Target) | 2567  | 2568  |
|---|-------------------|-------|-------|
| สัดส่วนของพนักงานที่เข้าร่วมกองทุนสำรองเลี้ยงชีพ<br>(Proportion of Employees participating in the Provident Fund) | 50%               | 44.1% | 48.4% |
| สัดส่วนของพนักงานที่เข้าร่วมโครงการสะสมหุ้นสำหรับพนักงาน<br>(Proportion of Employees participating in the EJIP)   | 50%               | 50.5% | 48.4% |
| อัตราการลาออกของพนักงานประจำโดยสมัครใจ<br>(Voluntary Turnover Rate of Permanent Employees)                        | 15%               | 17.5% | 17.8% |

Key Employee Motivation and Retention Indicators

# Youth Employment and Development

## 1. Youth Employment and Development

To support the achievement of the Sustainable Development Goals (SDGs), particularly SDG 4 on Quality Education and SDG 8 on Decent Work and Economic Growth, the Company places importance on youth development, the enhancement of job-ready skills, and the creation of employment opportunities for students and recent graduates on an ongoing basis

These initiatives form part of the Company's structured human resource management practices, aiming to bridge academic learning with practical workplace experience. This supports a smooth transition of young people from education systems into the labor market, reduces youth unemployment risk, and promotes meaningful and sustainable employment opportunities in the long term



## 2. Collaboration with Educational Institutions

The Company continuously collaborates with universities and educational institutions through memorandum of understanding (MOUs) and industry-academia engagement activities to enhance learning quality and develop skills aligned with labor market needs.

Such collaboration reflects support for Sustainable Development Goal 17 (Partnerships for the Goals) by integrating the strengths of the private sector and educational institutions to develop a high-quality workforce. It provides students with opportunities to learn in real working environments, access industry-standard technologies and equipment, and build readiness for employment after graduation.

The educational institutions with which the Company has signed cooperation agreements include

1. Kasetsart University
2. North Bangkok University
3. King Mongkut's University of Technology Thonburi
4. University of the Thai Chamber of Commerce
5. Dhurakij Pundit University



### 3. Graduate Recruitment Program

The Company supports the development of a new generation workforce for the industry. In 2025, a total of 226 new employees were hired, of which 80 were recent graduates, representing 35.4% of total new hires. This reflects the Company’s commitment to building a talent pipeline and providing opportunities for young professionals to develop their potential and grow alongside the organization.

### 4. Internship and Vocational Training Programs

The Company implements internship and vocational training programs on an annual basis under a structured process, which includes student selection, job scope definition, assignment of mentors, progress monitoring, and performance evaluation. This ensures that participants gain high-quality real-world work experience.

These programs help develop both professional and soft skills, enhance employability, and support youth employment opportunities after graduation.



### 5. Number of Fresh Graduates and Interns Hired

In 2025, the Company provided internship opportunities for 71 students from 26 educational institutions to enhance professional skills and gain real work experience. The average internship duration was 94.6 days per student. The Company also provided a total internship allowance of THB 439,131, reflecting its commitment to supporting learning and the development of the next generation workforce in a tangible and practical manner.

| No. | Indicators                                      | Unit        | 2025    |
|-----|---|-------------|---------|
| 1   | Number of fresh graduates hired                 | Person      | 80      |
| 2   | Percentage of fresh graduate hires              | %           | 35.4    |
| 3   | Number of interns                               | Person      | 71      |
| 4   | Number of the interns’ educational institutions | Institution | 26      |
| 5   | Total internship duration                       | Day         | 6,717   |
| 6   | Average internship duration per person          | Day         | 94.6    |
| 7   | Total internship allowance provided to interns  | Baht        | 439,131 |

# Diversity & Inclusion

The Company places importance on promoting diversity and equality in the workplace, based on the belief that respecting individual differences, whether in terms of gender, age, abilities, experience, or job roles, is a fundamental foundation for creating an open, fair, and inclusive working environment that supports sustainable talent development. The Company's approach to diversity and equality is aligned with its human rights and community policies, which require fair and respectful treatment of all employees and stakeholders, non-discrimination, and adherence to the principle of equality across all operational processes.

## 1. Policy Framework and Governance

The Company has integrated diversity and inclusion principles into its human rights, labor standards, and community policies. These cover key areas such as non-discrimination in employment and workplace practices, equal opportunity and fair treatment, and respect for the dignity of all employees.

During the reporting year, the Company is in the process of developing and proposing a Board Diversity Policy to the Board of Directors for approval. This policy will serve as a framework to promote appropriate diversity in the composition of the Board, aligned with the organization's context and strategic direction.

## 2. Workforce Diversity, Equality, and Non-Discrimination

The Company promotes workforce diversity at all levels by providing equal opportunities for employees from diverse backgrounds to participate in work and advance their careers based on capability and potential.

The Company has established fair and equitable human resource management practices covering recruitment, development, performance evaluation, and career progression, ensuring no unfair discrimination is applied. In addition, employees are provided with channels to report concerns or complaints related to discrimination or unfair treatment through Speak Up and Whistleblowing mechanisms, which operate under a strict non-retaliation principle.

In 2025,  
the Company received  
no complaints related to  
discrimination

สถานการณ์ร้องเรียนการเลือกปฏิบัติ  
(Status of Complaints Related to Discrimination)

ไม่พบข้อร้องเรียน ด้านการเลือกปฏิบัติ  
(No reported complaints regarding discrimination)

### 3. Promoting an Open Organizational Culture

The Company aims to build an organizational culture that respects differences and is open to diverse perspectives through internal communications and activities that promote mutual understanding and acceptance. The Company organizes Pride Month activities to raise awareness of gender diversity and foster a workplace environment where all employees can express their identity and work together with respect and dignity.



### 4. Concrete Measures to Promote Equality

The Company has implemented concrete measures to promote gender equality and LGBTQ+ inclusion by formally introducing Equal Marriage Benefits for all employees, regardless of gender identity or sexual orientation. The key provisions include

- A marriage grant of THB 5,000 for all employees in a same-sex or gender-neutral partnership
- A combined grant of THB 10,000 when both spouses are employees of the Company
- Special leave entitlements applied without discrimination, including
  - o 3 days of wedding leave
  - o Gender affirmation (transition-related) leave, counted under sick leave up to 30 days
  - o 5 days of Compassionate leave for a life partner



These measures reflect the Company’s commitment to a safe, open, and inclusive workplace that truly respects diversity. All benefits and entitlements are applied equally to all employees, regardless of gender identity or sexual orientation.

The Company’s diversity and inclusion practices not only enhance employees’ quality of life and engagement but also foster a culture that values differences, supports individual potential, and creates long-term shared value for society.

## 5. Board and Senior Management Diversity

The Company places importance on promoting diversity, equality, and non-discrimination at the governance and executive levels, with a focus on achieving gender balance and ensuring equal access to leadership positions based on knowledge, competence, and relevant experience.

In 2025, the Board of Directors comprised a total of 8 members, including 7 male directors (87.5%) and 1 female director (12.5%). This reflects the Company's intention to gradually enhance gender diversity at the Board level, although further improvement is still possible in the future.

For senior management (C-Level), the Company has 4 executives, with a balanced gender representation of 2 male and 2 female executives. This demonstrates equal opportunity in appointing individuals to senior leadership roles based on capability and suitability.

The Company recognizes that diversity at the Board and senior management levels is a key factor in improving decision-making quality, strategic direction, and corporate governance. It remains committed to continuously promoting gender diversity and equality in leadership positions to support long-term sustainable growth.

| No. | Indicator                     | Unit   | 2025 |
|-----|-------------------------------|--------|------|
| 1   | Board of Director             |        |      |
| 1.1 | Number of Board of Director   | Person | 8    |
|     | <b>Gender Composition</b>     |        |      |
| 1.2 | Male - Number                 | Person | 7    |
| 1.3 | Male - Percentage             | %      | 87.5 |
| 1.4 | Female - Number               | Person | 1    |
| 1.5 | Female - Percentage           | %      | 12.5 |
| 2   | Executive Committee           |        |      |
| 2.1 | Number of Executive Committee | Person | 4    |
|     | <b>Gender Composition</b>     |        |      |
| 2.2 | Male - Number                 | Person | 2    |
| 2.3 | Male - Percentage             | %      | 50.0 |
| 2.4 | Female - Number               | Person | 2    |
| 2.5 | Female - Percentage           | %      | 50.0 |

# Innovation Management

## Intelligent technological solutions that truly enhance lives

The Company is committed to becoming a leading provider of digital technology in the aviation industry and the nation's infrastructure system in a sustainable manner, recognizing its role as an innovation driver that creates long-term value for business, stakeholders, society, and the environment.

The Company believes that intelligent technologies can play a key role in enhancing people's quality of life and driving positive societal transformation. As an Aviation Technology as a Service provider, the Company develops and manages business innovations responsibly to ensure that digital technologies, automation systems, and intelligent solutions address safety, convenience, and accessibility for users, while also enhancing the efficiency of air transportation systems in the long term.

Developing innovations that meet the needs of customers, airports, society, and the environment is a core element in building competitive advantage and generating broad positive impact. Therefore, the Company promotes creative thinking and digital innovation through the development of technology, smart service systems, and data integration. These efforts aim to ensure that innovation goes hand in hand with social value creation, such as enabling smart airport development, improving passenger experience through data management, and supporting systems that enhance safety, transparency, and sustainability in the aviation industry.

### 1. Scope and Key Innovation Themes

The Company places importance on innovations that have a direct impact on people, including passengers, customers, employees, and stakeholders across the aviation ecosystem. Its innovation focus is centered on improving ground operations, enhancing passenger-related services, and leveraging data to increase operational efficiency. Innovation is considered a material issue as it is directly linked to quality of life, safety, and user trust in services provided by the Company.

### 2. Innovation Governance and Responsibility

The Company has established a clear innovation governance structure by assigning roles and responsibilities to executives and the Strategy and Innovation function to define direction, evaluate, and monitor innovation projects. This ensures that innovation initiatives are aligned with the Company's overall strategy and sustainability objectives. Innovation-related decision-making considers risk management, information system security, personal data protection, and strict compliance with applicable laws and standards.

### 3. Innovation Management Process

The Company manages innovation through a structured process, starting from collecting ideas derived from actual operations and employee participation, followed by feasibility and impact assessment, pilot testing, and full-scale implementation in service operations. All innovation projects are evaluated under an appropriate governance framework to ensure that technology development enhances operational efficiency and user experience, while not creating risks to safety or stakeholder rights.

### 4. Employee Participation and Innovation Culture within the Organization

The Company views employees as a key driver of innovation and therefore encourages participation in proposing ideas and developing new solutions through internal innovation programs and activities. This approach helps foster a culture of learning, adaptability to technology, and the development of essential skills for working in the digital aviation industry, while also enhancing employees’ long-term quality of working life.

In 2025, the Company launched the “SKY Innovation Spark” program to encourage employees to participate in developing innovations that enhance operational efficiency. The program focuses on the appropriate application of digital technology and artificial intelligence (AI) within organizational processes.

As the first year of implementation, employees from various functions participated in proposing innovation ideas to improve internal workflows, **totaling 12 innovation concepts**. Of these, **5 concepts were selected** for further development.

The Company provides opportunities for selected innovation ideas to be further developed and tested in real operational settings, enabling broader application and long-term business value creation. The Innovation Spark program represents an initial step in establishing a structured innovation management framework and fostering an organizational culture that promotes continuous learning and development.



## 5. Outcomes and Impact on People's Quality of Life

Innovation management under the Smart Unity framework aims to deliver tangible benefits across multiple dimensions for people. For passengers and service users, digital and automation solutions help simplify processes, improve convenience, and enhance service safety. For customers and business partners, innovation enhances operational continuity, accuracy, and reliability in ground operations. For employees, innovation reduces repetitive workloads, improves efficiency, and creates opportunities to develop new skills aligned with technological change.

## 6. Application of Smart Technologies

The Company supports the adoption of digital solutions and smart technologies in selected pilot areas of ground operations to enhance convenience and safety for service users. These initiatives are tested under the governance framework for information system security and data protection before full implementation. The Company also monitors their impact on user experience and operational performance, using the insights gained to guide future scaling and wider deployment.

## 7. Business Innovation Roadmap

Innovation is identified as a material issue for the Company as it serves as a key mechanism in driving its vision of enhancing people's quality of life through intelligent technologies. The Company therefore establishes a structured approach to business innovation development to create shared value for stakeholders, strengthen competitiveness, and support sustainable long-term growth.

### Phase 1 : Establishing Regional Digital Innovation Foundations

The Company aims to develop and strengthen interconnected and internationally standardized digital infrastructure to support aviation systems and ground services with enhanced safety, stability, and efficient data connectivity at the regional level. This foundational development helps elevate Thailand's role in the aviation ecosystem and builds readiness for future innovation scaling and expansion.

### Phase 2 : Enhancing Experience and Efficiency through Smart Technologies

The Company applies innovation and smart technologies in airport service processes to reduce redundant procedures, improve travel efficiency, and support equal access to services. This results in a large number of passengers experiencing more convenient, safer, and higher-quality travel, thereby improving overall quality of life.

### Phase 3 : Development of Innovation from Internal Organizational Knowledge

The Company emphasizes building research and development capabilities by leveraging internal employee knowledge and expertise, with the aim of transitioning from a system integrator to a creator of technology solutions tailored to the specific context of the aviation industry. This innovation development enhances technological adaptability and supports sustainable economic value creation.

### Phase 4 : Responsible Scaling and Commercialization

Once innovation solutions have been validated through real-world implementation, the Company focuses on scaling them into appropriate commercial applications, while ensuring safety standards, cost-effectiveness, and adaptability to diverse operational contexts. This phase strengthens competitiveness and demonstrates the potential of technology developed by Thai professionals on the global stage.

### Phase 5: Innovation for Sustainability and the Future of the Aviation Industry

In the long term, the Company aims to develop innovations that support the sustainability of the aviation industry across environmental, social, and inclusive access dimensions. The focus includes efficient resource utilization, reducing environmental impacts, and leveraging smart technologies to enhance safety and improve the quality of life for all users.

## 8. Information on Enhancing People’s Quality of Life through Smart Technologies and Innovation

In 2025, the Company applies smart technologies and innovation to enhance people’s quality of life and travel experience. The tangible outcomes can be demonstrated through the usage data of key systems, as shown in the figure below



**Note :** The figures represent the number of service transactions provided by the Company’s smart technology systems during the reporting year, reflecting the role of innovation in enhancing people’s quality of life and travel experience.

# Customers Relationship Management

The Company recognizes that customers and service users are key stakeholders essential to business success and sustainability, particularly in providing information technology systems and ground services at airports, which directly impact passenger experience, safety, and the trust of airlines and related organizations. The Company is committed to continuously improving service quality and standards that meet customer expectations through structured service management systems, feedback mechanisms, and continuous enhancement of service quality across all dimensions.



## 1. Customer Service Quality Management

The Company places importance on systematic service quality management by establishing clear operational processes covering planning, execution, monitoring, and continuous improvement. This ensures that service delivery is efficient, consistent, and aligned with the needs and expectations of customers and service users.

## 2. Enhancing Service Standards through International Standards



To enhance service quality and excellence, the Company has adopted international standards as a framework for its management system. In the past year, the Company was certified to ISO 23592:2021 – Service Excellence, a standard for managing service excellence in airport ground handling services.

The Company is the first organization in the Asia-Pacific (APAC) region to receive certification for this standard, reflecting its commitment to developing internationally recognized service quality and systematically managing customer experience.

The adoption of ISO 23592:2021 enables the Company to establish clear and auditable service processes, systematically manage customer experience, enhance consistency and safety in service delivery, and promote continuous improvement and service development.

### 3. Customer Feedback and Satisfaction

The Company conducts Customer Satisfaction Surveys (CSAT) to evaluate customer satisfaction with its products and services, which is a key process for improving and enhancing service quality to better meet customer needs effectively. Understanding customer satisfaction not only enables the Company to improve service quality but also helps build customer loyalty and brand trust, leading to long-term success.

For clients, the Company conducts monthly satisfaction surveys to assess service quality, punctuality, responsiveness to complaints, and operational performance. The results are reported to relevant management for continuous improvement actions.

For airlines, the Company conducts annual satisfaction surveys to evaluate overall service quality, operational collaboration, and compliance with aviation industry standards.

The results from both groups are analyzed for trends and integrated into risk management and service quality improvement processes to support long-term relationships and sustainable organizational growth.

The Company’s customer satisfaction survey covers two key stakeholder groups: clients and airlines. The satisfaction levels for the year 2025 are as follows



## Trend of Satisfaction Levels among Clients and Airlines

### ระดับความพึงพอใจของลูกค้า (Customer Satisfaction Level)



The graph of customer satisfaction levels shows that in 2025, satisfaction among both clients and airlines improved compared to 2024. Client satisfaction increased from 94.8% to 95.4%, while airline satisfaction rose from 80.2% to 84.2%.

This trend reflects the continuous improvement in service performance and the Company's commitment to enhancing operational quality in line with stakeholder expectations.

## 4. Enhancing Customer Satisfaction

From the 2024 annual customer satisfaction survey, the Company received 535 questionnaires from airlines, with key feedback highlighting expectations in several areas, including improved printing efficiency of the CUTE system, faster issue resolution, and continuous service quality enhancement.

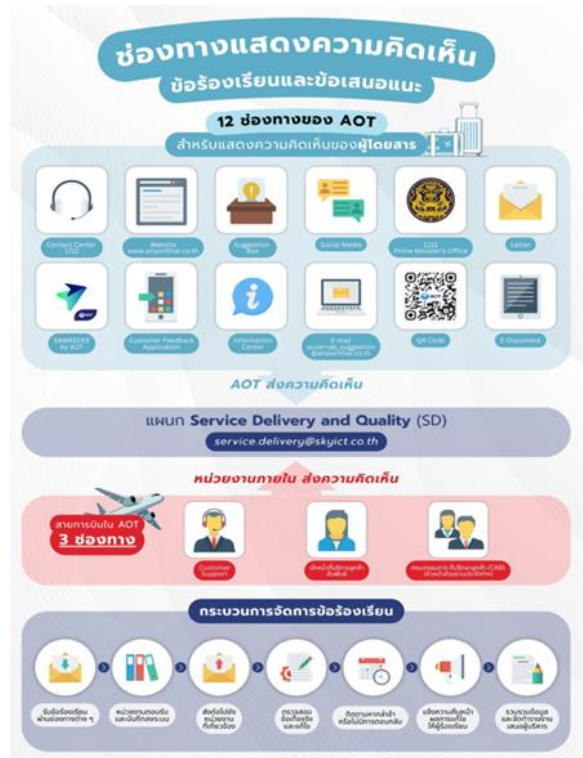
In 2025, the Company fully implemented the planned improvement initiatives, such as upgrading printing equipment by replacing thermal heads to improve the clarity of boarding passes and bag tags, optimizing manpower management during peak hours with standby arrangements and close operational monitoring, and enhancing service standards through ISO 23592:2021 certification and the development of a Service Excellence Model based on Proactive Service, Personalized Service, and Continuous Improvement.

These initiatives have delivered tangible results, as reflected in the increase in airline satisfaction levels. This demonstrates the Company's commitment to listening to the Voice of Customer and systematically translating feedback into improvements to build long-term relationships and sustainable trust.

## 5. Complaint and Feedback Management

The Company provides multiple channels for receiving complaints and suggestions, covering passengers, clients, and other stakeholders. Upon receipt, all cases are recorded in the system, verified for factual accuracy, and forwarded to the relevant departments for appropriate action within defined timelines.

The Company monitors progress, communicates outcomes back to complainants, and analyzes recurring issues to continuously improve operational processes. These efforts aim to enhance service quality and strengthen long-term trust among stakeholders.



In 2025, the Company received a total of 44 complaints, of which 10 were classified as valid complaints. The Company achieved a 100% complaint closure rate and was able to respond to and resolve all complaints in accordance with the defined SLA at 100%.

The Company’s focus on clients, passengers, and system users reflects its responsibility to society as a technology service provider with a critical role in transportation infrastructure. The Company is committed to developing safe, reliable, and user-centric systems and services to support a high-quality and sustainable travel experience.



# Products and Services Responsibility

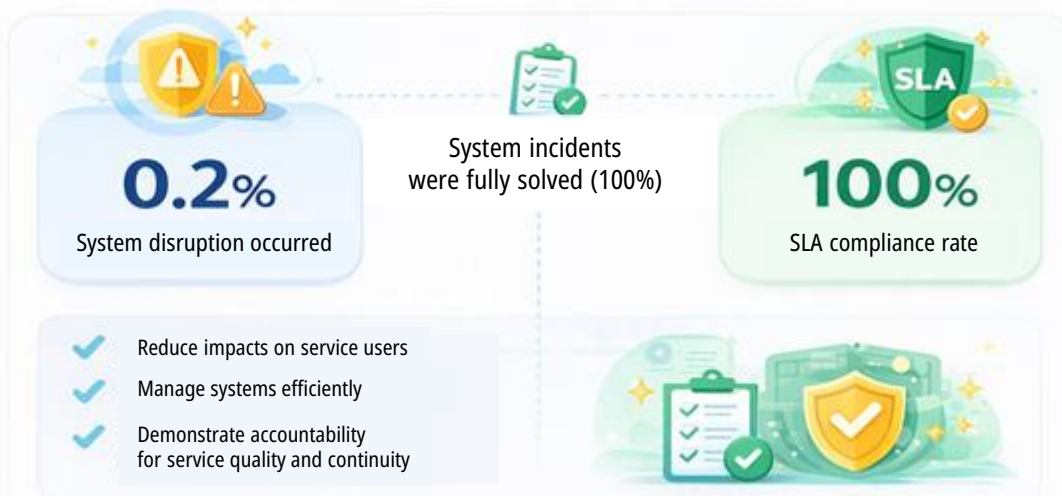
The Company recognizes that its products and services, particularly information technology systems and airport ground services, play a critical role in safety, travel experience, and the trust of many users and passengers. The Company is therefore committed to delivering high-quality, safe, and reliable services to support convenient, secure, and sustainable travel.

The Company designs and delivers services using a user-centered approach, including system testing prior to deployment, risk management for service delivery, and contingency planning to minimize potential impacts on service users, airlines, and passengers. It also promotes equitable access to high-quality services.

In addition, the Company strictly complies with relevant laws, regulations, and standards, and adopts international standards on safety, quality, and service continuity as operational frameworks. This strengthens stakeholder confidence and supports an efficient and resilient transportation infrastructure.

In 2025, system service disruptions accounted for 0.2% of total usage, which may have affected users during certain periods. However, all incidents were fully investigated and resolved in compliance with the Service Level Agreement (SLA), achieving a 100% SLA compliance rate. This reflects the Company's operational readiness, ability to minimize user impact, and commitment to service quality and continuity.

The Company continuously analyzes such incidents to identify root causes and improve preventive measures, aiming to enhance system stability, reduce recurrence risk, and support long-term improvements in technology and services that enhance people's quality of life.



# Social Supply Chain Management

## 1. Introduction and Commitment

The Company recognizes that sustainable business operations cannot be achieved through internal management alone, but require strong collaboration with suppliers, contractors, and business partners throughout the supply chain. This is particularly important in businesses related to information technology systems, airport services, and ground operations, which are directly linked to human rights, labor standards, safety, and business ethics.

The Company is therefore committed to managing its supply chain based on principles of social responsibility, alongside quality, safety, and business continuity, in order to create sustainable shared value over the long term.

## 2. Policy Framework and Social Expectations for Suppliers

To ensure alignment in business practices, the Company has established a “Supplier Code of Conduct” as a common framework to govern and encourage suppliers and business partners to operate in accordance with the Company’s expectations. The Code covers key areas as follows

### 2.1 Legal Compliance and Business Transparency

The Company requires suppliers to strictly comply with applicable laws, regulations, and relevant international standards at both local and international levels, including labor, environmental, and intellectual property laws. Suppliers are expected to conduct business with integrity and honesty, implement concrete anti-corruption and anti-bribery measures under a zero-tolerance approach, and avoid situations that may lead to conflicts of interest. Suppliers must also ensure fairness and transparency in business transactions and maintain appropriate protection of confidential business information.

### 2.2 Personal Data Protection and Intellectual Property

In the digital economy era, suppliers are required to comply with personal data protection laws (PDPA) by implementing secure data collection and processing measures, restricting access to authorized personnel only, and establishing prompt incident notification procedures in the event of data breaches. Suppliers are also expected to respect the intellectual property rights, patents, and copyrights of others in order to minimize legal risks and maintain stakeholder trust.

### **2.3 Quality and Standards Enhancement for Products and Services**

Suppliers are required to maintain production and delivery standards in accordance with specifications and international standards such as ISO. They must implement consistent quality control systems across all processes, ensure product safety for users, maintain traceability of raw material sources, and establish effective complaint management systems to support continuous operational improvement.

### **2.4 Human Rights and Fair Labor Practices**

The Company expects suppliers to treat workers with respect for human dignity and strictly prohibit the use of forced labor, slave labor, and child labor. Suppliers must provide a working environment that promotes equality and non-discrimination based on race, religion, gender, or social status. They are also required to ensure fair welfare, wages, and working hours in compliance with applicable laws and living standards, while respecting employees' rights to freedom of association and collective bargaining as provided by law.

### **2.5 Occupational Health, Safety, and Environmental Responsibility**

Suppliers are required to maintain strong occupational health, safety, and environmental practices through regular risk assessments, accident prevention measures, effective pollution control, energy efficiency, greenhouse gas reduction, resource conservation, and waste management in line with circular economy principles.

### **2.6 Implementation and Monitoring Mechanisms**

To ensure effective implementation of this Supplier Code of Conduct, suppliers are required to prepare manuals and communicate policies to employees at all levels, including organizing training programs to enhance understanding of relevant regulations and legal requirements. The Company also encourages suppliers to establish internal audit systems and conduct regular performance assessments.

### **2.7 Whistleblowing and Rights Protection**

The Company works together with suppliers to foster a culture of transparency by providing safe and accessible whistleblowing channels through telephone, email, or online systems. Confidentiality and protection from retaliation are assured for whistleblowers. If any illegal conduct, corruption, or ethical misconduct is identified, suppliers and stakeholders may report directly to the Company to jointly prevent and address issues that may impact the sustainability of the overall supply chain.

Further details on the Supplier Code of Conduct are available at

<https://www.skyict.co.th/en/investors/corporate-governance-policy> **หัวข้อจรรยาบรรณธุรกิจสำหรับคู่ค้า**

### 3. Supplier and Contractor Management for Operational Activities

The Company places particular importance on suppliers and contractors involved in

- Airport operations
- Ground services
- Information technology systems and infrastructure critical to safety and service operations

Such suppliers and contractors are required to comply with safety requirements, airport regulations, and relevant operational standards in order to prevent risks that may affect employees, passengers, service users, and the Company's business operations.

### 4. Social Risk Assessment and Management in the Supply Chain

The Company recognizes potential social risks within the supply chain, including labor, safety, and human rights risks. Attention is given to suppliers operating in high-risk work environments or operational areas through the following measures

#### 4.1 Supplier Social Risk Assessment Process

The Company has established rigorous assessment criteria covering key social aspects, including compliance with international human rights principles, prohibition of forced labor and child labor, and evaluation of workplace conditions and safety equipment in accordance with occupational health and safety standards such as ISO 45001. The assessment also covers employee welfare, wages, and working hours to ensure compliance with labor laws.

#### 4.2 Supplier Risk Classification

The Company uses a Risk Matrix to classify supplier risks into five levels based on assessment scores

- Extremely High Risk (16–25 points) : Severe risk requiring immediate response
- High Risk (10–15 points) : Significant impact on organizational objectives
- Medium Risk (6–9 points) : Requires monitoring and control measures
- Low Risk (4–5 points) : Requires monitoring to prevent escalation
- Very Low Risk (1–3 points) : Acceptable risk with ongoing improvement measures

#### 4.3 ESG-Based Supplier Selection Criteria

New suppliers are required to pass an initial assessment covering product quality, pricing, service and delivery performance (lead time), as well as ESG (Environmental, Social, and Governance) practices. Suppliers are also expected to hold relevant ISO certifications such as ISO 9001, ISO 14001, or ISO 45001. In addition, suppliers must acknowledge and comply with the Supplier Code of Conduct before being listed in the Approved Vendor List (AVL).

## 5. Monitoring and Compliance Oversight

The Company implements measures to monitor and oversee supplier compliance with the Supplier Code of Conduct and related requirements through document reviews, contractual conditions, and operational monitoring where applicable. In cases where social issues or risks are identified, the Company communicates and works collaboratively with suppliers to establish corrective actions and improve operational practices. The following measures are implemented

### 5.1 Supplier Audit and Assessment Approach

The Company conducts annual supplier assessments through the Category Vendor Rating form and ESG assessment questionnaires. In addition, on-site ESG audits are conducted for critical Tier 1 suppliers, high-risk suppliers, or suppliers with previous ESG-related complaints.

### 5.2 Corrective Actions and Follow-Up

If a supplier receives an assessment result below the required threshold (less than 60% or below the specified rating level), the Procurement Department will notify the supplier to implement corrective actions. These may include improving workplace safety conditions in accordance with social assessment criteria or strengthening confidential information management in line with the Supplier Code of Conduct. Procurement personnel will monitor progress, collect supporting information, and report corrective action results to management.

### 5.3 Timeline for Closing Identified Risk Issues

The Company establishes corrective action timelines based on the level of identified risk as follows

- Extremely High Risk      Immediate response required
- High Risk                      Corrective action completed within 7 days
- Medium Risk                  Corrective action completed within 15 days
- Low Risk                        Corrective action completed within 30 days
- Very Low Risk                 Corrective action completed within 45 days

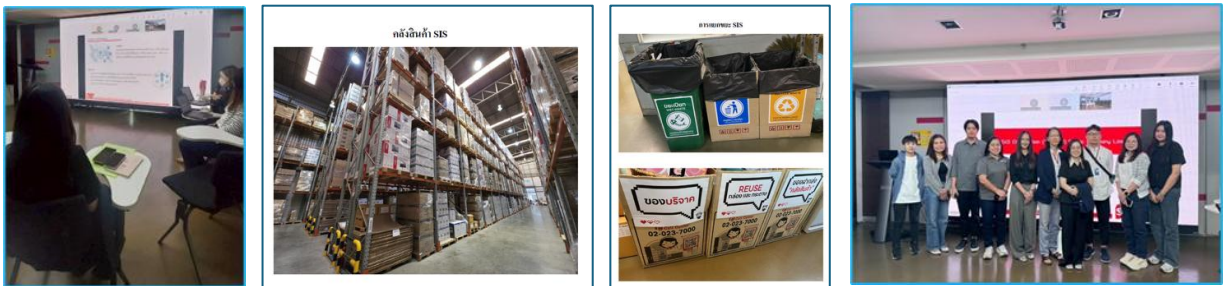


## On-site Supplier Assessment

In 2025, the Company conducted an on-site ESG assessment of 1 key supplier, covering environmental, social, and governance (ESG) aspects.

This assessment formed part of the Company's supply chain risk management process, aiming to identify and monitor potential ESG risks arising from supplier operations.

**The 2025 assessment results identified no material ESG risks.**



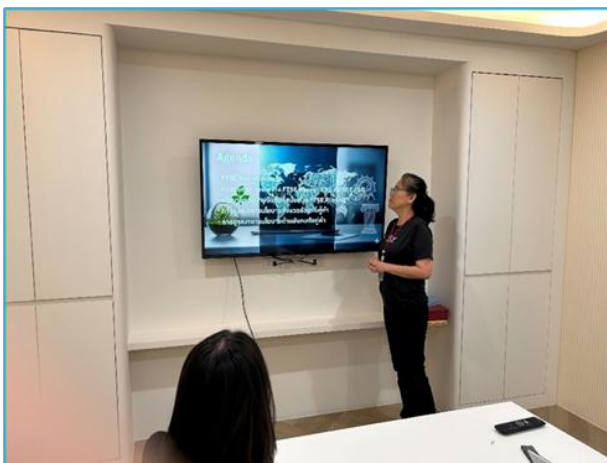
On-site Supplier Assessment

## 6. Supplier Engagement and Development

The Company aims to build long-term relationships with suppliers and business partners by promoting understanding of labor standards, human rights, safety, and business ethics. This enables suppliers to enhance their operational practices in alignment with the Company's expectations and international standards through the following initiatives

### 6.1 ESG Communication and Engagement Activities for Suppliers

The Company places importance on building long-term relationships with suppliers under a sustainable supply chain approach. It continuously organizes activities and communicates environmental, social, and governance (ESG) principles to suppliers to enhance understanding and encourage shared responsibility in conducting business sustainably.

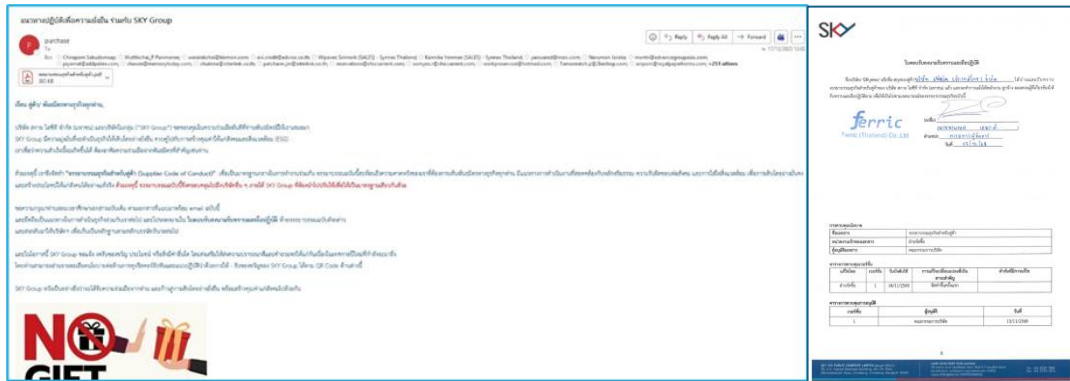


In 2025, the Company promoted Green Procurement, including the use of environmentally friendly materials such as Green Paper, and communicated its ESG approach to suppliers. This aims to raise awareness, encourage alignment with ESG principles, and support sustainable supply chain management and long-term business growth.

## 6.2 Communication and Promotion of Supplier Code of Conduct

In 2025, the Company communicated its **Supplier Code of Conduct** to all suppliers via email to promote ethical business practices across the supply chain. The Code outlines expectations related to ethics, human rights, labor, environment, and governance.

All suppliers acknowledged receipt of the Code, which forms part of the Company's supply chain risk management and supports alignment with ESG principles.



6.3 Supplier Engagement or Supplier Development programs focus on joint business planning between the Company and its suppliers to enhance sustainable operational capabilities together, based on the annual ESG performance review.

## 7. Complaint and Whistleblowing Channels

The Company provides whistleblowing channels that allow suppliers and external stakeholders to report concerns or complaints related to ethics, labor practices, and human rights. The Company upholds a strict non-retaliation principle to ensure transparency and build trust across the supply chain. Currently, no supplier-related complaints have been identified. Any whistleblowing or complaint information is treated confidentially and may be used as a basis for immediate on-site assessments in cases of serious non-compliance. Reports of ethical violations are escalated to management for corrective action in accordance with defined risk management timelines.

## 8. Development Direction

The Company's social supply chain management is currently in a foundational development stage, starting with the establishment of policy frameworks, communication of expectations, and building shared understanding with suppliers. In the next phase, the Company aims to further develop systematic processes for supplier assessment, monitoring, and engagement to enhance social standards across the supply chain and support sustainable business growth.

The expected social requirements from suppliers are summarized in the table below

| Topics               | Expectations and Operational Criteria   |
|----------------------|---|
| Human Rights         | Compliance with international human rights principles, prohibition of forced labor and child labor, and adherence to labor laws and labor standards.  |
| Fair labor practices | Payment of wages and welfare in accordance with the law, and respect for equality.  |
| Safety               | A safe working environment with adequate and complete equipment. (ISO 45001)  |
| Business ethics      | Anti-corruption, transparency, and confidentiality of information protection.   |
| Environment          | Compliance with environmental laws and regulations, waste and pollution management, efficient use of resources, reduction of climate change impacts, use of environmentally friendly materials and products, and environmental risk management. |

## 9. Key Figures on the Supply Chain

| No. | Indicators  | Unit     | 2024 | 2025 |
|-----|---|----------|------|------|
| 1   | Total number of suppliers   | Supplier | 169  | 160  |
| 2   | Number of Critical Supplier Tier 1  | Supplier | 4    | 1    |
| 3   | Number of Critical Supplier – Non-Tier 1  | Supplier | 11   | 3    |
| 4   | Number of ESG-assessed suppliers  | Supplier | 15   | 4    |
| 5   | Percentage of ESG-assessed suppliers out of Total                               | %        | 8.9  | 2.5  |
| 6   | Number of suppliers with identified ESG risks                                   | Supplier | 0    | 0    |
| 7   | Number of On-Site ESG-assessed suppliers  | Supplier | 0    | 1    |
| 8   | Number of On-Site ESG-assessed suppliers with identified ESG risks              | Supplier | -    | 0    |
| 9   | Number of suppliers communicated with the Supplier Code of Conduct              | Supplier | 0    | 76   |
| 10  | Percentage of suppliers who acknowledged/accepted code of conduct communication | %        | 0    | 26   |
| 11  | Number of projects / collaborations with suppliers                              | Project  | 1    | 3    |
| 12  | Number of collaborated suppliers  | Supplier | 1    | 3    |

# SMART GOVERNANCE

TRANSPARENT & SUSTAINABLE



อยู่บนความโปร่งใส  
และยั่งยืน

# Smart Governance

## Grounded in transparency and sustainability

The Company recognizes that good corporate governance is a fundamental foundation for creating long-term sustainable value and serves as a key mechanism enabling effective, transparent, and accountable environmental and social performance. Accordingly, Smart Governance has been established as one of the Company's strategic pillars to enhance organizational governance standards in alignment with the expectations of all stakeholders.

Smart Governance focuses on strengthening the governance framework, encompassing the roles and responsibilities of the Board of Directors, integrated risk management, effective internal controls, and business conduct grounded in integrity, transparency, and ethical principles. The Company believes that decision-making based on accurate information, appropriate checks and balances, and long-term impact considerations will strengthen the confidence of shareholders, investors, customers, and society at large.

In the context of rapid technological advancement and increasing business complexity, the Company places strong emphasis on emerging risks, particularly those related to technology, information security, and regulatory compliance. Good governance is therefore not only a compliance requirement but also a critical enabler of competitiveness and sustainable growth.

This Sustainability Report highlights key material corporate governance topics reflecting the role of Smart Governance in driving the organization forward. Detailed governance structures, policies, and regulatory disclosures are presented in the Annual Registration Statement (Form 56-1) to avoid duplication and to ensure comprehensive and systematic access to information.



อยู่บนความโปร่งใส  
และยั่งยืน

ยึดหลักธรรมาภิบาล  
ตรวจสอบได้ และดำเนินงานอย่างมีความรับผิดชอบ



# Business Ethics and Anti-Corruption

Business ethics and anti-corruption are recognized as a material corporate governance topic of the Company, as they are directly linked to transparency, credibility, and long-term business sustainability. The Company acknowledges that systematic governance of ethical conduct and corruption prevention is a key factor in building trust among all stakeholder groups, particularly in the context of increasingly complex and continuously growing business operations.

## 1. Business Ethics Management

The Company places strong emphasis on managing and conducting business with transparency, integrity, and accountability toward stakeholders, while taking into consideration society and the environment under the principles of good corporate governance. Accordingly, the Company has established a Code of Conduct as a guideline for proper business practices. All relevant personnel, including directors, executives, employees, workers, and the Company's representatives, are required to study, understand, respect, and strictly comply with applicable laws, regulations, orders, announcements, and internal policies, as well as relevant governmental requirements. They are also expected to respect local customs and cultural practices, and to report any observed violations or non-compliance through appropriate whistleblowing channels.

The Code of Conduct reflects the Company's values and commitment to operating with integrity, covering responsibilities to society, law, and ethics, as well as responsibilities toward shareholders, business partners, competitors, employees, and the environment. The Code is reviewed and updated at least annually to ensure alignment with the Company's operations and internationally accepted practices. The Company has communicated the Code to all relevant personnel, who are required to acknowledge and strictly adhere to its principles, supporting the organization's long-term stability and sustainable growth.

The full policy details can be found at <https://www.skyict.co.th/en/investors/corporate-governance-policy>

## 2. Activities to Promote Awareness of Business Ethics within the Company

The Company conducts mandatory training on the “Code of Conduct” for all employees to promote knowledge, understanding, and awareness of appropriate ethical behavior in accordance with organizational principles and standards. The training is delivered online through the Company’s internal system to ensure accessibility for all employee groups. The objectives are as follows


- To strengthen employees’ knowledge and understanding of business ethics.
- To enable employees to appropriately apply the Code of Conduct in their work in alignment with organizational guidelines.
- To enhance corporate governance standards and transparency in the Company’s business operations.

## 3. Target and Performance


The Company provides training for both existing and new employees, along with post-training assessments to evaluate understanding. For new employees, the training is conducted during orientation. For existing employees, training is delivered through three formats: on-site sessions, online training, and e-learning.




In 2025, 100% of employees participated in the training, with a 100% pass rate in the post-training assessment. The Company also maintains training records, screenshots, and test results as supporting evidence in accordance with good corporate governance principles.



**Via E-Mail**  
whistle-blower@skyict.co.th



**Via Website**  
<https://www.skyict.co.th/whistle-blowing>



**Via Mail**  
To Audit Committee  
SKY ICT Public Company Limited, No. 55 A.A Capital Ratchada

The Company provides whistleblowing and complaint channels to enable employees, shareholders, customers, suppliers, and other business partners to express concerns or report any actions that may violate laws, regulations, or the Company’s Code of Conduct. The Company has established measures to protect whistleblowers and complainants. Regardless of the reporting channel used, all information related to whistleblowers is treated with strict confidentiality.



**ประกาศ!**  
ฝ่ายกฎหมายและการกำกับดูแล

**การรายงานเบาะแส (Whistleblower) เมื่อพบพฤติกรรมที่ไม่เหมาะสม !!**

เพื่อส่งเสริมให้องค์กรมีความแข็งแกร่ง และสนับสนุน "การทำสิ่งที่ถูกต้อง" หากพนักงาน ผู้ถือหุ้น ลูกค้า คู่ค้า หรือบุคคลอื่นใด ตรวจจับการกระทำที่ผิดกฎหมาย กฎเกณฑ์ ข้อบังคับ การกระทำที่ผิดจรรยาบรรณและจริยธรรม การฉ้อโกง การทุจริต ฯลฯ โดยพนักงานหรือบุคคลอื่น ทั้งที่เกิดขึ้นจริง หรือเป็นเหตุการณ์อันน่าสงสัย ซึ่งอาจส่งผลกระทบต่อบริษัทฯ และผู้เกี่ยวข้อง **โปรดรายงานให้บริษัทฯ ทราบทันที ผ่านช่องทางต่อไปนี้**

**อีเมล :** whistle-blower@skyict.co.th

**จดหมายถึง :** คณะกรรมการตรวจสอบ บริษัท สกาย ไอซีที จำกัด (มหาชน) เลขที่ 55 อาคาร เอ.เอ. แคปปิตอล ริชตา ชั้นที่ 6-7 ถนนรัชดาภิเษก แขวงดินแดง เขตดินแดง กรุงเทพมหานคร 10400

**เว็บไซต์ :** <https://www.skyict.co.th/whistle-blowing>



ผู้ร้องเรียนจะถูกปกป้องคุ้มครองสิทธิโดยบริษัทฯ จะไม่ส่งโทษทางวินัย และปล่อยให้มีการลับแลสิ่งตอบโต้ ผู้ร้องเรียนโดยสุจริต ทุกขั้นตอนการตรวจสอบจะอยู่ภายใต้การดูแลของผู้ที่เกี่ยวข้องเท่านั้น และข้อมูลจะถูกเก็บรักษาไว้เป็นความลับ

ศึกษารายละเอียดขั้นตอนการรายงานและนโยบายในการรายงานเบาะแส



The Company has established a formal process for handling complaints and whistleblowing under its Whistleblower Policy. When a report is submitted through designated channels, the recipient of the complaint will escalate it to the Audit Committee. An investigation will then be conducted to verify the facts. If the investigation finds reasonable evidence that the alleged misconduct is likely to have occurred, the accused individual will be informed of the allegations and granted the right to defend themselves by providing additional information or evidence to demonstrate non-involvement. Management, the Audit Committee, or the Board of Directors will consider appropriate disciplinary actions against the offender, implement measures to mitigate impacts, and ensure fairness to affected parties. The results of the investigation and decisions will be reported to both the Audit Committee and the Board of Directors.

In 2025, the Company had no cases of violations of the Code of Conduct and received no whistleblowing reports or complaints related to business ethics, corporate governance policies, or the Company’s anti-corruption policy.

| เป้าหมาย (Target)   | ผลการดำเนินงาน (Performance)  |
|---|---|
|  <p><b>ข้อร้องเรียนด้านจรรยาบรรณเป็น 0</b><br/>Zero Code of Conduct Complaints</p> <p><b>0</b></p> |  <p><b>ข้อร้องเรียนด้านจรรยาบรรณเป็น 0</b><br/>Zero Code of Conduct Complaints</p> <p><b>0</b></p> |

## 4. Governance and Compliance with Business Ethics

The Company emphasizes corporate governance based on transparency, accountability, and systematic risk management to support business growth and increasing operational complexity in the technology and specialized services industry.

The Company has established governance systems and internal control mechanisms that support compliance with the Code of Conduct, applicable laws, and relevant regulations. Compliance and fraud risk management are integrated into the governance framework and internal audit processes on an ongoing basis.

### 4.1 Governance Structure and Monitoring

The Company conducts annual assessments of compliance with its Code of Conduct as part of the Internal Audit Plan, using a Risk-Based Internal Audit approach. This includes evaluating both the design effectiveness and operating effectiveness of internal control systems, with a focus on high-risk ethics and compliance areas that may impact business operations.

The governance framework is implemented through collaboration between the Internal Audit function and the Compliance/Legal function. While each unit has distinct responsibilities, they work in a complementary manner. The Compliance/Legal function is responsible for establishing policies, communicating requirements, and ensuring compliance with applicable laws and regulations. The Internal Audit function independently assesses the adequacy and effectiveness of internal controls and evaluates adherence to the Code of Conduct across all business units, thereby strengthening the independence and credibility of the governance system.

### 4.2 Control and Reporting Mechanisms

The Company has established a Delegation of Authority (DOA), approved by the Board of Directors, as a key control mechanism. This is integrated with automated controls within the ERP system, alongside manual process controls, to support governance, prevent non-compliance risks, and mitigate fraud risks.

Audit findings, risk assessments, and matters related to compliance with the Code of Conduct are regularly reported to the Audit Committee. These reports are used to support oversight, policy-level decision-making, and continuous improvement of internal control systems in response to changes in the business environment.

### 4.3 Assessment Results and Continuous Improvement

Based on systematic assessments and testing performed over the past year, no significant deficiencies were identified that could materially affect the adequacy of internal controls related to compliance with the Code of Conduct. The governance structure is clearly defined and aligned with the organization’s risk profile. However, the Company recognizes that such assessments are based on reasonable assurance derived from available evidence, and that effective governance requires continuous review and improvement. Accordingly, the Company is committed to enhancing its governance and risk management systems to align with organizational growth, changes in business structure, and stakeholder expectations, in order to strengthen long-term sustainability and trust.

| <b>Main Principle</b> : Evaluate the adequacy and effectiveness of the internal control system related to compliance with Business Ethics, including monitoring processes and violation management. |                   |                  |                |
|---|-------------------|------------------|----------------|
| <b>Activity Checklist</b>   | <b>Have (Yes)</b> | <b>None (No)</b> | <b>Partial</b> |
| <b>Monitoring and Evaluation</b> : Check and evaluate if the monitoring process for business ethics compliance is effectively designed and implemented.   |                   |                  |                |
| <b>Compliance Auditing</b> : Conduct tests to ensure that employees and relevant parties are complying with business ethics.  |                   |                  |                |
| <b>Violation Management Assessment</b> : Review the investigation process, problem-solving, and disciplinary actions for offenders to ensure fairness and alignment with policies.                  |                   |                  |                |
| <b>Recurrence Prevention Assessment</b> : Check if there is a review of work processes and if suggestions from previous violations have been implemented for improvement.                           |                   |                  |                |
| <b>Reporting to Senior Management</b> : Report audit results and recommendations to the Audit Committee or Senior Management.   |                   |                  |                |
| <b>Providing Advice</b> : Provide recommendations for improving the monitoring and management processes of business ethics compliance to increase efficiency.                                       |                   |                  |                |
| <b>Follow-up on Corrective Actions</b> : Track the progress of actions taken based on the recommendations provided.   |                   |                  |                |

Code of Conduct Compliance Assessment Form

## 5. Management of Code of Conduct Violations and Corrective & Preventive Actions

All directors, executives, employees, workers, and the Company’s representatives are required to acknowledge, understand, and strictly comply with the Company’s Code of Conduct. Any misconduct, violation, or action contrary to the Code of Conduct will be subject to disciplinary measures in accordance with the Company’s work regulations, rules, announcements, or applicable orders.

Disciplinary actions under the Company's work regulations, rules, announcements, or orders may include the following

- Verbal warning : For minor violations with limited impact.
- Written warning : For repeated violations or negligence of duty that causes some impact.
- Suspension without pay : For more serious cases that do not yet warrant termination.
- Termination of employment : For serious misconduct such as fraud, disclosure of confidential information, or severe misconduct.

In addition, any violation of the Code of Conduct may also result in legal action if the conduct constitutes an offense under applicable laws.

## 6. Prevention of Recurrence of Business Ethics Violations

To prevent recurrence of business ethics violations in the future, the Company has implemented the following corrective and preventive measures

### Process review

- Relevant functions coordinate to review each stage of operational processes, focusing on identifying weaknesses or risks that may lead to business ethics violations, and developing improvement plans to strengthen operational controls.
- Policy and Internal Regulation Improvement
- Review and update policies and internal procedures to ensure clarity and relevance to current conditions and potential situations, while establishing appropriate disciplinary measures to raise awareness among employees at all levels.

### Continuous training and awareness building

- Provide regular training on business ethics and relevant legal compliance to ensure that employees at all levels understand their importance and can appropriately apply them in real situations.

### Establish an ethics oversight or monitoring team

- A dedicated responsible function is assigned to oversee, monitor, and report compliance with the Code of Conduct, as well as to serve as a transparent and secure channel for receiving complaints and suggestions.
- There is a monitoring and evaluation process in place.
- Compliance with the Code of Conduct is monitored and managed on an annual basis.

The full policy details can be found at [https://cms.skyict.co.th/wp-content/uploads/2023/06/SKY02-02-\\_-Business-Code-of-Conduct-\\_-13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2023/06/SKY02-02-_-Business-Code-of-Conduct-_-13.11.25.pdf)

## 7. Anti-Corruption

**ประกาศ!**  
ผ่านกฎหมายและการกำกับดูแล

**ONE SKY ประกาศเจตนารมณ์ต่อต้านการทุจริต**

SKY People สามารถศึกษารายละเอียดเกี่ยวกับการจัดการในกรณีที่มีความเสี่ยงต่อการทุจริตคอร์รัปชันได้ตามนโยบายต่อต้านการทุจริตคอร์รัปชัน (ฉบับล่าสุด)

**แนวปฏิบัติ**  
การให้-รับของขวัญ

**แนวปฏิบัติ**  
การให้-รับเงินสินบน

**แนวปฏิบัติ**  
การให้-รับของขวัญ

**แนวปฏิบัติ**  
การให้-รับสินบน

**แนวปฏิบัติ**  
การให้-รับของขวัญ

การฝ่าฝืนหรือไม่ปฏิบัติตามถือเป็นความผิดทางวินัย บริษัทฯ จะไม่ลดตำแหน่ง ลงโทษ หรือให้ผลทางลบต่อนักงานที่ปฏิบัติตามการทุจริตคอร์รัปชัน แม้ว่าจะส่งผลให้สูญเสียโอกาสทางธุรกิจก็ตาม

**REPORT** หากพบพฤติกรรมต้องสงสัยว่าเป็นการทุจริต โปรดแจ้ง [whistle-blower@skyclt.co.th](mailto:whistle-blower@skyclt.co.th) หรือช่องทางอื่นตามที่กำหนดไว้ในนโยบายในการรายงานเบาะแส

**SCAN ME**

**SAY NO TO CORRUPTION**

ศึกษารายละเอียดนโยบายต่อต้านการทุจริตคอร์รัปชัน

**ประกาศ!**  
ผ่านกฎหมายและการกำกับดูแล

**อย่าให้เงินบริจาค หรือเงินสนับสนุน เป็นสาเหตุของการทุจริตคอร์รัปชัน**

**Case Study**

**A** ให้สินบนในรูปแบบเงินบริจาค โดยหวังให้บุคคลหรือหน่วยงานอื่นกระทำการที่ขัดต่อหน้าที่ หรือเพื่อให้เกิดผลประโยชน์ที่ไม่เป็นธรรมแก่ตนเอง

**B** บลอแนแปลงเอกสารเพื่อเบิกเงินสนับสนุนโครงการ ทั้งที่โครงการนั้นไม่มีอยู่จริง

**C** ใช้เงิน Sponsorship ที่ควรจะจ่ายให้โครงการสาธารณะ ไปจ่ายเป็นค่าที่พักและค่าเดินทางส่วนตัว

**แนวทางการป้องกันและการตรวจสอบ**

ตรวจสอบความน่าเชื่อถือขององค์กรอื่น ๆ

ติดตามการใช้จ่ายว่าเงินถูกนำไปใช้ในโครงการจริงหรือไม่

ศึกษานโยบายและฝึกทักษะการกำกับดูแล เพื่อตรวจสอบการเบิกจ่าย

การขออุปถัมภ์อย่างเป็นทางการ & มีหลักฐานที่ตรวจสอบได้

เพื่อความถูกต้อง โปร่งใส ตรวจสอบได้ บริษัทฯจะให้เงินสนับสนุนอย่างถูกต้อง โดยปฏิบัติตามนโยบายบริษัท & กรอบแบบฟอร์มตามที่กำหนดในนโยบายต่อต้านการทุจริตคอร์รัปชัน

**REPORT** หากพบเห็นการกระทำไม่สงบว่าอาจเข้าข่ายผิดกฎหมาย หรือผิดจรรยาบรรณและจริยธรรม โปรดรายงานเบาะแสให้กับบริษัทฯ ทันทีที่ สันนิษฐานจากตัวชี้แจงในนโยบายการรายงานเบาะแส

**SCAN ME**

ผู้ร้องเรียนจะถูกปกป้องคุ้มครองสิทธิ์ และข้อมูลจะถูกเก็บรักษาไว้เป็นความลับภายใต้การดูแลของผู้ที่เกี่ยวข้องเท่านั้น

The Company recognizes that anti-corruption is a key element of good corporate governance and a fundamental basis for building trust among all stakeholder groups. This is particularly important in the context of technology and aviation-related service operations, which involve complex processes and coordination among multiple stakeholders.

Under the Smart Governance strategic framework, the Company focuses on preventing and combating corruption in a systematic manner through the establishment of clear policies and a Code of Conduct. Ethical principles and legal compliance are integrated into governance and risk management processes, alongside efforts to build awareness and understanding among employees at all levels. This approach promotes an organizational culture grounded in transparency and accountability.

The Company emphasizes communication and knowledge development on anti-corruption practices by providing mandatory training on “Anti-Corruption” for all employees. This training is part of the compulsory training program that every employee must complete, alongside ongoing awareness and communication activities to promote proper ethical practices. These initiatives aim to ensure that employees understand their roles and responsibilities and are able to apply anti-corruption principles appropriately in their day-to-day work. In 2025, 100% of employees completed the anti-corruption training.

**NO GIFT POLICY**

**งดให้-งดรับ**  
ในเทศกาลปีใหม่ (และทุกโอกาส)

เปลี่ยน "ของขวัญ" เป็น "คำอวยพรและความปรารถนาดี"

สแกนเพื่อศึกษานโยบายต่อต้านการทุจริตคอร์รัปชัน

SKY Smart Governance ร่วมสนับสนุนนโยบายต่อต้านการทุจริตคอร์รัปชันและ เสริมสร้างวัฒนธรรมการทำงานอย่างโปร่งใสและยั่งยืน

**การใช้ข้อมูลภายใน**  
อย่างถูกต้องและปลอดภัย

**ข้อมูลภายใน คืออะไร?**

หมายถึง ข้อมูลที่ไม่เปิดเผยต่อสาธารณะ และเกี่ยวข้องกับการดำเนินงานหรือบุคคลของบริษัท หากถูกเปิดเผย ใช้ผิดวัตถุประสงค์ หรือเกิดการรั่วไหล อาจก่อให้เกิดความเสียหายต่อบริษัท พนักงาน คู่ค้า หรือบุคคลอื่น เช่น

- ข้อมูลทางธุรกิจ (กลยุทธ์ แผนงาน ราคา ต้นทุน ข้อมูลการประมูล)
- ข้อมูลทางเทคนิค (ข้อมูล IT หรือรหัสผ่าน)
- ข้อมูลส่วนบุคคล
- เอกสารสัญญา หรือรายงานภายในเกี่ยวกับธุรกิจ

**ตัวอย่างพฤติกรรมเสี่ยงที่ควรหลีกเลี่ยง**

พูดคุยงานก่อนแผนเสร็จสิ้นกับสาธารณะ

ส่งอีเมลไปยังผู้ติดต่อ หรือส่งต่อเอกสารที่มีข้อมูลในเชิงธุรกิจที่ไม่ควรเปิดเผย และแจ้งให้หัวหน้างานและหน่วยงานที่เกี่ยวข้องทราบทันที

นำเรื่องงานหรือข้อมูลภายในไปเผยแพร่ทางโซเชียลมีเดีย

หากพบการกระทำที่ฝ่าฝืน ผิดกฎหมาย หรือผิดจริยธรรมและวัฒนธรรม โปรดแจ้งเบาะแสผ่านช่องทางที่กำหนดในนโยบายในการรายงานเหตุ ให้บริษัททราบทันที

#SKYSmartGovernance

พิกัดสำนักงานป้องกันทุจริต  
โทร 02-020 51000 และ 02-020 51001  
LEGAL-GROUP@SKYICT.CO.TH

The Company’s anti-corruption and anti-bribery practices are governed and continuously monitored through internal control mechanisms, audits, and reporting to relevant committees. This ensures that the established measures are effective in supporting organizational growth and meeting long-term governance expectations.

## 8. Participation in Anti-Corruption Networks

The Company has declared its intention to join the Thai Private Sector Collective Action Against Corruption (CAC) to enhance corporate governance standards and promote transparent and responsible business operations.

Currently, the Company is in the process of preparing for certification by reviewing and strengthening its internal control systems, policies, and relevant processes related to anti-corruption, ensuring alignment with good practices and the Company’s operational context.



The full policy details can be found at [https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-04-\\_-Corruption-Anti-Corruption-Policy-\\_-13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2025/12/SKY02-04-_-Corruption-Anti-Corruption-Policy-_-13.11.25.pdf)

# Information and Cybersecurity

The Company provides information technology systems and digital solutions for the aviation industry, including ground operation systems, airport operational support systems, and biometric identification systems. These systems involve highly sensitive data, such as operational information, technical data, and users' personal data.

Information and cybersecurity is therefore a material topic that directly impacts customer trust, business continuity, and the organization's reputation. This is particularly critical in the aviation industry, which is subject to stringent requirements for system security, stability, and regulatory compliance.

The Company places strong emphasis on systematic cyber and information risk management, covering both customer-facing systems under contractual scope and internal IT systems, to ensure operations are conducted in a secure, transparent, and sustainable manner.

## 1. Scope and Responsibilities

The Company provides information technology services in accordance with the scope of work and information security requirements specified in customer contracts (Terms of Reference: TOR), acting clearly in the role of a service provider/data processor.

For customer systems, the Company is responsible for system operations, maintenance, access control, and information security incident management in line with customer requirements. Responsibility for personal data protection policies and data ownership rights lies with the system owner, in accordance with applicable laws and relevant regulations.

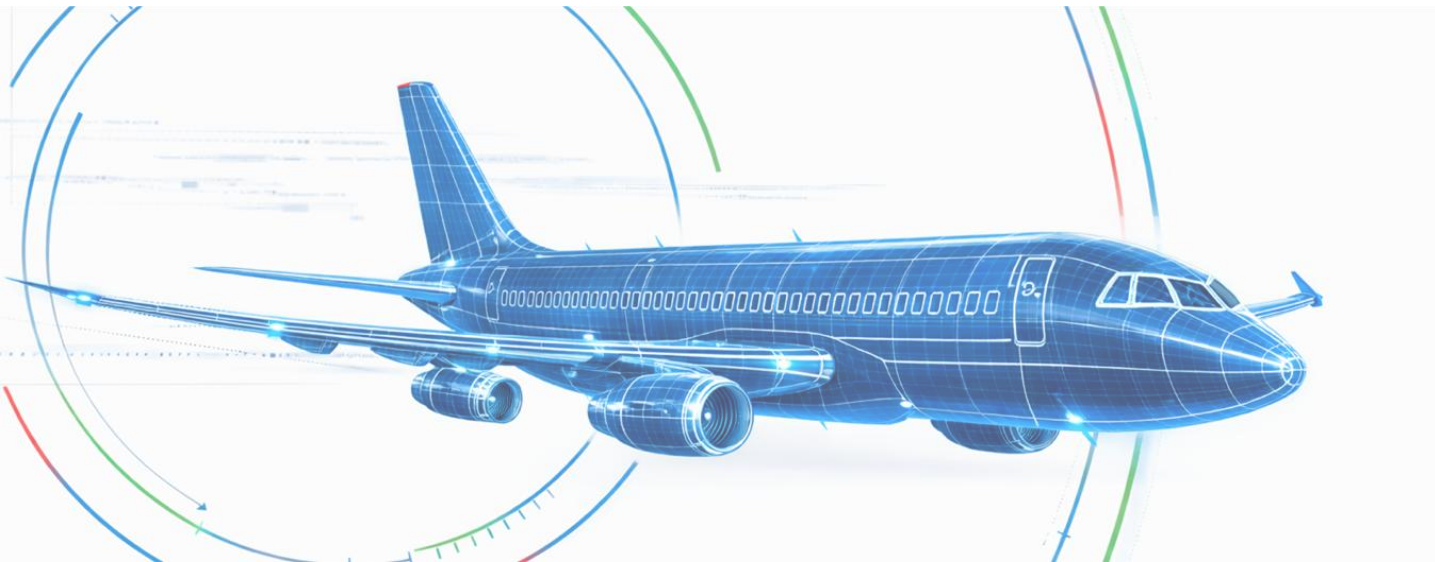
In parallel, the Company has established internal IT control measures for its own systems and digital infrastructure to support secure service delivery, reduce cyber risks, and prevent potential impacts on business operations and stakeholders.

## 2. Management Approach

### Client Systems

The Company manages the security of customer-facing systems in accordance with contractual information security requirements and aviation industry standards. Key approaches include

- Role-based access control to manage system access according to job responsibilities
- Log monitoring to detect and investigate anomalies or unusual activities
- Cyber incident management in line with contractual response timelines
- System security testing conducted according to planned schedules or customer requirements
- Implementation of “Security by Design” and “Privacy by Design” principles in system development and enhancement processes



## Internal IT Systems

The Company manages internal information and cybersecurity under the international standard ISO/IEC 27001 framework, which covers policy development, risk assessment, access control, and information security incident management to support safe operations and service delivery.

The Company has established policies and measures for internal IT security to protect corporate information systems, ensuring confidentiality, integrity, and availability.

Key areas include

- **Information security governance and responsibilities**  
Defining roles and responsibilities for employees and relevant units in maintaining system security, including reporting incidents or vulnerabilities that may affect information and system security.
- **Access control and information assets**  
Managing user access rights based on job roles to prevent unauthorized access and ensuring proper access adjustment upon role changes or employment termination.
- **IT asset and infrastructure management**  
Securing IT infrastructure, network systems, devices, and storage media through both technical and physical controls to reduce risks of data loss, unauthorized access, or damage.
- **Risk assessment and incident management**  
Regularly assessing cyber risks and monitoring emerging threats, with established response procedures to contain and mitigate potential impacts on operations.
- **Business continuity preparedness**  
Implementing business continuity and disaster recovery plans to support operations during emergencies or system disruptions.
- **Employee awareness and training**  
Promoting cybersecurity awareness and communication to ensure employees comply with policies and actively contribute to reducing cyber risks across the organization.

The Information Security Policy can be accessed for further details at

<https://www.skyict.co.th/investors/corporate-governance-policy>

### 3. Cybersecurity and Information Security Governance

The Company has established a Cybersecurity and Information Systems Working Group to oversee, monitor, and manage cyber and information risks in a systematic manner. The working group comprises representatives from relevant functions, including information technology, operations, and risk management.

The group is responsible for defining cybersecurity policies and control measures, monitoring cyber threat situations, assessing risks that may impact business operations, and reporting significant issues to senior management for strategic decision-making.

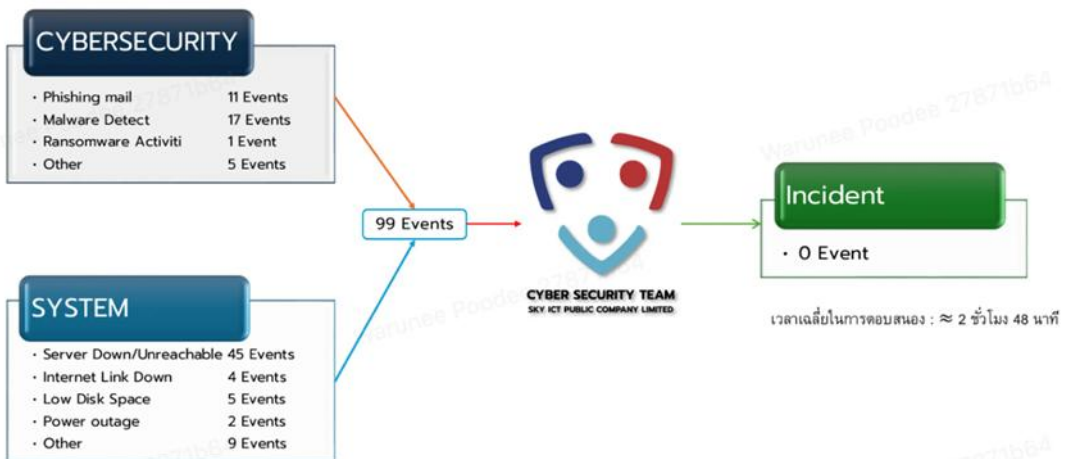
This structure strengthens governance effectiveness, supports compliance with customer and regulatory requirements, and enhances the organization’s readiness to respond to evolving cyber risks in the future.

### 4. Performance and KPIs

In 2025, the Company’s information security and cybersecurity performance results are as follows

- Significant data breach incidents : 0 cases
- Cybersecurity incidents resolved within SLA timeframe : 100%
- Critical information systems passed security testing : 100%
- Employees trained on cybersecurity and data protection : 98%
- Average response time to security incidents : within 2 hours and 48 minutes

The Company did not experience any information security incidents that affected users or customers, nor did it receive any penalties from regulatory authorities during the reporting period.



## 5. Development of Information Security Capabilities and Culture

The Company believes that information security is a shared responsibility of personnel at all levels. Therefore, it places strong emphasis on developing capabilities and fostering an information security culture through training, internal communications, and simulation exercises. These initiatives aim to enhance awareness, reduce human-related risks, and support safe and secure operations.



ISO 27001 Standard Training



Cyber Security Awareness Training



Cybersecurity Communication and Alerts

# Data Privacy and Protection

The Company prioritizes personal data protection as part of good corporate governance and IT risk management, ensuring that the collection, use, and disclosure of personal data are conducted appropriately in compliance with applicable laws, international standards, and sustainability practices.

The Company has established a Personal Data Protection Policy as a structured framework for implementation, defining clear roles and responsibilities and strengthening the protection of data subjects' rights in line with stakeholder expectations and long-term sustainable development objectives.

## Personal Data Protection Policy

SKY ICT Public Company Limited places strong emphasis on the protection of personal data of all stakeholder groups, including employees, customers, business partners, and partners. The Company is committed to collecting, using, and disclosing personal data in a transparent, fair, and lawful manner in compliance with relevant laws, including the Personal Data Protection Act B.E. 2562 (2019), as well as applicable international standards.

This policy is established to provide a structured framework for efficient personal data management, strengthen stakeholder trust, and support sustainable business operations. Key principles of personal data protection include

- Processing data lawfully, transparently, and in a verifiable manner, and using data only for clearly defined purposes
- Collecting only necessary data and ensuring its accuracy and up-to-date status
- Defining appropriate data retention periods and Ensuring appropriate data security and protection measures

The Company has clearly defined roles and responsibilities the Board of Directors oversees the policy, senior management is responsible for implementation, and all employees are required to strictly comply. In addition, a Data Protection Officer (DPO) has been appointed to oversee compliance, monitoring, and act as a contact point.

In the event of a personal data breach, the Company has established clear response and notification procedures, including reporting to relevant regulatory authorities and affected individuals within legally required timeframes, as well as implementing corrective and preventive measures to avoid recurrence.

This policy is reviewed and updated at least annually to ensure alignment with changes in laws, technology, and international best practices.

The full policy details can be found at [https://cms.skyict.co.th/wp-content/uploads/2023/06/SKY02-08\\_นโยบายคุ้มครองข้อมูลส่วนบุคคล\\_13.11.25.pdf](https://cms.skyict.co.th/wp-content/uploads/2023/06/SKY02-08_นโยบายคุ้มครองข้อมูลส่วนบุคคล_13.11.25.pdf)

# Sustainable Business Partners

The Company operates in providing technology and digital systems for the aviation sector and critical infrastructure that supports mission-critical public services. Therefore, value delivery to customers and end users does not depend solely on the Company's capabilities but also on close collaboration with business partners across the value chain, particularly those playing a strategic role in core systems.

The Company places strong emphasis on managing business partners from a sustainability perspective, covering governance, risk management, business continuity, ethics, and long-term value creation. This approach aims to strengthen operational stability and build stakeholder trust.

## 1. Management Approach

The Company is currently developing its approach to managing relationships with business partners, with priority given to those who play a critical role in core systems and services.

In this initial stage, the focus is on building mutual understanding of roles, responsibilities, and expectations to support smooth and effective collaboration aligned with the business context.

## 2. Risk and Business Continuity Considerations

The Company recognizes that reliance on certain business partners may affect service continuity in the event of unexpected disruptions. Therefore, appropriate consideration is given to partner-related risks in line with the Company's business context and scale of operations.

## 3. Ethical and Business Conduct Expectations

The Company operates under strong governance and ethical principles and expects its business partners to conduct business with integrity and in compliance with applicable laws.

Ethical standards and business conduct principles are communicated to partners through collaboration processes and project engagements to foster shared understanding of responsible business practices.

## 4. Future Development Direction

The Company is in the process of reviewing and further developing a more structured approach to business partner management. The framework will be progressively enhanced to align with organizational growth and increasing operational complexity.

This topic is identified as material for the reporting year, marking an initial step toward establishing a sustainable partner management framework that supports long-term business stability and growth.

```

var printOut = $('#test').data('test');
var contentArea = printOut.split('/');
$.each(contentArea, function(index, val) {
    $('#test').append('<div style="display:block;
    <\/div>'+index+'<\/div>');
});
    
```

# Appendix

## Greenhouse Gas Emissions Verification



### Verification Report

#### Verification Opinion

|   |  |
|---|--|
| <b>Verified as Satisfactory</b>   |  |
| Based on the process and procedures conducted, there is no evidence that the GHG statement contained in the GHG Report produced by SKY ICT Public Company Limited   | <ul style="list-style-type: none"> <li>Is not materially correct and is not a fair representation of GHG data and information.</li> <li>Has not been prepared in accordance with ISO14064-1:2018.</li> </ul> |
| Lead Verifier   | Mathasit Thongkam  |
| Independent Reviewer  | Naris Lapsunthornphithak   |
| Signed on behalf of BSI   | Kuldhaj Bunbongkarn, Managing Director Assurance, Thailand   |
| Issue Date  | 16 March 2026  |
| BSI Group (Thailand) Co.,Ltd. 127/29 Panjathani Tower, 24th Floor Nonsee Road, Chongnonsee, Yannawa Bangkok. Thailand.  |  |
| Note: BSI Thailand is independent to and has no financial interest in SKY ICT Public Company Limited This 3rd party Verification Opinion has been prepared for SKY ICT Public Company Limited only for the purposes of verifying its statement relating to its GHG emissions more particularly described in the scope above. It was not prepared for any other purpose. In making this Statement, BSI Thailand has assumed that all information provided to it by SKY ICT Public Company Limited are true, accurate and complete. BSI Thailand accepts no liability to any third party who places reliance on this statement. |  |

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...making excellence a habit.™



**SKY ICT Public Company Limited**

**Elevate the Future  
of Aviation Technology**