



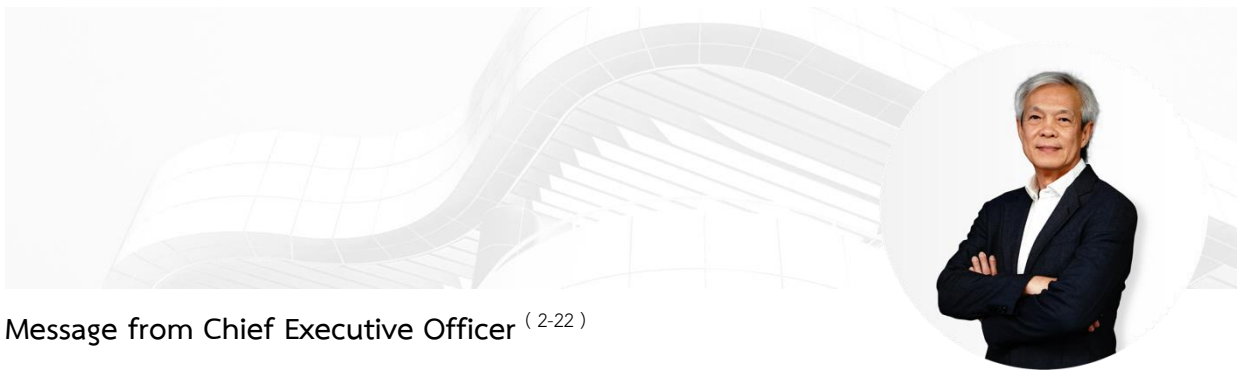
**SUSTAINABILITY  
REPORT 2023**

**HUMANICA**  
PUBLIC COMPANY LIMITED



## Contents

Message from Chief Executive Officer.....	3
About this report.....	5
Evaluation of important issues Sustainability.....	9
Get to know Humanica Public Company Limited .....	14
Humanica and driving business towards sustainability.....	23
Policies, goals and strategies sustainability management .....	26
Business value chain.....	27
Good corporate governance .....	37
Summary of key operating results in 2023 .....	67
<b>Economic Dimension.....</b>	<b>70</b>
Innovation in Social and Environmental Development.....	70
Economic performance.....	80
<b>Environmental Dimension.....</b>	<b>83</b>
Energy Management.....	85
Climate Change .....	88
Water Management .....	90
Garbage and Waste Management.....	92
Compliance with environmental and social laws .....	96
<b>Social Dimension (People).....</b>	<b>97</b>
Human Rights .....	97
Non-discrimination .....	100
Development of data security and protection of personal information.....	103
Personnel development and care.....	107
Occupational safety, health and a good working environment.....	115
Selection of partners based on environmental and social criteria .....	118
Safety of products and services to customers .....	120
Participation and community development .....	124
GRI Content Index .....	130
Opinion survey on sustainability reports Year 2023.....	136



## Message from Chief Executive Officer <sup>( 2-22 )</sup>

Humanica Public Company Limited (“HUMAN” or “The company”), a reliable HR solutions provider in Southeast Asia, we design and implement systems to meet the needs of modern organizations and answer the most comprehensive human resources management requirements. Software from Humanica is an innovation for the company which includes all special services and has been designed to assist every organization in achieving its objectives and being able to adapt to keep up with the rapidly changing business world. The company is committed to invent new innovations that can improve working conditions and develop employees in the group's organizations, customers to work efficiently, be agile and be ready to move forward sustainably under the vision, “We are a happy family of good attitude talents who share the same meaningful dreams and walk our values together to deliver world-class products and services to meet even unrecognized needs of our clients as well as their employees.”

For 2023 is considered a year of important changes for the Group. The combination with DataOn and the launch of the new Workplaze solution brings both new opportunities and challenges to the company's business. Global macroeconomic changes including increased interest rates. It has a significant impact on business confidence. This causes the company has to continue to adapt in order to grow. We are also increasingly aware of the importance of responsibility to the environment and society. Therefore, we integrate sustainability principles into every aspect of our business operations. This intention is not only the right thing to do, but also strengthen the brand's reputation. It also attracts high-level talent who shares the same values as the company through building a strong brand which is rooted in social responsibility to ensure the success of the company in the long term. Including the positive impact it will have on the next generation.



Throughout the past, the company has grown steadily thanks to the cooperation of all parties who are committed to performing according to the company's main mission. “ We help the employees of our clients work better and live happier.”

Humanica Public Company Limited would like to thank the support and trust of all groups of stakeholders, including employees in every sector who are an important part of driving the company's operations to grow continuously and sustainably. We recognize the importance of opinions from all departments and will be used to improve and develop the organization to make more progress by taking into account the public benefits as well as the economy people (society) and environment continuously and is based on basic human rights principles that show equality to everyone both inside and outside the organization.

Mr. Soontorn Dentham  
Chief Executive Officer



## About this report

Humanica Public Company Limited prepared the 2023 Sustainability Report to communicate management guidelines and performance outcomes in sustainability in the economic, social, environmental, and good corporate governance dimensions to stakeholders and those who wish to use the information. This report reveals information for 2023 (between January 1 and December 31, 2023). The sustainability report was prepared in compliance with GRI Standards 2021, which take into account good reporting standards, which consist of

- Accuracy
- Balance
- Clarity
- Comparability
- Completeness
- Sustainability Context
- Timeliness
- Verifiability

## Reporting scope <sup>(2-2, 2-3, 3-1)</sup>

This report reveals information on sustainability performance in 2023, covering operations in the areas of economy, society, environment, good corporate governance, development, and innovation. Products and services, along with human rights operations. Considering business relevance issues, availability of information, and impact of continuing operations throughout the organization's value chain, the reporting scope covers only Humanica Public Company Limited. This does not include the operations of trading partners and business partners.



Important issues	Humanica Plc.	Professional Outsourcing Solutions	Humanica FAS	TigerSoft	Benix	Humanica Sdn. Bhd.	Humanica Asia Pte. Ltd.	Humanica VN	DataOn
Economic performance 2016	/	/	/	/	/	/	/	/	/
Anti-Corruption 2016	/	/	/	/	/	/	/	/	/
Energy Management 2016	/	/	/	/	/	/	/	/	/
Water Management 2018	/	/	/	/	/				/
Climate change 2016	/	/	/	/	/				/
Waste Management 2020	/	/	/	/	/				
Selection of suppliers based on environmental criteria 2016	/	/	/	/	/				
Selection of partners based on social criteria 2016	/	/	/	/	/	/	/	/	/
Employment 2016	/	/	/	/	/	/	/	/	/



Important issues	Humanica Plc.	Professional Outsourcing Solutions	Humanica FAS	TigerSoft	Benix	Humanica Sdn. Bhd.	Humanica Asia Pte. Ltd.	Humanica VN	DataOn
Safety, occupational health and good working environment 2018	/	/	/	/	/	/	/	/	/
Diversity and Equal Opportunity 2016	/	/	/	/	/	/	/	/	v/
Training and Awareness 2016	/	/	/	/	/	/	/	/	/
Non-discrimination 2016	/	/	/	/	/	/	/	/	/
Community Participation and Development 2016	/	/	/	/	/	/	/	/	/
Safety of products and services to customers 2016	/	/	/	/	/	/	/	/	/
Development of information security and Personal Data	/	/	/	/	/	/	/	/	/



Important issues	Humanica Plc.	Professional Outsourcing Solutions	Humanica FAS	TigerSoft	Benix	Humanica Sdn. Bhd.	Humanica Asia Pte. Ltd.	Humanica VN	DataOn
Protection 2016									

### Inquiry <sup>(2-3)</sup>

Humanica Public Company Limited  
2 Rong Muang Soi 5, Rong Muang Road  
Rong Mueang Subdistrict , Pathumwan District  
Bangkok 10330 Thailand  
Tel. +66 2 636 6999  
E-mail : [IR@humanica.com](mailto:IR@humanica.com)



## Evaluation of important issues Sustainability <sup>(2-4 , 2-12, 2-14, 3-1, 3-2 )</sup>

Humanica Public Company Limited prepare and analyze important sustainability issues related to business operations . There is a process for selecting important issues from global changing trends. Including the direction of reporting information from companies that have operating models similar to the Company's considered in conjunction with the impacts actually occurred and may arise from the Company's operations Including analyzing issues from needs Expectations of each key stakeholder group together with important issues that affect the company's operations

In 2023, the company has established a clear strategy and goal to be a company that conducts business sustainably. Does not have a negative impact on the world and can continuously create sustainable value by carrying out business in a way that respects the environment. Furthermore, the company has established a timeframe for operations based on the reporting period to guarantee that it can address significant issues promptly. The sustainability report is also published on the company's website at the beginning of every year.

The company has prepared and analyzed important sustainability issues and prioritizing the economy, society (people), and environment according to reporting standards International sustainability standards GRI Standards 2021 (Global Reporting Initiative) It consists of the following steps:

### **1. Identification of important economic, social (people) and environmental topics (Identification)**

The company considers the identification of significant issues from the assessment of actual impacts. and likely impacts from global changes that may affect the economy, people (society), and the environment in both the short and long term, Including the effects on human rights in addition to internal data, including goals and directions, strategies, work systems of the company, meetings with executives and relevant employees and management of risks that may It affects both the short-term and long-term sustainability of the company. Furthermore, information from the company's 2022 sustainability report was utilized to examine, assess, and evaluate past impacts that are anticipated to arise in 2023. Additionally, significant issues from businesses with comparable business operating models were compared, and stakeholder needs and expectations were reviewed. The organization's external data was



also examined, including sustainability trends, a sustainability reporting framework based on international standards of the Global Reporting Initiative, GRI Standards edition, and World risks, Sustainable Development Goals (SDGs) The 10 principles of the United Nation Global Compact (UNGC) .

## **2. Prioritization of economics, society (people) and the environment (Prioritization)**

After getting material topics from the identification process representatives of each department of the company including executives as consideration to prioritize material topics according to the GRI standard criteria by using scoring criteria according to the level of importance: high, medium, and low. There are 3 principles for considering material topics according to the international sustainability reporting standards, GRI Standards 2021, which has been revised. The main considerations are as follows.

- The level of importance of the effect size (Scale) that the organization should expedite and take responsibility.
- Scope of the impacts that the organization is interested in or expecting.
- Likelihood of the impacts that may occur.

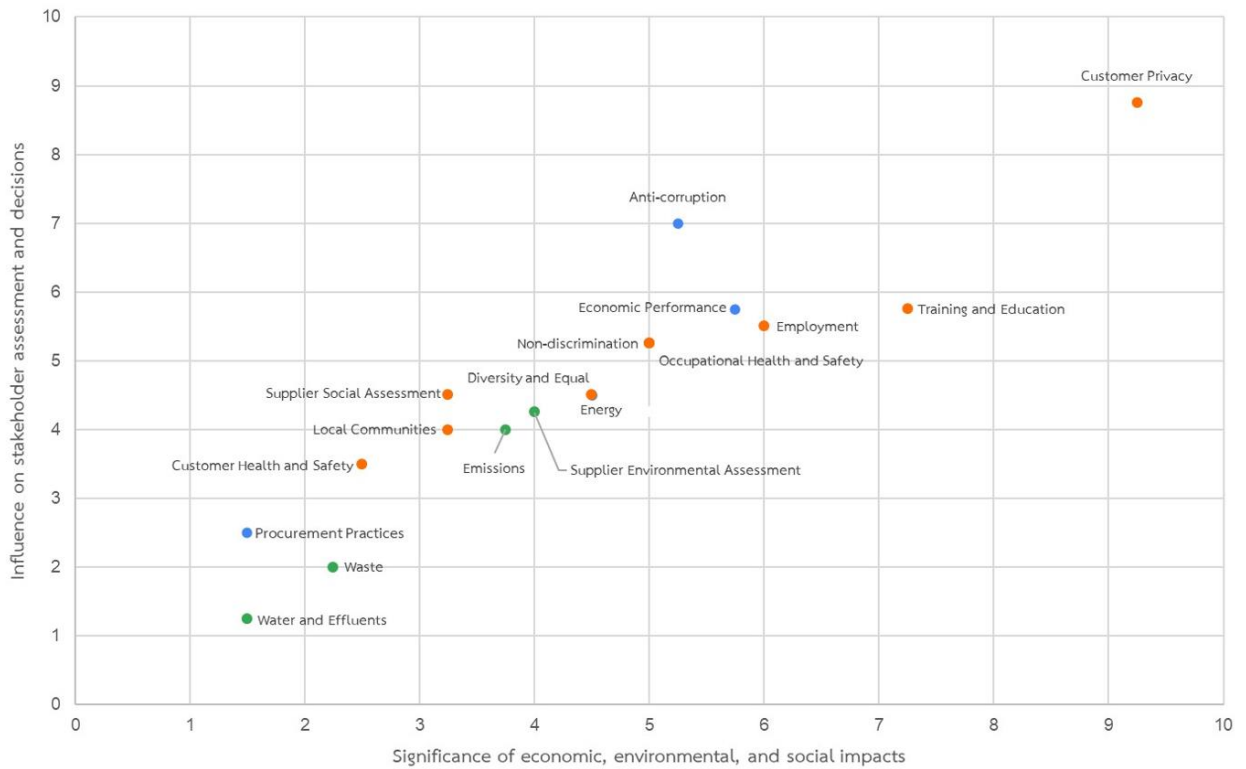
Important topics that are reported in sustainability results (Material Topics) according to GRI standards , which are prioritized by executives and employees from various related departments. A total of 17 issues were taken into consideration when considering the scores for important topics. Therefore, all 17 can be summarized. The issue can be determined which issues have high, medium and low scores.

## **3. Verification of important economic, social (people) and environmental issues (Validation).<sup>(3-2)</sup>**

After getting the important points from the ratings of executives and representatives from each department of the company. It will be presented to top management to verify accuracy, completeness, and consider and approve important issues that affect the sustainability of the company. Such issues must be relevant, comprehensive, and able to reflect the company's significant performance results in the areas of econom, people (society), and environment. The sustainability issue is shown in the following figure.



## Materiality Matrix



The results of the verification of important topics used to determine the scope of the content of the sustainability report in 2023 show that the important topics with high and medium scores will be included in the sustainability report for 2023. However, two topics with evaluated results at a low level, including the topic of water management and the topic of waste management, have sufficient information to report in 2023 and have operational guidelines related to both topics. As a result, it has also been included in the sustainability report. Therefore, in 2023, there will be a total of 16 important topics, as follows:

- 1) Economic performance 2016
- 2) Anti-Corruption 2016
- 3) Management 2016
- 4) Water Management 2018
- 5) Climate change 2016
- 6) Waste Management 2020
- 7) Selection of suppliers based on environmental criteria 2016
- 8) Employment 2016
- 9) Safety, occupational health and good working environment 2018
- 10) Diversity and Equal Opportunity 2016



- 11) Training and Awareness 2016
- 12) Non-discrimination 2016
- 13) Community Participation and Development 2016
- 14) Safety of products and services to customers 2016
- 15) Selection of partners based on social criteria 2016
- 16) Development of information security and protection of personal information 2016

the GRI Standards indicators that the company There were 16 evaluations above. Topics have been summarized into the names of all important points. To reveal the content of sustainability performance according to each issue, with the following details:

1. The topic “**Economic Performance**” covers the topic In accordance with the GRI Standard indicators as follows:
  - GRI Standard 201: Economic Performance 2016
2. The topic “**Anti-Corruption**” covers the topic In accordance with the GRI Standard indicators as follows:
  - GRI Standard 205: Anti-corruption 2016
3. The topic “**Energy Management**” covers the topic In accordance with the GRI Standard indicators as follows:
  - GRI Standard 302: Energy Management 2016
4. The topic “**Water Management**” covers the topic In accordance with the GRI Standard indicators as follows:
  - GRI Standard 303: Water Management 2018
5. The topic “**Greenhouse Gas Emissions**” covers the topic In accordance with the GRI Standard indicators as follows:
  - GRI Standard 305: Climate Change 2016
6. Issue : “**Waste management**” Topics covered In accordance with the GRI Standard indicators as follows:
  - GRI Standard 306: Waste Management 2020
7. The issue of “**Employee Care**” covers various topics in accordance with the GRI Standards indicators as follows:
  - GRI Standard 401: Employment 2016
  - GRI Standard 404: Training and Education 2016
  - GRI Standard 405: Diversity and Equal Opportunity 2016



- GRI Standard 406: Non-Discrimination 2016
  - 8. The issue of **“Occupational Safety, Health and Working Environment”** covers topics. In accordance with the GRI Standard indicators as follows:
    - GRI Standard 403: Occupational health and safety 2018
  - 9. Issue: **“Safety of products and services to customers”** Topics covered In accordance with the GRI Standard indicators as follows:
    - GRI Standard 416: Consumer health and safety 2016
  - 10. Issue: **“Development of information security and protection of personal data”** Topics covered in accordance with the GRI Standard indicators as follows:
    - GRI Standard 418: Customer privacy 2016
  - 11. The topic **“Community Participation and Development”** covers the topic In accordance with the GRI Standard indicators as follows:
    - GRI Standard 413: Local community 2016
  - 12. The topic **“Selecting partners based on environmental and social criteria”** covers the topic In accordance with the GRI Standard indicators as follows:
    - GRI Standard 308: Selection of partners based on environmental criteria 2016
    - GRI Standard 414: Selection of partners based on social criteria 2016
- 4. Review of important economic, social (people) and environmental issues (Review)** <sup>(2-4)</sup>

The company intends to give serious importance to important issues that result in sustainability. Therefore, it has published sustainability reports through various channels, whether it be the company website, shareholder meeting or even online print media in order for all stakeholder groups of the company to receive information on operating results. Corporate social responsibility in a comprehensive manner in the sustainability report, the company has provided a channel for giving opinions and suggestions for improvement and reveal information in the Sustainability report for next year.



## Get to know Humanica Public Company Limited <sup>(2-1) (2-6)</sup>

Humanica Public Company Limited ( securities abbreviation “HUMAN”) Founded in 2003 with an initial registered capital of 30.00 million Baht by Mr. Soontorn Dentham, former partner and executive of Pricewaterhouse Coopers Thailand (PwC) who used to take care of risk management (Global Risk Management Solutions). He initiated many new businesses in for PwC Thailand including operational risk and technology risk management. In addition, he initiated the Big Scale Business Process Outsourcing (BPO) business in managing human resource management in the organization (Human Solutions) of PwC . Later, PwC reorganized its business and discontinuation of the BPO business Mr. Soontorn Dentham decided to take over the BPO business and establish a new enterprise.

Humanica Public Company Limited provides services related to the development, design, and installation of software, IT, and outsourcing of human resources services (Human Resources Solution: HR Solutions) in terms of providing Human Resources and Payroll Outsourcing (HPO), sales and installation of the Human Resources System (HRS), and accounting and financial management services (Financial Solutions), including the sale and installation of Enterprise Resource Planning (ERP) and providing accounting and financial outsourcing services. The company's software is innovative in design and sets up a system to meet the needs of the organization and help every business progress towards its desired goals.

Today, the company is Southeast Asia’s leading provider of HR technology and outsourcing services, as well as one of the leading resellers of SAP Business One solutions and Oracle NetSuite on Cloud solutions in Thailand. The company employs approximately 675 people (as of December 2023) and operates branch offices in Singapore, Malaysia, Hong Kong, and Vietnam.



## Significant Change and Growth

- 2003  ■ Established “**HUMANICA COMPANY LIMITED**”
- started development of proprietary “**HUMATRIX**”
- 2005  ■ Received the Certificate in **Enterprise Software and Digital content** from THE BOARD OF INVESTMENT OF THAILAND (BOI)
- Increased the registered capital amount **60.10 MB**
- Selected as the Top 10 Innovation Business & Received “**BAI PO BUSINESS AWARD BY SASIN**” from Sasin Graduate Institute of Business Administration and Siam Commercial Bank
- 2008 - 2015  ■ Became a partner and reseller of **SAP**, one of the world's leading providers of **ERP SYSTEMS**.
- Acquired 100.0% of **PROFESSIONAL OUTSOURCING SOLUTIONS LIMITED** and **HUMANICA FAS LIMITED** (Formerly known as Accounting Business Advisory Co., Ltd.)
- 2016  ■ Humatrix software received **THE THAILAND ICT AWARDS (TICTA)** for Industry Application from the Thai information Technology Industry Association
- Establishment of **HUMANICA ASIA PTE. LTD.** in Singapore
- Establishment of **HUMANICA SDN. BHD.** in Malaysia
- Transformed into “**HUMANICA PUBLIC CO., LTD**”
- 2017  ■ Increased the registered capital amount **340.00 MILLION BAHT**
- The Company offered Initial Public Offering by the Stock Exchange of Thailand to the public under the name “**HUMAN**” on December 8, 2017
- Acquisition of the entire business of **SIGMA ACCOUNTING AND TAX SERVICES CO., LTD**
- 2018  ■ Acquired **20.0%** of **CONICLE CO., LTD**



2019



- Acquired **100.0%** of **TIGER SOFT (1998) CO., LTD**
- Investment in **PUBLICA HOLINGS PTE. LTD.** in Singapore of proportion **5.9%**
- Became a Partner and Reseller of **ORACLE NETSUITE**, the World's Leading **CLOUD ERP SYSTEM**.
- Acquired **10.0%** of **PRAGMA AND WILL GROUP CO., LTD**
- Acquired **50.0%** of **HUMAN CHESS CAPITAL CO., LTD**
- Acquired **51.0%** of **BENIX LIMITED** (Formerly known as GL Broker Company Limited)

2020



- Acquired **10.0%** of **DIGITAL ASSET MANAGEMENT CO., LTD**
- **HUMANICA** and **TIGERSOFT** are **ISO 27001** Certified in Information Security Management System
- Won “**MOST INNOVATIVE COMPANY AWARD**” from SET Awards 2020
- Acquisition of newly issued ordinary shares of **CONICLE CO.,LTD** with a shareholding ratio of **20.0%**
- Acquisition of newly issued ordinary shares of **HUMANICA FAS LIMITED** with a shareholding ratio of **100.0%**
- Acquisition of newly issued ordinary shares of **BENIX LIMITED** with a shareholding ratio of **51.0%**

2021



- Joint venture in **HUMANICA EEC LIMITED** of **70.0%** of registered capital
- Joint venture in **Rabbit Cash CO., LTD** of **5.0%** of registered capital
- Acquired **25.0%** of **PHARMCARE GROUP CO., LTD**
- Acquisition of newly issued ordinary shares of **HUMAN CHESS CO., LTD** with a shareholding ratio of **50.0%**



- Acquisition of newly issued ordinary shares of **PUBLICA HOLDINGS PTE. LTD.** with a shareholding ratio of **16.0%**
- Investment in **NFORCE SECURE PUBLIC CO., LTD** of proportion **4.0%**
- Investment in **H LAB CO., LTD** of proportion **28.8%**
  
- Acquisition of **DATAON GROUP** as follows:
  - **PT. INDODEV NIAGA INTERNET** (Indonesia) with a shareholding ratio of **100.0%** including **PT. SYNERGY GROUP ASIA** (Indonesia), a subsidiary.
  - **DATAON INTERNATIONAL CO., LTD.** (Hong Kong) with a shareholding ratio of **100.0%**
  - **SYNERGY OUTSOURCING SDN.BHD.** (Malaysia) with a shareholding ratio of **45.0%**

2022



- Started development of the proprietary “**WORKPLAZE**” which combines the software development technologies of the Company and DataOn group, which was officially launched in October 2022.
- Establishment of **HUMANICA VN CO., LTD** in Vietnam.
- Improve SET CG score ranking to 4 stars

- Acquired **49.0%** of **SUNFISH DATAON PHILIPPINES INC.**
- Joint Venture in **HUMANICA CONSULTING SERVICES CO., LTD** with **60.0%** stake
- 2nd Office Opening in Malaysia
- Relunched and expanded operations in Vietnam

2023



- Increased shareholding in **PHARMCARE GROUP CO., LTD** to **51.0%** and established as a new subsidiary
- Successful Launch of **OpenSpace** by Tigerson a new HR SaaS solution for the Thai mid-market
- **ISO 27701-2019** Certification



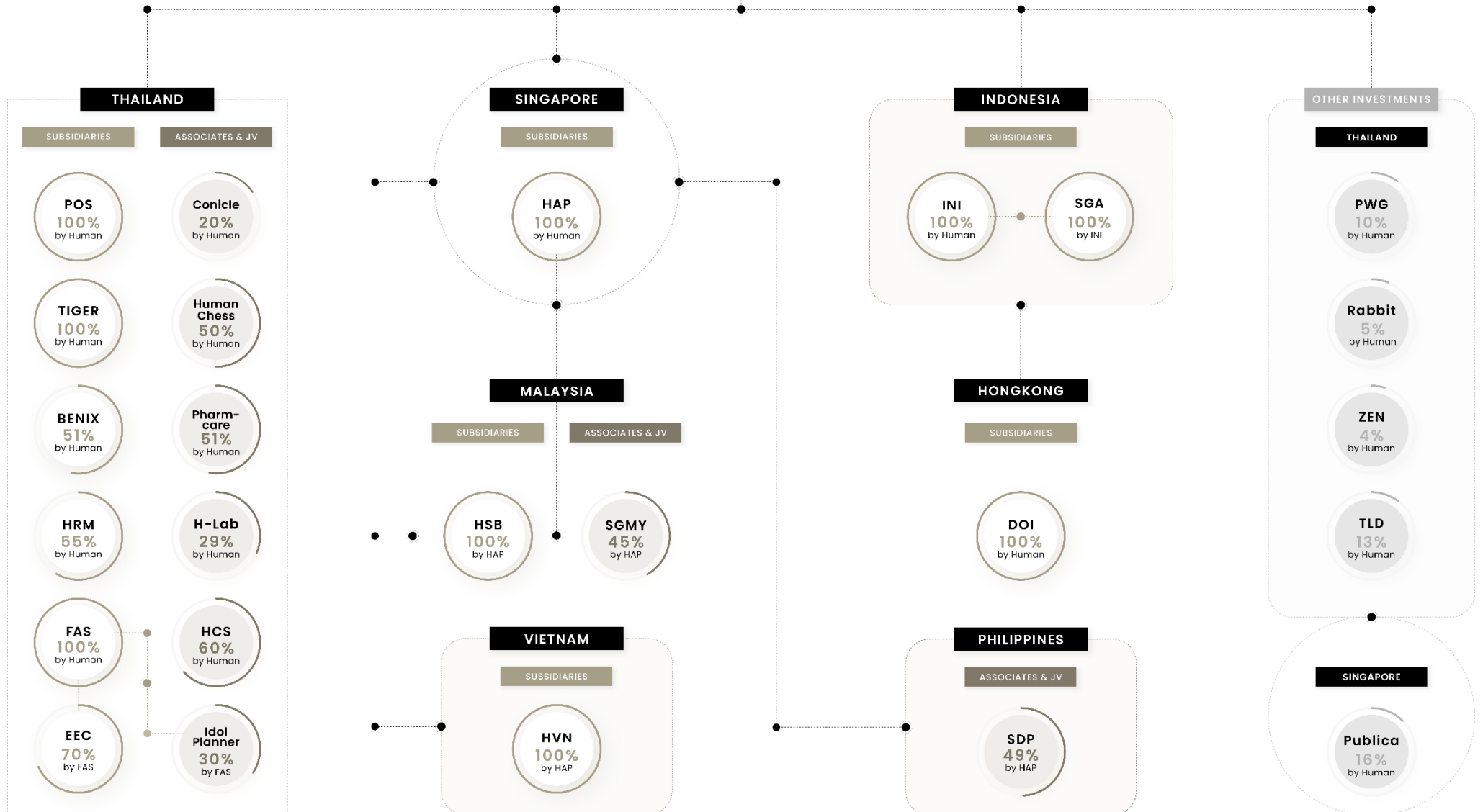
- SOC 2 - Type II Certification
- Acquired 55.0% of HRM CONSULTING CO.,LTD

### Structure of the company group <sup>(2-1, 2-6)</sup>

Shareholding structure of the group of companies consisting of subsidiaries, associate, and other investments details are classified by type of business as follows;

# HUMANICA Public Company Limited (HUMAN)

THAILAND



Note: Humanica FAS Limited acquired Idol Planner Company Limited on February 6, 2024

■ Subsidiary companies   ■ Associate companies and Joint Ventures   ■ Other investment (< 20% holding)

**Humanica Public Company Limited ( “Company ” or “HUMAN”)** to provide the Human Resources Solutions (HR Solutions) comprising HR and Payroll Outsourcing Service (HPO) and distribution and implementation of HR solutions and to provide financial solutions, comprising distribution and implementation of Enterprise Resource Planning (ERP).

**Professional Outsourcing Solutions Limited (POS)** is an outsourcing company that provides payroll service and payroll outsourcing services, including subcontracting service for salary preparation for small to medium sized businesses, it can carry up to meet the needs of today’s business.

**Humanica FAS Limited (FAS)** engages in the business of accounting and financial outsourcing.

**Humanica Asia Private Limited (HAP)** has established a subsidiary in Singapore, is our regional hub for services in Asia. Working together with Humanica Sdn.Bhd. and Humanica VN Co., Ltd, a subsidiary in Malaysia and Vietnam respectively, and Synergy Outsourcing Sdn.Bhd., an associate in Malaysia. to provide payroll outsourcing services and also work on the development network of partners to support the needs of customers in the Asian regional. The company currently serves clients in 6 countries.

**Tiger Soft (1998) Company Limited (TIGER)** a provider of business application of systems management, HR and payroll programs and distribution technologies, including record time such as time recording machines, face scanner, fingerprint scanner and the hand card machine, etc.

**Benix Limited (BENIX)** is an innovative brokerage service to provide cutting-edge platforms for employee welfare management such as healthcare, wellness, as well as a comprehensive community for employees.

**Humanica EEC Limited (EEC)** is joint venture with Saha Pathana Inter-Holding PLC. and engages in the business of accounting, financial and payroll outsourcing.

**PT. IndoDev Niaga Internet (INI)** has established a subsidiary in Indonesia engages in the business Human Resources Solutions (HR Solutions) and Enterprise Resource Planning (ERP) with a subsidiary PT. Synergy Group Asia a provider of technologies related to Human Resources Software in Indonesia.

**DataOn International Co., Ltd (DOI)** has established a subsidiary in Hong Kong engages distribution and manage distribution of Sunfish HR software.

**Humanica Consulting Services Company Limited (HCS)** provides human resources business consultancy and technology advisory services to organizations.

**HRM Consulting Company Limited (HRM)** provides human resource management consulting services that specialize in internationally principles and theories. Improving organizational efficiency, organizational structure design, identification of roles and responsibilities for each position, personnel development and motivation, performance management and reward system to personnel.

**Conicle Company Limited (Conicle)** engages information technology business, provides consulting, design, developing content, creating innovative educational solutions, including sales of modern mobile based learning management solutions.

**Human Chess Company Limited (Human Chess)** provides a service of P2P Lending Platform via online.

**Pharmcare Group Company Limited (Pharmcare)** provides online platform for health consulting and drug store.

**H Lab Company Limited (H-Lab)** provides business development and distribution of application programs for various systems. To support the service and management of all types of service.

**Idol Planner Company Limited (Idol Planner)** Providing consulting business services for family business companies. Both in terms of structuring the company, Make a family constitution, Corporate and individual tax planning, Business succession planning and family business offices.

**Publica Holdings Pte. Ltd.** established in Singapore, engages in the consulting, development and sales of human resource solutions software.

**Pragma and Will Group Company Limited (PWG)** provides the business consulting related to Business Optimization, Business Transformation and Business Expansion.

**Zennite Company Limited (ZEN)** operates a business of providing property management services.

**Rabbit Cash Company Limited (Rabbit)** is joint venture with BSS Holdings Company Limited and AEON Thana Sinsap (Thailand) Public Company Limited and engages credit services through digital platforms under “Rabbit Cash” brand.

**Thailand Land Development (Na Na 1994) Company Limited (TLD)** has ceased operation but possesses plots of land and constructions in Phetchaburi and Nakhon Chai Si District in Nakhon Pathom. TLD is seeking prospective buyers to purchase its assets.



## The company's shareholding structure <sup>(2-1, 2-6)</sup>

NO	MAJOR SHAREHOLDERS	NUMBER OF SHARES (SHARES)	PERCENTAGE
1	Group of Mr. Soontorn Dentham	261,977,200	30.2
	Mr. Soontorn Dentham	261,477,200	30.1
	Mrs. Pensiri Dentham	500,000	0.1
2	VIKO TECHNOLOGIES PTE. LTD.	179,561,288	20.7
3	BNY MELLON NOMINEES LIMITED	31,551,500	3.6
4	SOUTH EAST ASIA UK (TYPE A) NOMINEES LIMITED	27,344,400	3.2
5	HSBC BANK PLC - EAM LONG-ONLY EMERGING MARKETS MASTER FUND LIMITED	17,952,200	2.1
6	SOUTH EAST ASIA UK (TYPE C) NOMINEES LIMITED	15,269,000	1.8
7	N.C.B.TRUST LIMITED- DNB S/A DNB CLIENTS UCITS	15,000,000	1.7
8	STATE STREET EUROPE LIMITED	14,514,500	1.7
9	THE BANK OF NEW YORK MELLON	12,035,400	1.4
10	ABERDEEN SMALL-MID CAP FUND	10,856,100	1.3
	Total number of 10 major shareholders	586,061,588	67.7
	Other shareholders	281,381,988	32.3
	<b>Total number of shares</b>	<b>867,443,576</b>	<b>100.0</b>

(Information as of 28 December 2023)

## Head office location <sup>(2-1)</sup>

- Company name : Company Humanica Public Company Limited
- Address : No. 2, Soi Rong Mueang 5, Rong Mueang Road, Rong Mueang Subdistrict Pathumwan District, Bangkok 10330
- E-mail: IR@humanica.com
- telephone : 0-2636-6999
- Fax : 0-2092-9202
- Website : www.humanica.com

## Humanica and driving business towards sustainability <sup>(2-24)</sup>

Vision We are a happy family of good attitude talents who thrive for delivering world-class products and services to serve recognized and unrecognized needs of our clients as well as their employees.

Mission We help the employees of our clients work better and live happier.

### Organizational Culture (Core Values)

Excellence: Excellence in both service and intellectual property development.

Teamwork: Teamwork, sharing and caring for each other.

Integrity: Honesty and reliability, virtuous work and keep professional ethics.

Openness: Openness both of listening the opinions of others, acceptance to learning new things and the courage to express honestly constructive opinions

### Objective

We have the goal to

1. To support a diverse range of organizations to improve their Human Resource Management through a unique combination of our technology and professional services. We strive to offer our customers a comprehensive solution to engage and develop employees while ensuring compliance with localized requirements in our markets for payroll and time management.

2. To develop Humanica to be generally accepted as the best human resources solution provider in Asia within 5 years.

3. To support our customers needs beyond the traditional scope of Human Resource Management by enabling ecosystem partners which extend our solution scope while providing a cohesive approach to security and privacy.

4. To be a market leader in integrating financial and accounting solutions and services with the goal of enhancing our customers business performance through combinations of HR with other business processes.

5. To expand the business to major Asian countries within the next 5 years through mergers, organic growth or business partnerships.



6. To promote a corporate culture based on our corporate DNA and core values while being a responsible business committed to our achievement of Environmental, Social and Governance goals.

### Nature of business

Humanica Company Public Company Limited and its subsidiaries have 2 main business units . is to provide human resource management services and accounting and financial management services

1) Human resource management services include:

- Software for managing human resource databases (Humatrix /Sunfish HR/ Workplaze)
- Providing HR and payroll outsourcing services

2) Accounting and financial management services include:

- Enterprise resource planning system (ERP) (using SAP Business software One (SAPB1)/Oracle NetSuite Cloud ERP systems/Enterprise resource management system Sunfish HR)
- Financial and accounting management services (Humanica FAS)



## Policies, goals and strategies sustainability management

### Sustainability Policy

The Board of Directors is responsible for conducting and setting sustainable development policy and assign the Executive Committee to perform management duties in accordance with the established sustainable development management guidelines and report sustainable development performance to the Board of Directors every year along with disseminating sustainable development policies to executives Company employees and all groups of stakeholders through the company's website.

The company has established a sustainable development policy in 3 dimensions: economy, society and environment. The board of directors has assigned the executive committee to consider and set goals for sustainable business operations under the policy framework and sustainable development management guidelines set by the board of directors. Both short-term and long-term goals will be reviewed at least once a year.

### Strategies and goals for sustainable business operations

#### Economic

**Goal**

- Revenue grows average 15% per year and distributes income to stakeholders according to the principles of good corporate governance.
- Invest in innovations for society and the environment, averaging approximately 60 million baht per year.

**Strategy**

- Expand the business through mergers and acquisitions.
- Invest in targeted businesses that are innovative in social and environmental development and be able to promote the growth of the core business to complement the company's business ecosystem.

#### Social

**Goal**

- Violation of human rights = 0
- Discrimination complaints = 0
- Complaints from the local community = 0
- Personal information complaints = 0
- Cyber-attacks occur and cannot be prevented = 0
- Heading towards SOC 2 Type II certification by 2024.

**Strategy**

- Establish communication channels and report clues and measures to protect employees who provide information.
- Organize activities that are beneficial to the community and society. and support the project to recruit student interns.
- Select business partners who pass social and environmental criteria.
- Raise awareness by training employees at all levels.
- Require auditing by both internal and external audit auditors.

#### Environment

**Goal**

- Reduce overall energy consumption by 10% by 2034.
- Upcycle 100% of the total number of PET plastic bottles. Reach net zero greenhouse gas emissions by 2065 and reach carbon neutrality by 2050.

**Strategy**

- Create awareness of efficient energy use among employees thoroughly, including the principles of 3R (Reduce Reuse Recycle).
- Choosing alternative energy, including solar energy.
- Transportation of employees using electric vans.
- Organized the project "Turn Waste into Merit" by processing PET plastic bottles into plastic fibers. to be woven into robes.

**Business value chain <sup>(2-6)</sup>**

The company conducts business by taking into account the importance of stakeholder participation in the business value chain. We communicate with stakeholders to build understanding. to various issues that are of interest and receive comments The needs or expectations of stakeholders are integrated into the decision-making process through connections between various activities related

Inputs management and product development	Operation and project management	Sales and marketing	After sales service	Other supporting activities
-Development of human resource management software	-Project management of human resource management system	-Marketing and providing transparent information about products and services completely, correctly and fair price	-Providing after-sales service to create customer satisfaction	-Fair human resource management with appropriate compensation and welfare system.
-Procurement of products and services including hardware and other software	-Project management for the installation of an enterprise resource planning system		-Protection of customer personal data with policies and procedures for determining the access and use of customer data.	Continuously promote and develop the potential of personnel and have a good working environment
-Cooperation with business partners in related businesses for developing				-reliable and transparent



Inputs management and product development	Operation and project management	Sales and marketing	After sales service	Other supporting activities
<p>products and services to meet the needs of life</p> <p>-and improve the quality of life of customers' employees and the general public</p>	<p>-Outsourcing services for human resource management and payroll</p>		<p>-Maintaining good relationship with customers</p>	<p>financial and accounting system</p> <p>-Good corporate governance in accordance with the principles of good governance and business ethics.</p>

## Building relationships with stakeholders

Humanica Public Company Limited is committed to building relationships with all stakeholders. We see the importance of building relationships and maximizing benefits, so the company has taken comments and suggestions, both positive and negative, to improve. In order for the Company's operating process to be better and more efficient while respecting human rights and showing equality and fairness to all groups of stakeholders based on the confidence and trust given to all groups of stakeholders.

The company establishes a framework for operations by referring to the AA1000 Stakeholder Engagement Standards (AA1000SES) as a foundation to identify stakeholder groups throughout the business value chain by analyzing needs, stakeholder expectations, including assessment and prioritization of the stakeholder group Using criteria based on the impact and influence of relevant stakeholder.

The international standard AA1000SES is a standard that values opinions, including suggestions from stakeholder groups. For the company to analyze and provide guidelines to respond to the needs or expectations of stakeholders. Moreover, data can be used to support various sustainability issues that stakeholders are affected by to consider the company's operating guidelines.

In 2023, the stakeholder group of Humanica Public Company Limited divided into 6 groups as follows:

1. Regulators
2. Community and society
3. Investors
4. Customers and customers' employees
5. Partners and Business Partners
6. Employee



Table showing needs or expectations, participation channels and frequency Response guidelines

Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
<b>Regulatory agencies</b>	<ul style="list-style-type: none"> <li>- Comply with laws, rules, and regulations.</li> <li>- Disclosure of information is accurate, transparent, and timely.</li> </ul>	<ul style="list-style-type: none"> <li>- Coordinate through company secretary</li> </ul>	<ul style="list-style-type: none"> <li>- Regularly</li> </ul>	<ul style="list-style-type: none"> <li>- Comply with laws and regulations strictly.</li> </ul>
<b>Community and society</b>	<ul style="list-style-type: none"> <li>- Safety of workplace</li> <li>- Cooperate with the community and society.</li> <li>- Better well-being and quality of life</li> </ul>	<ul style="list-style-type: none"> <li>- Company's central telephone number</li> <li>- Company's establishment</li> </ul>	<ul style="list-style-type: none"> <li>- Regularly</li> </ul>	<ul style="list-style-type: none"> <li>- Fully cooperate with communities and society and government agencies.</li> <li>- Ensuring that the establishment has safety measures in accordance with international standards.</li> <li>- Joint investment</li> </ul>

Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
				with business partners to develop digital technology.
<b>Investors</b>	<ul style="list-style-type: none"> <li>- Sustainable business growth</li> <li>- Continuous dividend payment</li> <li>- good corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>- Shareholders' meeting</li> <li>- Meeting with both domestic and international investors and SET Opportunity Day</li> <li>- Investor Relations website</li> <li>- Contact the Investor Relations via email and the central telephone number of the Company</li> </ul>	<ul style="list-style-type: none"> <li>- Shareholder meeting once a year</li> <li>- Meet with investors once a quarter.</li> <li>- Information is updated regularly through the investor website.</li> <li>- Contact the investor relations department regularly.</li> </ul>	<ul style="list-style-type: none"> <li>- Maintain leadership in business, ready to expand business and develop products and innovation continuously.</li> <li>- Dividend payment is not less than 50 percent of net profit according to the dividend policy.</li> <li>- Communicate the operating results by quarterly and regularly across all</li> </ul>



Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
				channels by disclosing complete, accurate and timely information.
<b>Customers and customers' employees</b>	<ul style="list-style-type: none"> <li>- Products include software with good-looking appearance, easy to use, work as intended and fast service.</li> <li>- There are a variety of products and services to meet the needs of customers.</li> <li>- Strict data security and standards</li> </ul>	<ul style="list-style-type: none"> <li>- Company's central telephone number</li> <li>- Sales and Service staff</li> <li>- Evaluation of customer satisfaction in using the service</li> <li>- Meeting KPIs with clients</li> </ul>	<ul style="list-style-type: none"> <li>- The company's regular telephone number</li> <li>- Regular sales and service employees</li> <li>- Evaluate customer satisfaction in using services at least once a year.</li> <li>- KPI meeting with customers at least once a year.</li> </ul>	<ul style="list-style-type: none"> <li>- Respond to problems and complaints efficiently and quickly according to the agreed service level.</li> <li>- Provide a customer relationship management system to manage complaint and resolve the problem effectively.</li> <li>- Provide a customer relationship management system to</li> </ul>

Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
				<p>manage complaints and problems resolved efficiently.</p> <ul style="list-style-type: none"> <li>- Apply information security and personal data management standards in accordance with international standards.</li> </ul>
<p><b>Business Partners</b></p>	<ul style="list-style-type: none"> <li>- Grow with the company</li> <li>- Fairness in doing business together</li> </ul>	<ul style="list-style-type: none"> <li>- Customer satisfaction assessment</li> <li>- Meetings with business partners and partners</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate customer satisfaction at least once a year.</li> <li>- Meet with business partners and partners at least once a year.</li> </ul>	<ul style="list-style-type: none"> <li>- Create standards for working together with quality including an appropriate and fair compensation structure</li> <li>- Develop a platform for business</li> </ul>



Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
				partners to connect to do business together efficiently.
<b>Employee</b>	<ul style="list-style-type: none"> <li>- Stability and advancement in work</li> <li>- Balance between work and personal life</li> <li>- Welfare is appropriate</li> <li>- Safety and working environment</li> <li>- Equality according to human rights principles</li> </ul>	<ul style="list-style-type: none"> <li>- Orientation (Orientation) for new employees</li> <li>- Meeting of employees at all levels ( Town Hall Meeting )</li> <li>- Doing social activities together between executives and employees</li> <li>- Communication through the company's human resource system software “Humatrix”</li> </ul>	<ul style="list-style-type: none"> <li>- Organize orientation for new employees on a monthly basis.</li> <li>- Meeting of employees at all levels (Town Hall Meeting) at least once a year</li> <li>- Do social activities together between executives and employees at least once a year</li> <li>- Communicate through HR</li> </ul>	<ul style="list-style-type: none"> <li>- Continuously promoting and developing employees' skills and knowledge.</li> <li>- Connect the platform with Conicle , a business partner. Provider of online teaching management system platforms for corporate customers. So that employees can attend training</li> </ul>

Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
			software at all times.	<p>courses of their interest via the online system anywhere, anytime.</p> <ul style="list-style-type: none"> <li>- Offering voluntary employee welfare loans which has an interest rate Lower than general interest rates to employees</li> <li>- Improving welfare according to needs appropriately</li> <li>- Provide a security system according to international standards.</li> </ul>



Stakeholders	Stakeholder needs/expectations	Participation channels	frequency of participation	Guidelines for responding to stakeholders
				- Treat all employees equally.

**Good corporate governance**

**Good corporate governance policies and practices <sup>(2-1 2)</sup>**

The Board of Directors has established a corporate governance policy to adhere to as a good practice for directors, executives, and employees in performing their duties of responsibility and raise the quality of corporate governance principles to cover various practices and be consistent with the expectations of shareholders, investors, and stakeholders, Including achieving the goal of creating stability and continuous and sustainable growth for the Company and shareholders. The code of conduct and business ethics are considered part of the company's corporate governance policy to conduct business based on good governance and responsibility to those involved both internally and outside the organization and scheduled for review continuously to monitor performance.

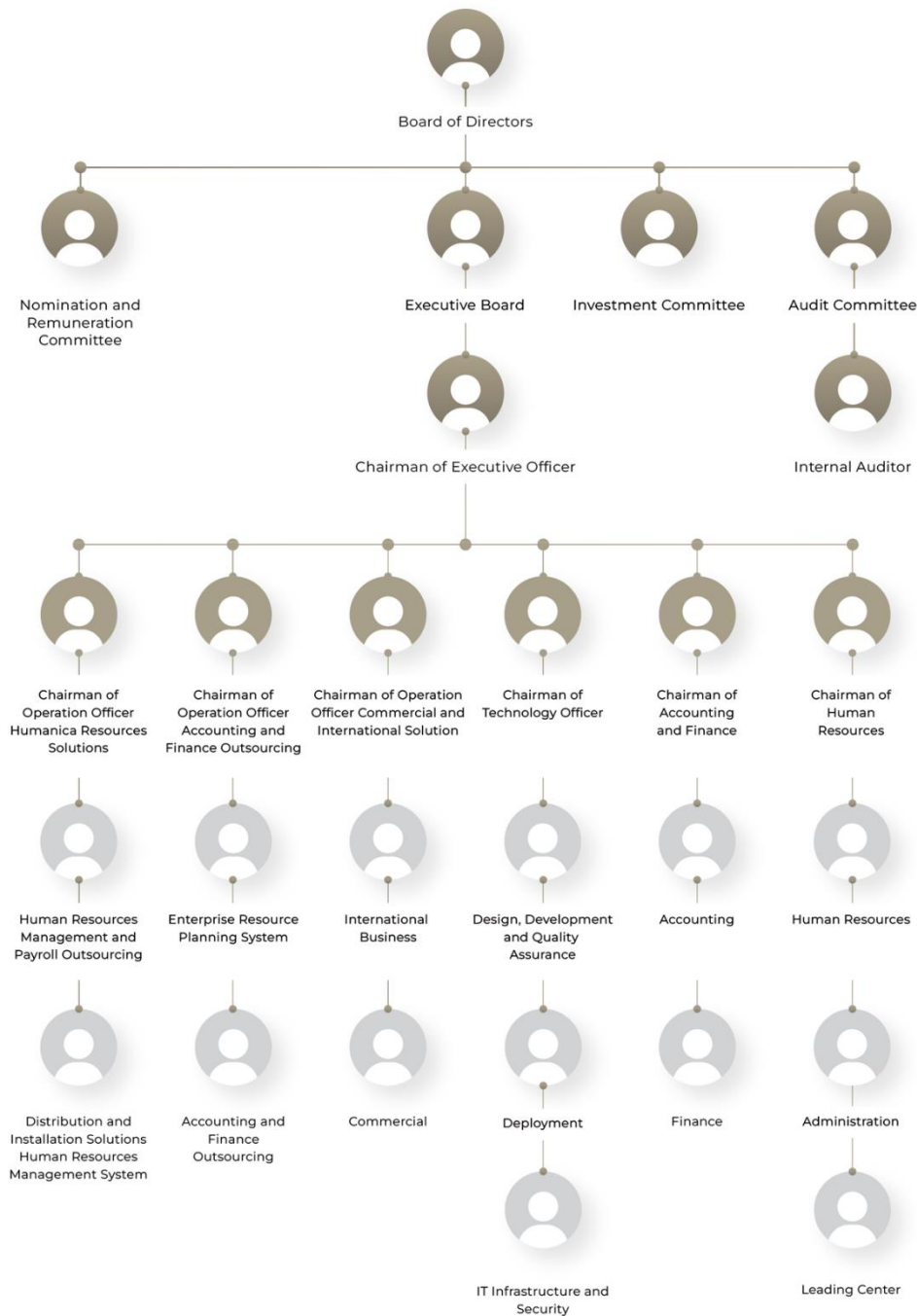
The company's good corporate governance policy adopts the principles of good corporate governance for companies registered in 2017 (CG Code), consisting of eight principles embedded in the Company's business operations process. For the Board of Directors, as the top leadership of the organization, to practice corporate governance of the organization appropriately as follows:

Business process	8 principles of good corporate governance for listed companies in 2017 (CG Code)
1. Define objectives	Principle 1 : Establish Clear Leadership Role and Responsibilities of the Board Principle 2 : Define Objectives that Promote Sustainable Value Creation
2. Execute the specified objectives.	Principle 3 : Strengthen Board Effectiveness Principle 4 : Ensure Effective CEO and People Management Principle 5 : Nurture Innovation and Responsible Business
3. Monitor, evaluate the results of operations, and disclose information	Principle 6 : Strengthen Effective Risk Management and Internal Control Principle 7 : Ensure Disclosure and Financial Integrity Principle 8 : Ensure Engagement and Communication with Shareholders



## Good corporate governance structure <sup>(2-9, 2-10, 2-11,2-17)</sup>

The Company has a corporate governance structure that consists of a Board of Directors and four sub-committees: the Executive Committee, Audit Committee, Nomination and Remuneration Committee, and Investment Committee. Each committee has clearly defined the scope of authority, duties, and responsibilities.



	Executive Committee	Audit Committee	Nomination and Remuneration Committee	investment committee
All Board of Directors	9	3	3	3
- Executive Director	2			1
- Non-Executive Director			1	
- Independent Director		3	2	2
- Executive committee	7			
Main duties	Performance explanation report and give recommendations to the Board of Directors. According to the issues that are seen and are important Including market development goals and strategies and must report to the Board of Directors as soon as there is an abnormality in the normal business operations of the company.	1. Review financial reports 2. Review the internal control system and internal audit. 3. Agree on the organization and qualifications of internal auditors. 4. Consider items that may lead to conflicts of interest.	1. Consider the structure and composition of the Company's Board of Directors. 2. Consider and evaluate those who will become committee members. 3. Review the succession plan. 4. Consider and recommend remuneration for directors. 5. Consider the performance of the Chief Executive Officer and propose compensation to the Board of Director.	1. Set investment policy and strategy 2. Prepare the company's investment plan and budget. 3. Follow up, inspect and evaluate investment performance. 4. Review the allocation of assets and returns on investment.



Structure of the Company's Board of Directors consisting of the Company's Board of Directors totaling 7 people, consisting of 6 male (85.71% of total Board of Directors) and 1 female (14.29% of total Board of Directors). Executive directors 2 people and 5 Directors who are non-executives (4 of 5 are independent directors). The proportion of independent directors is 57.14% of the Company's Board of Directors which is more than one - third of all directors as follows:

Board Skill Matrix

Director Name	Independent	Committee				Educations & Experiences										
		NRC	IC	AC	EXCOM	Business Strategy	Operational Management	Finance and Accounting	Information Technology	Marketing	Economics	Investment / M&A	ESG	Human Resource	Risk Management	International Business
Mr. Anotai Adulbhan		x				x		x		x	x	x	x	x	x	x
Mr. Soontorn Dentham			x		x	x	x	x	x	x	x	x	x	x	x	x
Mr. Patara Yongwanich	x		x	x		x	x	x	x	x		x	x		x	x
Mr. Thanachart Numnonda	x	x		x		x	x	x	x			x		x		
Mr. Patai Padungtin	x		x			x	x		x	x		x		x		x
Ms. Piyaporn Phanachet	x	x		x		x	x	x			x	x	x		x	x
Mr. Gordon Enns					x	x	x	x	x	x	x	x		x		x

Note : The Chairman of the Board is an independent director : No

The Chairman of the Board of Directors and the management (top executive) are the same person : No

The Chairman of the Board of Directors and the management (top executive) are members of the same family : No

The Company appoints at least one Independent Director to set the agenda for the Board of Directors meeting : Yes

## Recruitment and selection <sup>(2-10)</sup>

In 2023, the Company had two directors who retired at the 2023 Annual General Meeting of Shareholders. However, the Nomination and Remuneration Committee by the Board of Directors considers the selection criteria and methods from the structure of the Company's Board of Directors and screens the qualifications of directors in various areas. Any other Including the results of work in the position of each director with thoroughness and caution by proposing to the 2023 Annual General Meeting of shareholders, consider appointing the same 2 directors whose retired return to the position of director for another term.

1. Mr. Anotai Adulbhan: Chairman of the Board of Directors and Nomination and remuneration committee
2. Mr. Thanachart Numnonda: Independent director and Audit committee.



## Roles and impact management <sup>(2-12 , 2-13, 2-14 ,2-15 ,2-16)</sup>

The Board of Directors plays an important role in determining the main objectives and goals of the business. In addition, approve vision, mission, company values, policy direction and strategy, including the allocation of important resources in the company's business operations. The annual review of the vision, mission, and strategies every fiscal year ensures that executives and employees have goals and operate in the same direction.

The Board of Directors of the Company supervises the Board of Directors and executives to perform their duties with responsibility, duty of care, and duty of loyalty, including operating in accordance with the law and regulations, the resolution of the Annual General Meeting of Shareholders, as well as policies or guidelines that have been established. There is a separation of roles and responsibilities between the Board of Directors and the management. The Chairman of the Board of Directors and the Chief Executive Officer have distinct roles and responsibilities by separating the person who holds the position of Chairman of the Board of Directors from the person who holds the position of Chief Executive Officer in order to maintain a balance of power and transparency.

The Company is edging good corporate governance by having defined relevant policies and practices in its policy with good corporate governance and business ethics and work practices. As well as encouraging real action to build trust with all stakeholders.

In the past year, The Company has been monitored to ensure compliance with good corporate governance, covering important issues including

- 1) Employee care and non-discrimination
- 2) Anti-unfair competition
- 3) Environmental care, hygiene and safety in the organization
- 4) Data security
- 5) Personal data protection

The follow-up results showed that the Company had fully pursued the guidelines of each issue. In addition, the company has followed up to achieve compliance with good corporate governance as follows;

## **Conflict of interest prevention** <sup>(2-15)</sup>

The Company sets policies that do not allow Directors, Executives and Employees to take advantage of directorship Executives or employees of the Company seek personal interests and/or related parties in business ethics and work practices as follows;

- Avoid transactions related to yourself and/or related parties that may cause conflicts of interest to the Company.

- In the case that the transaction is required for the benefit of the Company, make the transaction as if making a transaction with a third party with a trade agreement in the same way that the Vigneault should act with the general parties with the power of trade bargaining without influence to be a director, executives or related persons and must not be involved in the approval and are obliged to comply with the requirements of the SET and the Securities and Exchange Commission in regards to the disclosure of connected transactions.

- In the case that any person has a stake or is involved in the item under consideration. Such person must notify the Company Secretariat and the company secretary will report to the Audit Committee and the Board of Directors for acknowledgment. The said person will not participate in the consideration of such transactions.

In 2023, the results of the audit revealed that there were no cases that could cause conflicts of interest.

## **Anti - corruption** <sup>(205-1, 3-3)</sup>

The Company committed to conducting business with honesty and integrity fair adhere to social responsibility and all groups of stakeholders. Including following the corporate governance policy and business ethics and the company's work practices strictly to ensure that the directors executive and employees of the group of companies will behave as a good citizen of society and the nation. Do not accept corruption in all forms both direct and indirect. It covers all businesses and all related departments as well as ensuring compliance with the anti-corruption policy is regularly reviewed.

The Board of Directors Committed to conducting business with honesty, fairness and anti-corruption in order to lead to a truly transparent organization, the company has therefore set up a plan to promote and instill corporate ethics in the long term and continuously in



order to make employees honest, be honest and have good conscience, discipline, knowledge and morality.

The Board of Directors has established guidelines for monitoring and evaluating the implementation of the Anti-Corruption Policy as follows:

1. Conduct a survey on the interests of directors and top 4 executives as required by law to prevent conflicts of interest that will lead to corruption.
2. Determine whistleblowing channels and measures to protect whistleblowers in the company website by communicating to employees at all levels to acknowledge.
3. Assign the management to review fraud risks and prepare a review plan in accordance with the annual internal audit department plan.
4. People who commit corruption is against the company's ethics which must be considered disciplinary according to the regulations set by the company and punishable by law If the action is illegal.
5. Raise awareness among employees by organizing training Humanica Business Ethics courses for new employees to understand business ethics and work practices, Anti-Corruption Policy and whistleblowing channels.

In 2023, the Company did not find any corruption incidents and violations of the Code of Business Conduct. <sup>(205-3, 3-3)</sup>

## Whistleblowing

The Company is aware of the importance of complaints and report behavior that is unethical in business break the law or unwanted behavior including supporting the disclosure of such information to the company.

The Company has the channels for stakeholders to report clues and complaints through the channels provided by the Company through emails: [whistleblowing@humanica.com](mailto:whistleblowing@humanica.com). The Audit Committee, which is independent from the management, is considered and has the Company Secretary Department to screen for such clues and complaints.

The Company treats the disclosure of information reporting clues or complaints strictly by specifying such information as a confidential and sensitive information that must be properly protected, including protection for the complainant as well, so that the process for reporting is efficient and reliable.

In 2023, there are no clues or complaints which have been sent to the Company.

### **Communicating important concerns** <sup>(2-1 6)</sup>

The Board of Directors provides a complaint channel for employees and all stakeholders to express opinions and report clues of illegal activities by assign the company secretary for receiving complaints regarding corporate governance and the business ethics of the company.

The Company establish measures to protect complainants according to the criteria as follows:

1. Whistleblowers may opt not to disclose themselves if they view they may be impacted from disclosure but if the identity is revealed organizations can report progress and clarify the facts.
2. The Company will keep reported information confidential by considering on the safety and damage to reporters or relevant persons, the responsible persons in every procedure have to maintain the information they receive with highest secrecy and must not reveal such information to others. Violations will be regarded as disciplinary offences.

When complaints and additional suggestions are reported, the Board of Directors and the Audit Committee establish the manual "Code of Ethics and Business Ethics," which is required to be reviewed annually by follow-up to ensure continuous compliance with business ethics and to report the results of monitoring to the Audit Committee and the Board of Directors at least once per year.

### **Training to provide knowledge to the committee** <sup>(2-1 7)</sup>

The Board of Directors promotes and facilitates training for those involved in corporate governance, such as Directors. Audit Committee members, Nomination and Remuneration Committee members, Executives, the Company Secretary, and personnel whose functions and



related to continuous corporate governance, including attendance of such training courses organized by the Thai Institute of Directors (IOD), other courses by other entities, and in-house training.

Following the subsequent appointment of a new Director, the Company will have important documents and useful information such as the Directors Manual, Organizational Standard Operating Procedures (SOP), and Code of Business Conduct delivered to him / her. In addition, the new Director's orientation will include an introduction to the nature of business, policies, and business operational guidelines of the Company to get the new Director acquainted with the Company's policy and corporate governance.

The Board of Directors established leadership development programs and assigned the Chief Executive Officer to report regularly on normal performance. Succession plans are being considered. Including organizing projects for developing executives and assigning the Chief Executive Officer to report to the Board of Directors the results of project operations on a regular basis, along with consideration of succession plans.

### **Performance evaluation** <sup>(2-18)</sup>

The Company arranges an annual evaluation of the Board's performance every year to assess the performance in the past year. The Company's secretary will send such assessment form to each director to perform in the form of individual committees and individuals (self-assessment) to bring the results of the assessment to report to the Board of Directors, then the Board of Directors will consider the results of the assessment to improve performance in the future.

The results of each key area are calculated in percentage,

- More than 85 percent = excellent
- More than 75 percent = very good
- More than 65 percent = good
- More than 50 percent = average
- Less than 50 percent = needs improvement

From the evaluation results, it was found that Board of Directors and the sub-committees performed their duties in accordance with corporate governance guidelines and good business ethics. Most of the evaluation results were 93%.

## **Remuneration policy** <sup>(2-19)</sup>

The Board of Directors of the Company has established a remuneration policy and guidelines by assigning them to the Nomination and Remuneration Committee. This does not include executive directors to determine, consider, and monitor the remuneration structure of the committee, sub-committees, and top executives, especially the Chief Executive Officer (CEO), including monitoring and evaluating the performance of duties according to the specified criteria to consider appropriate remuneration in both the short and long term.

## **Remuneration determination process** <sup>(2- 20)</sup>

Determining the remuneration of directors (either in monetary or non-monetary) The Board of Directors has assigned the Nomination and Remuneration Committee to carry out a transparent process and present to the shareholder meeting for approval on an annual basis.

The criteria for the remuneration of directors consider responsibility, suitability, and consistency with the performance of the Company and the performance of the Board of directors. Including comparative information based on other companies in the same industry that have similar sizes and natures of businesses, as well as overall operating results and economic conditions, the structure of remuneration for directors and sub-committees Including the results of a survey of director compensation from the Thai Institute of Directors Association (IOD) and the Stock Exchange of Thailand. The committee members who are assigned additional responsibilities will receive additional compensation appropriate to their assigned duties.

The Nomination and Remuneration Committee ensures that the performance of the chairman is evaluated. Executive officers according to the norms and criteria that have been agreed upon with the Chief Executive Officer by considering the operating results of the company, achieving long-term strategic objectives, and development management. The results of the evaluation will be presented to the Board of Directors for consideration and approval on an annual basis, and the Chairman of the Nomination and Remuneration Committee will communicate the results of the consideration to the Chief Executive Officer.



In this matter, the remuneration of the Chief Executive Officer is in accordance with the criteria approved by the Board of Directors within the framework approved by shareholders.

### Annual Compensation <sup>(2-21)</sup>

In the year 2023 Nomination and Remuneration Committee and Board of Directors presents it to the general meeting of shareholders to consider and approve the determination of Directors' remuneration. Year 2023 the details are as follows:

Position	Amount of meeting allowance (THB/Person/Time)
Chairman of the Board of Directors	35,000
Company Director	25,000
Chairman of the Audit Committee	30,000
Audit Committee	25,000
Chairman of the Nomination and Remuneration Committee	15,000
Member of the Nomination and Remuneration Committee	10,000
Chairman of the Investment Committee	15,000
Investment Committee	10,000

In 2023, the amount of compensation for the Board of Directors and the total compensation of Executives are as follows:

Name	Compensation for the Board of Directors (Unit: THB)				
	Board of Directors	Audit Committee	Nomination and Remuneration Committee	Investment Committee	Total
Mr. Anothai Adulbhan	140,000	-	10,000	-	150,000
Mr. Soontorn Dentham	-	-	-	-	-
Mr. Patara Yongvanich	100,000	120,000	-	80,000	300,000
Mr. Thanachart Numnonda	100,000	100,000	10,000	-	210,000
Mr. Patai Padungtin	100,000	-	-	135,000	235,000
Ms. Piyaporn Phanachat	100,000	100,000	15,000	-	215,000
Mr. Gordon Enns	-	-	-	-	-
<b>Total</b>	<b>540,000</b>	<b>320,000</b>	<b>35,000</b>	<b>215,000</b>	<b>1,110,000</b>

	2021	2022	2023
Total amount of Board of Executive compensation (THB)	34,991,311.46	40,110,377.84	48,856,798.22

### Code of Conduct and Business Ethics

Board of Directors there is a policy to promote good governance of the organization. By focusing on conducting business according to the principles of social responsibility, It covers the needs of all stakeholders and consistent with the way of creating balance between businesses, society and environment which will lead to being a sustainable organization.

However, Board of Directors provides a manual of Code of Conduct and Business Ethics to be used as best practice guidelines for Directors, Executive and employees of the group of companies. It conducts business on the basis of good governance and responsibility to those involved both inside and outside the organization. And requires continuous review and monitoring of performance according to the Code of Conduct and Business Ethics manual.

### Risk management <sup>(2-23,2-25,2-26)</sup>

#### 1. Risk management policy and plan

Business changes from both internal and external factors which may affect the company's business operations. Effective risk management is therefore an important process to ensure that the company can operate its business according to its objectives and goals.

The company has therefore adopted risk management principles in accordance with according to the principles of The Committee of Sponsoring Organizations of the Tread way Commission (2017 COSO ERM Integrating with Strategy and Performance) which is an international standard in risk management. It is considered that risk management is an important component of every process in the company's business operations which consists of 5 important components:



### 1) Corporate governance and organizational culture

Corporate governance and organizational culture form the basis of all elements in risk management. The company has adhered to and complied with the policy of good corporate governance and the company's business ethics. The company is committed to continuously and strictly adhering to the organization's culture and core values.

The Board of Directors has established a risk management policy and has assigned the Audit Committee to oversee risk management. It has an Executive Committee consisting of the Chief Executive Officer and Senior Executives performing risk management duties and directing the management to manage and manage risks appropriately at both the organizational and operational levels including monitoring the status of important risks of the organization.

### 2) Strategy and setting objectives

The company integrates risk management with its objectives and strategies. The objectives will determine the strategy and operational plan including identifying risk factors and risk responses through the business analysis process specify acceptable risks evaluate strategy and determine the objectives of the organization.

### 3) Performance

The company establishes a risk management process in conjunction with strategic planning, that is, when a department plans a new strategy. Relevant personnel must analyze and identify risk issues that may arise from any activity. Assess the severity of the risk and prioritize risks based on their likelihood and potential impact. Take action to respond to risks.

Develop a risk framework to assess overall risk and report to line executives to identify ways to prevent or reduce the risk to a level acceptable to the organization and be able to achieve the objectives of that strategic plan including integrating risk management into the process of approving business plans and evaluating performance.

4) Review and improvement

The Company periodically reviews and improves the risk management process. It is evaluated based on operating results and important changes from both external and internal factors.

5) Communication and reporting of results

The company communicates risk management information through various contact channels within the organization. From the Executive level to operations at both top and bottom levels and bottom up and report risk and performance results to the Executive Committee, Audit Committee and Board of Directors continuously.

**The company's risk management process which applies risk management principles, consisting of**

- 1) Setting objectives and goals at the organization and department level. In accordance with the risk appetite determined by the Board of Directors and there is an annual review of acceptable risks, objectives, and goals for operations.
- 2) Identification of events or risk factors that may occur and affect the achievement of objectives and organizational goals both arising from internal factors such as work processes, personnel, and various external factors such as customer needs, economic and political factors, changes in various rules and regulations, etc.
- 3) Risk level assessment by considering 2 perspectives: impacts that will occur if a risk event occurs together with the likelihood of occurrence of that risk, including evaluating the relationship between the effects of any risk that may affect another risk.
- 4) Risk prioritization by considering the importance of the event and risk factors that have a significant impact and are likely to cause damage to the organization.



- 5) Response to risk according to each level of risk with appropriate methods, taking into account the costs and benefits that will be obtained from the operation.
- 6) Defining control activities or a plan to manage risks to an acceptable level.
- 7) Risk monitoring and reporting set to be carried out according to the control activities that have been appropriately determined and management results are reported risks to the Audit Committee and the Board of Directors is regularly informed.



## Roles and duties in risk management

### - Board of Directors

Board of Directors responsible for overseeing overall risk management of the organization in accordance with business strategies and goals. By setting a risk management policy and risk appetite and tolerance, including considering key risks and mitigation plans, and promoting a culture for risk management within the company.

- **Audit Committee**

The Audit Committee is assigned by the Board of Directors to support the overall risk supervision of the company in order to comply with the framework and established risk management guidelines including the duty to review the process, operation and risk management systems to be appropriate and effective.

- **Risk Committee**

The Risk Committee consists of Senior Executives from each function and is led by the Chief Executive Officer. The meetings are held quarterly to consider new risk issues, evaluate the level of risk, and consider the relation of the impact of each risk, review the level of risk previously identified, and monitor the success of risk management. By considering the plan, the work of the management team responsible for various risk factors and the achievement of measurement results. That is reliable from the work according to that plan.

The Risk Committee presented the results of risk management to the Board. Inspect and oversee risks and report to the Board of Directors on a regular basis every quarter in order to closely monitor and ensure that the risk is at an acceptable level which will be able to achieve the goals and objectives that have been set.

- **Risk management team**

The risk management team is responsible for providing advice to Executives and employees in implementing the risk management process correctly according to the specified framework. Coordinate so that the risk management process relates to strategic planning.

- **Chief Executive Officer**

The Chief Executive Officer is responsible for setting important strategies for operations, taking into account the risk appetite and is the owner of the actual risks.

- **Executives**

Executives are responsible for following the risk management policy and framework, including communicating to employees within the line to understand the risk management



process. Responsible for identifying, evaluating, and managing risks within the department according to the framework set by the company, along with sending information to the risk management department.

- **Employee**

Employees have a duty to learn and be aware of the importance of risk management by applying the risk management policy and process framework to daily work.

### **Evaluating the effectiveness of risk management processes**

To ensure that the risk management process is appropriate and efficient, the company has carried out audits from both internal and external auditors.

- Internal audit

Audit Committee appointed by the Board of Directors is responsible for conducting inspections and overseeing risks to make sure the company's risk management system is in accordance with the established framework and recommendations. The Audit Committee meets quarterly to examine and evaluate the adequacy and efficiency of risk management.

- External audit

External agencies include external auditor to audit the performance of risk management process every year under various management standards including ISO/IEC 27001 Information Security Management System and ISO/IEC 27701 Personal Data Management Standard System.

### **Fraud risk management <sup>(2-28)</sup>**

The company has announced a policy against bribery and corruption to set the guidelines for Directors, Executives, and employees at all levels so that the company can comply with relevant laws and regulations and prevent the company, Directors, Executives, employees, and stakeholders from taking any action that may be considered a violation of laws related to bribery and corruption. The company has declared its intention to participate as a member of Thailand's Private Sector Collective Action Against Corruption (CAC) on February 29, 2024 to be part of the effort to solve the problem of corruption by the business

sector of Thailand. The company will comply with the criteria set out. CAC is set to submit for approval from the CAC Board within a time frame of 18 months from the date of the declaration of intent. After receiving certification, the company plans to conduct a risk assessment regarding bribery and corruption every 3 years, along with designing work processes for relevant departments to prevent the risk of bribery and corruption.

For managing risk from fraud, the company has announced the management policy, fraud risk to prevent, investigate, report, and manage fraud issues. This policy has set out the following guidelines:

- 1) Directors, Executives and employees of the company and companies in the group must comply with anti-corruption policy code of conduct and business ethics in work which they must not be involved in any fraud matters whether directly or indirectly.
- 2) Employees of the company and companies in the group do not neglect or neglect when seeing an action that is considered a fraud related to the company/subsidiary company, must notify supervisor or the responsible person and cooperate in investigating various facts. If you have any doubts or inquiries, please consult your supervisor or a person designated to be responsible for following up on compliance with the code of conduct and business ethics through various channels specified.
- 3) The Company will be fair and protect employees who refuse, or report fraud related to the company and subsidiaries with measures to protect complainants or those who cooperate in reporting fraud. Report a complaint and suggestions as specified by the company in the whistleblowing and complaint policy.
- 4) Those who commit fraud is considered an action against the company's code of conduct which must be considered for disciplinary punishment according to the regulations set by the company and punishable by law if the action is illegal.
- 5) Company/subsidiary realize the importance of disseminating knowledge and understand other people who must perform duties related to the company and subsidiaries and stakeholders of the company to ensure work is carried out in accordance with this anti-corruption policy.



- 6) The company is committed to developing and creating employees with good attitude and behave as a good citizen of society and the nation to join in creating a culture that does not accept any form of corruption.

In this regard, the company has an important goal that Directors, Executives and employees should be aware of fraud risk including notification of various events that may be related to immediate corruption and cooperate fully in investigating corruption. The company has appointed CAC committee consisting of Senior Executives and the Chief Executive Officer acting as Chairman of the working committee to perform duties of overseeing policies and procedures for managing fraud risks including supporting various departments to have a fraud risk management system in order to manage and control risks themselves.

### **Creating a culture of risk management in the organization**

To support operations according to the established risk management framework and guidelines, the company has organized activities to promote and instill a culture of risk management, creating awareness and common understanding. Remind everyone know their role and duties in risk management to facilitating organizational objectives and goals. The company has taken measures to create a culture of risk management as follows:

#### **Priority from Senior Management**

- Clearly define the organization's goals through holding an event announcing financial results every half year so that employees at all levels have the same understanding and are aware of directions and obstacles/challenges in the short-term and long-term business operations of the company, including communication from executives to employees to know the expectations of risk management in achieving those goals.
- Behave as a good example. The Executives discussed risks and acceptable risk level in various forms is part of daily operations.

### Governance and transparency

- Define roles and responsibilities in risk management as the responsibility of Executives and every employee which specified in the risk management policy and risk management manual.
- Promote open and honest communication including information and events related to risks and let those involved be thoroughly informed.
- 

### Promoting knowledge and understanding among employees

- Encourage Executives to attend training and develop their knowledge on topics related to risk management in various forms, such as organizing activities, training, and inviting experts to give special lectures, etc.
- Arrange learning media in an online format to provide knowledge about the principles of risk management with employees at all levels, where employees can attend classes by themselves anytime, anywhere.
- There is a risk management unit responsible for providing advice in implementing risk management Practice within other departments

## 2. Risk factors

The company realizes the importance of risk management under changes that may affect business operations from both internal and external factors. Various risk factors, both internal and external, are considered that may affect the achievement of the company's business objectives and goals and companies in the group or may cause the loss of important business opportunities as follows:

Internal factors	External factors
Management and leadership: <ul style="list-style-type: none"><li>- Poor decisions by management can lead to risks related to the direction and strategy of the business.</li><li>- Lack of ability to lead and manage effectively</li></ul>	Macroeconomics: <ul style="list-style-type: none"><li>- Uncertainties in the economy, such as interest rates, Inflation rate and GDP growth</li></ul>



Internal factors	External factors
<p>Finance and accounting:</p> <ul style="list-style-type: none"> <li>- Insufficient financial liquidity poor financial planning</li> <li>- Ineffective financial and accounting risk management</li> </ul> <p>Operation and production process:</p> <ul style="list-style-type: none"> <li>- Defects in the manufacturing process, low quality of products and services</li> <li>- Supply chain issues and inventory management</li> </ul> <p>Technology and information:</p> <ul style="list-style-type: none"> <li>- Risks related to technological obsolescence and Risk from cyber attacks</li> <li>- Inadequate data management and data security</li> </ul> <p>Human resources:</p> <ul style="list-style-type: none"> <li>- Lack of skilled and talented personnel</li> <li>- Problems with employee retention and job satisfaction</li> </ul> <p>Corporate culture:</p> <ul style="list-style-type: none"> <li>- Organizational culture that does not promote learning, change or innovation</li> <li>- Internal conflict and ineffective communication</li> </ul>	<ul style="list-style-type: none"> <li>- An economic crisis or recession that affects the demand for goods and services.</li> </ul> <p>Politics and Law:</p> <ul style="list-style-type: none"> <li>- Changes in government policy, elections, and political uncertainty</li> <li>- New laws and regulations that may affect business operations</li> </ul> <p>Technology:</p> <ul style="list-style-type: none"> <li>- Development of new technology that may cause your business' products or services to become obsolete.</li> <li>- Risk from increased technological competition</li> </ul> <p>Society and Culture:</p> <ul style="list-style-type: none"> <li>- Social changes and consumer expectations</li> <li>- Issues regarding sustainability and social responsibility</li> </ul> <p>Environment:</p> <ul style="list-style-type: none"> <li>- Risk from natural disasters such as floods, earthquakes, or storms.</li> <li>- Effects of climate change and environmental problems</li> </ul> <p>Market and Competition:</p>

Internal factors	External factors
<ul style="list-style-type: none"> <li>- An organizational culture that is not conducive to honesty, transparency, and accountability may increase the fraud risk.</li> </ul> <p>Internal control and audit :</p> <ul style="list-style-type: none"> <li>- Weak internal controls and audits which may create fraud action.</li> </ul>	<ul style="list-style-type: none"> <li>- changes in market structure and increased competition</li> <li>- Enter the market of new players who may have superior innovations or resources.</li> </ul>

### Risk factor identification process

Identifying risk factors is the first step in the risk management process where an organization must examine and identify potential risks in all aspects of its operations. The Risk Committee will consider and identify risk issues at the enterprise level based on the concept of sustainable business operations using the following principles.

- 1) Analysis of internal documents and information: Examine internal documents and records, including business plans, financial reports, meeting minutes and audit reports to find information that may point to hidden risks.
- 2) Interviews and surveys: Talk with experienced employees and Senior Executives to gather their views and information on risks they see or predict.
- 3) SWOT Analysis which is part of the business plan to identify an organization's strengths, weaknesses, opportunities, and threats. Weaknesses and threats are often areas that require close management.
- 4) Factor analysis: Consider external factors that may affect the organization such as politics, economy, society, technology, law, and the environment.
- 5) Data analysis and market trends: Review data and market trends to identify risks that may arise from changes in the market or industry.
- 6) Review of past experiences: Analysis of past events and risks experienced as information to identify future risks.



## Significant Risk Factors

The company has classified significant risk factors based on the concept of sustainable business operations as follows:

Risk factors	Strategy and competition	Operational	Financial	Information technology	Emerging risks
Environmental aspect					- climate change
Social aspect		- Procurement and development of personnel to support business growth		- Personal information protection	
Governance and economics	- Entry into the market of foreign competitors - Copyright infringement - Dependence on important business partners - strategic investment	- Reliance on key Executives	- Exchange rate/interest rate fluctuations  - Fluctuations in market conditions and prices	- Information system security and cyber threats	- changes in geopolitics, geoeconomics

### Strategic and Competitive risks

#### (1) Risk from entering the market of foreign companies

The Company is at risk from foreign software companies coming to market of human resources services in Asia to compete with the company. However, developing effective HR software for the Asian market is not an easy task due to the complexity of the tax systems and regulations of Asian countries, which requires foreign software development companies to invest capital and time in R&D to support them. Because of its limited availability to Asian users, most international software companies rely on partnerships with software developers in Asian countries to distribute their software.

This can be an advantage for the company because the company is the partner of choice for the world's leading HR software developers such as SAP, IBM and Workday.

The company is committed and gives importance to the development of digital innovation. Both developing their own software products and co-developing innovations with business partners, to make software products and related services modern and of equal or better quality than software from global competitors including the focus of recruiting personnel in software and digital technology development to be sufficient for the organization's growth.

#### (2) Risk from copyright infringement

As a software developer, the company places great emphasis on protecting its most valuable intellectual property. By preventing it from being duplicated or modified for economic gain, the company's software is protected by the Copyright Act 1994.

Humatrix, ESSpace and WorkPlaze Copyright which company registered with the Department of Intellectual Property to prevent unauthorized duplication, adaptation, or use. The Customer must obtain a valid license key from the company. They are configured according to each customer's needs. The company also works to ensure that we preserve the company's source code in the daily operations of the company.

#### (3) Risk from reliance on third party partners

The Company has contractual agreements with third-party partners to distribute their products or product labels and increase the efficiency of the company's business operations. The company is at risk in its business if any trading partner decides to terminate the company's agreement.

However, because most of the company's partners are well-known foreign companies and the company strictly adheres to them. The company believes that the risk is low. The company provides full support to its partners in developing and promoting its products. The company has maintained good relationships with its partners for a long time.

#### (4) Strategic investment risks

The company continuously invests to expand its business, including investment in business acquisitions and merger, investments in tangible assets and intangible assets, and Investing in equity in an entity that has a business, product or service, platform or have a market that promotes, supports, and adds value to the company's core business in which



various investments must face the risk that the return on investment may not meet the target and losses from business operations of the businesses in which the company invests.

The company has established an investment policy to compile rules and regulations, procedures and guidelines for operations for the board of Directors, Investment Committee, and Executives to adhere to in managing investment funds and to remind those involved to be aware of their responsibilities in managing work carefully and comply with relevant laws and regulations, consider the interests of the company and there is a tracking and inspection system that ensures that investments follow the correct procedures.

### Operational risk

(1) Risks in recruiting and developing personnel to support business growth.

The company has rapidly expanded its business through investment both domestically and abroad. Business opportunities are sought by investing in new businesses. There is new technology and innovation being introduced to be used to drive business. If the company is unable to recruit and develop personnel with expertise who have sufficient and timely experience, it may affect business operations and the achievement of long-term goals.

To support operations according to the strategic direction of each business unit, the company has set up a structure that supports work including allocating personnel to appropriately meet the needs of the business unit. Each business unit has an individual development plan to develop personnel in each career field to gain expertise. Leadership is developed and learning is promoted to ensure that the company will have sufficient and qualified Executives and employees to effectively support future business growth.

(2) Risk from relying on important Executives

In every business operation of each company, personnel are an important part. Loss of important personnel of the company, affect the company both in terms of employee morale and confidence in customers and business partners including the image of the organization.

The company is aware of such personnel risks. The company has therefore determined appropriate remuneration and benefits including a policy to develop personnel to advance by changing job positions and duties in order to motivate such personnel to work with the company. Most Executive level employees have been with the company for more than 5 years and are committed to working with the company for many years to come. In addition, the

company has a plan to select personnel who will be responsible for important positions at all levels in an appropriate and transparent manner to ensure that the company Executives who are professional, with the Human Resources Department preparing succession plans for the position of Chief Executive Officer and Senior Executives of the company .

### **Financial risks**

#### (1) Risk from exchange rate fluctuations

The Company and its subsidiaries charge fees and make payments primarily in local currency, except for small amounts of receivables and related party transactions that are paid by foreign subsidiaries for operating expenses.

#### (2) Interest rate risk

The Company and its subsidiaries are exposed to interest rate risk related to interest-bearing cash in bank deposits, Short-term loans and long-term loans. However, because most of the company's financial assets and liabilities and its subsidiaries have fixed or floating interest rates which are close to the current market rate. Risk from the company's interest rate therefore it is at a low level.

#### (3) Risks related to market conditions and price fluctuations

The Company has financial investments, including managing excess liquidity in order to invest money in financial assets such as equity instruments, debt instruments, or other financial instruments, etc. Fluctuations in the market prices of financial assets may cause excess losses than the acceptable level.

The company has risk management from exchange rate fluctuations, interest rate and market prices of financial assets, where the company has established an investment policy to collect rules, procedures and operating guidelines for the Investment Committee and Executives to adhere to in managing financial investments by setting policies, guidelines, and having a monitoring and inspection system that ensures that investments are follow the correct steps. Performance is regularly reviewed and there are strategies for making appropriate adjustments to the investment portfolio.

### **Information Technology Risk**

#### (1) Risks from cyber security and information system failures

Risks from data security and interruptions in company information systems are still a high risk because it will directly and severely affect services. The company will continue to



invest in technology and infrastructure improvements using industry best practices and actively monitor activities for compliance with policies and procedures certified by professional assessors to ensure compliance that they have carefully examined the risks.

Cyber Security has an increasing trend and causes various types of impacts. Attacks with computer viruses, ransomware to hacking systems to steal important information which the company is aware of such dangers. Recognize the importance of taking preventative and mitigating actions to control the risk that the target may be attacked. This will affect the continuity of business operations, the confidence and image of the organization with stakeholders.

The company complied with ISO/IEC 27001 operational framework on information security management systems to develop cyber security efficiency. Establishment of the Steering Committee, which consists of the company's senior executives and officials in the company's information systems department together with the auditor conduct internal audits regularly to ensure that management and operations related to cyber security comply with established policies and standards. Create awareness and provide knowledge and understanding to employees at all levels of the organization by informing all employees of the policy and require all employees to attend continuous cyber security training.

## (2) Risk of Data Privacy

The company operates a business that provides human resources management systems and provides human resource management and salary preparation services for corporate clients. The company is therefore responsible for managing a large number of information systems. The risk of personal data leakage of customers is therefore an important issue and requires careful management including risks in operating in accordance with Personal Data Protection Act (PDPA)

ISO/IEC 27701 operating framework of the personal data management standard system was applied to improve efficiency in protecting personal information. Establishment of the Steering Committee, which consists of the company's Senior Executives and officials in the company's information systems department and collaborate with auditors to conduct regular internal audits to ensure that management and operations related to personal data protection. Complies with established policies and standards, create awareness and provide knowledge and understanding to employees at all levels of the organization by informing all employees

of the policy and require all employees to attend continuous training on personal data protection.

### **Emerging Risks**

#### **(1) Climate change risk**

Climate change is the highest assessed risk both in terms of the likelihood of occurrence and the severity of the impact. It is considered an international problem that every sector pays attention to. The company as a part of society will also be affected. It is necessary to prepare a plan to adapt and deal with risks that will have a long-term impact on business operations both directly and indirectly. Both from the perspective of physical risks, including natural disasters and shortages of water and raw materials and risks from the transition to a low-carbon economy include changing consumer preferences and legislative changes and policies and regulations.

Such risks are likely to affect the company's business including higher costs from the impact of the supply chain and the impact on the company's income from changes in consumer demand.

The company is aware of the risks and opportunities for business operations from such issues and is determined to be a part of solving the problem of climate change. The company therefore has a policy to promote the development of various innovations to help increase work efficiency and reduce the use of resources and unnecessary workload. Promoting projects to use energy in a meaningful way by using renewable and alternative energy and promote the process of designing office buildings that are environmentally friendly.

Moreover, the company also invested in innovation for social and environmental development through the investment in startup companies in technologies of finance, health and education. The performance of these investments helps to reduce time, cost and resources of people in our ecosystem.

#### **(2) Geopolitical and geoeconomic risks**

Geopolitical and geoeconomic risks are two aspects of risk that involve international geographic and political factors which can have an impact on the economic condition of the country and the operation of businesses. This makes economic growth uncertain both in terms of demand and supply, the purchasing power of consumers and various business sectors, including employment, tourism, and supply chain disruptions. These factors affect both



income and operating costs of both the industrial and service sectors. Geopolitical and geoeconomic risks may have an impact on the company 's business in the following points:

- The rising cost of living and the decreasing purchasing power of customers result in a decrease in the company's ability to generate income growth.
- An increase in operating costs from both energy prices, inflation and supply chain disruptions continue to impact the company's profitability and may cause the company to delay investment in new businesses, which may affect its competitiveness in the long run as well.

The company has a risk management process by planning the spending of money carefully, maintain high levels of liquidity, maintain the company's capital structure to be strong, including regularly reviewing and improving the investment allocation and cost structure of various business groups. As well as supporting various business groups to change their operating models to increase efficiency and save costs.

Summary of key sustainability performance in 2023

## Economic




Revenue from sales and rendering services  
**1,301.07**  
MB



Dividend  
**190.84**  
MB



Staff costs and other benefit  
**574.54**  
MB




Tax Payment  
**54.27**  
MB

Net Profit **307.61** MB  
บาท




Corruption Events = **0**



Investment in social and environmental innovation  
**61** MB


Reduce the working time of medical staffs  
**14,000** days

Saves waiting time for patients in hospital  
**6** million hours




Health Tech

Save patients time through telepharmacy services  
**60,000** hours



FinTech


Help Thai people have access to low interest loans  
**826** MB



EdTech

Number of online learners  
**5.11** million learners

## Environment



Net greenhouse gas emissions **599.06**  
Tons of carbon dioxide equivalents



Non-hazardous waste  
**9,857.77**  
Kg




Recycled waste  
**215.62**  
Kg




Fine in case of violation Social and environmental laws  
**0**




# Social

 Violation of human rights = 0


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 Discrimination complaints = 0


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 Personal information complaints = 0  
Cyber-attacks occur and cannot be prevented = 0

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 Accidents in the organization = 0

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 Community complaints/events that have a negative impact on the community = 0






All partners are selected based on social and environmental criteria

**100%**


 Turnover rate of employees with more than 1 year of working


**9.93%**

 Average training hours of employees

**9.15 hour/person/year**

Total employees

 **541**

 **536**



### Economic Dimension

- Revenue from sales and rendering services 1,301.07 million baht.
- Dividend to shareholders 173.49 million baht.
- Staff costs and other benefit 574.54 million baht.
- Tax payment 50.90 million baht.
- Invest in startup companies that develop innovations in social and environmental development 61 million baht.
- In 2023, the company has no complaints or being accused of being involved in corruption.

### Environmental Dimension

- Total greenhouse gas emissions 599.06 ton carbon dioxide equivalent divided to
  - Scope 1 = 7.11 ton carbon dioxide equivalent
  - Scope 2 = 591.79 ton carbon dioxide equivalent
  - Scope 3 = 0.16 ton carbon dioxide equivalent
- Quantity of general waste (Non-Hazardous waste) 9,857.77 Kilogram
- Quantity of recycled waste 215.62 Kilogram
- The amount/value of fines for violating social and environmental laws are 0.

### Social Dimension

- The number of the human rights violations are 0.
- The number of complaints about discrimination are 0.
- Personal data complaints are 0.
- Cyber attack events that actually occurred and could not be prevented are 0.
- The company received ISO/IEC 27001:2013 and ISO/IEC 27701:2019 certification.
- The number of accident incidents in the company are 0.
- Average number of training hours for employees 9.15 hours/person/year
- Employee turnover rate (Turnover Rate) working for more than 1 year 9.93% that not more than Target Turnover Rate
- Every partner passes the criteria for selecting partners based on social and environmental criteria.



- Local community complaints/Number of events that have a negative impact on the community are 0.

## Economic Dimension

### Innovation in Social and Environmental Development

#### Objectives from SDGs

- **Goal 9:** Sub-Goal 9.4

#### Importance

The company recognizes the importance of development in terms of society and the environment. Therefore, the company is looking for investment opportunities in startups that are experts in businesses which can not only enhance our core business and complete our business ecosystem but can also help improve the quality of life for our employees, our client's employees, and the general public.

Investing in startup companies offers a unique and powerful avenue to drive positive change in society and the environment, alongside generating financial returns. As the world grapples with pressing challenges such as climate change, social inequality, and health crises, startups emerge as crucibles of innovation, devising sustainable solutions that address these issues head-on.

Investing in startup companies with a focus on improving society and the environment represents a forward-thinking approach that aligns financial success with global well-being. These investments not only generate economic returns but also contribute to creating a more sustainable, equitable, and healthy world. By channeling resources into ventures that aim to make a positive impact, investors can drive profound and lasting change, benefiting current and future generations.

#### Goals

Invest in startup companies that develop innovations in social and environmental development with an average annual investment budget of 60 million baht.



## Highlights of the impact of investing in startups company on improving society and the environment.

### 1. Promoting Sustainable Development

Startups are increasingly focusing on sustainable development goals. Investments in these ventures support the development and scaling of technologies and solutions that are critical for transitioning to a sustainable economy. By backing startups that prioritize social and environmental sustainability, investors can play a pivotal role in preserving natural resources and improving quality of life for future generations.

### 2. Driving Social Innovation

Many startups are dedicated to addressing social issues, such as improving healthcare access, enhancing educational opportunities, and reducing poverty. By investing in these companies, investors contribute to the development of products, services, and platforms that have a direct positive impact on people's lives. These innovations can lead to more inclusive societies by providing underserved communities with better access to essential services and opportunities for advancement.

### 3. Fostering Healthier Communities

Health-tech startups are at the forefront of transforming healthcare by improving access, affordability, and outcomes. Investments in these companies support innovations in telemedicine and digital health platforms, making healthcare more accessible and personalized. This not only leads to healthier communities but also reduces the strain on traditional healthcare systems.

### 4. Encouraging Responsible Consumption and Production

Startups in the circular economy are reimagining how products are designed, produced, and consumed, aiming for sustainability at every stage of the lifecycle. By investing in companies that prioritize recycling, upcycling, and sustainable materials, investors help reduce waste and promote responsible consumption patterns. These startups not only offer environmentally friendly alternatives but also raise awareness about the importance of sustainability in daily life.

### 5. Enabling Economic Inclusion

Financial technology (fintech) startups are revolutionizing the way financial services are delivered, making them more accessible to underserved populations around the world. Investment in these companies facilitates economic inclusion by providing people with access to banking, credit, insurance, and investment products. This empowerment allows



individuals and businesses in developing regions to participate more fully in the global economy, fostering economic growth and reducing inequality.

### Guidelines / Management methods

The company is looking to invest in startup companies that have expertise in innovative businesses in social and environmental development. The goal is to help improve the quality of life of the people and can promote the growth of the company's main business as well. To complete the business ecosystem of the company, the Investment Committee analyzes and approves investments and reports to the Board and review the operating results of such businesses on a quarterly basis.

### Performance of the Company's investments in social and environmental innovation

#### 1) Our Investments in Fin-Tech



- **Human Chess Co., Ltd.**

Human Chess Co., Ltd is a joint venture between a cohort of ex-bankers and Humanica Public Company Limited. We provide Peer-to-peer (P2P) lending platforms under brand “Chess Money” which are online services that match borrowers with investors willing to lend them money. Chess Money is an alternative lending product offered to employees of our partner organizations. Chess Money provides maximum flexibility in requesting a loan as well as lower rates compared to market offerings.

We created Chess Money with the conviction to improve the debt situation in Thailand by offering lower interest rate that are generally inaccessible to many, offering loans to the underbanked individuals, and educating borrowers on our platform the concept of financial management.

#### Key Milestones

Year	● Develop P2P platform
2022	● Apply to Bank of Thailand (BOT) Regulatory Sandbox
Year	● Platform is ready to be tested by BOT
2023	● Received an acceptance to participate in testing and developing innovations in BOT’s Regulatory Sandbox on 12th April 2023



### Key Milestones

Year	<ul style="list-style-type: none"> <li>● 500 Million THB available money from investor which ready to lend to borrower</li> </ul>
2024	<ul style="list-style-type: none"> <li>● 15,000 users to apply the loan via platform</li> </ul>



- **Rabbit Cash Company Limited**

Rabbit Cash Co., Ltd. was established under the cooperation between BSS Holdings, AEON Thana Sinsap (Thailand), and Humanica. The goal is to provide loan services through online channels so that Thais can have equal access to legitimate sources of funding. By revolutionizing the traditional loan provision, we use various types of data to consider loans to customers through online channels that do not adhere to traditional service or loan consideration methods. By incorporating leading global technology, we create a new loan experience to provide the best service to our customers.

Measurement	Unit	FY2022/2023	FY2023/2024	Target 2024/2025
Nano loan	Million THB	96	506	1,315
Welfare loan	Million THB	122	320	570
Personal loan	Million THB	-	-	240
Total loan	Million THB	218	826	2,125

\* At end of 2023, we help Thai people gain access to more than 826 million THB of low-interest loans.

**Welfare Loan** is a loan where the employer has agreed to have Rabbit Cash be the provider of the loan to provide welfare loan to employees. Special interest rate without having to have securities or personal guarantors. By receiving the loan money and paying the loan in installments. It is processed through the borrower's salary account.

**Nano loan** is a loan with limit not exceeding 100,000 THB. The application process includes 100% online service. Borrower will receive the loan by transferring it to bank account the first time upon approval of the loan. With the objective of applying for a loan for occupation and repay in equal monthly installments. All the details, outstanding loan balance, installment payment amount, payment due date and QR code to make payments through the Rabbit Cash application.



## 2) Our Investments in Health-Tech



- **H Lab**

H Lab develops healthtech platforms including hospital information system, emergency medical system, queue and online appointment system used by key stakeholders in the healthcare industry. We believe that everyone can contribute to a world with better access to healthcare for everyone. With good system design will allow everyone to share in the value.

- Patients gain access to quality, convenient, fast, and participatory services, allowing them to take greater charge of their own health care.
- It gives time back to medical personnel by using technology to reduce unnecessary workloads and helps to create new bodies of knowledge that can be used to further patient care.
- It leverages data to help hospitals manage resources and cost efficiently.

### **Our Solution**

#### **CORTEX HOSPITAL: AI-powered innovative Hospital Management System**

15M Hospital visit

- Saved 19M patient waiting hours
- Providing 80,000 children in receiving the correct drug dose through automatic calculation for enhanced safety
- Cut medication order time by 60% through the implementation of medication syntax and automated dosage calculations.
- Decreased medication order errors by 58% through the utilization of CPOE and EMR.



Operating results for 2023	Target 2024
<ul style="list-style-type: none"><li>● Served 4.8 M hospital visit</li><li>● Saved 6M patient waiting hours</li><li>● Provided 80,000 children in receiving the correct drug dose through automatic calculation for enhanced safety.</li><li>● Saved 14,000 man-day of medical personnel</li></ul>	<ul style="list-style-type: none"><li>● Serve more 6.5 M hospital visit</li><li>● Save 2,000 doctor-day</li><li>● Decrease medication order errors by 58% through the utilization of CPOE and EMR.</li><li>● Save 20,000 man-day of medical personnel</li></ul>

### CORTEX ER: Intelligent system for Emergency department management

120K+ ER Patients

- Empowered triage guideline for more than 25,000 patients, offering timely assistance and ensure safety
- Delivered over 1600 adverse

Operating results for 2023	Target 2024
<ul style="list-style-type: none"><li>● Empowered triage guideline for more than 25,000 patients, offering timely assistance and ensure safety.</li><li>● Delivered over 1600 adverse event warnings to prevent patients from worsening in ER</li></ul>	<ul style="list-style-type: none"><li>● Empower triage guideline for more than 225,700 patients, offering timely assistance and ensure safety</li><li>● Serve 186,000 safer IPD visit</li></ul>



## CORTEX SHIFT: Scheduling solution for healthcare personnel

Saved 42,000 Man-day

- Provided healthcare personnel with over 400 additional weekends off
- Reduced instances of double shifts by over 9,300 times, promoting a healthier work-life balance.
- Reduce 25% nurse turnover rate

Operating results for 2023	Target 2024
<ul style="list-style-type: none"><li>● Served 1,200 Users</li><li>● Saved 6,000 nurse-hour</li><li>● Provided healthcare personnel with over 400 additional weekends off</li><li>● Reduced instances of double shifts by over 9,300 times, promoting a healthier work-life balance.</li><li>● Reduce 25% nurse turnover rate</li></ul>	<ul style="list-style-type: none"><li>● Serve 5,850 Users</li><li>● Save 20,750 nurse-day</li><li>● Provided healthcare personnel with over 111,150 additional weekends off</li><li>● Reduced instances of double shifts by over 152,100 times, promoting a healthier work-life balance.</li><li>● Reduce 40% nurse turnover rate</li></ul>



- **Pharmcare**

Pharmcare is a leading Telepharmacy platform that enables users to access health services. Users can search for and access quality pharmacies with knowledgeable pharmacists ready to provide advice. Services can be requested through a VDO Call, and medications can be ordered according to symptoms and delivered medicines directly to home. We aim to make accessing health services as easy, convenient, and of the highest quality as possible.

Measurement	Unit	2023 Target	2023 Actual
<b>Enabling Health Service Access</b>			
With PharmCare, patients come from private sector payors (insurance holders and corporate benefits), services are a substitute to hospital visits.	B2B Services (transactions)	15,000	11,171
<b>Cost-Saving:</b> PharmCare service (Average) = 900 THB / visit for patients with acute / common illnesses compared with Private Hospital visit (Baseline) = 2,000 THB / visit	Cost-saving (Million Baht)	22.0	12.3
<b>Time-Saving:</b> PharmCare service (Average) = 1 hour / visit for patients with acute / common illnesses compared with Private Hospital visit (Baseline) = more than 4 hours per visit.	Time-saving (Hours)	60,000	33,500
<b>Sustainability of Community Healthcare Providers</b>			
Increase revenue for community pharmacies by providing access to previously inaccessible patient base of private sector payors including insurance holders and corporate (Average medicine basket size + pharmacist consultation fee = 700 THB per transaction)	Revenue generated to Community Pharmacies (Million baht)	14.0	7.8



- **Benix**

Benix is a joint investment between Humanica and Fuchsia Venture Capital to provide an online platform for managing employee welfare services. It offers a comprehensive range of services, from helping to find suitable group insurance plans, providing advice, flexible benefits, to connecting with the health ecosystem, and insurance.

We are committed to being the 'thoughtful partner in employee health benefits' for our clients, by driving our clients to be attentive and supportive for employees to stay updated with specially selected health services, up to having a healthy lifestyle, and helping clients could create good relationships with their employees.

Measurement	Unit	2023	Target 2024
<b>Enabling Health Service Access</b>			
Benix enables corporates to provide employees with personalized healthcare through enabling Flexible Benefits wallets – employees can choose to spend on health promotion, disease prevention, and lifestyle/wellness services	Platform	Under development of Employee benefit Platform	Employee Benefit Platform is ready to serve for our employees and our client’s employees
	Number of Flexible Benefit Users	n/a	8,150
Flexible Benefits Spending : Promote Spending on Health Promotion / Disease Prevention (assume THB 2,000 per user at 90% usage rate)	Health Spending (Million Baht)	n/a	7.3



### 3) Our Investments in Education-Tech

## Conicle

- Conicle

Conicle is a startup that develops learning solutions to enhance the potential of personnel in organizations. We believe that 'personnel' are a powerhouse that can drive organizations to grow without limits. Therefore, we are committed to developing solutions that meet the needs of enhancing potential for many leading organizations of all types and sizes of businesses with comprehensive technology. This encompasses targeted learning processes that are measurable, supplemented by a good learning experience, towards becoming Modernize Learning for Leading Organizations.

**For Employees (Our Users):** We enhances Learning Experience with user-friendly designed Technology Platform, and Curated Contents and Programs to develop essential skills.

**For Organization (Our Customers):** We enables Learning Organization with Proprietary Technology, Content Marketplace, and Services to help transforming people and organizations.

**For Educator / Expert (Our Partners):** We escalates the best Learning Solutions with Content Design and Production, and Technology Capabilities for educators, trainers, and industry experts.

Measurement	Unit	2022	2023
Learners	Million users	4.23	5.11
Knowledge courses	Number of courses	12,493	16,377
Learning hours	Million hours	16.99	9.64



## Economic performance

### GRI Topics

- GRI 201 Economic Effect 2016

### Objectives from SDGs

- Goal 8: Sub-Goal 8.1

### Why is it important?

The company is considered an organization that helps propel the country's economy. Therefore, the company continuously grows and increase income, the company can distribute income to stakeholders which promotes economic growth.

### Goals

The company aims for continuous growth with an average annual increase of 15% in income to distribute income to all groups of stakeholders in the business value chain under the principles of good corporate governance.

### Performance

The company has defined policies and directions for business operations. As well as continuous business development plans, stable growth and increase profitability. This will benefit shareholders in the long run.

In addition, the company also importance of transparency and can be verified. The Company believes that following the principles of good corporate governance will bring the greatest benefit to all shareholders and stakeholders of the company.

The company has continuously grown operating results. In 2021 - 2023, there was a net profit of 165.34, 163.99, and 307.61 million THB, respectively.



## Company 's revenue structure in the year 2021 - 2023

Business type	Year 2021		Year 2022		Year 2023	
	Million	%	Million	%	Million	%
	THB		THB		THB	
<b>1. Revenue from human resources management service</b>						
1.1 Revenue from payroll outsourcing services	260.13	33.6	316.70	29.4	326.50	24.4
1.2 Revenue from software	293.03	37.8	549.97	51.4	794.12	59.4
1.3 Revenue from sale of goods	64.35	8.3	47.44	4.4	44.56	3.3
Total revenue from human resources management service	617.51	79.7	914.11	85.1	1,165.18	87.1
<b>2. Revenue from accounting and financial management services</b>						
2.1 Enterprise resource planning system	90.09	11.6	112.23	10.5	115.04	8.6
2.2 Accounting and financial services	21.09	2.7	19.85	1.9	20.85	1.6
Total revenue from accounting and financial management services	111.18	14.3	132.08	12.4	135.89	10.2
Total revenue from sales and rendering services	728.69	94.0	1,046.19	97.5	1,301.07	97.3
<b>3. Other income</b>	46.83	6.0	27.30	2.5	35.61	2.7
<b>Total income</b>	<b>775.52</b>	<b>100.0</b>	<b>1,073.49</b>	<b>100.0</b>	<b>1,336.68</b>	<b>100.0</b>

Note \* Other income consists of interest income, dividends, profits from investments, and profits from exchange rates, etc.



## Distributing income to stakeholders <sup>(201-1)</sup>

The company distributes direct economic value (income) to create value for stakeholders as follows:

Economic Details	Value (Million THB)		
	2021	2022	2023
<b>1. Direct economic value</b>			
Revenues	775.52	1,073.49	1,336.68
<b>2. Direct economic value distribution</b>			
Operating costs	221.53	432.29	427.57
Staff costs and other benefit	326.20	447.75	574.54
Dividend to shareholders	95.20	120.05	173.49
Interest to financial institution creditors and debentures	-	-	-
Taxes to the government and local authorities	20.62	26.79	50.90
Donation	0.29	0.32	0.24
<b>3. The beginning economic value</b>			
The beginning economic value	258.78	370.46	416.75
<b>The remaining economic value (1-2+3)</b>	<b>370.46</b>	<b>416.75</b>	<b>526.69</b>

Financial received from the government	Value (Million THB)		
	2021	2022	2023
Tax benefits from investment promotion from BOI	16.20	15.04	19.39
Subvention COVID-19	3.46	0.46	-
<b>Total amount of subvention received from the government.</b>	<b>19.66</b>	<b>15.50</b>	<b>19.39</b>

## Post-employment benefits and Other long-term benefits

The company pays contributions to the provident fund for employees. By giving employees, the right to choose the rate at which they will contribute to the provident fund. In 2023, the company paid contributions to the provident fund in the amount of 20.16 million THB.



## Environmental Dimension

### Sustainability in the environmental dimension

Energy is a fundamental factor for the operation of every business, especially non-renewable energy. Company's business It's the same, developing software innovations requires the use of electrical and hydroelectric power in office buildings. Including fuel for the travel of personnel in the organization, the company is therefore aware of and gives importance to energy management with knowledge of its value to achieve maximum efficiency. Including considering the option of using alternative energy such as solar energy to replace non-renewable energy. Efficient energy management therefore not only reduces costs, but it also helps to create stability in having sufficient alternative energy sources in the long term. The important thing is that it helps reduce using fossil energy and reducing environmental impacts. Its good awareness of living together and shows responsibility towards society and the environment.

The company is committed to managing energy with the value and wanting to participate in solving the problem of global warming, the company has continuously implemented projects in the areas of efficient energy use and environmentally friendly office building design processes.

- **Leadership in Energy and Environmental Design (LEED)**

The company is committed to operating a sustainable business together with land owners. Our head office, MPK Progress Company Limited has received LEED1 4th generation certification for buildings and construction. Company's head office building is a long-term rental contract. It is an investment that we consider for the future. In addition, the company also encourages employees to help save energy, be aware of the problem of waste and focus on creating a positive and healthy work environment.

- **Integrative Process (IP)**

The company designs office buildings to be as environmentally friendly as possible. Use energy at full efficiency, pay attention to details during every step, lighting design. So that employees receive sufficient light and receive comfort while working. It can also reduce the amount of light that must be used to cover all areas.



- **Water Efficiency (WE)**

The company improves the efficiency of water use by designing water flow management to be suitable for use within the building. Also to limit the amount of water used, including managing wastewater.

- **Materials and Resources (MR)**

The company has a policy of selecting materials that are environmentally friendly. Including using reusable materials in construction to extension or decorate the office. Allocate a waste separation area to separate recyclable materials, that can be reused It effectively reduces construction waste.

- **Indoor Environment Quality (IEQ)**

The company considers the physical and mental health of employees as important. We therefore design the indoor space to encourage a good environment, providing the most appropriate and comfortable lighting, controlling temperature and weather for the health of building user.

- **Installed an air filters to prevent PM2.5**

Over the years, the PM2.5 situation in many areas of Thailand is at a level that can be very harmful to people's health. Therefore, the company has installed air filters, to help control air quality and helps reduce PM2.5 levels inside the building.

- **Innovation in Design (ID)**

The company focuses on increasing efficiency in designing green buildings and adopt new methods to reduce negative impacts on the environment. Also, encourage incur environmentally friendly buildings.



## Energy Management

### GRI Topics

- **GRI 302:** Energy 2016

### Objectives from SDGs

- **Goal 7:** Sub-Goal 7.2, Sub-Goal 7.3

### Why is it important?

Energy is a basic factor in the lives of people around the world, both at the household and business levels. It's also important in driving the economy. Currently, the energy use situation tends to increase every year. This causes a huge effect on the environment; the organization's business operations must rely on the use of electricity and oil in every process. The company therefore importance of energy management, to make the organization's energy use as efficient as possible and have the least effect on the environment.

### Highlight

- Employees are aware of guidelines for energy conservation 100%

### Target

- Reduce total energy use by 10% by 2034.

### Management guidelines and Performance <sup>(3-3)</sup>

Since the organization uses energy from its business operations quite high, the company has established guidelines for operating responsibly and must use energy to provide maximum benefit to the organization. Therefore, a plan has been established to conserve energy and focus on awareness of energy use efficiency for all employees and executives to know and put into practice. They are also looking for other options, helping reduce energy use within the organization. By using alternative energy from solar energy by installing solar cells on the roof of the office as part of reducing energy use within the organization. It can also reduce the impact on the environment as well.



## Awareness for efficient use of energy

The company promotes awareness and cultivates good behavior in reducing the use of resources, including reducing greenhouse gas emissions in the organization. It is communicated to employees and executives to be aware of methods for conserving energy and to be able to put them into practice correctly.

**6 วิธีประหยัดพลังงานไฟฟ้า**

- 1 ปิดเครื่องถ่ายเอกสารใช้กระดาษรีไซเคิล**
  - ปิดเครื่องถ่ายเอกสารทุกครั้งหลังเลิกใช้งาน
  - ควรใช้กระดาษรีไซเคิลสำหรับข้อมูลที่ไม่สำคัญ
- 2 ขึ้นบันไดแทนการใช้ลิฟต์**
  - ขึ้นลงเพียง 1-2 ชั้น ใช้บันได
  - ขึ้น-ลงแทนการใช้ลิฟต์
  - หากมีความจำเป็นต้องใช้ลิฟต์ หันซ้าย-ขวา รอกับลิฟต์อื่นที่ติดลิฟต์เดียวกัน
- 3 ปรับอุณหภูมิแอร์**
  - ปรับแอร์ที่อุณหภูมิ 25-26 องศา
  - ปิดแอร์ช่วงพักเที่ยงหรือหลังเลิกงานเสร็จ
- 4 พักหน้าจอคอมพิวเตอร์**
  - ตั้งค่าหน้าจอเมื่อไม่ใช้งานเป็นเวลานานในช่วงพักเที่ยง / ประชุม
  - ปิดเครื่องคอมพิวเตอร์หลังจากใช้งานเสร็จ
- 5 ส่งข้อมูลผ่านคอมพิวเตอร์**
  - เปลี่ยนการส่งข้อมูลต่างๆ ผ่านคอมพิวเตอร์แทนการใช้กระดาษหรือส่งทางกระดาษ
- 6 ปลดและถอดปลั๊ก**
  - ถอดหรือถอดปลั๊กเครื่องใช้ไฟฟ้าทุกชนิดที่เลิกใช้งาน เช่น เครื่องทำน้ำอุ่น เครื่องถ่ายเอกสาร ฯลฯ เป็นประจำ

Admin Team

**5 วิธีประหยัดพลังงานในออฟฟิศของเรา ที่คุณเองก็ทำได้**

- 1 ปิดคอมพิวเตอร์**

ปิดคอมพิวเตอร์ช่วงพักเที่ยงและหลังเลิกงาน หรือตั้งค่าปิดหน้าจออัตโนมัติ เพื่อให้จ่ายไฟน้อยลง
- 2 ปิดไฟ**

ปิดไฟช่วงพักเที่ยงและปิดไฟฟ้าที่ไม่ได้ใช้งานเสมอ
- 3 ถอดปลั๊ก**

ถอดปลั๊กเครื่องใช้ไฟฟ้าทุกชนิดหลังเลิกใช้งาน
- 4 ปิดแอร์ ปรับอุณหภูมิ**

ปิดแอร์ช่วงพักเที่ยงและหลังเลิกใช้งาน ปรับอุณหภูมิที่ 26-27 องศา เพื่อประหยัดพลังงาน
- 5 ปิดเครื่องถ่ายเอกสาร**

ปิดเครื่องถ่ายเอกสารทุกครั้งหลังเลิกใช้งาน และลดการใช้เอกสารให้ใช้เอกสารอิเล็กทรอนิกส์เป็นหลัก เพื่อลดกระดาษและลดการใช้เครื่องถ่ายเอกสาร

Admin Team

**5 ทริคประหยัดพลังงานลดค่าใช้จ่ายออฟฟิศ**

- 1 ไปนั่งที่ของอำมหิตให้คอมพิวเตอร์พัก**

ตั้งค่าการล็อกหน้าจออัตโนมัติ ปิดคอมพิวเตอร์ในช่วงที่ไม่ได้ใช้งานเป็นระยะเวลาสั้น เช่น ช่วงพักเที่ยงหรือช่วงที่ไปประชุม สามารถช่วยได้ เพราะเวลาที่เครื่องไม่ทำงานก็กินไฟน้อยกว่านั่นเอง
- 2 ปิดสวิทช์เครื่องใช้ไฟฟ้าในสำนักงาน**

หากคนมักมีเปิดเครื่องคอมพิวเตอร์และเครื่องใช้ไฟฟ้าในสำนักงานหากเปิดทิ้งไว้ทั้งคืนถึงมือตัดค่าไฟของบริษัทยิ่งขึ้น ความจำเป็นช่วยกันสำรวจก่อนออกจากออฟฟิศให้เรียบร้อย
- 3 ถอดปลั๊กเครื่องใช้ไฟฟ้าทุกชนิดหลังเลิกงาน**

ไม่ใช่แค่ปิดสวิทช์แล้วแต่ไปดึงการถอดปลั๊กด้วยนะ อาจทำในช่วงวันศุกร์ ก่อนหยุดเสาร์-อาทิตย์ เพราะการเสียบปลั๊กไว้เหมือนเป็นการปล่อยให้มีการเสียบไฟอยู่ตลอดเวลา
- 4 ปรับแอร์ไว้ระหว่าง 25°-26°**

เป็นอุณหภูมิที่เหมาะสมต่อการประหยัดพลังงาน ไม่หนาวไปร้อนไป สุขภาพดีทำได้ดีคือทั้งทำงานและทำให้สบายตัว นอกจากนี้ในช่วงพักเที่ยงก็ควรปิดแอร์ด้วยเช่นกัน
- 5 ใช้บันไดไปได้ดีกว่า**

หากจะขึ้นหรือลงแค่ 1-2 ชั้น ควรใช้บันไดแทนการใช้ลิฟต์ เพราะนอกจากจะไม่ต้องเสียเวลานานรอสั่งลิฟต์แล้ว ยังช่วยประหยัดพลังงาน แยกได้คนวิ่งเป็นการออกกำลังกายแบบไม่รู้สึกอีกด้วย

Admin Team



## Choosing alternative energy

The company has raised the level of energy saving measures by choosing to use solar energy. By collaborating with the building owner to install additional solar panels on the roof starting in 2020. This installation is in addition to the original intention of the building owner and increase the use of green energy in the company's operations. The result is that the company can produce green energy for 22% of its annual energy use. The success of using solar energy in offices in Thailand, we therefore conducted a feasibility learning on installing solar panels at our office in Indonesia. We will begin a project in Indonesia with the goal of generating enough renewable energy to power all customer service servers in 2025.

**Table: Electricity Consumption** <sup>(302-1, 303-3)</sup>

Electricity usage information	2021	2022	2023
Electricity Consumption (Unit: kilowatt-hour)	457,451.92	488,367.80	988,617.35
Expenses for using electricity (Unit: THB)	1,813,898.35	2,114,228.79	5,705,895.93
Size of area used for electricity (square meters)	6,392	6,392	10,959
Intensity of electrical energy use (total electricity consumption/total area)	71.57	76.40	90.21
Intensity of electrical energy use (total electricity consumption/number of employees)	1,241.33	1,149.10	957.04

Note: In 2023, results of 6 companies were reported as follows.

1. Humanica Public Company Limited
2. Professional Outsourcing Solutions Limited
3. Humanica FAS Limited
4. Benix Limited
5. Tiger Soft (1998) Company Limited
6. DataOn International Co., Ltd

The company's goal that is committed to reducing the organization's energy use by 10% in 2034 from all electrical energy use. The company intends to use the reporting data in 2023 as the base year for reporting usage value energy, to be used as an indicator for further development in the next year. Because the company a sustainability report has been prepared for the first year of reporting according to the GRI Standards. The company, therefore, aims to disclose energy use to cover standards and to achieve the goals, set it up so that stakeholders of the organization are informed of the organization's operations.



## Climate Change

### GRI Topics

- **GRI 305:** Greenhouse gas emissions 2016

### Objectives from SDG

- **Goal 13:** Sub-Goal 13.2, Sub-Goal 13.3

### Why is it important?

Today's rapid economic growth is at odds with environmental deterioration. It is evident from the amount of greenhouse gas emissions, that is increasing every year. The company is aware of environmental problems occurring both in Thailand and at the global level. We aim to help reduce greenhouse gas emissions as much as possible, committed to being a part in driving the organization by considering the environmental impacts in every step of its operations.

### Highlights

- The company provides transportation for employees using vehicles that use **100%** electric power.

### Target

- Carbon Neutrality in 2050
- Net Zero Emissions in 2065

### Management guidelines and Performance <sup>(3-3)</sup>

The company sets guidelines for operating within the organization, taking into environmental effect. We work together to reduce greenhouse gas emissions to achieve climate change goals in line with the Paris agreement, to reduce the increase in global temperature not more than 2 degrees Celsius. The Company aims to reach carbon neutrality in 2050 and reduce net zero emissions in 2065. In the Company's business operations, the activities that emit the most greenhouse gas emissions are energy use in software innovation development, office air conditioning and employee travel. The company has organized a plan to conserve energy continuously. There is a system for transporting employees, install solar



panels on the office roof to help reduce energy use within the organization and reduce the organization's greenhouse gas emissions.

### Projects that help reduce greenhouse gas emissions <sup>(305-5)</sup>

#### Employee transportation system using EV vehicles

The company envisions the importance of reducing the amount of carbon dioxide released in the air and pollution from transportation. We therefore expanded the employee shuttle service on the BTS (National Stadium Station) and MRT (Hua Lamphong Station) routes and used the electric vehicle fully to provide the company's employee shuttle service. This electric employee transport van can travel more than 300 kilometers per battery charge. Both electric train stations are within 2 kilometers from the office, so charging the battery only 1 time, it is enough to transport employees throughout the week. In addition, this electric van can be charged with battery by solar panels over the weekend. This is a period when energy use is significantly reduced.

The weather in many areas of Thailand is now having PM2.5 increasing to a level that can be harmful to people's health. The company therefore has installed air filters to prevent PM2.5 dust to help control air quality and helps reduce the amount of PM2.5 inside office buildings.

#### The amount of greenhouse gas emissions

Greenhouse gas emissions	The amount of greenhouse gas emissions (Unit: ton CO <sub>2</sub> e ton carbon dioxide equivalent)		
	2021	2022	2023
Direct greenhouse gas emissions of the organization (Scope 1) <sup>(305-1)</sup>			
Diesel fuel use	N/A	7.37	7.11
Indirect greenhouse gas emissions from energy use (Scope 2) <sup>(305-2)</sup>			
Electricity use	273.83	292.34	591.79
Other indirect greenhouse gas emissions (Scope 3) <sup>(305- 3)</sup>			
General waste	-	-	0.16
Total greenhouse gas emissions (Scope 1-3)	273.83	299.71	599.06



## Water Management <sup>(303-1, 303-2, 3-3)</sup>

### GRI Standards

- GRI 303 Water and Wastewater Management 2018

### Objectives from SDG

- **Goal 6:** Sub-Goal 6.1, Sub-Goal 6.3, Sub-Goal 6.4

### Why is it important? <sup>(3-3)</sup>

Water is a natural resource that is extremely important in life and business, especially entrepreneurs in the industrial sector. If the organization has Inefficient water management, can have a negative impact, for example, it may result in water shortages or water quality problems. In the area/community, the company therefore importance of water uses by planning operations and setting measures within the organization to achieve maximum and sustainable water use.

### Highlights

- Wastewater quality is managed to be within standard criteria and in accordance with the law.

### Management guidelines and Performance <sup>(3-3)</sup>

The company importance on the sustainable use of water in every operational process of the organization and focus on using water for maximum benefit. The office building is designed to have an appropriate water flow system, can limit the amount of water used within the building. A wastewater management system has been put in place to meet standards and as required by law. Including using rainwater as a backup water source to automatically water the plants around the building, helps control water use more efficient.

### Organizational wastewater treatment guidelines

Wastewater treatment is an important process that will help reduce water pollution and prevent the release of wastewater, influence the environment and health: The company uses a biological process wastewater treatment by incubating bacteria to expand and digest organic matter faster. The bacteria will help decompose organic matter in wastewater, makes water of better quality and level of wastewater treatment will be within



standard criteria and in accordance with the law.

Water Resources	Volume of water used each year		
	2021	2022	2023
Water pumped is divided according to water type. <sup>(303-3)</sup> (Unit: m <sup>3</sup> )			
Tap water	4,606	4,330	5,749
Expense of using tap water (THB)	79,331	82,270	110,068
Total wastewater volume <sup>(303-4)</sup> (Unit: m <sup>3</sup> )			
Wastewater volume	4,606	4,330	5,749
Total amount of water used <sup>(303-5)</sup> (Unit: m <sup>3</sup> )			
Amount of water used	4,606	4,330	5,749



## Garbage and Waste Management

### GRI Topics

- GRI 306: Waste 2016

### Objectives from SDG

- Goal 12: Sub-Goal 12.5

### Why is it important?

Garbage and waste are very important. If waste is not managed properly, it will have an impact, air pollution and can have a huge impact on the environment. Garbage and waste management in the organization effectively, to be able to recycle resources for the maximum benefit and reduce the amount of trash and waste to a minimum. Is one of the operational measures that the company gives great importance.

### Highlights

- Upcycling PET plastic bottles, total weight 215.62 kilograms, to be Buddhist monk's suit, for 90% of the total number of plastic bottles.

### Target

- Upcycle garbage and waste of PET plastic bottle 100% of the total number of plastic bottles.

### Management guidelines and Performance <sup>(3-3)</sup>

The company has established guidelines for waste management in order to use resources in a cost-effective manner, maximize benefits, and reduce the effect to environment. It is considered a guideline that employees and executives must follow. The company uses the 3R principles to reduce the amount of waste within the organization, that is reduce, reuse, and recycle. Including raising awareness among employees and executives about the methods separate waste before throwing it away correctly and in a proper way, in order to have as little impact on the environment as possible.

### Raising awareness of waste management

The company is raising awareness and cultivated good behavior among employees at all levels, including executives. Reduce resource use according to the 3R reduce-reuse-recycle principle, and separating waste into the correct type and method. In order to reduce the effect the environment, through the various public relations media in the organization and various activities.



**QUICK TIPS** HUMANICA

## ขั้นตอน Going ZERO WASTE

รู้หรือไม่? ในปัจจุบันประเทศไทยของเรากำลังประสบกับปัญหาขยะล้นเมือง โดยเฉลี่ยแล้วมนุษย์สร้างขยะต่อวันโดยประมาณ 1.14 กิโลกรัม/คน ทำให้ประเทศไทยมีปริมาณขยะต่อปีรวมแล้วกว่า 27 ล้านตัน หรือมีปริมาณมากเท่ากับดีดจำนวนกว่า 100 ดีดเลยทีเดียว ซึ่งเวลาแล้วหรือยังที่เราต้องช่วยกันจัดการขยะ เพื่อไม่ให้เกิดปัญหาลดสิ่งแวดล้อมได้ โดยการจัดการปัญหาขยะสามารถเริ่มที่ตัวเราได้ง่าย ๆ เช่น การแยกขยะก่อนทิ้ง หรือลดการใช้ขยะพลาสติก ไม่ว่าจะเป็น ขวดน้ำพลาสติก ถุงพลาสติก ลitter ได้ง่าย ๆ เพื่อเริ่มต้นที่ตัวเราก่อนเอง

### หลักการ 3R มีอะไรบ้าง?

- 1 REDUCE**  
ลดการใช้พลาสติกที่ใช้ครั้งเดียวแล้วทิ้ง เช่น โปรีบรถุงพลาสติกมือถือของน้อยชิ้น ลวดการใช้อินสูลอนและหลอดพลาสติก
- 2 REUSE**  
ใช้ภาชนะหรือบรรจุภัณฑ์ที่ใช้ซ้ำได้ เช่น พกถุงผ้า กอลองข้าวหรือแก้วที่ใช้ซ้ำได้มาใช้อาหารและเครื่องดื่ม
- 3 RECYCLE**  
แยกบรรจุภัณฑ์พลาสติกเพื่อนำไปรีไซเคิล นำขยะพลาสติกกลับเข้าสู่กระบวนการรีไซเคิล นำกลับมาใช้ใหม่

**"ชวนร่วมนกัน คัดแยก พลาสติก"**  
พนักงานทุกคนสามารถเป็นส่วนหนึ่งของการคัดแยกขยะพลาสติกง่าย ๆ ด้วยการนำขยะพลาสติก PET เพื่อส่งรีไซเคิลมอบให้วัดจากแดง จ.สมุทรปราการ สำหรับทำผ้าใบจอกอล์ฟ

**จุดรับบริจาคขวดพลาสติกใส PET**  
• ตามจุดที่กำหนด

ADMIN TEAM

**QUICK TIPS** HUMANICA

## วันทำงานก็รักษ์โลกได้ กับแนวคิดเล็กน้อยเปลี่ยนโลกได้

คนทำงานหลายคนเข้าใจความสำคัญของการปรับเปลี่ยนพฤติกรรมการใช้ชีวิตเพื่อสิ่งแวดล้อมเป็นอันดับที่ 1 ที่การพกถุงผ้า หรือใช้ผลิตภัณฑ์รีไซเคิลได้ในชีวิตประจำวัน แต่ยังมีอีกหลายเรื่องเล็กน้อยของออฟฟิศที่อาจถูกมองข้ามไป วันนี้ขอแนะนำ 4 วิธีง่าย ๆ ที่ช่วยออฟฟิศสามารถลดของที่ทำได้ทุกวันพร้อมกันเป็นส่วนเล็ก ๆ ที่จะช่วยรักษาสิ่งแวดล้อมตามแนวคิดเล็กน้อยเปลี่ยนโลกได้

- 1 แยกขยะและเศษอาหาร**  
หลีกเลี่ยงการทิ้งขยะในถังเดียว ก่อนนำขยะไปทิ้งหรือรีไซเคิล ควรแยกขยะจากเศษอาหารทิ้งลงในถังขยะที่มีหมวกคลุมอาหาร ซึ่งไม่ได้ใช้จะอาหารนำมาเป็นปุ๋ยในสวนที่ทางสามารถรีไซเคิลได้ หากเป็นไปได้ควรรับประทานอาหารให้หมดในทุกวัน เพราะอาหารที่เหลือทิ้งในขยะคือขยะที่เป็นต้นเหตุของก๊าซเรือนกระจก
- 2 ใช้แก้วน้ำดื่มประจำตัว**  
ชาวออฟฟิศที่รับประทานอาหารและเครื่องดื่มพลาสติกเหล่านี้ได้ทุกวัน ก็คือกาแฟสำเร็จรูปที่ซื้อกลับบ้าน หรือชาเย็นที่ซื้อกลับบ้านด้วยตัวเอง ไม่ค่อย เพื่อลดปริมาณพลาสติกแบบใช้ครั้งเดียวทิ้งที่จะเกิดขึ้นอย่างน้อย 3 ชิ้นจากกาแฟ และหลอดพลาสติก ๆ แม้เพียงแค่เล็กน้อยแต่เมื่อรวมกันแล้วจะกลายเป็นจำนวนมาก
- 3 บริโภคสินค้าในบรรจุภัณฑ์ที่เป็นมิตรกับสิ่งแวดล้อม**  
ปัจจุบัน มีการเปลี่ยนบรรจุภัณฑ์ต่าง ๆ ให้เป็นมิตรกับสิ่งแวดล้อมมากขึ้น และสามารถนำไปรีไซเคิลได้ในหลาย ๆ ผลิตภัณฑ์ เช่น พลาสติก PET เป็นพลาสติกชนิดที่นิยมใช้กันเป็นวงกว้าง เพราะสามารถรีไซเคิลได้ ขวด PET ที่ดื่มสุดถึงมือของใคร ๆ ไม่มี เพื่อสนับสนุนให้ทุกคนหันมาบริโภคสินค้าที่เป็นมิตร
- 4 ลดการใช้กระดาษในการทางาน**  
กระดาษหรือที่พิมพ์เอกสาร หรือกระดาษสำหรับทำหนังสือพิมพ์หรือเอกสารอื่น ๆ เพื่อลดปริมาณขยะหรือกระดาษที่ส่งออกไปแล้ว กระดาษขาว-ดำที่พิมพ์เอกสาร เก็บรวบรวมเพื่อนำไปเข้าสู่กระบวนการรีไซเคิลอย่างถูกต้อง

**ทำ!** หากเป็นไปได้หากสามารถเลือกใช้จากทุกที่ทั่วโลก โดยไม่ต้องสั่งพิมพ์ ลิตกับ บนสื่อดิจิทัล ช่วยลดขยะกระดาษ และลดค่าใช้จ่ายได้ดียิ่งขึ้น

เล็กน้อยเปลี่ยนโลกได้ แม้ว่าหลายอย่างจะดูเหมือนเป็นเรื่องเล็กน้อยก็เถอะ แต่ลองคิดดูสิว่า ถ้าทุกคนลองทำกันบ้าง อาจไม่ช่วยสร้างการแตกต่างได้ทันทีสักเท่าไร แต่เพียงแค่นี้ก็จะช่วยลดปริมาณขยะที่ส่งมาฝังกลบ และทำเราทางหนึ่งที่มีส่วนช่วยรักษาสิ่งแวดล้อมของชาติได้บ้างแน่นอน หากพร้อมที่จะเปลี่ยนไปในแนวทางนี้แล้วทุกคนพร้อมกัน

Admin Team

**HOW TO ทิ้งขยะอย่างง่ายให้ถูกวิธี** HUMANICA

### ทิ้งขยะอย่างง่ายให้ถูกวิธี

**เศษอาหาร**  
พนักงานทุกคนสามารถเป็นส่วนหนึ่งของการทิ้งเศษอาหารให้ถูกวิธีได้ง่าย ๆ ด้วยการทิ้งเศษอาหารลงในถังขยะ ไม่ทิ้งลงในชักโครกหรืออ่างล้างมือ เพื่อป้องกันการอุดตันของท่อ

- 1 ถาดเศษอาหารลงในถุงพลาสติก
- 2 นิดปากถุงพลาสติกให้แน่นป้องกันน้ำรั่วซึมออกจากถุงพลาสติก
- 3 ทิ้งถุงพลาสติกลงในถังขยะที่กำหนดบริเวณภายใน-ภายนอกสำนักงาน ก่อนเวลา 14.00 น. เพื่อให้ทางแม่บ้านทำการส่งมอบให้ส่วนกลางต่อไป

**\*\*ไม่ทิ้งขยะภายในห้องน้ำ ป้องกันเรื่องกลิ่นไม่พึงประสงค์\*\***

**ขวดพลาสติก**  
พนักงานทุกคนสามารถเป็นส่วนหนึ่งของการคัดแยกขยะพลาสติกง่าย ๆ ด้วยการนำขยะพลาสติกใส PET เพื่อส่งรีไซเคิลมอบให้วัดจากแดง จ.สมุทรปราการ สำหรับทำผ้าใบจอกอล์ฟ

- 1 เก็บของเหลวที่เหลือนอกจากในขวด ถังของเหลวไม่ใช้ นำให้ล้างขวดอย่างพอประมาณเพื่อป้องกันแมลงและสารบูดเน่า
- 2 แยกฝาและเนื้อจากขวดพลาสติกออกทิ้งลงในถังขยะทั่วไป ให้เหลือแต่ขวดพลาสติกใส PET เท่านั้น
- 3 นำขวดพลาสติกที่ล้างแล้วไปส่งมอบที่จุดรับบริจาคเพื่อรีไซเคิลเพื่อนำไปทำผลิตภัณฑ์อื่น

**จุดรับบริจาคขวดพลาสติกใส PET**  
• ตามจุดที่กำหนด

Admin Team

**Go Green Office ลดการใช้กระดาษ** HUMANICA

ด้วยหลักการ **3R**

**Reuse**  
ถุงกระดาษ กอลอง ส่งอย่าเพิ่งทิ้ง ใช้ซ้ำได้หลายครั้ง

**Reduce**  
ส่งข้อมูลผ่านอีเมล/ Microsoft Team ใช้กระดาษให้ครบ 2 หน้า

**Recycle**  
แยกประเภทกระดาษ นำไปใช้ประโยชน์ต่อได้

**รู้หรือไม่?**  
คนไทยใช้กระดาษเฉลี่ยคนละประมาณ 60 กิโลกรัม/ปี โดยต้องตัดต้นไม้ถึง 66.3 ล้านต้น/ปี หรือเท่ากับว่าทุก ๆ นาที จะต้องตัดต้นไม้จำนวนกว่า 130 ต้น

**ทำแล้วได้ประโยชน์**  
ลดโลกร้อน ลดปริมาณการใช้กระดาษ ลดค่าใช้จ่าย

Admin Team



## Project “Human for Humans: Turn trash into merit”

The company organized the project “Human for Humans” by using unused PET plastic bottles or clear plastic bottles. Processed into plastic fibers before entering the weaving process into Buddhist monk’s suit of Chak Daeng temple community enterprise group, Samut Prakan province. In 2023, the company brought PET plastic waste, that was separated within the organization and from donations totaling 215.62 kilograms to donate. This project is part of activities that help reduce the amount greenhouse gas emissions are a major cause of global warming.

**HUMANICA | TIGERSOFT**

# HUMAN For Humans

## เปลี่ยนขยะให้เป็นบุญ

**Human For Human เปลี่ยนขยะให้เป็นบุญ ครั้งที่1/2566** ทางบริษัทฮิวแมนิก้าและบริษัทไบนเคริโอได้นำขวดพลาสติกใส (PET) หรือขวดพลาสติกใสที่ไม่ใช้แล้วไปบริจาคเพื่อแปรรูปเป็นเส้นใยพลาสติกก่อนเข้าสู่กระบวนการทอเป็นผ้าบังสุกุลจีวรโดยกลุ่มวิชาสหกิจชุมชนวัดจากแดง จ.สมุทรปราการ เมื่อวันที่ 9 กันยายน 2566 ที่ผ่านมาทงทีมแอดมินขอขอบคุณเพื่อนๆ พี่ ๆ พนักงานทุกท่านที่ให้การสนับสนุนโครงการนี้เป็นอย่างดีและหวังเป็นอย่างยิ่งว่าจะได้รับแรงสนับสนุนจากพนักงานทุกท่านในการร่วมบริจาคขวดพลาสติกใส (PET) ต่อไปจนสิ้นสุดโครงการ

**ขวดเปล่าไม่สูญเปล่า**  
เปลี่ยนขวดพลาสติกใสเป็นผ้าบังสุกุลจีวร ด้วยวิธีการ “Upcycling Process”

### Upcycling Process

- 1 PET PLASTIC WASTE**  
ขวดพลาสติกใส PET
- 2 SHEDDING INTO SMALL FLAKES**  
เข้าสู่กระบวนการฉีกเป็นเกร็ดเล็ก ๆ
- 3 RECYCLING INTO POLYESTER FIBER**  
เข้าสู่กระบวนการรีไซเคิลเป็นเส้นใยโพลีเอสเตอร์
- 4 SPINNING FIBERS INTO YARNS**  
เข้าสู่กระบวนการปั่นเส้นใยให้เป็นเส้นด้าย
- 5 WEAVING YARNS FABRIC**  
เข้าสู่กระบวนการทอผ้าเส้นด้ายสำหรับทำผ้าไตรจีวร

ทีมแอดมินขอเชิญชวนเพื่อนๆ พี่ ๆ พนักงานทุกท่านร่วมกันบริจาคขวดพลาสติกใส (PET) หรือขวดพลาสติกที่ไม่ใช้แล้วผ่านโครงการ **Human for Human เปลี่ยนขยะให้เป็นบุญ** โดยครั้งที่ 2/2566 เจ้าหน้าที่กลุ่มวิชาสหกิจ วัดจากแดง จ.สมุทรปราการจะส่งรถเข้ารับขวดพลาสติกในวันจันทร์ที่ **25 กันยายน 2566** บริเวณ Human Space ชั้น 1 โดยพนักงานสามารถร่วมเป็นส่วนหนึ่งในการบริจาคขวดพลาสติกได้ ณ จุดรับบริจาค Humanica & Tigersoft ตั้งแต่วันนี้เป็นต้นไป



HUMANICA

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# HUMAN

For Humans

เปลี่ยนขยะให้เป็นบุญ  
รับบริจาคขวดพลาสติกใส



ทอเป็นผ้าไตรจีวร  
มอบให้วัดจากแดง จ.สมุทรปราการ

Admin Team

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## รับบริจาคขวดพลาสติก

เพื่อทอเป็นผ้าไตรจีวร

มอบให้วัดจากแดง จ.สมุทรปราการ

แอดมินเห็นถึงความสำคัญของการใช้ทรัพยากรให้เกิดประโยชน์สูงสุด  
โดยการ Upcycle เพื่อช่วยกันลดภาวะการผลิตก๊าซเรือนกระจกและลดภาวะโลกร้อน

### ขอขวดพลาสติก PET

ที่ใช้แล้ว นำมาผลิตร่วมกับเส้นใยผ้าฝ้ายและซิงค์นาโน (ช่วยป้องกันเชื้อรา) ทอเป็นผ้าผืน ย้อมสีออกมาเป็นบ้วน ๆ ให้ช่างฝีมือตัดเย็บเป็นชุดผ้าไตรจีวรสำหรับใช้ประโยชน์

ทุกคนสามารถมีส่วนร่วมได้ง่าย ๆ เพียงแค่

### ร่วมกัน คัดแยก พลาสติก

แยกผ้าและด้ายออกจากกัน นำขวดพลาสติกที่ไม่ใช้แล้วไปทำความสะอาด และนำมาหมอลงที่ตู้รับบริจาค โดยจะต้องผ่านการบีบแบนแล้ว

### ทำไมต้องขวดน้ำพลาสติก PET

เพราะขวดน้ำพลาสติกมีศักยภาพในการนำมาผลิตเป็นผลิตภัณฑ์ ซึ่งเป็นการใช้ทรัพยากรอย่างคุ้มค่าที่สุด

### แล้วเอาขวดพลาสติกไปทำอะไร

อัฟริไซเคิล Upcycle เป็นการนำวัสดุเหลือใช้ ขวดพลาสติก PET เปลี่ยนเป็นผลิตภัณฑ์กลับมาใช้ใหม่ได้อย่างสร้างสรรค์

จากขวดน้ำสู่ผ้าไตรจีวรส่งต่อให้วัดจากแดง จ.สมุทรปราการ



Admin Team

Waste (Unit: Kilogram)	2021	2022	2023
Quantity of general waste <sup>(306-3)</sup>		Start weighing garbage in 2023	9,857.77
Quantity of recycled waste <sup>(306-4)</sup>		Recycle project starts in 2023	215.62

The company does not report the amount of hazardous waste generated by the organization. Because most of the hazardous waste in the company, it is caused using printer ink in the office, but the company chooses to use a printer that is rented from Ricoh (Thailand) Limited. If the ink is used up or deteriorated, the company will send it back to Ricoh (Thailand) Limited, to be disposed of properly. Also, be a part of reducing environmental effect.



## Compliance with environmental and social laws <sup>(2-27, 3-3)</sup>

### Importance

Humanica Public Company Limited focuses on sustainable business development, regularly participate in the environment and community. It is an important tool for building confidence in the company's business operations and has been accepted by stakeholders in the business sector, society, and the community. In order to serve as a model and build confidence for other business sectors in the long run.

### Management guidelines

The company manages environmental quality according to legal and regulatory criteria strictly related. Including investment and development of environmental management systems for maximum efficiency. The environment is controlled and maintained as best as possible. Energy is a fundamental factor in the operation of every type of business, especially energy from energy sources that are used up. Company's business related to the development of software innovations, it is necessary to use electric and water in office building and use of fuel for personnel travel. The company is therefore aware and give importance to efficient energy management to achieve maximum efficiency. Including considering the choice of using alternative energy such as solar energy, to replace the use of energy from fossil fuels that is limited.

Efficient energy management not only reduces expense but also build stability in having sufficient alternative energy sources in the long term, helps reduce the use of fossil energy and reduce the environmental effect. It raises a good consciousness of living together and demonstrates the responsibility of business towards society and the environment. The company is committed to being a leader that participates in build a sustainable society and build a quality environment in every dimension of business operations. So that our business can grow steadily and sustainably.

### Performance

In 2023, the company has not encountered any incidents of non-compliance with business-related laws and violations of economic, social, and environmental laws. We continue to maintain operations that comply with laws, statute, regulations, and international standards strictly, to build confidence among all groups of stakeholders. Also adheres to conducting business responsibly and sustainably, ready to accept changes and the needs of society and the environment, both present and future.



## Social Dimension (People)

### Human Rights

The company has an ideology of conducting business with moral, adhere to universal human rights principles as a practice together, committed to operating with social responsibility, considering the dignity of human being rights, freedom, and equality. Do not discriminate against all stakeholder groups according to the principles of corporate governance. In terms of human rights protection, the company complies with the law and international principles strictly. Especially supporting and observe the precepts Universal Declaration of Human Rights (UDHR), United Nations Global Compact (UNGC), United Nations Guiding Principles on Business and Human Rights (UNGP), including The International Labor Organization's Declaration on Fundamental Principles and Rights at Work (ILO). Company will not commit any acts and will not strictly encourage violations of international human rights, by supervised regularly do not allow the company's business operations to become involved in human rights violations. The committee deems it appropriate to establish human rights policies and guidelines, to prevent violations of human rights in all business activities. Including business partners in the business value chain and business associates of the company.

### Operational Goals

- The human rights violations are 0.

### Highlight

- In 2023, it was found that incidents of human rights violations were 0.

### Guidelines/Methods for management in the practice of human rights

- **Company group and employees**

The company realizes the importance of employees, which is the main cog in propel the business. We have guidelines for treating employees fairly, both in giving returns, appointment, transfer, and potential development along with moral development, to enable employees to be capable and being a good person in society. Both in terms of fair employment, appropriate remuneration according to potential, maintaining the environment and organizing work systems to ensure safety in life, property, and good hygiene for



employees, thoroughly developing skills and increasing potential of employees, and informing of company news let employees know regularly. Guidelines for practice to the company's employees are as follows:

- Establish measures to protect employees who provide information to the authorities in the case of a violation of the law or violation of the Securities and Exchange Act to prevent unfair treatment whether it be changing job positions, job descriptions, workplaces, suspension from work, threatening to disturb work, termination due to the cause of whistleblowing about violation of the law or violation the code of ethics.
- Set policies for the company, do not transact with companies that do not consider human rights. Especially the violation of basic rights of race, women, children, disabilities, etc.
- Require regular assessment of risks from violations of human rights laws at least once per year.
- Require an audit from the internal audit department. It is set to be the main process for annual auditing and report to the Board of Directors.
- Provide opportunities for employees and all groups of stakeholders to express their opinions through independent directors or the company secretary.
- There are communication channels and channels for reporting clues to keep employees or stakeholders informed of progress in reporting clues.
- Provide provident fund for employees.

The Company has strictly complied with relevant laws, rules, and regulations, equitably and fairly by promulgating a human rights policy throughout the Group of Companies to create awareness and understanding among employees and related parties also provide opportunities for employees to have channels to complain and express their opinions freely as a guideline to the sustainable development of the organization.



- **Business partner group**

The Company aims for its trading partners to respect human rights by selecting and conducting business with trading partners honestly and fairly on the basis of equality and fairness and providing opportunities for trading partners to participate in the Company's activities to create social awareness as specified in business ethics and work practices. In addition, the Company also calls on partners to demonstrate their commitment to identifying issues of prevention, mitigation, and accountability for human rights impacts in the event of human rights violations.

- **Social groups and communities**

The company conducts every step of its business with respect to the community and surrounding environment in order to reduce the impact on the well-being and quality of life of society and the community. In addition, the Company has provided channels for the community to file complaints and provide suggestions. The Company will promptly take appropriate action regarding complaints in the event of human rights violations.



## Non-discrimination <sup>(406, 3-3)</sup>

### GRI Standards

- GRI 406 Non-Discrimination 2016

### Objectives from SDGs

- **Goal 5:** Sub-goal 5.5
- **Goal 10:** Sub-goal 10.2 Sub-goal 10.3 Sub-goal 10.4

### Why is it important?

Equality and equity are one of the matters that the company places great importance on. The company is committed to conducting business on the basis of human rights and does not discriminate. There is no class discrimination whether it be skin color, gender, religion, age with employees at all levels. In addition, having a suitable and good working environment will help strengthen human resources at all levels in the organization and increase the efficiency of sustainable coexistence in the organization.

### Performance goals

Number of discrimination complaints is 0.

### Highlights

In 2023, it was found that the number of complaints about discrimination was 0.

### Management guidelines/methods <sup>(3-3)</sup>

Humanica Public Company Limited has always been committed to promoting equality and non-discrimination. We have ideals in conducting business based on fairness, Respect human rights, do not discriminate against any particular employee or specific and does not discriminate against gender, nationality, religion, age in employment, remuneration, appointment, transfer, and potential development along with moral development. Moreover, the company realizes that employees are an important cog in driving the company's business operations. We therefore attach importance to treating employees fairly starting from the recruitment and selection process including equal employment opportunities for employees to get the right person for the position by selecting them based on their knowledge and ability to work, understanding and attitude of each individual. The Company requires employees at all levels to comply with the policy on non-discrimination as follows:



1. Comply with labor laws and various regulations strictly related to employees include:
  - Do not hire child labor under the legal age limit. In cases where a business partner employs child workers who are above the age limit specified by law, they must provide the workers with protection as required by law in all respects including development and promotion of quality of life and work appropriately.
  - Do not allow female employees to work in a manner that may be harmful to health and safety. In the case of an employee who is a pregnant woman must be provide protection and benefits as required by law.
  - Hiring foreign workers must proceed in accordance with the law, correctly and completely.
  - Do not use labor in a manner that is slave labor. This includes physical punishment, threats, confinement, threat, intimidation, harassment, Human trafficking, or violence in any form.
2. Treat employees with politeness, respect individuality and dignity of humanity according to international human rights principles.
3. Provide fair employment conditions for employees and provide employees with appropriate compensation according to their potential.
4. Maintain the environment and organize a work system for employees to have safety in life and property including good hygiene.
5. Give importance to employee development in order to practice their skills and increase their potential by providing opportunities for employees to receive learning thoroughly and regularly.
6. Appoint, transfer, reward and punish employees with honesty and based on knowledge and ability and suitability of employees.
7. Provide provident fund for employees.
8. Regularly inform employees of news about the operations and status of the company.
9. Listen to opinions and suggestions based on the professional knowledge of employees.
10. Avoid unfair actions that may affect the job security of employees or threaten and put pressure on the employee's mental state.



11. Create a good conscience for employees to know how to be givers and be good citizens of society.
12. Provide channels for employees to file complaints in the case of not being treated fairly or provide information about matters that may be illegal and there is a correction process Including measures to protect employees who make complaints that are systematic and fair.
13. The company and organization representatives must support the exercise of political rights by employees with neutrality.
14. Promote employee participation in making suggestions for work practices and/or various agreements to benefit all parties and build good relationships in working together under a good corporate culture together and build unity within the organization.
15. Encourage employees to participate in both internal and external activities that are beneficial to the organization and society to build participation and commitment to the organization as appropriate and discretion of the supervisor.

#### Performance <sup>(406-1, 3-3)</sup>

From the Company's operations based on respect for human rights and non-discrimination, it was found that in 2023 there were no incidents related to discrimination in the organization.

Discrimination incidents and corrections	unit	Year 2021	Year 2022	Year 2023
Discriminatory events that occurred	time	0	0	0
Events inspected by the agency found that there was discrimination	number of events	0	0	0
Events that are in the process of being healed	number of events	0	0	0
The incident has been resolved	number of events	0	0	0



## Development of data security and protection of personal information

### GRI Standards

- GRI 418 Customer Privacy 2016

### Objectives from SDGs

- **Goal 16:** Sub-goal 16.3

### Why is it important?

The company is a human resources management system provider and provides human resources management and salary preparation services with a large amount of customer personal information. Maintaining cyber security and protecting personal information is therefore an important issue in order to build confidence among customers and stakeholders. The Company therefore places importance on protecting customer information and has established guidelines for maintaining integrated security it covers various technical protections and meets data security standards to prevent data leakage. As well as operating in accordance with the Personal Data Protection Act B.E. 2019 (Thailand's Personal Data Protection Act B.E. 2019: PDPA) and international standards to prevent and reduce risks that may occur including raising the level of Continuously carry out data security protection and personal data protection work.

### Performance goals

- Personal data complaints were 0.
- Actual and preventable cyber attack events was 0.
- Aiming for SOC2 Type II certification, an advanced security standard by 2024.

### Highlights

- In 2022 - 2023, the company received ISO/IEC 27001:2013 and ISO/IEC 27701:2019 certification.



## Operational guidelines/methods

The company places importance on operations Cyber Security and Personal Data Protection to reduce the risk of personal data leakage the company has established a policy to measures for relief and correction as well as developing information security systems to be in line with laws and international standards. In 2023, there will be important management measures as follows:

- **Establish a working group on information security and personal data protection (Steering Committee)** which consists of the company's senior executives and officials in the information systems department together with the auditor Conduct internal audits regularly to ensure that the management system and operations related to personal data protection comply with the policies and standards set forth.
- **Operate according to ISO/IEC 27001 and ISO/IEC 27701:2019 standards.** By providing an Information Security Management System (ISMS) management process according to ISO/IEC 27001 standards for managing data within the organization in a systematic, safe, and there is a management evaluation 2 times per year in order to review and improve operations further.

In 2023, the company received ISO/IEC 27701:2019 certification. It's an international standard continuing from the ISO/IEC 27001 standard, focusing on controlling data privacy (Privacy Information Management System - PIMS) is consistent with Laws and Acts Personal Data Protection Act 2019 (PDPA) demonstrates our commitment to Carry out work on protecting personal information of employees, partners, customers, and stakeholders related.

- ISMS and PIMS Awareness Training courses are organized to provide safety knowledge, Personal information, Legal matters, Management systems according to international standards and related processes and policies for relevant employees to be able to perform their jobs correctly according to international standards along with public relations communications, continuously build awareness of security and personal information for all personnel.
- **Organize training on cyber security and personal data protection** to employees at all levels in the organization.
- Establish a policy that all new employees must receive training in cyber security and personal data protection which is in the PDPA for Everyone curriculum.



- **Establish a cyber danger monitoring center** (SOC – Secure Operation Center) to monitor unusual activities that occur 24x7 in order to be able to suppress incidents that pose a risk to security system safety Including the loss of important data and personal information effectively along with measures to mitigate or reduce risks and timely corrections.
- **Invest in safety in providing services** By installing a firewall system application system (WAF) equipped with a distributed attack protection system (Anti- DDos) that has world-class quality standards to increase confidence among customers who use the service.
- **“Cyber Drill”** Practice dealing with threats from cyber-attacks to build awareness among employees to be immune to cope with new forms of cyber threats by simulating the Phishing Poster “a New Year 2024 secret lucky draw” to win New Year prizes posted throughout the office space. It was found that 23 employees (4.93% of employees) scanned the QR code, 22 employees (4.72% of employees) login into the system using their employee accounts. 2 employees (0.43% of employees) reported the incident to employees and the organization. After the “Cyber Drill” simulation, the company sent questionnaires to employees who scanned the QR code to analyze the situation and create a summary to improve and develop cyber security work to employees throughout the organization by creating a Security Awareness Handbook to provide knowledge to employees, organize cyber-attacks training courses to enhance employees' knowledge in dealing with various types of attacks as well as develop processes for dealing with incidents that may occur. It also promotes an organizational culture that creates understanding and encourages employees to report incidents which will make operations in dealing with threats from cyber-attacks more effective in the future.



## Performance

In 2023, the company will closely inspect and follow up on the performance of data security and personal data protection with operating results as shown in the table.

Cyber and personal data threat incidents	Year 2022	Year 2023
Attack incidents that actually occurred and were preventable	464	932
Attack events that actually occurred and could not be prevented	0	0
Events complaints about personal information	0	0



## Personnel development and care

### GRI Standards

- GRI 401 Employment 2016
- GRI 404 Training and Education 2016

### Objectives from SDGs

- **Goal 3:** Sub-goal 3.2
- **Goal 4:** Sub-goal 4.5
- **Goal 5:** Sub-goal 5.1, Sub-goal 5.4
- **Goal 8:** Sub-goal 8.5

### Why is it important?

The company has rapidly expanded its business from both domestic and international investment and in an era where technology and innovation are changing rapidly and continuously. The company therefore places importance on recruiting and promoting employees at all levels of the organization to develop their capabilities to support business growth. We are committed to effective human resource management and able to respond to the needs of employees along with creating bonds and participation between employees and the organization to retain potential employees who are important cogs in driving towards the organization's goals in a sustainable way.

### Operational goals

- Employee turnover rate who has worked for more than one year not more than 25%.
- Maintaining quality personnel.
- Able to recruit sufficient personnel for software development and digital technology both domestically and abroad to support the growth of the organization.
- Develop modern technology to apply in human resource management.

### Highlights

- Average of training hours for employees: 9.15 hours/person/year
- Turnover rate of employees with more than 1 year of service is 9.93%, which is not exceeding the set target.



### Operational guidelines/methods <sup>(3-3, 401-2)</sup>

**“Happy Workplace”:** After the outbreak of COVID-19, the company has adopted the concept of Happy Workplace to take care of employees. Provide an opportunity to listen to opinions from employees on how the organization has adapted to the changing situation due to the epidemic and various pollution conditions in the past year. The company has a work from home policy in order to adjust the working style to be more flexible and create a happier working environment.

**Determining appropriate compensation:** The company uses various analytical tools to evaluate the efficiency of labor market surveys and the organization's compensation structure to determine compensation that is comprehensive and competitive, taking into consideration neutrality and equality and the company provides bonuses for all employees every year to increase employee morale and motivation.

**Welfare to promote well-being:** The company allocates various benefits to help reduce the burden of expenses and improve the well-being of employees such as arranging transportation for employees, Payments to the provident fund, Preparation of life insurance and health insurance for employees (including OPD & IPD except those provided by the Social Security Fund), etc.

#### **Guidelines for retaining/motivating employees to reduce turnover rates**

- Organize regular internal recreational activities on a monthly basis to build more relationships between the company and employees and between fellow employees to build harmonious relationships and have more bonding within the organization.
- Increase welfare for employees.
- Strengthen and develop the potential, knowledge, and abilities of employees.
- Improve the office to have a beautiful environment with complete amenities such as exercise room, rest room and massage machines for relaxation, etc., making the office more pleasant to work in like a second home for employees.

**Changing the welfare structure:** The company periodically adjusts the welfare structure as appropriate to be consistent with the economic and social situation as well as the need for employees to work overtime It will propose measures such as giving employees the right to choose the rate at which they will contribute to the provident fund and have flexible working hours.



## Training

Corporate Core Value

Competencies for Effective work

Competencies for Leadership

Planning the training route, the company organizes the curriculum to be in line with the corporate values (Corporate Core Value) to support the organization's business style and the current and future market competitive situation, As well as laying down a curriculum to enhance competency in working effectively (Competencies for Effective work) to employees The course focuses on document management abilities (Documentation Competencies) and time management, Communication abilities (Communication Competencies), Analytical skills (Analysis Competencies) for evaluating and solving problems for employees.

The company places importance on preparing to become a supervisor, Focus on building leadership competency (Competencies for Leadership) for employees at the assistant manager level and above by organizing courses that focus on developing supervisory skills (Supervisory Competencies) for relevant employees to promote leadership skills and being able to effectively manage employees under supervision and organizing courses to enhance competencies in Management (Management Competency) for employees at the assistant manager level and above. The objective is to provide trained employees with leadership skills and ability to manage Both aspects of planning Resource management, decision making, problem solving to support future changes. It also promotes the ability to manage employees to develop effective teamwork aiming for work that achieves the organization's goals in a sustainable way.

### Learning curriculum and learning channels

The company places importance on developing the knowledge and abilities skills of employees to support the changing market situation We allocate courses that continuously upgrade and develop the capabilities of employees (Upskill & Reskill) so that they can work efficiently. As well as providing opportunities for employees at all levels to develop their knowledge and abilities to suit their assigned positions and duties through training both inside and outside the organization Examples of courses include:

#### **Internal training**

Training in matters related to the company's services such as project management and software development, Developing various skills necessary as a project manager,



Human Resources or Liabilities Workshop course class 1st generation and 2nd generation (to be inspired to work by thinking analytically with principles and looking at the world positively, Know yourself, Look at the world with a realistic perspective, Understand cause and effect) PDPA Awareness Training course to create understanding and awareness of the importance of protecting personal information both in daily work and life including personal data protection and cyber security.

Go-Lang Language course to develop knowledge and ability in new technology to be more modern and course to build basic knowledge and train basic knowledge about Regarding HR Solutions such as principles of basic salary system, personal income tax calculation, labor law, provident fund, social security , using Microsoft Excel, English language learning techniques course which this is to develop the basic English language of employees at all levels to continually improve and training to provide knowledge about saving money and investing Including saving money for retirement and the trainers in every course are both personnel with expertise in the company and expert lecturers from outside organizations come to pass on knowledge, experience and give different advice so that employees can apply and develop their work in their responsibilities.

### **External training**

The company sends employees to attend training courses related to the company's services to increase work efficiency and increase knowledge of new technologies for employees such as Big Data, Cloud Computing, training and monitoring compliance with laws such as labor protection laws, etc.

### **E-Learning**

The company requires all employees at all levels to attend various training courses which are learned through the company's operating system to always provide employees with easy access to learning media including the PDPA for Everyone course, the Power to Your Goal and Success course and the Smart Goal Setting course along with a variety of training courses to choose from to develop employees' potential.



## Training information <sup>(404-1)</sup>

Average training hours of employees (unit: hours/person/year)

	Year 2021	Year 2022	Year 2023
Average training hours of employees	2.58	5.83	9.15

Number of employee training hours Classified by gender (Unit: Hour)

Employee training hours	Year 2021	Year 2022	Year 2023
Training hours for all male employees	514	2,641	3,778
Training hours for all female employees	915	2,784	5,721
Average training hours of male employees	2.34	5.62	7.06
Average training hours of female employees	2.75	6.05	11.37

Number of employee training hours Classified by position (Unit: Hours)

Employees who received training Classified by position	Year 2021	Year 2022	Year 2023
Senior executives	40	901	462
Executive level/Executive assistant	74	840	703
Manager/Assistant Manager level	292	1,574	1,437
Officer level	1,023	2,110	6,897

Expenses for training knowledge and employee development (Unit: Baht)

	Year 2021	Year 2022	Year 2023
Expenses for training knowledge and employee development	474,216	2,337,236	1,847,793



## Performance

Information on the number of employees <sup>(2-7, 2-8, 401-1, 405-1)</sup>

Number of employees classified by gender (Unit: People)

Employees classified by gender	Year 2021	Year 2022	Year 2023
Total employees	577	958	1,077
male employee	221	473	541
female employee	356	485	536

Number of male employees classified by age (Unit: Person)

Male employees classified by age	Year 2021	Year 2022	Year 2023
Less than 30 years old	141	272	314
30-50 years old	75	193	218
Over 50 years old	5	8	9

Number of female employees classified by age (Unit: Person)

Female employees classified by age	Year 2021	Year 2022	Year 2023
Less than 30 years old	227	291	322
30-50 years old	114	176	196
Over 50 years old	15	18	18

Number of male employees, classified by position (Unit: Person)

employees classified by position	Year 2021	Year 2022	Year 2023
Senior executives	3	5	6
Executive level/Executive assistant	7	6	19
Manager/Assistant Manager level	37	80	117
Officer level	174	382	399

Number of female employees Classified by position (Unit: Person)

Female employees classified by position	Year 2021	Year 2022	Year 2023
Senior executives	4	4	3
Executive level/Executive assistant	11	11	15
Manager/Assistant Manager level	60	65	80
Manager/Assistant Manager level	281	405	438



### Number of employees who voluntarily resigned, classified by gender (Unit: Person)

Employees who voluntarily resign Classified by gender	Year 2021	Year 2022	Year 2023
Total employees who resigned voluntarily	251	349	321
<u>Male</u> employee who resigned voluntarily	87	134	135
<u>Female</u> employees who resigned voluntarily	164	215	186
Important labor disputes	N/A	N/A	N/A

### New employee

New employee	Year 2021	Year 2022	Year 2023
New employee recruitment rate (people)	169	313	325
New graduates with no experience (people)	109 (64%)	142 (45%)	162 (50%)
Employees with more than 1 year of working experience (people)	60	171	246

\* New employee information specific to Humanica, POS, FAS, Benix, TigerSoft and DataOn

### Employee turnover rate (Turnover Rate) working for more than 1 year

Year	Target Turnover Rate (%)	Turnover Rate (%)
Year 2021	N/A	126 (31.66%)
Year 2022	25%	107 (24.49%)
Year 2023	25%	107 (9.93%)



#### Employees who are members of provident fund

Employees who are members of the provident fund		Year 2021	Year 2022	Year 2023
Total number of employees who are members of provident fund	Person	394	694	693
Percentage of employees who are members of provident fund per total employees	%	68.28	72.44	64.35
Amount that the company contributes to provident fund	Baht	13,524,988	16,597,546	20,160,447
Percentage of the amount that the company contributes to provident fund per the total compensation of all employees	%	4.14	3.71	3.51



## Occupational safety, health and a good working environment

### GRI Standards

- GRI 4 03 Occupational Health and Safety 2018

### Objectives from SDGs

- **Goal 3:** Sub-goal 3.4, Sub-goal 3.6, Sub-goal 3.9

### Why is it important?

The organization's safety, Occupational safety, health and a good working environment policy will help ensure that all employees will have a safe working environment, have good hygiene, Reduce the risk of accidents and losses. The company is therefore committed to encouraging employees to have a better quality of life with both good physical and mental health Ready to work efficiently. We therefore find ways to develop and improve the efficiency of safety operations and continually promote a good environment for working at every step.

### Operational goals

- Reduce accidents to 0 (Zero Accident)
- Lost Time Injury Frequency Rate (LTIFR) is 0

### Highlights

- In 2023, the number of accident incidents in the organization is 0.

### Management guidelines/methods <sup>(3-3, 403-1, 403-2, 403-7)</sup>

In operating safety, occupational health and a good working environment, the company provides a security system according to international standards and is committed to continuously developing and improving efficiency in occupational health and safety operations to reduce the risk of accidents and injuries up to death, Loss of working days, work-related illnesses are reduced to zero while promoting a good quality of life for employees by following the law relevant regulations and regulations are strictly enforced, Risk assessments and environmental inspections are carried out including checking the readiness of materials and equipment Safety tool kits regularly along with practicing emergency response plans and organizing training courses for employees appropriately according to their positions to strengthen the safety culture in the organization and company employees, have good hygiene under a suitable and safe working environment.



## Occupational health and safety training <sup>(403-5)</sup>

The company places importance on training to provide knowledge and understanding about safety to employees by providing appropriate training in various courses necessary for employees at each level such as fire escape training, Basic first aid, etc.



## Health promotion, Health services related to work <sup>(403-3, 403-6)</sup>

The company places importance on promoting health and health services to employees by providing:

- Annual health check-up for all employees who pass probation.
- From the situation of the spread of the contagious disease COVID-19, The company has a policy to encourage employees to get vaccinated to prevent COVID-19 by considering adding (extra) leave for vaccination to 2 days per year.
- Allocate equipment and facilities to employees, there is a common area and a fitness room with complete exercise equipment to promote good physical and mental health.
- There is space and equipment for playing various recreational activities such as board games, hand-crank foosball tables, table tennis sports table and massage chair so that employees can relax from work and spend free time together with their co-workers for building good relationships.



- Installing air filters to prevent PM2.5 dust that is harmful to employees' health and helps control air quality in the office Including helping to reduce PM2.5 dust levels inside the building.

### Performance ( 403-8, 403-9, 403-10 )

From work safety operations, the Company has followed up and measured results according to indicators of statistics of injuries or accidents from employees' work and statistics of illnesses from work to the point of employees being off work. It was found that in 2023, the number of accident incidents and work-related sickness to the point of time off from work for employees is 0, which is in line with the goals set by the organization.

### Report information on occupational health and safety

#### Statistics of injuries or accidents from employee work

Statistics of injuries or accidents from employee work	Year 2021	Year 2022	Year 2023
Number of incidents of injuries or accidents from employees' work leading to time off from work (times)	0	0	0
Number of employees who were injured at work to the point of being off work for more than 1 day (people)	0	0	0
Number of employees who died from work (people)	0	0	0

#### Statistics on work-related illnesses up to the point of time off for employees

Statistics on work-related illnesses up to the point of time off for employees	Year 2021	Year 2022	Year 2023
Number of incidents of work-related illness among employees to the point of time off from work (times)	0	0	0
Number of employees who died from work-related illnesses (people)	0	0	0



## Selection of partners based on environmental and social criteria

### GRI Standards

- GRI 308: Selection of partners based on environmental criteria 2016
- GRI 414: Selection of partners based on social criteria 2016

### Objectives from SDGs

- **Goal 5:** Sub-goal 5.2
- **Goal 8:** Sub-goal that 8.2
- **Goal 16:** Sub-goal 16.1

### Why is it important? <sup>(3-3)</sup>

Promoting principles and practices to trading partners who work together equally with the company is an important matter that results in efficient operations. The selection of partners must be strictly based on the law and all partners are inspected to meet both environmental and social selection criteria and there was no violation of the law. In addition, the guidelines are transparent and fair without having a negative impact on the company's work processes, promote efficiency in the work process and is a company that has work processes based on basics of sustainability.

### Highlights

Selection of business partners is strictly based on the law, all partners are verified to meet both environmental and social selection criteria and there was no violation of the law.

### Goal

Increase the proportion of purchasing and services in local or regional products by 20% in the year 2024.

### Management guidelines/methods <sup>(3-3)</sup>

The company sees the necessity and importance of selecting business partners who meet the legal criteria in order to work together smoothly in accordance with regulations and without violating the law. In addition, it is important to give importance to operational feedback that will create mutual



benefits in the best way to ensure that the company's procurement and its subsidiaries will create sustainable value for all shareholders.

The Company's guidelines for selecting suppliers based on environmental and social criteria must be partners that have operational guidelines that respond to environmental friendliness, there is no deforestation and trespassing into unauthorized areas or even cause negative pollution to the people until they suffer including not secretly hiring child labor or forced labor in the company.

In 2023, the company established a policy for business partners including creditors, the Company and its subsidiaries support compliance with human rights principles with business partners including partners and contractors which is covers not being involved in violations and human rights impacts that may occur to ensure that the business operations of all business partners and contractors are based on respect for human rights, the Company complies with the Company's human rights policies and practices and affiliated companies strictly, The guidelines are as follows:

1. Adhere to fair labor practices and human rights standards.
2. Use environmentally friendly materials and processes.
3. Comply with environmental regulations and certifications.
4. Increase the percentage of products sourced from partners with recognized sustainability certifications by 15% in the year 2024.
5. Have diversity and inclusion initiatives within the partner organization.
6. Participate and support the community.
7. Select local partners to support communities and reduce associated environmental impacts.
8. Increase the percentage of goods and services sourced locally or regionally by 20% this year.

## Performance

In 2023, all partners of Humanica Public Company Limited passed the criteria for selecting partners based on social criteria and environment by strictly following the law, there is no violation of rules, regulations or secret employment of child or forced labor including not having a negative impact on the company's business operations. <sup>(308-1, 308-2, 414-1, 414-2)</sup>



## Safety of products and services to customers

### GRI Standards

- GRI 416: Safety of Products and Services to Customers 2016

### Objectives from SDGs

- **Goal 3** : Sub-goal that 3.6
- **Goal 9** : Sub-goal that 9.1

### Highlights

The company always considers the convenience and safety of products and services provided to customers.

### Why is it important?

To build value and grow together with customers as well as being trusted by customers which is an important that will lead to success in the business of Humanica Public Company Limited.

### Management guidelines/methods

Humanica Public Company Limited is in the business of designing and implementing systems to meet the needs of modern organizations, from end-to-end HR management solutions, HRM programs to finance and accounting. Humanica software is an innovative comprehensive suite of services designed to help every business advance its goals. The Company has planned to deal with problems in various forms in a systematic and efficient manner in order to create maximum benefit and build trust among stakeholders as well as maintain a good image of the organization.

The company has established a policy that places importance on creating value and growing together with customers, earning the trust of customers by treating customers with sincerity and politeness, find ways to meet customer needs more efficiently and be a factor that leads to continuous and sustainable business success. The policy and practices are set out as follows:



- Develop and deliver products including software, hardware, and services according to standards and according to the customer's agreement at a fair price, do not make excessive profits.
- Provide accurate, adequate and timely information and advice to inform customers about products and services.
- Strictly comply with various conditions for customers. In the case that any condition cannot be complied with must quickly notify customers in order to jointly consider and find solutions to problems in a timely manner.
- Treat customers with politeness and gain their trust.
- There is a system for storing customer information securely, there are measures to maintain customer confidentiality, do not forward information without the customer's consent and do not use customer information for your own benefit and/or those involved illegally.
- Guarantee the product under conditions for a reasonable period of time and in accordance with the Consumer Protection Act.
- There is a system/process for customers to complain about the quality, quantity, safety of products and services including the speed of response, delivery and operation to the utmost so that customers receive a quick response.
- Support customers' social responsibility operations.
- Focus on developing environmentally friendly products and use energy efficiently.
- Create channels to provide information about products or services and product development to customers continuously.

## Performance

Information on complaints in 2023, the company has inspected and found that there was a total of 699 matters. Complaints that have been resolved finished 522 matters, Complaints that are in the operational process 65 matters and complaints that are 112 matters in the process of waiting for action. The company has selected the issues and prioritized the complaints, divided into 4 levels: urgent, high, medium and low. The company has processes and guidelines for Handle complaints clearly so that they are completed within the specified time. In addition, the information on complaints in 2023 of Indonesia has inspected and found that there was a total of 473 matters. Complaints that have been resolved finished 193 matters,



Complaints that have been resolved and closed 265 matters, Complaints that are in the accept process 13 matters and 2 matters have been cancelled. The details as follow;

GRI 416 Safety of products and services to customers			
416-1 Evaluation of impacts on Product and service safety	Unit	Thailand	Indonesia
Number of complaints related to the safety of products and services	Complaints	699	473
416-2 Number of incidents of non-compliance. about the safety impacts of products and services			
Number of incidents of non-compliance with regulations resulting in a fine	time	0	0
Number of incidents of non-compliance with regulations resulting in a warning	time	0	0
Number of incidents of intentional non-compliance with the law (Voluntary Codes)	time	0	0

### Survey results of customer satisfaction with products and services in Thailand and Indonesia

The company has prepared a survey of customer satisfaction with products and services. The level of satisfaction is divided into 5 levels, namely level 1-5, with the lowest score being at level 1 and the most satisfied score being at level 5. In 2023, the results of the satisfaction survey found that the average score Satisfaction in Thailand received a score of 3.98. Additionally, the company has collected the results of a customer satisfaction survey in Indonesia. The average satisfaction score in Indonesia received a score of 4.44, with details in the table as follows.



Customer satisfaction regarding product and service quality in Thailand	Score (Satisfaction)	Score (Important)
Completeness	3.88	4.34
Coordinate with users	4.00	4.17
Performance (e.g. responsiveness, safety, reliability)	4.02	4.54
Software stability	3.88	4.57
Supporting documents	3.79	4.22
Sales and coordination	3.95	4.44
Expert service along with help	4.19	4.71
Continuous service	4.07	4.58

Customer satisfaction regarding product and service quality in Indonesia	Score (Satisfaction)	Score (Important)
Completeness	4.49	4.73
Coordinate with users	4.39	4.69
Performance (e.g. responsiveness, safety, reliability)	4.36	4.67
Software stability	4.22	4.64
Supporting documents	4.42	4.67
Sales and coordination	4.45	4.64
Expert service along with help	4.57	4.74
Continuous service	4.59	4.75



## Participation and community development <sup>(413-1, 413-2, 3-3)</sup>

### GRI Standards

- GRI 413: Local Communities 2016

### Objectives from SDGs

- **Goal 8:** Sub-goal 8.3, Sub-goal 8.5
- **Goal 12:** Sub-goal 12.8
- **Goal 16:** Sub-goal 16.7

### Why is it important?

The company conducts business on the principle of continuous social responsibility. We focus on developing the quality of our products and services, Strengthening human resources, Considering the environment includes creating a balance between increasing business profits and giving back to society. The company is committed to building a business that grows sustainably while creating benefits for a good society together.

### Highlights

- Local community grievances / Number of events that have had a negative impact on the community is 0.
- Support and promote society and communities through the company's business processes by organizing a project to recruit interns every year.

### target

- Develop, promote and improve the quality of life of society through a community committee that listens and analyze public opinion and support for projects that focus on education and skills development Including supporting projects to society and quality of life improve sustainably along with the company's growth.
- Complaints from the local community / Number of events that have had a negative impact on the community is 0.

### Guidelines / management methods <sup>(413-1, 3-3)</sup>

The company places importance on business processes that are socially responsible including supporting social activities that are beneficial to the community and aims for the



business sector to be able to live happily with the community, society and environment. The Company aims to develop and create progress at both the organizational and community levels by focusing on the process of working with the community, promote various activities that are beneficial to the community according to the company's policy and in accordance with the development direction of the government sector to develop the quality of life and economy of the community to be sustainable together. The guidelines are as follows:

- Carry out business activities that take into account the benefits and sustainability of the community and society.
- Promote the participation of communities and social agencies in meeting, exchanging opinions and cooperating with various agencies in order to develop the lives of communities on a regular basis.
- Establish planning and preventive/corrective measures when impacts occur to the environment and communities due to the operations of the company.
- Organize social service activities with the participation of employees and encourage employees to act as good citizens of society and volunteer.
- Focuses on developing the knowledge and education of Thai youth according to the company's existing potential.
- Build cooperation with various local agencies to develop the infrastructure of educational institutions, religious places and hygiene for youth and the underprivileged including the environment of the community.
- Promote and maintain religion and preserve culture good local customs and traditions.
- Promote operations to strengthen local community businesses and provide opportunities to be partners with the company.
- Generate income and promote the community economy by recruiting and supporting employment and community products support activities that focus on giving the community knowledge about occupations and can use knowledge to promote families and communities to have additional income and be able to live on their own.
- Communicate with the community and society regularly and with transparency including publishing and reporting results carrying out social responsibility activities for all stakeholder groups to know.



### Project to support recruiting interns

The company is committed to participating in the development of communities and society by continuously supporting the project to accept interns every year so that students can learn and gain real experience. We believe that the experiences students gain will inspire them to decide on the right career path for their future. Recruiting student interns creates an educational partnership that is creative and sustainable it gives us the opportunity to select more qualified personnel which is beneficial to both the company and the students it also builds stable relationships and build trust in the community and society as well.

Number of interns		
Year 2021	Year 2022	Year 2023
4 people	1 person	6 people



Organizing activities that are beneficial to the community and society in 2023

“TIGERSOFT SHARING CSR”

At Wat Tha To Lertbunyongwittaya School, Tha To Subdistrict, Maharat District,

Phra Nakhon Si Ayutthaya Province



The company provides computers to schools in the community to support youth learning and development. We aim for youth to take advantage of modern learning media to search for knowledge, find useful information and develop skills in using technology for learning in the modern era.



In addition, we also support sports for youth by provides sport equipment and sports uniforms to students to enhance their physical health, strong-minded, promotes unity and develops sports skills for students which may be a path to becoming a higher-level athlete.



The company also helps repair deteriorated sports stadiums so they can be used at full capacity by improving the field lines and adding new colors to meet standards and to increase safety in use.



We provide scholarships to students who are good at studying but are in need to help pay for their studies and give them equal educational opportunities, encourage them to grow up with quality and make a contribution to society further.



The company has organized an activity to invite employees to donate blood to the Thai Red Cross Society. This is another social activity where donors feel satisfied that they are involved in helping sick fellow humans.



Donations and financial support for public benefits in various fields	Amount (Baht)
Scholarships	11,500.00
Painting equipment	19,429.00
Sports shirts 114 unit	22,000.00
Sports equipment	7,286.00
Computer equipment	23,368.00
Lunch (delivery day)	12,000.00
Rental fee for a van for a team of company employees (day of field visit and delivery day)	7,000.00
Tent rental / Scholarship sign / Ice cream	4,000.00
<b>Total amount</b>	<b>106,583.00</b>

### Performance <sup>(3-3)</sup>

Overview of management/community relations management policy	Unit	Year 2021	Year 2022	Year 2023
Target score level	Percentage	100	100	100
Image score for social responsibility	Percentage	100	100	100
Complaints from surrounding communities	Quantity	0	0	0



## GRI Content Index

GRI Standard	Disclosure	Location	SDGs	Omission
Statement of use Humanica Public Company Limited. has reported in accordance with the GRI Standards for the period (1 January 2023 to 31 December 2023).				
For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report.				
General disclosures				
GRI 2: General Disclosures 2021	2-1 Organizational details	14-25		
	2-2 Entities included in the organization's sustainability reporting	5-8		
	2-3 Reporting period, frequency and contact point	5-8		
	2-4 Restatements of information	9-13		
	2-5 External assurance	-		The information cannot currently be obtained. The data collection procedure expected to disclose the information in the 2025 sustainability report.
	2-6 Activities, value chain and other business relationships	14-28		
	2-7 Employees	112-114		
	2-8 Workers who are not employees	112-114		
	2-9 Governance structure and composition	38-43		
	2-10 Nomination and selection of the highest governance body	38-43		
	2-11 Chair of the highest governance body	38-43		
	2-12 Role of the highest governance body in overseeing the management of impacts	9-13, 37-76		
	2-13 Delegation of responsibility for managing impacts	42		
	2-14 Role of the highest governance body in sustainability reporting	9-13, 42		
	2-15 Conflicts of interest	42-43		
	2-16 Communication of critical concerns	42-45		
	2-17 Collective knowledge of the highest governance body	38-43, 45-46		
	2-18 Evaluation of the performance of the highest governance body	46		
	2-19 Remuneration policies	47		



GRI Standard	Disclosure	Location	SDGs	Omission
	2-20 Process to determine remuneration	47-48		
	2-21 Annual total compensation ratio	48-49		
	2-22 Statement on sustainable development strategy	3-4		
	2-23 Policy commitments	49-76		
	2-24 Embedding policy commitments	23-25		
	2-25 Processes to remediate negative impacts	49-76		
	2-26 Mechanisms for seeking advice and raising concerns	49-76		
	2-27 Compliance with laws and regulations	96		
	2-28 Membership associations	54-55		
	2-29 Approach to stakeholder engagement	29-36		
2-30 Collective bargaining agreements	29-36			
Material topics				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	5-13		
	3-2 List of material topics	9-13		
Economic performance				
GRI 3: Material Topics 2021	3-3 Management of material topics	80-82		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	82	Goal	
	201-2 Financial implications and other risks and opportunities due to climate change	75-76	8	
	201-3 Defined benefit plan obligations and other retirement plans	82		
	201-4 Financial assistance received from government	82		
Anti-corruption				
GRI 3: Material Topics 2021	3-3 Management of material topics	43-44		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	43-44	Goal	
	205-2 Communication and training about anti-corruption policies and procedures	43-44	16	
	205-3 Confirmed incidents of corruption and actions taken	44		
Energy management				
GRI 3: Material Topics 2021	3-3 Management of material topics	85-87		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	87	Goal	
	302-2 Energy consumption outside of the organization	-	7	Information unavailable: Energy consumption outside of the organization is not provided.
	302-3 Energy intensity	87		



GRI Standard	Disclosure	Location	SDGs	Omission
	302-4 Reduction of energy consumption	-		Information unavailable: Reduction of energy consumption is not provided.
	302-5 Reductions in energy requirements of products and services	-		Information unavailable: Reductions in energy requirements of products and services is not provided.
Water management				
GRI 3: Material Topics 2021	3-3 Management of material topics	90-91		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	90	Goal	
	303-2 Management of water discharge-related impacts	90	6	
	303-3 Water withdrawal	91		
	303-4 Water discharge	91		
	303-5 Water consumption	91		
Climate change and air pollution management				
GRI 3: Material Topics 2021	3-3 Management of material topics	88-89		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	89	Goal	
	305-2 Energy indirect (Scope 2) GHG emissions	89	13	
	305-3 Other indirect (Scope 3) GHG emissions	89		
	305-4 GHG emissions intensity	-		Information unavailable: GHG emissions intensity is not provided.
	305-5 Reduction of GHG emissions	89		
	305-6 Emissions of ozone-depleting substances (ODS)	-		Information unavailable: Emissions of ozone-depleting substances (ODS) is not provided.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-		Information unavailable: Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air



GRI Standard	Disclosure	Location	SDGs	Omission
				emissions is not provided.
Waste management				
GRI 3: Material Topics 2021	3-3 Management of material topics	92-95		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	-	Goal 12	Information unavailable: Waste generation and significant waste-related impacts is not provided.
	306-2 Management of significant waste-related impacts	-		Information unavailable: Management of significant waste-related impacts is not provided.
	306-3 Waste generated	95		
	306-4 Waste diverted from disposal	95		
	306-5 Waste directed to disposal	-		Information unavailable: Waste directed to disposal is not provided.
Procurement practices				
GRI 3: Material Topics 2021	3-3 Management of material topics	118-119		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	119	Goal 5,	
	308-2 Negative environmental impacts in the supply chain and actions taken	119	Goal 8, Goal	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	119	16, Goal	
	414-2 Negative social impacts in the supply chain and actions taken	119	8	
Employee care and development				
GRI 3: Material Topics 2021	3-3 Management of material topics	107-114		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	112-114	Goal	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	108-110	3, Goal	



GRI Standard	Disclosure	Location	SDGs	Omission
	401-3 Parental leave	-	4, Goal 5, Goal 8	Information unavailable: Parental leave is not provided.
Occupational health and safety				
GRI 3: Material Topics 2021	3-3 Management of material topics	115-117		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	115	Goal 3	
	403-2 Hazard identification, risk assessment, and incident investigation	115		
	403-3 Occupational health services	116-117		
	403-4 Worker participation, consultation, and communication on occupational health and safety	-		Information unavailable: Worker participation, consultation, and communication on occupational health and safety is not provided.
	403-5 Worker training on occupational health and safety	116		
	403-6 Promotion of worker health	116-117		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	115		
	403-8 Workers covered by an occupational health and safety management system	117		
	403-9 Work-related injuries	117		
	403-10 Work-related ill health	117		
Training and education				
GRI 3: Material Topics 2021	3-3 Management of material topics	107-114		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	111	Goal 3	
	404-2 Programs for upgrading employee skills and transition assistance programs	108-110	Goal 3	
	404-3 Percentage of employees receiving regular performance and career development reviews	-	Goal 4, Goal 5, Goal 8	Information unavailable: Percentage of employees receiving regular performance and career



GRI Standard	Disclosure	Location	SDGs	Omission
				development reviews is not provided.
Diversity and equal opportunity				
GRI 3: Material Topics 2021	3-3 Management of material topics	-		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	112-114		
	405-2 Ratio of basic salary and remuneration of women to men	-		Information unavailable: Ratio of basic salary and remuneration of women to men is not provided.
Non-discrimination				
GRI 3: Material Topics 2021	3-3 Management of material topics	100-102		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	102	Goal 5, Goal 10	
Local communities				
GRI 3: Material Topics 2021	3-3 Management of material topics	124-129		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	124-129	Goal 8,	
	413-2 Operations with significant actual and potential negative impacts on local communities	124-129	Goal 12, Goal 16	
Customer health and safety				
GRI 3: Material Topics 2021	3-3 Management of material topics	120-123		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	122	Goal 3,	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	122	Goal 9	
Customer privacy				
GRI 3: Material Topics 2021	3-3 Management of material topics	103-106		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	106	Goal 16	



## Opinion survey on sustainability reports Year 2023

The information from the following survey will be used by the Company to develop its corporate sustainability reporting next year

1. Basic information

- sex             male                       female  
age             under 25 years     25-40 years                       41-60 years     over 60 years

Relationship with HUMAN

- Personnel of HUMAN     Customers  
 Partners/Contractors     Community  
 Shareholders     Creditors (financial institutions)  
 Business partners     Others (specify) .....

2. From what channel did you receive the 2023 Sustainability Report?

- HUMAN     Seminar/Exhibition Website  
 HUMAN delivers     Other (specify) .....  
 HUMAN personnel

3. Purpose of reading this report

- Get to know HUMAN and the direction of the organization's operations.  
 Research/Study  
 To make investment decisions  
 Other (specify) .....

4. Do you think the issues that are important to HUMAN 's sustainability are fully addressed in the report?

- complete  
 Incomplete (please specify points that you think should be added to the report)  
.....

5. Level of satisfaction with the sustainability report for the year 202 6

- Completeness of the report content     Excellent     Average     Poor  
 Important points in the report     Excellent     Average     Poor  
 Interestingness of information     Excellent     Average     Poor  
 The language of the report is easy to understand     Excellent     Average     Poor  
 Design of the report     Excellent     Average     Poor  
 Overall satisfaction with the report     Excellent     Average     Poor

6. Additional suggestions for improving the sustainability report in the next year

.....  
.....

Thank you for your cooperation. The information you answered in the opinion survey on this sustainability report will be used to improve and develop the organization 's sustainability reporting to be even better.