



HUMANICA

SUSTAINABILITY
REPORT 2024

HUMANICA

PUBLIC COMPANY LIMITED



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Message from Chief Executive Officer ⁽²⁻²²⁾

With over 21 years of experience, Humanica Public Company Limited (“HUMAN”) has been a trusted provider of HR solutions across Southeast Asia, serving over 5,000 clients in 13 countries. We drive our business forward by integrating sustainability principles into every aspect of our operations, recognizing the importance of social and environmental responsibility. Through strong corporate governance, we ensure the company operates sustainably, fostering growth together with our stakeholders.

The company place great importance on the feedback, needs, and expectations of our stakeholders, recognizing them as a crucial element in driving the sustainable management of our supply chain. We are committed to balancing the economic, social, environmental, and human rights interests and benefits of all stakeholders, both internal and external, to enhance positive impacts and minimize negative consequences from our business operations, both current and in the future.

In 2024, the company is dedicated to continuously innovating, offering a comprehensive range of services. Our products are designed to help businesses achieve their goals while adapting to the rapidly changing business world. Additionally, we aim to elevate and develop our clients' workforce to operate efficiently, flexibly, and sustainably. Guided by our vision, ‘We help the employees of our clients work better and live happier’, we are committed to enhancing our HR services with international standards to support economic growth and meet customer needs quickly, as well as developing various solutions.

Throughout the past, the company has grown steadily with the cooperation of all parties. We emphasize the efficiency and good experience in the work of our employees because we see the importance of them being a key force in creating excellent work for the company. This aligns with our core mission: “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.”



We would like to express our sincere gratitude to all stakeholders for their trust and support of Humanica Public Company Limited. We also extend our appreciation to all employees, whose contributions are essential in developing and enhancing our products and services, ensuring they remain modern and continuously evolving. We recognize the value of feedback from all departments and will continue to use it to improve and advance the organization, always considering the collective benefits across economic, social, and environmental aspects. We are committed to upholding the principles of human rights, ensuring equality for everyone, both inside and outside the organization.

Mr. Soontorn Dentham

Chief Executive Officer



Driving towards sustainability ^(2-12, 2-13, 2-14, 2-23, 2-24)

In today's business world, sustainability is not just a policy concept, but an important factor that helps create value for organizations and society as a whole. The Company is committed to conducting business on the basis of responsibility, along with sustainable development in all dimensions, in order to be able to grow steadily and create positive impacts on the economy, society, and the environment.

The Company has appointed a Sustainable Development Committee to oversee and set sustainability policies in alignment with the Company's policies, with the Chief Executive Officer serving as the Chairman. The Committee is responsible for setting plans in line with the Company's strategic plans, setting indicators for sustainable development, and assessing risks or opportunities related to climate change. The Sustainable Development Committee must present sustainability management plans and performance results to the Company's executives and the Board of Directors annually and hold meetings of the Committee and report on sustainability performance results at least twice a year or as appropriate.

The Company has appointed a sub-committee on the environment, with the administrative manager as the primary responsible person, to oversee and supervise the environmental policy, as well as monitor and improve the practices to be in line with the organization's environmental standards. In addition, the Company has appointed a sub-committee on employee welfare rights, with the HR executive as the primary responsible person, to act as the employee representative in discussing employee welfare and benefits, including considering changes in regulations, rules or agreements that may affect employees. The sub-committee on welfare rights also plays a role in negotiating welfare agreements and working conditions to ensure that the organization's operations are fair and take into account appropriate labor standards and welfare.

The Company is committed to driving sustainable development systematically through an effective sustainability governance structure to create a balance between economic, social and environmental impacts, while enhancing value for all stakeholders and leading the organization to stable and sustainable growth.



About this report

Humanica Public Company Limited has prepared the sustainability report for 2024 in accordance with the GRI Standards 2021 framework to disclose the company's sustainability performance including the economy, society (people), environment, good corporate governance, and human rights to all stakeholders and those who will use the information. This sustainability report discloses information for the fiscal year 2024 (between January 1 and December 31, 2024) ⁽²⁻³⁾. In the preparation of this sustainability report, the company also takes into consideration the principles of good reporting, which include:

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

Reporting Scope ^(2-2, 3-1)

This report discloses sustainability performance data in 2024, covering key performance in the areas of economics, society (people), environment, good corporate governance, and human rights, by considering business relevance issues, data availability, and impacts on operations throughout the organization's value chain, which could have resulted significantly in both positive and negative impacts that have occurred or may occur in the future. The reporting scope covers both domestic and international groups of companies. However, the reporting does not include the operations of business partners and alliances.



Evaluation of Key Economic, Social and Environmental Issues ^(2-4, 2-12, 2-14, 3-1, 3-2)

Humanica Public Company Limited prepare and analyze important sustainability issues related to business operations. There is a process of selecting important issues from global changing trends, as well as reporting direction information from companies that have similar operating models and consider those with the actual impacts and potential impacts from the Company's operations. These also Included analyzing issues from the needs and the expectations from each key stakeholders, together with the important issues that can affect the company's operations.

In 2024, the company established a clear strategy and goal to be a company that conducts business sustainably, does not produce any negative impacts on the world, and continuously create sustainable value by conducting business in an environmentally friendly manner. In addition, the company has established an operations timeframe based on the reporting period to guarantee that it can address significant issues within a timely manner. 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 the international sustainability reporting standard, GRI Standards 2021 (Global Reporting Initiative) which consists of the following steps:

1. Identification of sustainability issues

In the first step, the Company considered identifying material topics from operations throughout the organization's value chain, which are actual internal and external impacts that may affect the economy, society (people), and the environment in both short and long terms. This also includes various impacts regarding the stakeholders' expectations, along with internal information, such as the company's goals, directions, strategies, and work systems of the Company. This is done by conducting meetings with executives and related employees, discussing risk management that may affect the sustainability of the Company in both the short and long term. In addition, the company also incorporated data from the 2023 Sustainability Report to be studied, reviewed, and analyzed for impacts that have occurred and are likely to occur in 2024, and compared it with material issues from organizations with similar business models, as well as the needs and expectations of stakeholders.



Furthermore, external data were also studied, such as the SET ESG Rating, which is a guideline for assessing sustainability according to Environmental (E), Social (S), and Governance (G) standards of companies listed on the Stock Exchange of Thailand (SET). A review of sustainability trends, sustainability reporting frameworks according to the international standards of the Global Reporting Initiative, GRI Standards, and global risks are included, as well as the Sustainable Development Goals (SDGs), and the ten principles of the United Nations Global Compact (UNGC).

2. Prioritization of material sustainability issues

In the second step, the Company organized a workshop with executives and representatives from each unit of the Company to assess and prioritize the material issues on economic, social and environmental issues for 2024 by taking the material sustainability issues from the first step to assess and prioritize according to the Double Materiality principle with 2 assessment criteria.

1. Impact Materiality Assessment
2. Financial Materiality Assessment

The results of the workshop with executives and representatives from each unit of the company indicated that there were 14 material issues in terms of economic, social (people) and environmental issues that received moderate and high significance scores. All issues were submitted to senior executives for review and consideration of approval again for the organization's material issues to ensure that the selected issues are significant and relevant to the company's business operations.

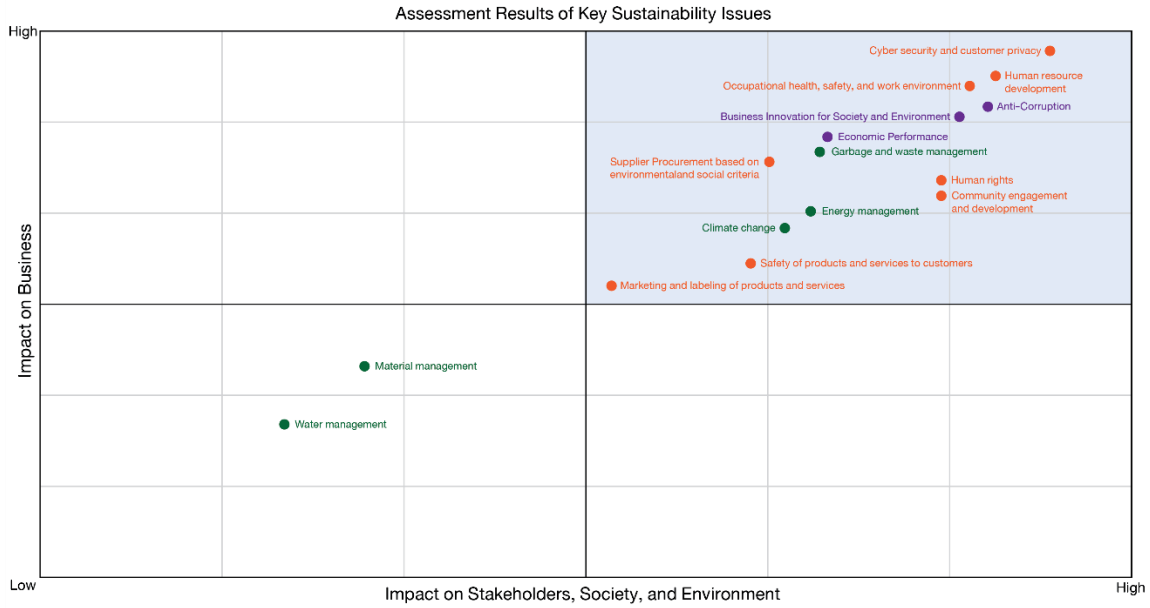
1. Validation of prioritization of sustainability issues ⁽³⁻²⁾

In the third step, after receiving the scores of material issues from the executives and representatives from each unit, the company held a meeting to present to senior executives to review the accuracy, completeness and consideration of approval of such issues affecting the company's sustainability, using the criteria of economic, social and environmental impacts, human rights impacts and the criteria of influence on assessment and decision-making of stakeholders.

The meeting of prioritizing the material sustainability issues resulted in a total of 14 issues that were at the medium and high levels. The company will disclose these material issues in the 2024 Sustainability Report of Humanica Public Company Limited.



The results of the review of prioritizing sustainability material issues covering economic, social (people) and environmental aspects together with senior executives are as shown in the figures



Key sustainability issues disclosed in the sustainability report ⁽³⁻²⁾

Economic Dimension	Social Dimension	Environmental Dimension
<ul style="list-style-type: none"> - Economic Performance - Business Innovation for Society and Environment - Anti-Corruption 	<ul style="list-style-type: none"> - Human Rights - Cyber security and protection of personal information/ data privacy - Human resource development - Occupational health, safety and good working environment - Selection of partners based on environmental and social criteria 	<ul style="list-style-type: none"> - Garbage and Waste Management - Climate Change - Energy Management



	<ul style="list-style-type: none">- Safety of products and services to customers- Marketing and labeling of products and services- Participation and Development of the Community	
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Providing Trust ⁽²⁻⁵⁾

The 2024 Sustainability Report of Humanica Public Company Limited is prepared in accordance with GRI Standards to reflect transparency, responsibility and commitment to sustainable business operations, including considering economic, social and environmental impacts. This report has been reviewed by senior executives who are involved in disclosing information in each material issue (Internal Assurance) and the content of economic performance data is obtained from the same source as the annual report, which has been audited by a certified public auditor.

Improvement and Development of Reporting

The Company has been monitoring, reviewing, and improving the disclosure of sustainability information, including key points and details, to make it easy to understand and up-to-date, and to clearly comply with international standards in order to build credibility and meet the goals of sustainable business operations. In addition, a questionnaire has been prepared at the end of the sustainability report to collect opinions and suggestions from stakeholders and/or readers of the sustainability report. The opinions and suggestions will be used to develop, improve, and enhance the quality of the report preparation for the following year.

Inquiry ⁽²⁻³⁾

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Get to know Humanica Public Company Limited ⁽²⁻¹⁾











Humanica Public Company Limited (securities abbreviation “HUMAN”) was founded in 2003 with an initial registered capital of 30.00 million baht by Mr. Soontorn Dentham, a former partner and executive of Pricewaterhouse Coopers Thailand (PWC), who used to be in charge of Global Risk Management Solutions. He initiated the development of new businesses for PWC in Thailand, including Operation Risk Management, Technology Risk Management, and the business of human resource outsourcing management in large enterprises (known as Big Scale Business Process Outsourcing or BPO) in managing human solutions of PWC. Later, PWC restructured its business and terminated the BPO business. Mr. Soontorn Dentham therefore separated and formed Humanica Public Company Limited.

Humanica Public Company Limited is engaged in the business of providing services related to the development, design and installation of software, IT, and business processes of human resources solution outsourcing, including human resources and payroll outsourcing (HPO), distributing and providing services for the installation of human resource systems (HRS), accounting and financial management services (Financial Solutions), distributing and providing services for the installation of enterprise resource planning (ERP) systems, and providing accounting and financial services outsourcing. The company's software is an innovation that has been designed and implemented to meet the needs of organizations and help businesses advance toward their desired goals.

The Company is a leading provider of HR technology and HR outsourcing services in Southeast Asia, as well as a leading distributor of SAP Business One and Oracle NetSuite on Cloud Solution in Thailand, an enterprise resource planning software. The Company has 1,109 employees (as of December 31, 2024) and its subsidiaries in Singapore, Malaysia, Indonesia, Philippine, Hong Kong and Vietnam.



Significant Changes and Growth

- 2003  Established "HUMANICA COMPANY LIMITED"
- 2005  Started development of proprietary "HUMATRIX"
Received the Certificate in Enterprise Software and Digital content from THE BOARD OF INVESTMENT OF THAILAND (BOI)
- 2008 - 2015  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
Became a partner and reseller of SAP, one of the world's leading providers of ERP SYSTEMS.
- 2016  Acquired 100.0% of PROFESSIONAL OUTSOURCING SOLUTIONS LIMITED and HUMANICA FAS LIMITED (Formerly known as Accounting Business Advisory Co., Ltd.). The shareholding proportion represents 100% of the paid-up capital.
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
- 2017  Transformed into "HUMANICA PUBLIC CO., LTD"
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
- 2018  Acquisition of the entire business of SIGMA ACCOUNTING AND TAX SERVICES CO., LTD
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.
- 2020  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)
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
- 2021  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%
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



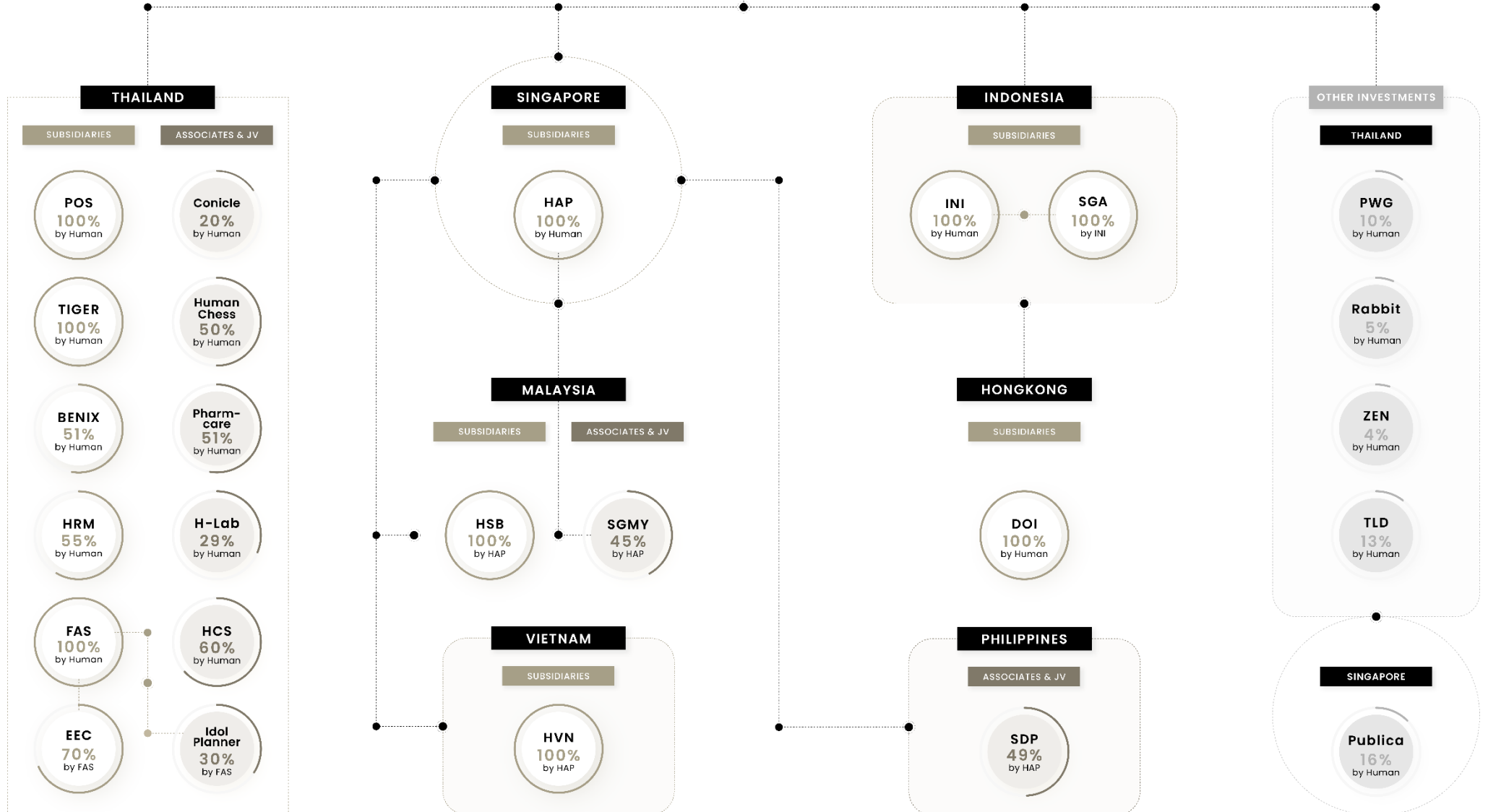
- 2023 
 - Acquired 49.0% of SUNFISH DATAON PHILIPPINES INC.
 - Joint Venture in HUMANICA CONSULTING SERVICES CO., LTD with 60.0% stake
 - 2nd Office Opening in Malaysia
 - Relunched and expanded operations in Vietnam
 - Increased shareholding in PHARMCARE GROUP CO., LTD to 51.0% and established as a new subsidiary
 - Successful Launch of OpenSpace by Tigersoft 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
- 2024 
 - Acquired common shares of HUMANICA CONSULTING SERVICES LTD, with an increase in shareholding proportion to 100%
 - Invested in IDOL PLANNER CO., LTD, with a shareholding proportion of 30%
 - Acquired common shares of H LAB CO., LTD, with an increase in shareholding proportion of 32.9%

Group Structure

The shareholding structure of the Group consists of subsidiaries, associates and other investments, classified by business type 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”) is a software developer for human resource management (Human Resources Solutions), provider of HR and payroll outsourcing service (Human Resources System) and accounting and financial management services by providing Enterprise Resource Planning (EPP) system installation services.

Professional Outsourcing Solutions Limited (POS) is a company that provides HR management and payroll services for small to medium-sized businesses, which is capable of addressing the current needs of businesses.

Humanica FAS Limited (FAS) engaged in providing accounting and financial services business.

Humanica Asia Private Limited (HAP) was established as a subsidiary in Singapore. It acts as regional hub for services in Asia, by 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, providing payroll outsourcing services. Moreover, the firm also work on the partners’ network development to support the needs of customers in the Asia region. The company currently serves clients in 6 countries.

Tiger Soft (1998) Company Limited (TIGER) is a provider of HR and payroll program system installation services, payroll outsourcing services, and selling modern technology such as time recorders, face scanners, fingerprint scanners, temperature scanners, and card swipe machines, etc.

Benix Limited (BENIX) is a new life and non-life insurance brokerage business that provides an advanced platform for employee benefits management such as wellness care, including a comprehensive employee community.

Humanica EEC Limited (EEC) is a joint venture company with Saha Pathana Inter-Holding Public Company Limited, engaged in accounting, financial services and payroll preparation.

PT. IndoDev Niaga Internet (INI) is a subsidiary in Indonesia engaged in human resource and corporate resource management services, with a subsidiary company, PT. Synergy Group Asia, providing information technology services related to human resource management system software in Indonesia.

DataOn International Co.,Ltd. (DOI) is a subsidiary in Hong Kong, engaging in providing distribution services and managing software distribution channels of Sunfish HR.

Humanica Consulting Services Company Limited (HCS) engaged in the business of providing consulting services regarding human resources and technology to various organizations.



HRM Consulting Company Limited (HRM) is engaged in human resource management consulting services with expertise in international principles and theories, improving organizational efficiency, designing organizational structures, identifying roles and responsibilities of each position, developing personnel and motivation, performance management and personnel reward systems.

Conicle Company Limited (Conicle) is engaged in information technology business, providing consulting, designing, developing content, creating innovative educational solutions, and contracting to produce and distribute electronic learning software.

Human Chess Company Limited (Human Chess) engaged in the business of providing P2P Lending Platform services through online channels.

Pharmcare Group Company Limited (Pharmcare) provides a platform for online medical consultation and online pharmacy services.

H Lab Company Limited (H-Lab) engaged in the business of providing development services and distributing various application programs to support services and management for all types of service establishments.

Idol Planner Company Limited (Idol Planner) is engaged in business consulting services for family businesses, including in terms of company structure, family constitution, corporate and personal tax planning, business succession planning and family offices.

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

Pragma and Will Group Company Limited (PWG) provides 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 a 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 currently seeking prospective buyers to purchase its assets.



Shareholders' Structure

NO	MAJOR SHAREHOLDERS	NUMBER OF SHARES (SHARES)	PERCENTAGE
1	Group of Mr. Soontorn Dentham	262,127,200	30.2
	Mr. Soontorn Dentham	261,627,200	30.1
	Mrs. Pensiri Dentham	500,000	0.1
2	VIKO TECHNOLOGIES PTE. LTD.	179,894,788	20.7
3	BNY MELLON NOMINEES LIMITED	58,398,600	6.7
4	SOUTH EAST ASIA UK (TYPE A) NOMINEES LIMITED	27,344,400	3.2
5	N.C.B.TRUST LIMITED- DNB S/A DNB CLIENTS UCITS	25,000,000	2.9
6	BNP PARIBAS, LONDON BRANCH	24,161,100	2.8
7	HSBC BANK PLC - EAM LONG-ONLY EMERGING MARKETS MASTER FUND LIMITED	21,773,700	2.5
8	STATE STREET EUROPE LIMITED	15,135,500	1.7
9	THE BANK OF NEW YORK MELLON	13,870,000	1.6
10	STATE STREET BANK AND TRUST COMPANY	12,927,200	1.5
	Total number of 10 major shareholders	640,632,488	73.9
	Other shareholders	226,811,088	26.1
	Total number of shares	867,443,576	100.0

(Data as of 14 March 2025)

Headquarters Location ⁽²⁻¹⁾

- 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



Business Value Chain ⁽²⁻⁶⁾

The Company operates its business with consideration of the importance of stakeholder participation in the business value chain. The company communicates with stakeholders to create understanding of issues of interest and listen to their opinions, needs or expectations to integrate them into the decision-making process through the connections between related activities.

Production Factor Management and Product Development	Operations and Project Management	Sales and Marketing	After-sales Service	Other supporting activities
<ul style="list-style-type: none"> - Development of Human Resource Software - Provision of products and services, including other hardware and software devices - Collaborating with business partners in related fields to develop products and services to meet the customers' lifestyles and improve the employees' quality of life as well as the public in general 	<ul style="list-style-type: none"> - Project management for installing Human Resource System - Project management for installation of Enterprise Resource Planning (ERP) system - Providing outsourced human resource management and payroll services 	<ul style="list-style-type: none"> - Marketing and providing information about products and services in a transparent, accurate and complete manner, as well as fair pricing 	<ul style="list-style-type: none"> - Providing after-sales service to create satisfaction - Protecting customer personal data by having policies and processes to determine access and use of such data - Maintaining good relationships with customers 	<ul style="list-style-type: none"> - Fair human resource management with appropriate compensation and welfare systems, continuous promotion and development of personnel potential, and a good working environment - Reliable, accurate and transparent financial accounting system management - Good corporate governance in accordance with the principles of good governance and business ethics



Stakeholders' relationship ⁽²⁻²⁹⁾

The engagement of Humanica Public Company Limited's stakeholders in 2024 is full of commitment to build great relationships with stakeholders with the company's good intentions to promote and create value for the business in the long term, and to be a foundation for the company's sustainable growth. The company emphasizes maintaining relationships by listening to both positive and negative opinions and suggestions from stakeholders throughout the value chain and responding quickly to the needs of both internal and external stakeholders. These include taking care of them effectively to build trust and confidence in the company, as well as exchanging information that is beneficial to the operations between the company and its stakeholders.

In addition, in 2024, the Company will continue to give importance to the respect of human rights as it is in the global spotlight. Therefore, the Company intends to show equality and fairness to all stakeholders appropriately, without any bias or special treatment to any specific group in order to maintain a good reputation for the Company.

In order to respond to systematic stakeholder relationship management, the Company has applied the AA1000 Stakeholder Engagement Standard to develop and drive building stakeholder relationships to be appropriate for the context of each group with full efficiency. It includes monitoring, measuring performance and having a response approach to meet with the needs/expectations of the group of stakeholders. It also uses data on various sustainability issues that stakeholders are affected to consider as a guideline for the Company's operations. The Company has continuously considered the consistency of the needs of the stakeholder groups and the needs of the Company. In 2024, there are six groups of Humanica Public Company Limited's stakeholders, ranked as follows:

- Regulatory agencies
- Communities and society
- Investors
- Customers and customers' employees
- Partners and Business Partners
- Employees



The table exhibits needs, expectations, frequencies and participation channels, and response approaches.

Stakeholders	Stakeholder needs/ expectations	The frequencies and participation channels	Guidelines for responding to stakeholders
Regulatory agencies	<ul style="list-style-type: none"> - Comply with laws, rules, and regulations. - Disclosure of information is accurate, transparent, and in a timely manner. 	<ul style="list-style-type: none"> - Regularly coordinate through company secretary 	<ul style="list-style-type: none"> - Strictly comply with the laws, rules and regulations of regulatory agencies.
Community and society	<ul style="list-style-type: none"> - Workplace safety - Community and society cooperation. - Improvement of well-being and quality of life 	<ul style="list-style-type: none"> - Coordinate via the company's central telephone number regularly. - Company's establishment 	<ul style="list-style-type: none"> - Fully cooperate with communities, society and government agencies. - Ensuring that the establishment's safety measures are in accordance with the international standards. - Joint investment with business partners to develop digital technology.
Investors	<ul style="list-style-type: none"> - Sustainable business growth - Continuous dividend payment - Good corporate governance 	<ul style="list-style-type: none"> - Annually shareholders' meeting - Quarterly meeting with both domestic and international investors and SET Opportunity Day - Regularly updated investor relations website - Regularly contact the investor relations via email and the central telephone number of the Company 	<ul style="list-style-type: none"> - Maintain leadership in business, ready to expand business and continuously develop products and innovation. - Set a dividend payment policy of not less than 50 percent of the net profit. - Regularly communicate the quarterly operating results across all channels by disclosing complete, accurate and timely information.
Customers and customers' employees	<ul style="list-style-type: none"> - Products, including software, with great appearance, easy to use and to work as 	<ul style="list-style-type: none"> - Regularly coordinate via the company's central telephone number 	<ul style="list-style-type: none"> - Respond to problems and complaints efficiently and promptly according to the agreed



Stakeholders	Stakeholder needs/ expectations	The frequencies and participation channels	Guidelines for responding to stakeholders
Customers and customers' employees (cont.)	<ul style="list-style-type: none"> intended with a fast service. - There are a variety of products and services to meet customers' needs. - Strictly maintain data security and standards. 	<ul style="list-style-type: none"> - Regularly coordinate with sales and services staff - Evaluate customer satisfaction in using the service at least once a year - Hold a KPI meeting with customers at least once a year 	<ul style="list-style-type: none"> service level (SLA: Service Level Agreement). - Provide a customer relationship management (CRM) system to effectively manage complaints and resolve the problem. - Operate to achieve information security standards and personal data management in accordance with international standards.
Partners and Business Partners	<ul style="list-style-type: none"> - Grow alongside with the company - Fairness in conducting business together 	<ul style="list-style-type: none"> - Evaluate business partners satisfaction at least once a year. - Hold a meeting with partners and business partners at least once a year. 	<ul style="list-style-type: none"> - Establish high-quality standards for collaboration, including a fair and appropriate compensation structure - Develop a platform for business partners to connect efficiently to do business together.
Employee	<ul style="list-style-type: none"> - Job stability and career advancement - Work-Life balance - Appropriate welfare - Safety working environment - Equality according to human rights principles 	<ul style="list-style-type: none"> - Monthly orientation for new employees - Town Hall Meeting at least once a year. - Doing social activities together between executives and employees at least once a year. - Always communicate through the company's human resource system software "Workplaze" - Conduct Employee survey at least once a year. 	<ul style="list-style-type: none"> - Continuously promoting and developing employees' skills and knowledge. - Connect the platform with Conicle, a business partner who is a provider of online learning platforms for corporate customers. Therefore, employees can attend training courses of interest via the online system anywhere and anytime. - Offering voluntary employee welfare loans to employees which have a lower interest rate than general interest rates - Appropriately improving welfare according to the needs - Provide a security system in accordance with international standards. - Treat all employees equally.



Achievement Recognition

Humanica Public Company Limited is a leading developer of software, human resource management services and business management in Southeast Asia. With its commitment to innovation and quality, the company has continuously received awards and certifications, including recognition from leading institutions. These awards reflect the company's capabilities, expertise, and commitment, and reinforce its credibility as a business leader in this industry. The awards the company has received include:

1. Humanica Public Company Limited received the Innovative Company Awards from SET Awards 2020, which is an award given to companies with innovations, including outstanding internal innovation management that is beneficial to the Thai economy and Thai society.
2. Humanica Public Company Limited has been certified with ISO 27001 Information Security Management System (ISMS), an international standard for information security management systems.
3. Humanica Public Company Limited has been certified with ISO 27701-2019, an international standard related to Privacy Information Management System – PIMS
4. Humanica Public Company Limited has been certified according to SOC 2 Type II, demonstrating that the company has undergone rigorous auditing regarding data security and management.
5. Humanica Public Company Limited has been rated at 4 stars (Very Good) by the IOD's Corporate Governance Assessment.
6. Humanica Public Company Limited has been ranked in the ESG Emerging 2024 group by Thaipat Institute, reflecting its commitment to develop business sustainability.





- Humanica Public Company Limited has received the Techsauce Innovation Awards, a prestigious recognition presented to exhibitors at the Techsauce Global Summit 2024, held from August 7-9 at the Queen Sirikit National Convention Center.



This award is designed to identify and celebrate exceptional services, products, or innovations, with the objective of increasing visibility among the media, event participants, and the broader technology ecosystem, while also fostering the continuous development of new innovations. In addition to receiving this award, Humanica also participated as an exhibitor, with a strategic focus on positioning Thailand as the leading technology hub in Southeast Asia. Techsauce Global Summit is a premier conference on technology and innovation, hosted in Bangkok, Thailand. The event serves as a gathering point for technology experts, startups, investors, entrepreneurs, and industry professionals from diverse sectors to exchange knowledge and insights.

The summit features a comprehensive array of content, including keynote addresses by prominent experts, in-depth workshops, exhibitions showcasing the latest innovations and technologies, as well as networking opportunities and avenues for business negotiations. This makes the event a crucial platform for those seeking to stay abreast of the latest developments and trends in the technology and business sectors.

Association Membership ⁽²⁻²⁸⁾

Humanica Public Company Limited places importance on building collaboration and development at the industry level through its membership in leading associations and organizations. Membership in these associations not only reflects the Company's commitment to developing its business in line with international standards but also serves as an important channel for exchanging knowledge and promoting sustainable growth in related industries.



The Company is committed to playing an important role in these associations to create positive changes for the organization and society as a whole.

1. Humanica Public Company Limited announced its intention to join the Private Sector Collective Action Coalition Against Corruption (CAC) to be a part of the efforts to solve the problem of corruption.

2. Humanica Public Company Limited joins the Thai Listed Companies Association (TLCA).



Summary of key operating results in 2024

Economic Dimension

- Revenue from sales and rendering services 1,423.92 million baht.
- Dividend to shareholders 260.23 million baht.
- Staff costs and other benefits 671.69 million baht.
- Tax payment is 72.95 million baht.
- Net profit 345.57 million baht.
- In 2024, the company has no complaints or being accused of being involved in corruption.
- Techsauce Innovation Award 2024
- Increase productivity in the organization.
- Reduce overtime of the accounting department by 40% through the Contract Management System
- Reduce the use of paper for submission of documents for IT approval through iTMS.
- Reduce the time spent responding to customer inquiries related to data security through the QMS.
- Revenue of business partners that improve society and the environment increased by 57%.

Environmental Dimension

- Total greenhouse gas emissions 688.71 ton carbon dioxide equivalent
- Quantity of recycled waste 485.41 Kilogram
- The amount/value of fines for violating social and environmental laws are 0.

Social Dimension (People)

- The number of human rights violations is 0.
- The number of complaints about discrimination is 0.
- Personal data complaints 0.
- Every partner passes the criteria for selecting partners based on social and environmental criteria and there is no violation of the law.
- Customer Satisfaction with Service and Software System = 85.85%
- The number of customer complaints regarding the security of software systems and services is 0.



- The number of lawsuits or complaints regarding software systems and services is 0.
- The number of lawsuits or complaints regarding marketing communications is 0.
- Local community complaints/Number of events that have a negative impact on the community are 0.
- The number/ value of significant fines for violations of social laws is 0.
- In 2024, Lost Time Injury Frequency Rate (LTIFR) equals to 0.
- The company has an application that allows employees to access physical and mental health services up to 100 percent.
- Average number of training hours for employees 12.72 hours/person/year, a 39.02% increase from year 2023.
- In 2024, the Turnover Rate of employee working for more than 1 year equal to 9.29%.



Good corporate governance

Good corporate governance policies and practices (2-9, 2-11, 2-14, 2-17, 2-18, 2-25)

The Board of Directors is committed to driving the organization under good corporate governance by announcing the “Policy of Corporate Governance Principles”. The Board of Directors has established this up for directors, executives, and employees to adhere to as good practices throughout the organization, and to perform their responsibilities and improve the quality of the governance principles. The Board of Directors is committed to driving the organization under the principles of good governance by setting the “Policy of Corporate Governance Principles” ⁽²⁻²³⁾ in writing form and announced it on August 11, 2017, onwards for directors, executives, and employees to use as good practices throughout the organization. This is to enhance responsibility, improve the quality of corporate governance management, and respond to the expectations of shareholders, investors, and stakeholders.

The Board of Directors places great importance on strict compliance with this policy and is committed to continuously developing good governance practices to build a strong foundation and promote sustainable growth of the organization.

Board of Directors Structure ^(2-9, 2-10, 2-11)

The Company operates its business under the principles of good corporate governance, which takes into account the development of product and service quality, human resource development, environmental impacts, and the importance of social responsibility as a whole. The Company has established a good corporate governance structure consisting of the Board of Directors and four subcommittees: the Nomination and Remuneration Committee, the Executive Committee, the Investment Committee, and the Audit Committee, with clear scope of authority and responsibility.

The Board of Directors currently consists of 7 people: 2 of which are executive directors and 5 are non-executive directors (4 of which are independent directors). The proportion of independent directors is 57.14 percent of the Board of Directors, which is more than one-third of the total Board of Directors, reflecting the balance of power in accordance with the principles of corporate governance.



However, the recruitment and selection process are transparent, clear and verifiable. The Nomination and Remuneration Committee is responsible for screening and selecting individuals with appropriate qualifications, knowledge, expertise and experience that are beneficial to the Company's operations, have a good understanding of the business, and are able to manage the work to achieve the specified objectives, goals, business operations and defined future plans.

Skills, knowledge and expertise of the current board of directors (Board Skills Matrix)

Name	Gender	Skills, knowledge and expertise of the current Board (Board Skills Matrix)											Committees					Service Period (Year.Month)	
		Company's business and business strategies knowledge	Operations Management	Finance and Accounting	Information Technology	Risk and Crisis Management	Marketing and Customer Relations	Economics	Investment/ Mergers & Acquisitions	Organizational Development and	Sustainable Organizational	Human Resource Management	International Business	Independent Director	Nomination and Remuneration Committee	Investment Committee	Audit Committee		Executive Board
Chairman of the Board																			
1. Mr. Anothai Adulbhan	M	X		X		X	X	X	X	X	X	X	X		X				7 years and 6 months
2. Mr. Soontorn Dentham	M	X	X	X	X	X	X	X	X	X	X	X	X			X		X	7 years and 6 months
3. Mr. Gordon Enns	M	X	X	X	X		X	X	X	X		X	X					X	2 years and 7 months
4. Mr. Patara Yongvanich	M	X	X	X	X	X	X		X	X	X		X	X		X	X		7 years and 6 months
5. Mr. Thanachart Numnonda	M	X	X	X	X	X				X	X			X	X		X		7 years and 6 months
6. Mr. Patai Padungtin	M	X	X		X		X		X	X		X	X	X		X			5 years and 2 months
7. Mrs. Kanya Ruengprateepsa ng	F	X	X	X		X		X	X	X	X		X	X	X	X	X		5 months
Total Male: 6, Female: 1																			



Training and knowledge development for the board and executives ⁽²⁻¹⁷⁾

Continuous training and knowledge development are key to strengthening the potential of the board and executives to drive the organization effectively with a deep understanding of the economy, society, environment, good governance and human rights. The company's directors have been trained by the Thai Institute of Directors Association (IOD) in courses related to the performance of duties as directors. The IOD's courses are Directors Certification Program (DCP), Directors Accreditation Program (DAP), Audit Committee Program (ACP), and various seminars.

In 2024, the company's directors and senior executives attended the following courses:

Name	Position	Training Course
Mr. Soontorn Dentham	Vice Chairman, Investment Committee and Chief Executive Officer	1. Doing business under legal principles that can be systematically managed 2. Generative AI 3. Safety Officer Management Level
Ms. Chuenchom Techarungkiat	Chief Operating Officer – HR Solutions	1. Generative AI 2. Safety Officer Management Level
Mrs. Sasithorn Hirunsak	Chief Operating Officer – Financial Solutions	1. Human Resource Psychology 2. Safety Officer Management Level 3. Taxation & Accounting
Ms. Hathaichanok Suwanjang	Chief Technology Officer	1. People Analytics 2. Safety Officer Management Level
Mr. Thammanoon Korkiatwanich	Chief Financial Officer and Company Secretary	1. ACPG 2. Safety Officer Management Level 3. Winning & Losing Tax
Mr. Gordon Enns	Group Chief Technology Officer	1. Director Certification Program

Performance Evaluation ⁽²⁻¹⁸⁾

The Company has criteria and processes for evaluating the performance of the Board of Directors at least once a year to evaluate successes, identify issues, and develop solutions for improvement. The evaluation formats of the Board of Directors are as follows:

- Self-assessment of the entire Board of Directors
- Self- assessment of individual Board members
- Self- assessment of subcommittees

In 2024, the results of the Board of Directors' self-evaluation are as follows:



1. Self- assessment of the entire Board of Directors (The results indicated excellent, with an average score of 91%.)

Estimate Header	Average Score
Structure and qualifications of directors	91%
Board meeting	92%
Roles, duties and responsibilities of directors	92%
Management relations and self-improvement	88%

2. Self- assessment of individual Board members (The results indicated excellent, with an average score of 96%.)

Estimate Header	Average Score
Structure and qualifications of directors	97%
Board meeting	96%
Roles, duties and responsibilities of directors	97%

3. Self- assessment of subcommittees (The results indicated excellent, with an average score of 91%.)

Estimate Header	Average Score
Structure and qualifications of directors	98%
Board meeting	93%
Roles, duties and responsibilities of directors	77% - 98%



Board Remuneration (2-19, 2-20)

The Company has a clear policy and criteria for paying remuneration to the Board of Directors. In 2024, the Nomination and Remuneration Committee and the Board of Directors presented the proposal to the Annual General Meeting of Shareholders for consideration and approval of the remuneration of the Board of Directors for 2024 on 25 April 2024, with the following details:

Position	Amount of meeting allowance (THB/Person/Time)
Chairman of the Board of Directors	35,000
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

Note

1. The meeting allowance rate for the year 2024 remains unchanged from 2023 (The Company will pay such meeting allowance only to the Chairman of the Board of Directors, Non-Executive Directors, Independent Directors who serve on the Board of Directors, Audit Committee, Nomination and Remuneration Committee, and Investment Committee who attend the meeting).

2. Other compensation: No other compensation and benefits.

Remuneration of the Board of Directors for the year 2024

Name	The remuneration of the Board of Director (Unit: Baht)				
	Board of Directors	Audit Committee	Nomination and Remuneration Committee	Investment Committee	Total
1. Mr. Anotai Adulbhan	140,000	-	20,000	-	160,000
2. Mr. Soontorn Dentham	-	-	-	-	-
3. Mr. Gordon Enns	-	-	-	-	-
4. Mr. Patar Yongvanich	100,000	120,000	-	40,000	260,000
5. Mr. Thanachart Numnonda	100,000	100,000	20,000	-	220,000
6. Mr. Patai Padungtin	100,000	-	-	75,000	175,000
7. Mrs. Kanya Ruengprateepsang ¹	50,000	25,000	-	10,000	85,000
8. Ms. Piyaporn Phanachat	50,000	50,000	30,000	-	130,000
Totals	540,000	295,000	70,000	125,000	1,030,000

¹Mrs. Kanya Ruengprateepsang replaced Ms. Piyaporn Phanachat who has resigned on August 12, 2024.



Management and governance of conflicts of interest ⁽²⁻¹⁵⁾

The Company places importance on managing conflicts of interest to ensure transparency and fairness in business operations. The Company has a Board of Directors that monitors and supervises conflicts of interest to ensure that the Board of Directors, executives, and employees comply with good practices and do not seek personal benefits from their positions.

Management Guidelines

Governance and Prevention of Improper Use of the Company's Assets or Information

- The Company has measures to prevent related transactions in accordance with the disclosure principles and relevant laws.
- The Board of Directors plays a role in monitoring and preventing the use of the Company's assets, insider information, or business opportunities for personal gain.

Measures to prevent the use of insider information

To prevent the use of insider information for personal gain, the Company has set the following measures:

- Directors, executives and employees who have insider information are prohibited from trading the Company's securities within 30 days before disclosing material financial information to the public.
- Directors and executives must report any changes in their securities holdings in accordance with Section 59 of the Securities and Exchange Act B.E. 2535 within 3 days and notify the Company Secretary.

Guidelines for dealing with conflicts of interest

- The Company has established a process for monitoring and managing transactions that may lead to conflicts of interest, with transparent disclosure of information.
- If an employee finds that he or she is in a situation that may lead to a conflict of interest, he or she must immediately notify his or her supervisor to take action to resolve the situation.
- Personnel involved in conflicts of interest incidents must refrain from participating in decision-making regarding transactions that may affect neutrality.



Reporting and recording conflicts of interest

- The Board of Directors has established guidelines that directors must declare their own conflicts of interest before considering the agenda of the meeting and must record it in the minutes of the meeting.
- The Board of Directors is responsible for ensuring that directors with direct conflicts of interest are not allowed to participate in the meeting during the agenda.
- The Company Secretary will prepare the report and provide advice to the Board of Directors to ensure that decisions are made in accordance with the principles of good governance.

The Company is committed to strictly adhering to the principles of good governance to create transparency, credibility and fairness for shareholders, investors and all stakeholders.



Compliance with Environmental and Social Laws ^(2-27, 3-3)

Why is it important?

Humanica Public Company Limited is committed to operating sustainably, emphasizing environmental and social care alongside with business growth, and in line with the principles of good governance and social responsibility, in order to create confidence among all stakeholders, including the business sector, communities, and society as a whole.

Conducting business that considers environmental and social impacts is part of the company's long-term strategy, which not only helps enhance the organization's image, but also helps reduce environmental risks and promotes sustainable social development.

Management Guidelines

The Company strictly operates in accordance with environmental and social standards, emphasizing the efficient use of resources, reducing environmental impacts, and sustainably engaging with communities. The Company has therefore set clear guidelines for environmental and social management as follows:

1. Compliance with Environmental laws and regulations

The Company places importance on compliance with laws and standards related to the environment, safety and occupational health to ensure that business operations comply with regulations and minimize environmental impacts.

- Strictly comply with environmental and safety laws and regulations.
- Invest and develop an environmental management system for maximum efficiency.
- Continuously review and improve the environmental policy to align with the current situation.

2. Efficient Resource Utilization

The Company realizes the importance of using natural resources efficiently and promotes the use of renewable energy to reduce environmental impacts.

- Promotes the use of resources for maximum benefit and reduces waste from the production process.
- Established energy-saving measures and promote the use of renewable energy, such as solar energy, to reduce dependence on fossil fuels.
- Promotes the reuse of resources (Recycle) and waste reduction in all business processes.



3. Employee Health and Safety Care

The health and safety of employees is an important issue that the company continuously pays attention to in order for employees to work in a safe environment and have a good quality of life.

- Provide safety measures in the workplace to reduce the risk of accidents and diseases.
- Encourage employees to work with a sense of hygiene and the environment.
- Create an organizational culture that prioritizes the safety of employees and stakeholders.

4. Community and Social Engagement

The company believes that business development must grow along with community and social development. Therefore, it has a policy to continuously support and promote social activities.

- Conduct business activities with the primary focus on community benefits and sustainability.
- Support community participation through meetings to exchange ideas and cooperate with government and private agencies to improve people's quality of life.
- Promote education and develop skills for young people to increase career opportunities and create a stable future.

5. Environmental and Community Impact Management

The Company is committed to reducing the impact of its business operations on the environment and communities by implementing systematic preventive and corrective measures.

- Establish an environmental impact assessment before implementing new projects or activities.
- Plan and implement measures to reduce environmental impacts that may arise from business processes.
- Provide transparent monitoring and reporting of environmental impacts to stakeholders.

6. Communication and Transparency in operations

Company emphasizes open and transparent communication, as a result, stakeholders can access information and monitor performance continuously.



- Disclose environmental and social information to stakeholders, including publishing social responsibility reports regularly.
- Support an organizational culture that promotes employee participation and collaboration with communities.
- Create easily accessible communication channels so that stakeholders can provide suggestions and help develop environmental and social policies.

The Company is committed to conducting business that takes into account the balance between organizational growth, the environment, and society to achieve long-term sustainability. The policies and guidelines set by the Company not only help businesses comply with relevant laws and standards, but also help the Company become a leader that is socially and environmentally responsible in all dimensions of the operations.

Performance Results

The Company places importance on conducting business transparently and strictly complying with relevant laws. No cases of violation of economic, social or environmental laws were found. We are committed to maintaining international standards and relevant regulations to ensure confidence in all relevant sectors, and conduct business responsibly, taking sustainability into account, and adapting to changes in society and the environment, both present and in the future.



Risk Management ^(2-23,2-25,2-26)

Risk Management Policy and Framework

Humanica emphasizes risk management to support business operations in line with objectives and goals by using the COSO ERM (2017) principles, an international standard, as a framework. The Company believes that risk is an important part of every process of the organization's operations, which consists of 5 important elements:

1. **Corporate Governance and Organizational Culture.** The Company adheres to the good corporate governance policy and ethics and assigns the Audit and Risk Management Committee to monitor operations at all levels.
2. **Strategy and Objective Setting.** Integrate risks into the organization's strategies and goals by identifying and assessing risk factors that may affect the objectives.
3. **Performance.** Analyze and prioritize risks to determine appropriate response measures. Monitor and report progress to executives.
4. **Review and Improve.** Review and improve the risk management process in line with performance and changing environmental factors.
5. **Communication and Reporting.** Communicate risk information at all levels of the organization and continuously report risk management results to the Board of Directors.

The Company's risk management process, which applies risk management principles, consists of:

1. **Determining objectives and goals.** Setting organizational goals in line with acceptable risks and reviewing them annually.
2. **Identifying events or risk factors.** Analyzing risks from internal (work processes, personnel) and external (economic, political, regulatory) factors.
3. **Assessing risks.** Considering impacts and likelihood of occurrence, including risk relationships.
4. **Prioritizing risks.** Prioritizing risks that may create high impacts.
5. **Responding to risks.** Developing risk management guidelines based on severity levels, considering costs and outcomes.
6. **Determining control activities.** Planning and implementing control measures to manage risks to an acceptable level.



7. **Monitoring and reporting results.** Monitoring operations, and reporting risk management results to the Board of Directors regularly.

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 responsible for supporting risk governance by ensuring that the organization's risk management processes comply with the specified framework and guidelines and evaluating the appropriateness and effectiveness of the risk management system.

- **Risk Committee**

The risk committee consists of senior executives from each function and is led by the Chief Executive Officer as the Chairman of the committee. The meetings are held quarterly to consider new risk issues, assess existing risks, and monitor the success of risk management through clearly defined and measurable plans.

- **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. In addition, the team will coordinate to ensure that the risk management process is related to strategic planning.

- **Chief Executive Officer (CEO)**

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. The CEO also has a responsibility for controlling and managing all 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.

- **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 in order to help reduce risk and increase work efficiency.

Training and Knowledge Dissemination on Risk Management

The company places great importance on fostering a risk management culture throughout the organization by encouraging employees and management at all levels to understand the significance of risk management in daily operations. This is achieved through the promotion of the company's core values, among other initiatives.

Furthermore, the company continuously promotes knowledge and understanding of risk management. In 2024, the company organized comprehensive training programs for directors, senior executives, and employees at all levels to enhance their capabilities and awareness in managing risks effectively.

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 auditors 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.



Corruption Risk Management

The company has announced a policy against bribery and corruption to comply with the law and prevent corruption within the organization. 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. The company plans to conduct a risk assessment every 3 years. This policy regarding corruption risk management 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 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 ignore when seeing an action that is considered fraud related to the company/subsidiary company, he or she 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 specified channels.
3. The Company will protect employees who 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 are 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 such action is illegal.
5. Company/subsidiaries realize the importance of disseminating knowledge and understanding 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 attitudes and behaving as good citizens of society and the nation to join in creating a culture that does not accept any form of corruption.



The Company has appointed a Collective Action against Corruption Committee (CAC Committee) comprising senior executives to oversee the corruption risk management policy and system, supporting various agencies in systematically managing risks on their own.

Creating a culture of risk management in the organization

The Company is committed to promoting a risk management culture by instilling understanding, roles and responsibilities in all levels of employees so that they can realize the importance of risk management to support the achievement of organizational goals through the following important measures:

Priority from Senior Management

- Set clear goals and hold a semi-annual performance announcement to communicate to employees the organization's direction, obstacles, and challenges in both the short and long term, as well as express expectations for risk management that affects the organization's goals.
- Be a good role model. Executives play a role in discussing risks and acceptable risk levels in day-to-day activities or operations.

Governance and transparency

- Clear roles and responsibilities and define risk management responsibilities for executives and employees in the risk management manual and policy.
- Promote open communication and provide transparent communication of information, risks and events, so that all relevant parties are fully informed.

Promoting knowledge and understanding among employees

- Conduct knowledge development and training, encouraging executives and employees to participate in activities or training in risk management, such as organizing training, activities or inviting experts to give lectures.
- Organize online learning media, create an online learning system for employees to study about risk management anywhere, anytime.
- Consulting unit: There is a risk management unit to support and provide advice to other units in applying risk management guidelines.



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 whether they 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
<p>Management and Leadership:</p> <ul style="list-style-type: none">- Poor decisions by management can lead to risks related to the business direction and business strategy.- Lack of leadership and effective management ability <p>Finance and Accounting:</p> <ul style="list-style-type: none">- Insufficient financial liquidity and poor financial planning- Ineffective financial and accounting risk management <p>Operation and Production process:</p> <ul style="list-style-type: none">- Defects in the manufacturing process, low quality of products and services- Supply chain issues and inventory management <p>Technology and Information:</p> <ul style="list-style-type: none">- Risks related to technological obsolescence and risk from cyber attacks- Inadequate data management and data security <p>Human resources:</p> <ul style="list-style-type: none">- Lack of skilled and talented personnel- Problems with employee retention and job satisfaction <p>Corporate culture:</p> <ul style="list-style-type: none">- Organizational culture that does not promote learning, changes or innovation- Internal conflict and ineffective communication	<p>Macroeconomics:</p> <ul style="list-style-type: none">- Uncertainty in the economy, such as interest rates, inflation, and GDP growth- Economic crisis or recession that affects the demand for goods and services <p>Politics and Law:</p> <ul style="list-style-type: none">- Changes in government policy, elections, and political uncertainty- New laws and regulations that may affect business operations <p>Technology:</p> <ul style="list-style-type: none">- Development of new technology that may cause your business' products or services to become obsolete.- Risk from increased technological competition <p>Society and Culture:</p> <ul style="list-style-type: none">- Social changes and consumer expectations- Issues regarding sustainability and social responsibility <p>Environment:</p> <ul style="list-style-type: none">- Risk from natural disasters such as floods, earthquakes, or storms.- Effects of climate change and environmental problems <p>Market and Competition:</p> <ul style="list-style-type: none">- Changes in market structure and increased competition- New entrants who may have superior innovations or resources.



Internal factors	External factors
<p>- An organizational culture that does not foster honesty, transparency, and accountability may increase the risk of fraud.</p> <p>Internal control and Audit:</p> <p>- Weak internal controls and audits may create gaps for corruption.</p>	

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, minutes of meeting and audit reports to find information that may lead to hidden risks.
- 2) Interviews and surveys: Talk with experienced employees and senior executives to gather their views and information on predictable risks.
- 3) SWOT Analysis: It 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 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 experienced risks 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 Sustainability dimension	Strategy and competition	Operational	Financial	Information technology	Emerging risks
Environmental aspect					- Climate change
Social aspect		- Recruitment and development of personnel to support business growth		- Personal information protection/ Data privacy	
Governance and economics	- New market entrants 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 geopolitical and geoeconomic

Strategic and competitive risks

(1) Risks from the entry of foreign companies into the market

The company is at risk of foreign software companies entering the HR services market in Asia to compete with the company. However, developing effective HR software for the Asian market is not easy due to the complexity of tax systems and regulations in Asian countries. Foreign software development companies need to invest in research and development to support users in Asia. Most foreign software companies therefore rely on partnerships with software developers in Asia to distribute their software. This can be an advantage for the company because the company can be an alternative partner for the world's leading HR software developers such as SAP, IBM, and Workday.



Impact of risk:

- The company may lose market share if it cannot compete with foreign companies on technology or price.
- May affect revenue and brand image

Risk management measures:

- Accelerate the development of innovations that specifically meet the needs of the Asian market. The company is committed to and places importance on developing digital innovations, both in developing its own software products and in co-developing innovations with business partners, so that software products and related services are up-to-date and of equal or better quality than software from global competitors, including placing importance on recruiting personnel in software development and digital technology to be sufficient for the organization's growth.
- Establish strategic partnerships with foreign partners to exchange technologies and expand markets together.

(2) Risk of copyright infringement

As a software developer, the Company takes great care in protecting its most valuable intellectual property by preventing its copying or modification for economic gain. The Company's software is protected by the Copyright Act 1994.

Impact of risk:

- Lost income from software piracy
- Loss of reputation and credibility in the market

Risk management measures:

- Humatrix registered company ESSpace and WorkPlaze with the Department of Intellectual Property to prevent unauthorized reproduction, adaptation or use
- Continuously increase measures to monitor customer usage The Customer must obtain a valid license key from the Company, which is configured to meet each Customer's individual needs.



- Establish a system to prevent technical infringement in the software. The Company also takes steps to ensure that we maintain the Company's source code in our day-to-day operations.

(3) Risk of relying on third-party partners

The Company has contractual agreements with third-party partners to distribute its products or product labels and enhance the efficiency of the Company's business operations. The Company is exposed to business risk if any of the partners decides to terminate the Company's agreement.

However, since most of the company's partners are famous foreign companies and the company strictly follows the rules, the company believes that the risk is low. The company fully supports its partners in developing and promoting their products. The company has maintained good relationships with its partners for a long time.

Impact of risk:

- Termination of the partnership may result in disruption of revenue and operations.
- Lost business opportunities in key markets

Risk management measures:

- Spread your risk by increasing your number of partners
- Develop internal capabilities that can support the company itself if the partner terminates the contract.

(4) Strategic investment risks

The Company continuously invests to expand its business, including through acquisitions, mergers and acquisitions, investments in tangible and intangible assets, and investment in equity instruments in businesses that have businesses, products or services, or platforms or markets that promote, support and add value to the company's core business. In which various investments face the risk that the return on investment may not be as targeted and the loss from the business operations of the company that invests.



The Company has established an Investment Policy to compile rules, procedures and guidelines for the Board of Directors, Investment Committee and executives to adhere to in managing investments and to remind relevant persons to be aware of their responsibilities in managing the business carefully and cautiously. Comply with relevant laws and regulations. Taking into account the company's interests and having a monitoring and verification system to ensure that investments are made in accordance with proper procedures.

Impact of risk:

- Strategic investment risks may affect the Company's financial position, image and long-term competitiveness. If an investment does not achieve its goals or is delayed in implementation, it may result in higher costs, losses from asset impairment or loss of business opportunities. In addition, uncertainties in the economic, political and regulatory environments in countries in which the Company invests may result in volatility in the Company's overall performance.

Risk management measures:

- To mitigate potential risks, the Company has implemented strict risk management measures, including:
- Conducting a comprehensive analysis of the feasibility and value of investment (Feasibility Study and Due Diligence) in terms of finance, law, operation, and environmental or social risks before making an investment decision.
- Establish clear investment approval criteria with multiple levels of review, from operations to the investment committee and the board of directors.
- Regularly monitor and evaluate investment performance to check progress and actual impact, compare with plan, and report to senior management on an ongoing basis.
- Preparing a risk management plan in case the investment does not go as expected, including corrective measures, adjusting the plan, or deciding to withdraw the investment if necessary to limit the damage.



Operational risk

(1) Risk in sourcing and developing personnel to support business growth

The company has expanded its business rapidly from both domestic and international investments. It has sought business opportunities by investing in new businesses. It has introduced new technologies and innovations to drive the business. If the company is unable to provide and develop personnel with sufficient expertise and experience in a timely manner, it may affect the business operations and the achievement of long-term goals.

To support the strategic direction of each business unit, the Company has established a structure that supports the work, including allocating personnel to meet the needs of each business unit appropriately. Each business unit has an individual development plan to develop personnel in each career to gain expertise, develop leadership and promote learning to ensure that the Company will have quality executives and employees sufficient to effectively support future business growth.

Impact of risk:

- Lack of capable personnel may prevent the company from expanding its business as planned.
- Service quality may decrease.

Risk management measures:

- Develop proactive recruitment and development plans and establish internal training centers.
- Use technology to help improve the efficiency of the current team.

(2) Risk from relying on key executives

Operating in a highly competitive industry, the knowledge, skills and experience of senior executives and skilled personnel are valuable resources for the success of the organization. The loss of key executive personnel could affect the efficiency of business operations, strategic decision-making and the ability to maintain good relationships with customers, business partners and other stakeholders, which could affect market confidence and the organization's image in the long run.

**Impact of risk:**

- If a company is unable to retain capable and key executives, this could have an impact in many ways, such as:
 - Lack of continuity in administration and strategic policy formulation
 - Decreased operational efficiency and delayed or indecisive decision-making.
 - The risk of insecurity among employees at other levels affects morale and productivity.
 - Concerns from customers and business partners may affect the business relationships that the Company has continuously built.

Risk management measures:

The Company realizes the importance of human resource risk management, especially at the executive level. Therefore, it has implemented important measures such as:

- Providing appropriate and competitive compensation, benefits and incentives in the market to retain potential personnel.
- Promote career development and growth through job rotation, ongoing training and a clear career path.
- Developing a succession plan for key positions, especially at the senior executive level, to ensure that the company is prepared to manage transitions in all situations.
- Establish a transparent and professional executive selection system with clear evaluation criteria by the human resources department in conjunction with the relevant committees.
- Creating a corporate culture that fosters executive engagement, loyalty and engagement with the company's long-term goals.
- The Company places importance on proactive human resource risk management to create sustainability for the organization in terms of business potential and confidence of all stakeholders.



Financial Risk

(1) Risk from exchange rate fluctuations

The Company and its subsidiaries charge fees and make payments primarily in local currencies, except for small amounts of receivables and intercompany transactions paid by overseas subsidiaries as operating expenses.

(2) Interest rate risk

The Company and its subsidiaries are exposed to interest rate risk relating to their cash and cash equivalents, short-term borrowings and long-term borrowings. However, since most of the Company and its subsidiaries' financial assets and liabilities bear fixed or floating interest rates, which are close to current market rates, the Company's interest rate risk is low.

(3) Risks associated with market conditions and price volatility

The Company has financial investments, including excess liquidity management to invest in financial assets, such as equity instruments, debt instruments, or other financial instruments, etc.

Impact of risk:

- Fluctuations in the market prices of financial assets, exchange rates and interest rates may cause losses that exceed acceptable levels.

Risk management measures:

- The Company has established an investment policy to compile rules, procedures and guidelines for the Investment Committee and executives to adhere to in managing financial investments.
- Establish policies, practices and have a monitoring and inspection system to ensure that investments are made in accordance with proper procedures.
- There is regular review of performance and appropriate strategies for portfolio adjustments.



Information Technology Risk

(1) Risk from cyber security and information system failure.

In the digital age where information technology plays a crucial role in business operations, data and information system security is a crucial factor. System disruption or cyber-attack can have a direct and severe impact on the Company's services, as well as the confidence of customers, partners, and other stakeholders. The Company therefore places importance on investment in developing its information technology infrastructure and adopting international best practices, while conducting continuous internal audits under the certification of expert assessors.

Cyber threats are becoming more severe and sophisticated, whether it be malware attacks, ransomware, unauthorized access to data or leaks of sensitive information, all of which pose risks in many dimensions, including business continuity, corporate image and stakeholder confidence.

Impact of risk:

If the company experiences a cyber security incident, it may cause the following impacts:

- Disruption of core customer service systems affects business continuity.
- Loss or leakage of sensitive information, such as customer data, financial data, or strategic information.
- Financial damages from compensation, damages from lawsuits or fines resulting from non-compliance with relevant laws and regulations.
- Damage to the image and confidence of stakeholders, which may have a long-term impact on the company's competitiveness.

Risk management measures:

The Company realizes the importance of preventing and mitigating the impact of cyber security risks and has therefore implemented the following proactive measures:

- Application of the international standard ISO/IEC 27001 on Information Security Management System (ISMS) in management.
- Establishment of an Information Security Steering Committee, comprised of senior executives and specialists, to oversee, plan and systematically assess risks.



- Investing in developing and improving information technology systems, digital infrastructure, and backup and recovery systems to enable rapid response and recovery from emergency incidents.
- Information system security audits and assessments by independent external assessors to ensure that practices comply with relevant standards and regulations.
- Raising awareness and enhancing knowledge and understanding of cyber threats among employees at all levels through internal communication, workshops, and ongoing cybersecurity drills.
- Establish clear policies and procedures regarding information security that all employees must be aware of and strictly comply with.

The Company is committed to comprehensively managing cyber security risks to build confidence among stakeholders and maintain long-term business continuity in a sustainable manner.

(2) Risk of Data Privacy

The company is engaged in the business of providing a full range of human resource management systems, including outsourcing of human resource management and payroll services for corporate clients, which requires the collection and management of a large amount of personal data of clients, employees and related people. Therefore, protecting personal data is a very important mission and requires strict supervision to comply with relevant laws, especially the Personal Data Protection Act B.E. 2562 (PDPA).

Impact of risk:

Improper handling of personal data or the occurrence of a personal data leak can affect the company in many ways, including:

- Being prosecuted or subject to administrative penalties, such as fines from regulatory agencies under the PDPA.
- Damage to the company's reputation and credibility in the eyes of customers, partners and stakeholders.
- Loss of trust from customers, which may lead to contract termination or loss of business opportunities.



- Financial damages from lawsuits, compensation, or costs of repairing and restoring the system.

Risk management measures:

The Company places the highest importance on the protection of personal data and has taken proactive measures to effectively manage risks as follows:

- ISO/IEC 27701 framework, an extension of ISO/IEC 27001, to develop a systematic and effective personal data management system.
- Establishment of a Personal Data Protection Steering Committee comprising senior executives and IT professionals to oversee policies and operational guidelines in accordance with relevant laws and standards.
- Conducting regular internal audits in collaboration with independent assessors to assess risks, analyze vulnerabilities and develop improvement plans in line with changing circumstances and requirements.
- Establish a clear personal data protection policy and communicate it to all employees for strict compliance.
- Continuing training and awareness raising for employees at all levels to promote understanding of the importance of protecting personal data and enhance their ability to identify, prevent and manage potential incidents.
- Preparing a record of personal data processing activities (Record of Processing Activities) including a management system for data subject's requests for rights in order to be able to respond to data subject's requests transparently and promptly.

The Company is committed to rigorous management of personal data risks in order to maintain the trust of customers and business partners, as well as to enhance the stability and sustainability of operations in the long term.



Emerging Risks

(1) Climate change risks

Climate change is a global risk that is assessed as having a high level of severity, both in terms of its likelihood of occurrence and the magnitude of its potential impacts, especially in the long term, which may directly and indirectly affect the Company's operations. As part of the global economic and social system, the Company is aware of its role and responsibility in preparing for such risks.

The nature of risks associated with climate change can be divided into two main dimensions:

1. Physical Risk, such as increased frequency and severity of natural disasters, changes in weather patterns, and shortages of water and other natural resources.
2. Transition Risk, such as changes in laws, policies or regulations regarding greenhouse gas emission reduction, changes in consumer behavior and stakeholders' expectations of sustainable business operations.

Impact of risk:

Risks from climate change may have a material impact on the Company's business as follows:

- Increased operating costs Due to supply chain uncertainties, disruptions from natural events and the cost of complying with new environmental regulations.
- Changing consumer demands the increasing importance placed on organizations with sustainable business practices will affect the company's revenue if it cannot adequately respond to market expectations.
- Damage to property or infrastructure Caused by natural disasters, it may affect business continuity.
- Impact on corporate reputation If a company cannot clearly demonstrate its environmental responsibility

Risk management measures:

The Company places importance on comprehensive climate risk management through the following key measures:



- Promoting innovation and technology for sustainability Focusing on increasing operational efficiency, reducing natural resource usage and greenhouse gas emissions, as well as developing environmentally friendly products and services.
- Use of alternative and renewable energy in the company's operations to reduce dependence on fossil energy and reduce carbon emissions
- Design of environmentally friendly office buildings (Green Building) taking into account energy saving, waste management and employee quality of life.
- Investing to create positive social and environmental impact Through investments in health technology, finance and education startups that have the potential to reduce the resource burden on the business ecosystem.
- Creating an environmentally aware corporate culture by promoting knowledge, understanding and participation of employees at all levels in conserving natural resources and reducing the organization's carbon footprint.

The Company is committed to conducting business with due regard for environmental and climate impacts in order to create long-term stability and sustainability for the organization, while promoting a truly environmentally responsible society.

(2) Geopolitical and geoeconomic risks

Geopolitical and geoeconomic risks are risks arising from external factors linked to international events, changes in trade policies, political conflicts, wars, economic recessions in trading partners, or changes in exchange rates and commodity prices. These events may affect macroeconomic stability, global supply chains, and the movement of labor, capital, and information, all of which may directly or indirectly affect the Company's operations.

Impact of risk:

Potential impacts from geopolitical and geoeconomic risks include:

- Increased operating costs Due to volatile energy prices, shortages of raw materials and higher transportation costs resulting from supply chain uncertainties.
- Slowing income Due to declining consumer purchasing power and more cautious business spending decisions amid economic uncertainty.



- Investment and business expansion risks, especially in countries or regions with high uncertainty, companies may have to delay investment, which may affect their long-term competitiveness.
- Uncertainty in exchange rates and import/export taxes which may affect profits from international operations

Risk management measures:

The Company has established comprehensive geopolitical and geoeconomic risk management guidelines to accommodate potential uncertainties as follows:

- Careful planning of capital use and maintaining liquidity at an appropriate level to reduce the risk from global economic volatility
- Effective capital structure management by maintaining financial ratios at a strong level to cope with unexpected situations.
- Regular assessment and review of investment allocation to ensure that each investment project is appropriate and in line with the changing economic environment.
- Changing the business model to be more flexible Such as using digital technology to reduce costs, increase operational efficiency and diversify risks from income sources.
- Closely monitoring the global situation by assessing economic, political trends and risks from different regions to use in strategic planning and proactive decision making.
- Promoting business groups to develop structural competitiveness Both in terms of cost, personnel skills and the ability to adapt to changing contexts

The Company realizes that geopolitical and geoeconomic risks are external factors that cannot be controlled, but the impact can be managed through flexible strategic planning and internal strengthening to be able to conduct business stably and sustainably in all situations.



Investment risks for securities holders

(1) The risk of uncertainty of the returns that investors will receive as expected.

Investing in the Company's securities is subject to risks as share prices may fluctuate due to various internal and external factors, many of which are beyond the Company's control, such as the overall economic situation, political uncertainty, global crises, unusual events such as the spread of COVID- 19 , international conflicts, rapid changes in commodity prices, or changes in government policies, all of which affect investor confidence and trading in the stock market.

Impact of risk

The volatility of the stock price may result in uncertainty of the returns that investors will receive from holding the Company's securities, which may result in the following effects:

- The stock price in the market falls below the price at which investors bought, resulting in investment losses.
- Investors' expectations of returns that fall short of targets may weigh on confidence in the company.
- This may affect the liquidity of the stock if investors delay trading or are not confident in holding it for the long term.
- If the share price declines significantly, it may affect the Company's ability to raise funds from the capital market in the future.

Risk management measures

To manage the risk of uncertainty in the returns that investors will receive, the Company has implemented the following measures:

- Regularly monitor, inspect and evaluate performance. The Company continuously reviews its financial position and operating results to ensure they are in line with the strategic plans and goals approved by the Board of Directors.
- Effective Profit Management Both in terms of gross profit margin, net profit margin, earnings per share and return on equity to build confidence in sustainable performance.



- Transparent communication with shareholders and investors By disclosing accurate, complete, timely and fair information through various communication channels such as annual reports, analyst meetings and investor relations websites.
- Maintaining a dividend policy at an appropriate and consistent level To create confidence and stable returns for investors in the long term.
- Monitoring external factors that may affect stock prices and regularly assess the impact on the business plan to prepare for adjusting strategies to suit the situation.
- Implementation of share buyback program Under the conditions and scope stipulated by law, to enhance shareholders' confidence and demonstrate the company's confidence in its long-term business outlook, as well as to help support the share price in the market from excessive volatility, which may have a positive effect on the rate of return that investors will receive. The Company will consider implementing the share repurchase program by carefully considering the Company's liquidity level, financial position and cash flow so as not to affect future operations or investment plans.

The Company is committed to conducting business with transparency, stability and creating sustainable returns for shareholders, while being aware of investors' expectations and operating prudently under strong risk management principles.

(2) The risk of the ability to pay dividends not being as investors expect.

The Company's ability to pay dividends may be affected by many factors, such as long-term investment plans, capital allocation to support business expansion, loan repayments, and cash flow from operations, which may change according to economic conditions and the Company's performance at each period. If the Company is unable to pay dividends according to policy or at the level that investors expect, it may affect the confidence of shareholders and investors in the long term.

Impact of risk:

Uncertainty regarding dividend payment may have the following material effects on the Company:



- Investor confidence has declined In particular, investors who prioritize dividend returns may reduce their shareholding in the company.
- Impact on stock prices in the market If the dividend payout is lower than expected, it could put pressure on the stock price.
- Future fundraising may be affected If investors believe that the company does not have the potential to pay stable and continuous returns
- Affecting the company's image as a company with good governance in managing shareholders' benefits

Risk management measures:

The Company realizes the importance of management to maintain the ability to pay dividends in line with shareholders' expectations under the framework of financial stability and sustainable business operations. The Company has implemented the following measures:

- Implementation of a clear and continuous dividend payment policy The Company has a policy to pay dividends at a rate of not less than 50 percent of net profit after deducting various reserves as required by law.
- Regularly monitoring and evaluating the company's financial position. To ensure that the Company has sufficient liquidity and can manage cash flow effectively.
- Prudent capital structure management By maintaining debt levels at an appropriate level and having the ability to repay short-term and long-term debts steadily.
- Disciplined budget planning and control To be able to allocate capital in a balanced manner between business growth and shareholder returns.
- Transparent communication with investors Regarding dividend policy, business plan and financial outlook to maintain shareholders' confidence.
- Consideration of supplementary measures For example, the share buyback project to manage the total return value for shareholders in the event that the company has excess liquidity but cannot pay dividends in cash as expected.

The Company is committed to conducting business under the principles of financial stability and good governance in order to generate sustainable returns that are in line with shareholders' expectations in the long term.



The company has a risk management process by planning the spending of money carefully, maintaining high levels of liquidity, and maintaining the company's capital structure to remain strong, including regularly reviewing and improving the investment allocation and cost structure of various business groups. Moreover, the company would give support to various business groups to change their operating models, in order to increase efficiency and saving costs.



Sustainability Management Policy

Humanica is committed to driving sustainable growth while delivering world-class HR solutions and business systems to enhance the potential of organizations in Asia. The company has established a sustainable development policy focusing on three dimensions: Economic, Social, and Environmental, to align with the organization's objectives.

The company recognizes that long-term success must be built on creating value for stakeholders in the areas of economy, society, and the environment. Therefore, we are committed to integrating sustainability principles into our business strategies, work processes, and organizational culture through the following key principles:

The objectives of the organization	The dimensions of sustainable development		
	Economic	Social	Environmental
<p>A. Develop and deliver world-class products and services</p> <ul style="list-style-type: none"> ▪ <u>Responsible innovation</u> Continuously develop technology and products while considering social and environmental impacts. Our platform, Workplace, is designed to enhance the quality of life at work, promoting efficiency, equality, and digital well-being. It also supports customers in transitioning to sustainable business operations. 	X	X	X
<p>B. Aim to impress customers with products and services that exceed expectations</p> <ul style="list-style-type: none"> ▪ <u>Collaboration for shared value</u> Build partnerships with customers and collaborators to create shared value within the business ecosystem and grow responsibly. 	X	X	
<p>C. Foster organizational culture based on the company's DNA and core values</p> <ul style="list-style-type: none"> ▪ <u>Society and Personnel</u> We prioritize our workforce by creating a safe, equitable, and purposeful environment, while promoting continuous learning and development of potential. 		X	



The objectives of the organization	The dimensions of sustainable development		
	Economic	Social	Environmental
<ul style="list-style-type: none"> ▪ <u>Governance and Ethics</u> We are committed to transparency, integrity, and compliance with laws in all business processes, while developing practices that align with standards, such as SOC2, to ensure confidence among stakeholders. 	X	X	
<p>D. Enhance and standardize operational processes in all countries to improve efficiency</p> <ul style="list-style-type: none"> ▪ <u>Environmental Care</u> Reduce the environmental impact of the company's operations by using resources efficiently and supporting a Digital-first approach to reduce energy consumption in digital infrastructure. 	X		X



Economic Dimension

Economic Performance

GRI Standards

- GRI 201: Economic Performance 2016

Sustainable Development Goals



Promote continuous, inclusive and sustainable economic growth.

Fully and productively employment and decent work for all.

Why is it important?

The company is considered an organization that helps drive the country's economy. Therefore, the Company's continuous growth and income allows the Company to distribute income and wealth to stakeholders, which also promotes economic growth.

Goals

The Company aims for continuous growth with an average revenue increase of 10% per year to distribute revenue to all stakeholders in the business value chain under the principles of good corporate governance.

Results

The Company has set policies and directions for its business operations, as well as continuous business development plans, to create stable growth and increase profitability, which will benefit shareholders in the long term. In addition, the Company emphasizes transparency and accountability. The Company believes that compliance with the principles of good corporate governance will result in maximum benefits for shareholders and all groups of stakeholders of the Company.

The Company's main revenues include revenue from the human resources services business, including 1.1, 1.2 and 1.3, and revenue from the accounting and financial services business, including 2.1 and 2.2, as well as other revenues received by the Company from services in the normal business activities.



Company's Revenue Structure in 2022 - 2024

Business Type	2022		2023		2024	
	Mil Baht	%	Mil Baht	%	Mil Baht	%
1. Revenue from human resource service						
1.1 Revenue from providing HR and payroll management services	316.70	29.4	326.50	24.4	373.15	25.4
1.2 Revenue from software	549.97	51.3	794.12	59.4	864.36	58.8
1.3 Revenue from sales of goods	47.44	4.4	44.56	3.3	41.17	2.8
Total revenue from human resource services	914.11	85.1	1,165.18	87.1	1,278.68	87
2. Revenue from accounting and financial management services						
2.1 Enterprise Resource Planning System	112.23	10.5	115.04	8.6	126.32	8.6
2.2 Accounting and Financial services	19.85	1.8	20.85	1.6	18.92	1.3
Total revenue from accounting and financial management services	132.08	12.3	135.89	10.2	145.24	9.9
Total revenue from sales and services	1,046.19	97.5	1,301.07	97.3	1,423.92	96.9
4. Other income	27.30	2.5	35.61	2.7	46.21	3.1
Total revenue	1,073.49	100.0	1,336.68	100.0	1,470.13	100

Note * Other income includes interest income, dividends, profits from investment, and profits from exchange rate, etc.



Distribution of Income to Stakeholders ⁽²⁰¹⁻¹⁾

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

Economic Details	Value (in million Baht)		
	2022	2023	2024
1. Direct economic value			
Revenues	1,073.49	1,336.68	1,470.13
2. Distribution of direct economic value			
Operating costs	432.29	427.57	404.29
Staff costs and benefits	447.75	574.54	671.69
Dividends to shareholders	120.05	173.49	236.51
Interest to financial institution creditors and debentures	-	-	-
Taxes to governments and local authorities	26.79	50.90	72.95
Donation	0.32	0.24	0.16
3. Economic value brought forward			
Economic value brought forward	370.46	416.75	526.69
The remaining economic value (1-2+3)	416.75	526.69	611.218

Financial support received from the government ⁽²⁰¹⁻⁴⁾	Value (in million Baht)		
	2022	2023	2024
Tax benefits from investment promotion of BOI	15.04	19.39	9.98
Subvention COVID-19	0.46	-	-
Total amount of subvention received from the government.	15.50	19.39	9.98

Post-employment benefits and Other long-term benefits ⁽²⁰¹⁻³⁾

The company contributes to the employee provident fund, which is managed by an external fund manager in accordance with the provisions of the Provident Fund Act B.E. 2530. Employees are given the option to choose their contribution rate to the provident fund, ranging from 4% to 15% of their salary on a monthly basis. In 2024, the Ayudhya Master Fund and TISCO Master Pooled Fund, both of which are registered, are the fund managers. The company contributed 4.59% of its revenue to the provident fund.

Additionally, the company provides retirement benefits. In 2024, the company has an employee benefit obligation of 7.5 million Baht.



Business Innovation for Society and the Environment

Sustainable Development Goals



Build resilient infrastructure, promote inclusive and sustainable industrial development, and foster innovation.

Section 1: Innovation for the Development of the Company's Business

Importance

One of the key organizational goals of the company is to develop Human Resource Solution Software (HR Solution software) under the brand “Workplaze” to become world-class software and the best in the Asia region. The Workplaze software is a key innovation and intellectual property of the company.

Goals

To develop Human Resource Solution (HR Solution) software to become world-class software and the best in the Asia region within 5 years.

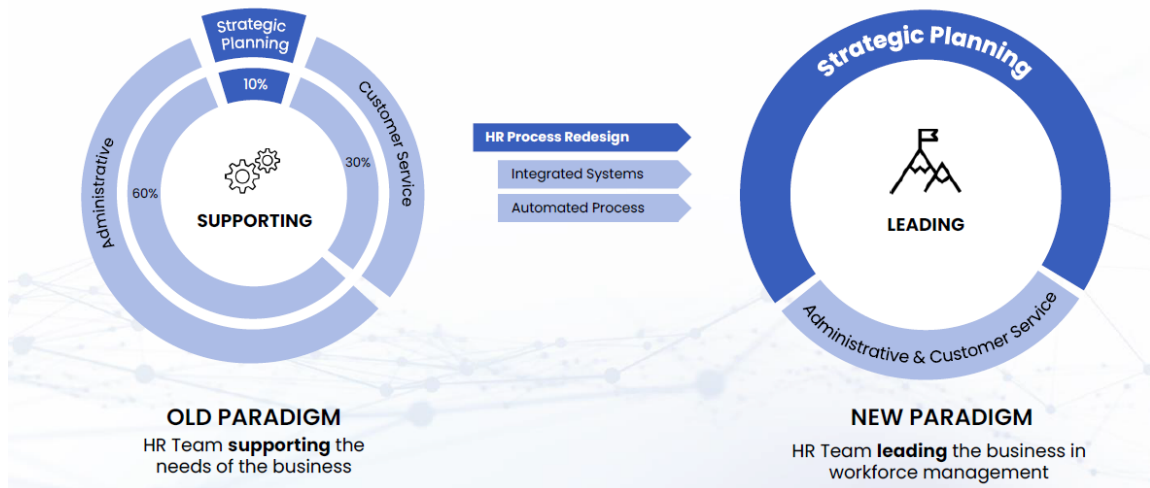
Approach/ Management Method

The company place great importance on creating innovations to enhance our HR Solution software to ensure it is modern and meets the needs of customers while providing positive experience for them and their employees. The goal is to help customers' organizations transition to Digital Transformation, which is a key factor in shaping the direction of modern organizations, especially in human resource management. This must adapt to rapidly changing technology and employee behavior. HR Solution software is Software as a Service (SaaS) that helps organizations save on investments related to equipment and devices. As a result, HR functions can be completed more quickly, saving valuable time and enhancing the overall experience for employees within the organization.



Transform your HR Process

Reduce HR Manual Tasks with Automated System



Key Technologies in Modern HR Solution Software:

1. Artificial Intelligence (AI) and Analytics

- AI helps analyze employee data, predict turnover trends, and provide career development recommendations.
- HR systems use Machine Learning to screen and match candidates with suitable job positions.

2. Cloud-Based HRM (Human Resource Management)

- Cloud-based HR Solution software enables easy and secure access to data anytime and from anywhere.
- It reduces the burden of IT infrastructure and allows for easier updates to new features.

3. Automation

- Using automation in HR can reduce paperwork such as time tracking, payroll calculations, and benefits processing.
- It increases accuracy, reduces errors, and frees up HR teams to focus on strategic planning.



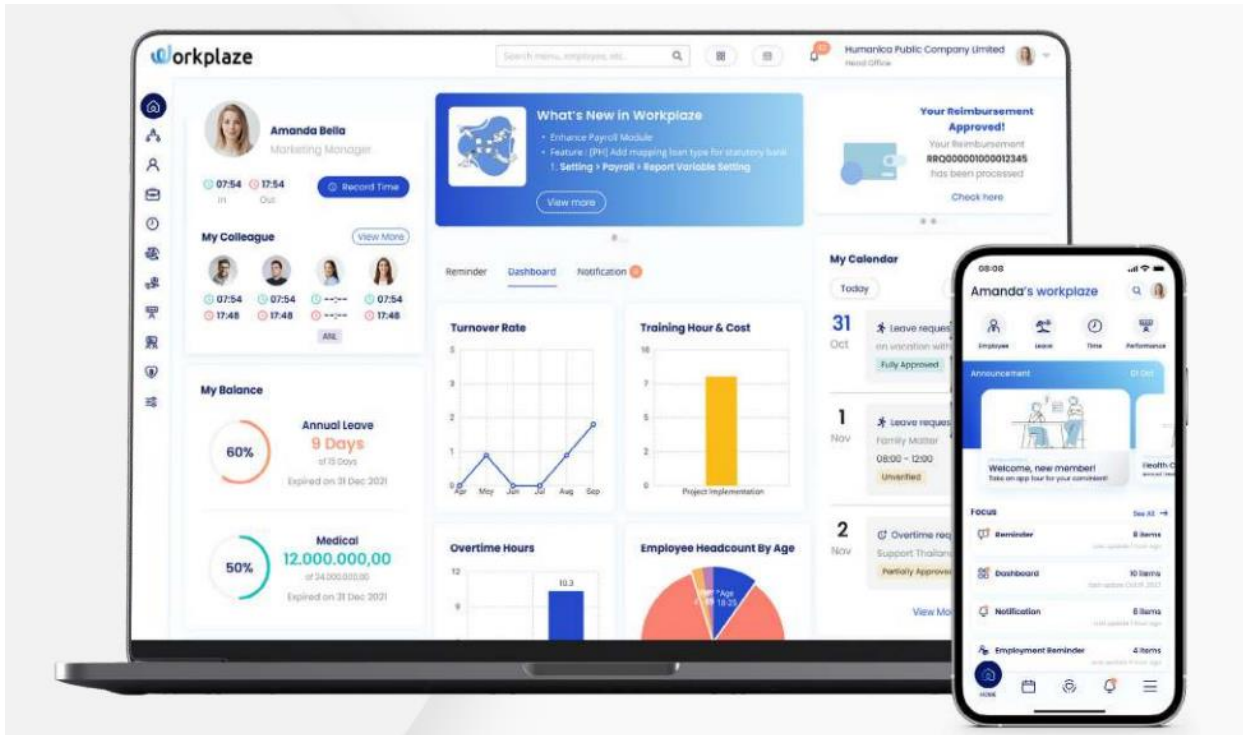
4. Employee Experience Management through Digital Platforms

- HR systems include real-time employee feedback surveys.
- Features are available for employees to manage their career paths through online platforms.

Objectives of Implementing HR Solution Software for Digital Transformation:

- **Improve Efficiency** – Reduce repetitive tasks and allow HR to focus on strategic functions.
- **Data-Driven Decision Making** – Data analytics help enhance the precision of human resource management.
- **Enhance Employee Experience** – User-friendly systems enable employees to easily access personal information and manage their own tasks.
- **Support Hybrid Workforce** – Support remote work and provide employees with more flexibility.

Workplaze is a comprehensive HR platform with a deep structure, integrated with truly meaningful innovations and supplementary HR services. It is designed to support organizations in Asia in transforming their HR systems to meet future demands.



What organizations and employees of customers will gain from using Workplace:

- **Manpower Planning:** Proactively analyze the current workforce structure to forecast future labor needs, aligning with the organization's goals.
- **Recruitment & Selection:** Seamlessly track and manage the recruitment process, from requesting manpower approval to making job offers, ensuring a positive experience for candidates through our online platform.
- **Performance Management:** Easily track and evaluate employee performance using pre-defined plans and standards, with the results being used for continuous improvement.
- **Learning & Development:** Support new skill development (Reskilling) and enhancement of existing skills (Upskilling) for employees, while creating career advancement paths that meet their needs.
- **Drive Strategic Workforce Planning and Talent Management:** Utilize modern performance management solutions that support hybrid work models and the gig economy, fostering a learning culture.
- **Build Workforce Flexibility:** Through Agile Project Management and career path creation for agile teams, real-time workforce data analytics help increase workforce adaptability.



- **Objectives and Key Results (OKR):** Provide managers, employees, and colleagues with a framework for collaboration to align organizational goals with actions and track progress clearly.
- **Project Management:** A comprehensive solution to track and manage the progress of projects, including manpower planning for future projects.
- **Compensation Planning:** Use compensation strategies as a strength to attract and retain high-quality employees.

Benefits to be gained:

- Create better work experience by giving employees an internal platform that supports their growth.
- Introducing new HR services with a self-service HR system to improve experience for employees.
 - ESS & Mobile System
 - Claims & Allowances
 - Loans Management
- Facilitate Personnel Management
- Payroll & Tax Compliance: Manage complex payroll and tax systems with step-by-step support and status tracking through a 24/7 accessible payroll portal.
- Attendance & Scheduling: Automate employee time management, linking work hours with payroll and improving work efficiency.
- HR Base System: Transition from traditional HR management systems to modern, digital systems for better efficiency and management.

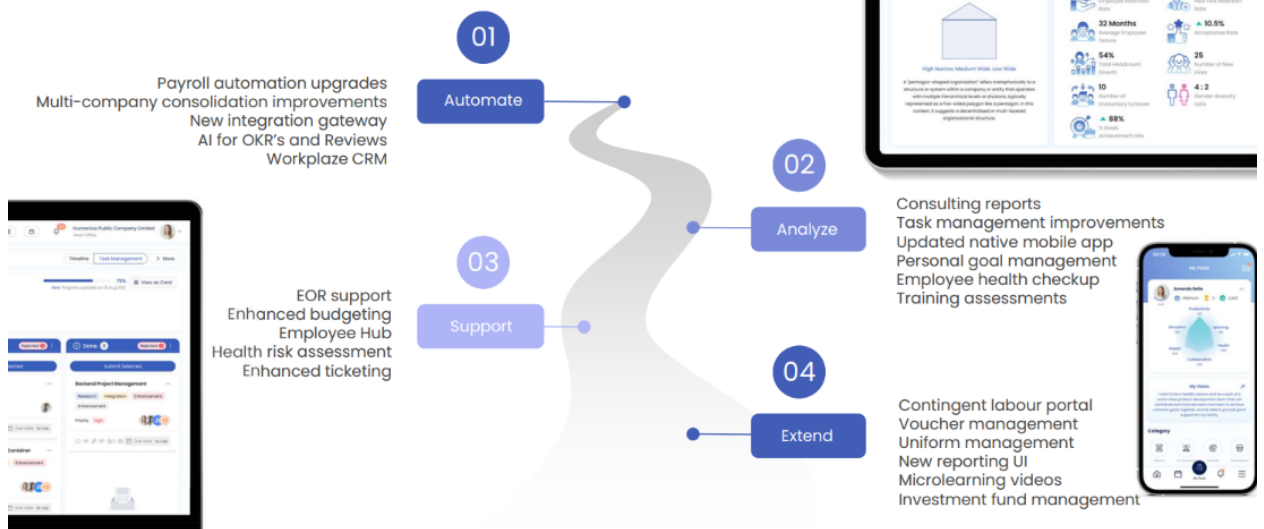
Operational Plan for 2024

The company has outlined the development plan for the HR Solution software under the brand "Workplaze" in 2024 as follows:



01 - Automate	02 - Analyze	03 - Support	04 -Extend capabilities
<ul style="list-style-type: none"> • Improve the payroll automation system. • Enhance the integration of data across multiple companies. • New connection gateway. • Implement AI for OKR and performance evaluation. • Customer relationship management system. 	<ul style="list-style-type: none"> • Consultation reports. • Improve task management system. • Update mobile app. • Personal goal management. • Employee health checkups. • Training evaluation. 	<ul style="list-style-type: none"> • Support for EOR (Employer of Record) system. • Improve budgeting process. • Employee Hub for centralized employee data. • Health risk assessment. • Enhance issue management and ticketing system. 	<ul style="list-style-type: none"> • Portal for external employees. • Voucher management. • Employee uniform management. • New reporting interface. • Short learning videos. • Personal investment fund management.

2024 WORKPLAZE ROADMAP





Performance Results

- **Revenue Growth and Research & Development**

In 2024, the company invested in the development of the latest version of Workplaze, which laid the foundation for the digital HR evolution of our clients. In alignment with the HR trends for 2025 from Gartner, we predict that the digital transformation of organizations will accelerate, driven by performance, engagement, learning (new training and upskilling), and well-being. These changes will be powered by AI, machine learning, and advanced analytics, which enable data-driven decision-making and personalized experiences. The latest Workplaze solution was designed and developed to meet the critical needs of these organizations, including:

- **Increased Efficiency:** AI-driven automation processes help reduce key HR workflow steps, lower administrative costs, and maximize resource utilization.
- **Data-Driven Strategic Decision Making:** Advanced analytics and reporting driven by AI enable actionable insights, allowing informed decisions for strategic workforce planning and business growth.
- **Enhanced Employee Engagement and Experience:** Employee self-service portals and personalized experiences increase employee satisfaction and empower individuals.



- Increased Workforce Agility: Scalable architecture ensures rapid adaptation to changing business needs, maintaining operational flexibility.
- Strict Compliance and Security: Robust data protection measures and adherence to industry standards safeguard sensitive information and minimize risks.
- Comprehensive Employee Well-Being: An integrated support ecosystem fosters a positive and supportive work environment, promoting employee well-being.

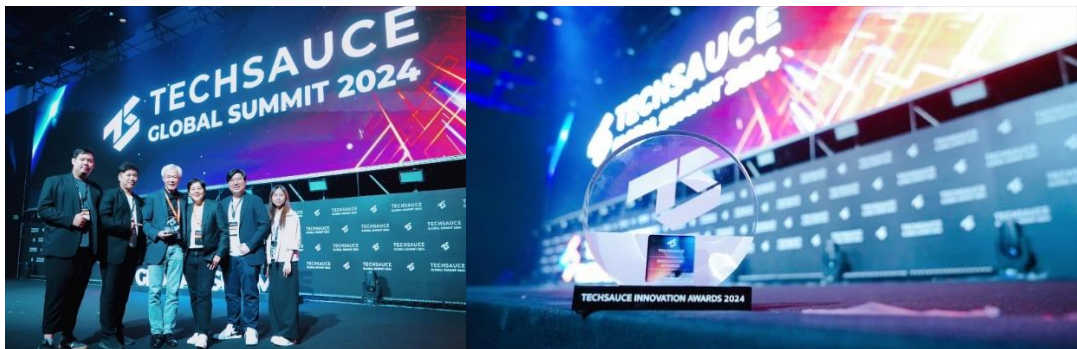
In 2024, the company’s revenue grew strongly (up 10% compared to the previous year) across our six key markets, particularly in the mid to upper-middle market segments. This led to a significant number of new, high-profile clients. Expanding this client portfolio is a testament to the company’s strong market reputation, competitive pricing, and cutting-edge technology, which together form a solid foundation for our growing HR Solution service revenues.

In 2024, the Company invested 45.27 million baht in research and development.

Research and development expenses in the past 3 years

	2022	2023	2024
Research and development expenses (million baht)	12.07	47.59	45.27

■ Innovation awards received by the company in 2024





Humanica was honored with the Techsauce Innovation Award, a prestigious recognition presented to exhibitors at the Techsauce Global Summit 2024, held from August 7-9 at the Queen Sirikit National Convention Center.

This award is designed to identify and celebrate exceptional services, products, or innovations, with the objective of increasing visibility among the media, event participants, and the broader technology ecosystem, while also fostering the continuous development of new innovations. In addition to receiving this award, Humanica also participated as an exhibitor, with a strategic focus on positioning Thailand as the leading technology hub in Southeast Asia. Techsauce Global Summit is a premier conference on

technology and innovation, hosted in Bangkok, Thailand. The event serves as a gathering point for technology experts, startups, investors, entrepreneurs, and industry professionals from diverse sectors to exchange knowledge and insights.

The summit features a comprehensive array of content, including keynote addresses by prominent experts, in-depth workshops, exhibitions showcasing the latest innovations and technologies, as well as networking opportunities and avenues for business negotiations. This makes the event a crucial platform for those seeking to stay abreast of the latest developments and trends in the technology and business sectors.

Section 2: Innovation for the Company's operation

2.1 Development of Contract Management System

Importance

In an era where technology plays a significant role in driving businesses, improving work processes efficiency and reducing redundancy has become essential, not only to generate profits for the organization, but also to help develop a fair, transparent and standardized business structure, which is the core of creating social value.

Humanica, a leader in payroll and enterprise software services, recognizes the importance of innovation in increasing the efficiency and transparency of data management



Management systems. Therefore, the "Contract System" was developed to reduce errors in calculating service fees, increase the accuracy of invoice issuance and automatically link accounting data, which helps reduce the workload of the accounting department and prevent errors that may affect both the business and social levels.

The company emphasizes the development and promotion of business innovations that not only create economic benefits for the company but also promote value for society and the environment, aiming for the company's operations to have a positive impact on both the business and the society.

Management Guidelines/ Methods

The Company places great importance on developing and creating innovations within the organization that could enhance the ability to conduct business and respond to social and environmental challenges sustainably. The company aims to maximize the efficiency of work process, reduce redundancy, and create transparency in all aspects of the operation. The development of the "Contract Management System" is one of the important examples that reflects this vision by using an automated system to reduce errors in calculating service fees and issuing invoices, as well as efficiently linking accounting data, which not only reduces the workload of employees but also creates accuracy and increase the speed in operations.

The company not only develops innovations within the organization but also strives to measure the benefits of those developments in both business and social dimensions. Measuring the impact of our innovations allows us to assess the success and real impact of our developments, as well as to guide future improvements and developments. At the same time, the company are committed to revealing and sharing the innovations so that other businesses can adapt and expand the impact of our developments in society, creating long-term sustainability for all sectors.

The company provides payroll and software rental services to over 200 customers. In the past, the process of calculating service fees and issuing invoices was carried out through data exchange between the operations and accounting teams. The operations team would send the headcount of each customer via email before the accounting team calculated the service fees in Excel and recorded the accounts through the SAP Business One system, which was a time-consuming process and prone to errors.

To improve work efficiency and reduce repetitive steps, the company has developed and implemented a Contract System, changing the data transmission format to be automatic.



The operations team can send headcount numbers through the Contract System along with attached documents. This data will automatically calculate the service fee according to the terms and conditions specified in the contract for each customer, which the accounting department has set up in advance.

In addition, the Contract System can also link service fee data to the SAP Business One system via API to automatically record general ledger and issue A/R Invoice documents, reducing the repetitive workload of employees. The work process is therefore more accurate, precise, and faster.

Data Security

The Company placed the highest importance on the security of customer data. The Contract System is designed to support the assignment of data access rights according to the organization's structure. Each user can access only the data that is relevant to their team. This helps prevent unnecessary or unauthorized access to data. In addition, it effectively enhances the security and privacy of customer data.

Contract Management System Objective

Increase efficiency in calculating service fees

- Reduce the time and complexity of calculating service fees for payroll and software rental fees
- Reduce errors that may occur from calculations using Excel as the old method

Reduce redundancy in work

- Reduce the steps of sending and receiving the data between the operations team and the accounting department via email
- Automate the process, allowing operations to be more accurate and faster

Automatically link data with the accounting system

- Use API to connect with SAP Business One to import service fee data and automatically create A/R Invoice documents
- Reduce the workload of the accounting department, no need to record redundant data

Increase security in data management

- Data access rights are set according to the organization structure so that only relevant people can access the data
- Prevent unauthorized access to data, reducing the risk of customer data leakage



Develop and improve work processes to be standardized

- Assist operations to be more standardized and systematic
- Support the organization's work to be efficient and support future business expansion

Advantages of Contract Management System

Increase accuracy and reduce errors

- The system can automatically calculate service fees according to the terms and conditions in the contract, reducing errors that may occur from manual calculations or Excel programs.
- Reduce invoice inaccuracies, allowing customers to receive accurate information that meets the agreed terms.

Reduce work time

- Reduce manual steps, such as sending data via email, calculating service fees, and recording general ledger.
- The accounting department can issue invoices and record accounts faster and more accurately.

Reduce redundancy and increase work efficiency.

- Data from the operating team is automatically sent directly to the system, reducing the use of multiple channels, such as email or Excel files.
- The system can connect to SAP Business One via API, eliminating the need to record redundant data, reducing employee workload.

Increase data security.

- Data access rights are set according to the organization's structure, allowing only relevant personnel to access necessary data.
- Reduce the risk of unauthorized access to customer confidential data.

Support organization expansion.

- Able to support an increasing number of customers without delaying the work process or causing errors.
- Reduce the workload of the accounting department, allowing resources to be allocated to develop and improve other work processes.

Create operational standards

- Help service fee calculation and invoice issuance to be more systematic and standardized.



- Reduce differences in work processes between individuals and help operations to be carried out in the same direction

Operating Result

- **Overtime costs for employees in the accounting and finance department in Thailand have decreased by 40% compared to the previous year**

Improved work efficiency from automation reduces the time employees have to work overtime, which also reduces overtime costs, and allows employees to spend more time on more valuable work.

- **Maintain the number of employees in the accounting and finance department from 2023**

With the implementation of the Contract Management System, the company does not need to increase the number of employees in the accounting department, even if the business grows because the system helps increase work efficiency and reduces unnecessary workload.

Implementing the Contract Management System program helps calculate service fees and invoices more accurately, reduces processing time, and makes the work process more systematic. It also strictly maintains the security of customer data.

The Contract Management System not only helps improve accounting processes and transactions but also helps to create transparency and standards in business operations, enabling the company to grow sustainably in a highly competitive business market.

Implementing the Contract Management System helps to create economic and social value in terms of reducing costs and increasing work efficiency, while also reducing the environmental impact from unnecessary resource use, reducing redundant work, and increasing work standards for the organization in the future.

2.2 Development of Information Technology Management System (iTMS)

iTMS is a system developed by TigerSoft's IT team to manage IT work within the organization. This system is designed to help make IT work processes more systematic, reduce redundancy, and increase convenience in operations, especially to support ISO 27001 audits, which is a process that TigerSoft must conduct annually.

Previously, preparing documents for ISO 27001 audits required a large number of documents. Therefore, iTMS was developed to allow audits to check various request documents directly through the system, reducing the burden of traditional document



preparation and helping the audit process run more smoothly. In addition, the iTMS system is also used in other aspects of IT management, such as:

- IT Asset Life Cycle Management
- IT Change Management
- Service/ Equipment Request and Permissions Management

iTMS’s Objectives

Supports ISO 27001 Standard Audit Process

- Reduces the burden of document preparation by allowing auditors to access necessary information through the system immediately
- Increases the accuracy and systematicity of IT document storage

Paperless Transformation

- Change from writing request documents to an online Request & Approve system
- Reduces the burden on employees in filling out redundant forms, such as requesting the use of social media, Register BYOD, and Permissions Request

Increases Convenience and Reduces Work Time

- The system supports online Request and Approve, eliminating the wait time for document signing
- Easier to search for history data, reducing errors from paper data storage

Manage IT Operations in a Systematic Manner

- Automatically store and track IT asset data
- Helps the IT department manage work systematically, reducing redundant work

Operational Results following the Implementation of the iTMS

1. Paperless Transformation

2024	2023
- Transform to iTMS system to support all online requests & approvals	- 70% of all employees submit paper documents to request Social Media use
- Reduce paper usage in document submission at 0%	- 90% of all employees submit paper documents to request use of Register BYOD

2. Reduce the time of operation and increase convenience

- Employees can make Request & Approve in real time, eliminating the wait time for document signing
- Easy to search for historic data, reduce errors from document storage



- Reduce redundancy of data and work processes
- 3. Increase the accuracy and systematicity of IT management
 - Systematically store IT asset registry data
 - Controlling IT changes to meet specified standards
 - Support ISO 27001 audits effectively

The implementation of the iTMS system allows TigerSoft to manage IT work systematically, reduce the burden of paperwork and increase convenience for employees. The ISO 27001 audit process is fast and accurate, ready to support the organization's future expansion.

iTMS is not just a management system, but a solution that helps IT operations to be efficient, transparent and sustainable.

2.3 Development of Questionnaire Management System

QMS is a web application developed to help manage and answer customer questionnaires, especially in the category of IT Security. This system can analyze previously answered questions and recommend the most appropriate answers to help users answer questionnaires faster and more accurately.

QMS's Objectives

Increase convenience in responding to questionnaires

- Reduce time spent searching for answers. The system can suggest appropriate answers from the available database.

Organize questions systematically

- The system can categorize questions and set standard appropriate answers for each type of product.
- Support the use of answers that can be applied to all products, ensuring a smooth survey response process.

Operational Results following the Implementation of the QMS

- Reduce the time spent on answering customer questionnaires
- Increase the accuracy and consistency of answers
- Reduce the workload of the team that has to answer repeated questionnaires
- Help manage answer data more systematically



QMS is a system that helps answer questionnaires efficiently, reduce work time and increase the accuracy of answers. This system not only helps the answering process to be faster, but also helps manage answer data systematically, supporting the organization's expansion and providing better customer service.

Section 3: Innovation for Developing the Company's Business Ecosystem

Importance

The company does not only focus on developing HR Solution software but also considers the quality of life of both our clients' employees and our own employees. Therefore, we aim to develop innovations that can complement our business ecosystem, enabling us to care for our clients' employees and our own from the moment they join the company until their retirement or departure. This care will cover physical health, mental well-being, financial health, and skills development, ensuring that employees can work happily and lead a high-quality life.

HR Ecosystem





Goals

- Invest in business partners to enhance the company's business ecosystem with an average annual investment budget of no less than Baht 20 million.
- Business partners' revenue growth of no less than 20% annually.

Management Approach/ Strategy

The company recognizes the importance of social and environmental development. Therefore, we seek investment in startups with expertise in businesses that not only complement and enhance the company's HR Solution business but also improve the quality of life for our employees, our clients' employees, and the general public.

Our investment in startups, which are business partners, will go through a thorough screening process by the company's executive committee before presenting the strategic investment proposal to the Investment Committee. The Investment Committee will evaluate the investment's value, suitability, cost-effectiveness, and risk. Strategic investments include investments in equity instruments in businesses such as:

1) Businesses with products, services, platforms, or markets that promote, support, and add value to the company's core business.

2) New businesses or new markets that are related to the company's core business, which the company wants to explore and develop into businesses with potential for future strategic growth.

These investments may take the form of investments in subsidiaries, joint ventures, or long-term investments.

Objective

Investing in startups focused on improving society and the environment is a forward-looking approach that aligns financial success with global well-being. These investments not only generate economic returns but also help build a sustainable, meritocratic, and healthier world. As the challenges facing society and the world become increasingly complex, the role



of startups and the investors who support them becomes even more critical. Allocating resources to ventures that aim to create a positive impact drive profound and lasting change, benefiting both current and future generations.

The company's investment in the social and environmental innovations of business partners

3.1 Investment in Financial Innovation



- **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.

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



- **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 Thai people 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.



Rabbit Cash believes that the sustainable growth of an organization starts with its employees. Therefore, understanding, caring for, supporting, and creating a good working environment will enable employees to perform effectively. As a result, we have developed the Rabbit Cash Welfare Loan program to support organizations in helping employees financially and to prevent them from falling into debt outside the formal system. In addition, we also provide care in other areas, which include the following 4 aspects.

- 1) Financial Planning Knowledge: To provide training to employees on income management, including ways to solve financial problems when unexpected issues arise. This helps employees gain knowledge and understanding in managing their personal finances.
- 2) Employee Development: To offer knowledge in human resource management through new formats, such as sharing experiences in the Rabbit Cash HR Community. This helps organizations meet the needs of employees appropriately.
- 3) Future Security: To provide stability and safety for employees and their families, Rabbit Cash offers insurance to employees who take out loans or provide payment programs for life or health insurance premiums at 0% interest.
- 4) Employee Welfare Loans: To enable employees to access financial welfare when emergency situations arise, they can do so anytime, anywhere, 24/7, with a credit limit and reasonable interest rates, without requiring a credit check or collateral.

3.2 Investments in Health innovations



- H Lab



H Lab develops health-tech 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. A well-designed system will ensure that everyone derives mutual value.

- Patients can access quality services that are convenient, efficient, and allow for greater participation in managing their own healthcare.
- 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.
- Utilize data to help hospitals manage resources effectively, ensuring efficient cost management



- **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 deliver medicines directly to home. We aim to make accessing health services as easy, convenient, and of the highest quality as possible.



- **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, 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, and encouraging employees to stay updated with specially selected health services, up to having a healthy lifestyle, and helping clients to create good relationships with their employees.



3.3 Investments in Educational Innovation

Conicle

- Conicle

Conicle is a startup that develops learning solutions to enhance the potential of employees in organizations. We believe that 'personnel' are powerhouses 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 businesses and all sizes 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 enhance learning experience with user-friendly designed technology platforms, and curated contents and programs to develop essential skills.

For Organization (Our Customers): We enable learning organization with proprietary technology, content marketplace, and services to help transforming people and organizations.

For Educator/ Expert (Our Partners): We escalate the best learning solutions with content design and production, and technology capabilities for educators, trainers, and industry experts.

Operational Results

1. Investment value

Unit: million Baht

Companies' name	Investment at the beginning of the year.	Addition during the year	Investment at the end of the year.
Human Chess	10.63	1.61	12.24
Rabbit Cash	40.00	40.00	80.00
H Lab	43.11	19.01	62.12
Pharmcare	55.72	-	55.72
Benix	18.56	3.82	22.38
Conicle	40.40	-	40.40
Total	208.42	64.44	272.86



2. Revenue growth

The revenue of business partners in which the company invested in 2024 increased by 168 million Baht, or 57% compared to the previous year (2024: revenue 464 million Baht / 2023: revenue 296 million Baht).



Anti-corruption

GRI Standards

GRI 205 Anti-Corruption 2016

Sustainable Development Goals



Promote peaceful and inclusive societies for sustainable development, ensuring access to justice for all, and building effective, accountable, and inclusive institutions at all levels.

Why is it important? ⁽³⁻³⁾

The Company realizes the importance of anti-corruption and is committed to conducting business with integrity under the framework of good corporate governance by promoting, supporting, and establishing an efficient management structure and system, with transparent, honest, and fair management. In addition, it has instilled and created awareness for employees at all levels to be responsible for society and operate with good governance and honesty, for the maximum benefit of the organization and credibility of stakeholders.

Highlight

In 2024, the Company did not encounter any issues of corruption and violations of the Company's business ethics.

Methodology ^(205-1, 3-3)

The Company is committed to conducting business with honesty, integrity and fairness, adhering to social responsibility and all stakeholders, including strictly complying with the Company's good corporate governance policy, business ethics and code of conduct. The Company ensure that its directors, executives and employees will act as good citizens of society and the country, including opposing corruption in all forms, whether direct or indirect, covering all businesses and all relevant agencies, and ensuring that the implementation of the anti-corruption policy is regularly reviewed.

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 the 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 committed corruption are 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 courses for new employees to understand business ethics, work practices, anti-corruption policy, and whistleblowing channels.

Performance Evaluation ⁽³⁻³⁾

The Board of Directors is committed to conducting the business with honesty, fairness and against corruption. The Board has also participated in the declaration of intent to join the Private Sector Collective Action against Corruption (CAC) to become a truly transparent organization. In addition, the Company has set a plan to continuously promote and instill long-term corporate ethics so that employees are knowledgeable and aware of the precautions against all forms of corruption. Training is provided to all employees to build honesty and a good conscious among employees at all levels. ^(205-2, 3-3)

In 2024, the Company did not encounter any issues of corruption and violations of the Company's business ethics. ^(205-3, 3-3)

Whistleblowing

The Company recognizes the importance of complaints and reporting unethical, illegal or undesirable business behaviors, and encourages disclosure of such information to the Company for further action.

The Company provides channels for stakeholders to report clues and complaints through email at humanvoice@humanica.com (details of the whistleblowing policy are in the Social Dimensions section on the page 110), which will be reviewed by an audit committee, who are independent from the management. The Company's secretary is responsible for filtering such clues and complaints.

The Company strictly treats the disclosure of information on whistleblowing or complaints, by defining such information as confidential and sensitive information that must



be properly protected, including the safety of the complainant. This is to ensure that the process of reporting is efficient and reliable.

In 2024, there were no clues or complaints sent to the Company.



Environmental Dimension

Sustainability in the environmental dimension

Energy is a fundamental factor for the operation of every business, especially non-renewable energy. It's the same for Humanica, developing software innovations requires the use of electrical and hydroelectric power in office buildings, including fuel for the travel of the employee. Therefore, the company is aware of and places great importance on the efficient management of energy, aiming to maximize its effectiveness. The company also considers 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 run. The important thing is that it helps reduce fossil energy use as well as environmental impacts, creating good awareness of living together and showing responsibility towards society and the environment.

The company is committed to the efficient management of energy and aims to contribute to addressing the issue of global warming. The company has continuously implemented projects in the areas of efficient energy use and environmentally friendly office building design processes.

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

The company is committed to operating a sustainable business together with landlord. Our head office, MPK Progress Company Limited, has received LEED1 4th generation certification for buildings and construction. The company's headquarter 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 waste problem and focus on creating a positive and healthy work environment.

- **Integrative Process (IP) Building Design**

The company designs office buildings to be as environmentally friendly as possible, utilizing energy at full efficiency, paying attention to details during every step, designing lighting. As a result, employees can receive sufficient light and comfort while working. It helps reduce the amount of light that must be used to cover all areas.



- **Water Efficiency (WE)**

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

- **Materials and Resources (MR)**

The company has a policy of selecting materials that are environmentally friendly, including reusing the materials from the construction to do extension work or decorate the office. The company also allocates a waste separation area to separate recyclable materials, which can be reused and effectively reduce construction waste.

- **Indoor Environment Quality (IEQ)**

The company takes into account the physical and mental health of their employees. Therefore, the company designed the building space to have various corners that promote a good environment, starting from providing the most suitable and comfortable lighting to control the temperature and air conditions that are good for the health of the users.

- **Air Filters Installation to prevent PM2.5**

In recent years, the PM2.5 situation in many areas of Thailand has been at a level that are very harmful to people's health. The company has therefore installed air filters to help control air quality and help reduce PM2.5 levels inside the building.

- **Innovation in Design (ID)**

The company focuses on increasing efficiency in designing green buildings and adopting new methods to reduce negative impacts on the environment, promoting environmentally friendly buildings.

Environmental Policy

The Company is committed to conducting business based on safety, occupational health and a good environment, with the following practices:

1. Comply with laws and regulations regarding safety, occupational health and environment.
2. Promote and support the efficient and cost-effective use of resources, energy-saving measures and promote the process of reusing resources throughout the business process.



3. Establish a work system that focuses on creating appropriate safety and hygiene in the workplace so that all employees and visitors to the company are safe from dangers such as accidents and diseases.
4. Require executives and employees to pay serious attention to all activities that will enhance the quality of safety, occupational health and environment. Executives and employees should work with a sense of safety and be mindful of the environment at all times.
5. Disclose information regarding the relationship of the Company's operations and communicating activities related to safety and occupational health continuously to employees and related parties.



Garbage and Waste Management

GRI Standards

- GRI 306: Effluents and Waste 2016

Objectives from SDG



Ensure sustainable production and consumption patterns

Why is it important?

Waste and garbage cause a huge impact, whether in terms of the environment, air pollution, including a large amount of greenhouse gas emissions from improper waste disposal. The company emphasizes the impact caused by waste and has set internal guidelines to help reduce the amount of waste within the organization. It also promotes and supports employees to learn how to reuse and recycle waste to be a part in helping reduce the impact caused by waste and garbage.

Highlights

- Upcycling of 485.41 kilograms of PET plastic bottles into monk robes

Goals

- Reduce single-use plastics by 30% by 2025
- Reduce the company's total waste by 10% by 2028 with the base year being 2024
- Increase recycling rate from 2% to 5% by 2028 with the base year being 2024

Methodology ^(306-1, 306-2, 3-3)

The company placed importance on garbage and waste management within the organization, from generating to disposing waste. Therefore, it has set guidelines for waste management that must reduce the impact on the environment. Waste must be managed properly and in accordance with the law, environmental standards, and academic principles. The guidelines are set to use resources efficiently, maximize benefits, and reduce negative impacts on the environment. This is considered a part that employees or executives must follow. It also set principles for reducing waste within the organization by using the 3R



principle: Reduce, Reuse, and Recycle, as well as creating awareness for employees and executives to know how to correctly and properly separate waste before disposal in order to create the least impact on the environment.

Results ⁽³⁻³⁾

Waste (Unit: KG)	2023	2024
General Waste ⁽³⁰⁶⁻³⁾	9,857.77	44,990.23
Recycle Waste ⁽³⁰⁶⁻⁴⁾	215.62	559.31
Total Waste	10,073.39	45,549.54
Monthly Waste volume	2,014.68	3,795.80
Average number of employees	462.50	1,093.50
Waste volume per month per person	4.36	3.47

Note:

- 2023 Data was only for August - December 2023 of 1). Humanica Public Company Limited 2). Professional Outsourcing Company Limited 3). Humanica FAS Company Limited 4) Benix Limited and 5). HRM Consulting Company Limited
- 2024 Data was for 1). Humanica Public Company Limited 2). Professional Outsourcing Company Limited 3). Humanica FAS Company Limited 4) Benix Limited 5). HRM Consulting Company Limited 6) Humanica Consulting Service Company Limited and 7). DATAON GROUP

The Company does not report the amount of hazardous waste generated by the organization. Most of the hazardous waste in the Company is from the use of printer ink within the office. However, the Company has selected printer ink that considers the reduction of negative impacts on the environment by renting from Ricoh (Thailand) Co., Ltd. If it is used up or deteriorated, the Company will send it back to Ricoh (Thailand) Co., Ltd. for proper disposal as part of reducing environmental impacts.





Raising Awareness of Waste Management

The company has created awareness and cultivated good behavior of reducing resource usage according to the 3R principles: Reduce, Reuse, Recycle. It included how to practically sort waste into the correct types for employees at all levels, including executives within the organization, in order to reduce such impact on the environment.

รณรงค์คัดแยกขยะ
Human Space 1ST FLOOR
3 ขั้นตอน ง่ายๆ ๑

- 1 คิดก่อนทิ้ง
ขยะรีไซเคิลได้ไหม
- 2 แยกให้ถูก
ทั่วไป | รีไซเคิล | อินทรีย์
- 3 ทิ้งให้ตรงถัง
ดูสีถังขยะให้ดี

HOW TO แยกขยะ!

- ขยะทั่วไป**
ใช้ซ้ำไม่ได้
เช่น ซองขนม, หลอดพลาสติก
- ขยะรีไซเคิล**
นำกลับมาใช้ใหม่ได้
เช่น พลาสติก, กระดาษ, กระป๋องอลูมิเนียม
- ขยะอินทรีย์**
ย่อยสลายได้ตามธรรมชาติ
เช่น เศษอาหาร, เปลือกผลไม้

Admin Team

QUICK TIPS
HUMANICA
Going to ZERO WASTE

รู้หรือไม่? ในปัจจุบันประเทศไทยของเรากำลังประสบกับปัญหาขยะล้นเมือง โดยเฉลี่ยแล้วมนุษย์สร้างขยะต่อวันโดยประมาณ 1.14 กิโลกรัม/คน ทำให้ประเทศไทยมีปริมาณขยะต่อปีรวมแล้วกว่า 27 ล้านตัน หรือมีปริมาณมากเท่ากับตึกจำนวนกว่า 100 ตึกเลยทีเดียว ทั้งเวลาแล้วหรือยังที่เราต้องช่วยกันจัดการขยะ เพื่อไม่ให้เกิดปัญหาต่อสิ่งแวดล้อม โดยการจัดการปัญหาขยะสามารถเริ่มที่ตัวเราได้ง่าย ๆ เช่น การแยกขยะก่อนทิ้ง หรือลดการใช้พลาสติก ไม้ว่าจะเป็น ขวดน้ำพลาสติก ถ้วยพลาสติก ก็ทำได้ง่าย ๆ เพียงเริ่มที่ตัวเราเท่านั้นเอง

หลักการ 3R มีอะไรบ้าง?

- 1 REDUCE**
ลดการใช้พลาสติกที่יותרแล้วทิ้ง เช่น ไม้รับถุงพลาสติกเมื่อซื้อของน้อยชิ้น ลดการใช้ถุงสีอมและหลอดพลาสติก
- 2 REUSE**
ใช้ทานะหรือบรรจุภัณฑ์ที่ใช้ซ้ำได้ เช่น พกถุงผ้า กล่องข้าวหรือแก้วที่ใช้ซ้ำได้บนอาหารและเครื่องดื่ม
- 3 RECYCLE**
แยกบรรจุภัณฑ์พลาสติกเพื่อนำไปรีไซเคิล เช่น ขยะพลาสติกกลับเข้าสู่กระบวนการรีไซเคิล นำกลับมาใช้ใหม่

"ชวนร่วมกัน คัดแยก พลาสติก"
พนักงานทุกคนสามารถร่วมเป็นส่วนหนึ่งของการคัดแยกขยะพลาสติกช่วย ๆ ด้วย**จุดรับบริจาคขวดพลาสติกใส PET** เพื่อส่งรีไซเคิลมอบให้วัดจากแดง จ.สมุทรปราการสำหรับทำถังน้ำดื่มสะอาด

จุดรับบริจาคขวดพลาสติกใส PET
ตามจุดที่กำหนด

ADMIN TEAM

HOW TO ทิ้งขยะ!
ทิ้งขยะอย่างง่ายให้ถูกวิธี

เศษอาหาร
พนักงานทุกคนสามารถร่วมเป็นส่วนหนึ่งของการทิ้งเศษอาหารให้ถูกวิธีได้ง่าย ๆ ด้วยการทิ้งเศษอาหารลงในถังขยะ ไม่ทิ้งลงในชักโครกหรือถังล้างมือ เพื่อป้องกันมารอดูดพิษของท่อ

- 1 กวาดเศษอาหารลงในถุงพลาสติก
- 2 มัดปากถุงพลาสติกให้แน่นป้องกันน้ำรั่วซึมออกจากถุงพลาสติก
- 3 ทิ้งถุงพลาสติกลงในถังขยะที่กำหนดบริเวณภายใน-ภายนอกสำนักงาน ก่อนเวลา 14.00 น. เพื่อให้ทางหน่วยงานทำการส่งมอบให้ส่วนกลางต่อไป

ขวดพลาสติก
พนักงานทุกคนสามารถร่วมเป็นส่วนหนึ่งของการคัดแยกขยะพลาสติกช่วย ๆ ด้วยการบริจาคขวดพลาสติกใส PET ที่มีสัญลักษณ์ ♻️ เพื่อส่งรีไซเคิลมอบให้วัดจากแดง จ.สมุทรปราการ สำหรับทำถังน้ำดื่มสะอาด

- 1 เทของเหลวที่เหลือออกให้หมด ถ้างของเหลวไม่ใช้น้ำ ให้ล้างขวดอย่างพอประมาณเพื่อป้องกันแมลงและกลิ่นเหม็น
- 2 แยกฝาและแฉะจากขวดพลาสติกออกทิ้งลงในถังขยะทั่วไป ให้เหลือแต่ขวดพลาสติกใส PET เท่านั้น
- 3 มีขวดพลาสติกทิ้งลงถังส่งมอบบริจาคเพื่อประหยัดพื้นที่ในการจัดเก็บสำหรับส่งมอบต่อรีไซเคิล

จุดรับบริจาคขวดพลาสติกใส PET
ตามจุดที่กำหนด

Admin Team

Go Green Office ลดการใช้กระดาษ
ด้วยหลักการ 3R

Reuse
ถูกระดาษ ก่อลัง สิ่งอย่างฟังก์ 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



Projects/ Activities to reduce waste volume

Activity “The Old Calendar, We Request to Preserve”

The company has organized the activity “The Old Calendar, We Request to Preserve”, where at the end of every year, the company collects old calendars from employees to deliver to the Educational Technology Center for the Blind to reproduce into Braille teaching materials for the visually impaired. The donations were made to the Chulalongkorn University Resource Center, a representative for donations.

ขอเชิญชวนเพื่อน ๆ พนักงานบริจาคปฏิทินของปีเก่า ในกิจกรรม “ปฏิทินเก่าเราขอ” โดยรับบริจาคปฏิทินตั้งโต๊ะของปีเก่า เพื่อรวบรวมและส่งมอบให้มูลนิธิช่วยคนตาบอดแห่งประเทศไทยในพระบรมราชินูปถัมภ์ นำไปผลิตเป็นสื่อการเรียนการสอนอักษรเบรลล์สำหรับผู้พิการทางสายตา

โดยสามารถนำมาบริจาคได้ที่
ห้อง Mail Room ชั้น 1

Thank You
for
your participation!

ขอขอบคุณเพื่อนพนักงานทุกท่านที่ร่วมบริจาคปฏิทินปีเก่าในกิจกรรม “ปฏิทินเก่าเราขอ” เพื่อรวบรวมและส่งมอบให้ ศูนย์เทคโนโลยีการศึกษาเพื่อคนตาบอด นำไปผลิตเป็นสื่อการเรียนการสอนอักษรเบรลล์สำหรับผู้พิการทางสายตา

โดยทางทีม Admin ได้ทำการส่งมอบให้แก่ สำนักงานวิทยทรัพยากร จุฬาลงกรณ์มหาวิทยาลัย ที่เป็นตัวแทนรับบริจาค ในวันพุธที่ 29 มกราคม 2568 เป็นที่เรียบร้อยค่ะ

greatly appreciate your kindness :)

HUMANICA
ADMIN TEAM



Project “Human for Humans: Turn Trash into Merit”

The company has continuously organized the “Human for Humans” project for the second year by donating clear plastic bottles such as PET or unused clear plastic bottles to be transformed into plastic fibers before being woven into Buddhist monks’ robes by the Wat Chak Daeng Community Cooperative Group in Samut Prakan Province. In 2024, the company brought PET plastic waste that was sorted within the organization and donated, totaling 485.41 kilograms, an increase of 269.41 kilograms from the previous year. The activity aims to help reduce global warming and reduce greenhouse gas emissions.

HUMANICA | TIGERSOFT

HUMAN For Humans

เปลี่ยนขยะให้เป็นบุญ ครั้งที่ 2

Human For Human เปลี่ยนขยะให้เป็นบุญ ครั้งที่ 2/2566 โดยในครั้งนี้ ทางกลุ่มวิชาสหกิจชุมชนวัดจากแดง จ.สมุทรปราการ ได้ส่งรถมารับขวดต่างๆที่พนักงานได้ทำการบริจาค เมื่อวันที่จันทร์ที่ 25 กันยายน 2566 ที่ผ่านมา ทางทีมแอดมินขอขอบคุณเพื่อนๆ พี่ ๆ พนักงานทุกท่านที่ให้การสนับสนุนโครงการนี้มาโดยตลอด และโครงการนี้ยังคงดำเนินต่อไป หวังเป็นอย่างยิ่งว่าจะได้รับแรงสนับสนุนจากพนักงานทุกท่านในการร่วมบริจาคขวดพลาสติกใส (PET) ต่อไปจนสิ้นสุดโครงการ



ขวดเปล่าไม่สูญเปล่า
เปลี่ยนขวดพลาสติกใสเป็นผ้าขี้สูกุลจิ๋ว ด้วยวิธีการ “Upcycling Process”

Upcycling Process

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






HUMANICA TIGERSOFT

HUMAN

For Humans

เปลี่ยนขยะให้เป็นบุญ
รับบริจาคขวดพลาสติกใส

PET

ทอเป็นผ้าไตรจักร
มอบให้วัดจากแดง จ.สมุทรปราการ

Admin Team

HUMANICA TIGERSOFT

รับบริจาคขวดพลาสติก

เพื่อทอเป็นผ้าไตรจักร

มอบให้วัดจากแดง จ.สมุทรปราการ

แอดมินเห็นถึงความสำคัญของการใช้ทรัพยากรให้เกิดประโยชน์สูงสุด
โดยการ Upcycle เพื่อช่วยกันลดภาวะการผลิตก๊าซคาร์บอนไดออกไซด์และลดภาวะโลกร้อน

ขอ ขวด พลาสติก PET

ที่ใช้แล้ว นำมาผลิตร่วมกับเส้นใยผ้าฝ้ายและซิงค์นาโน (ช่วยป้องกันเชื้อรา) ทอเป็นผ้าผืน ย้อมสีออกมาเป็นมัน ๆ ให้ช่างฝีมือตัดเย็บเป็นชุดผ้าไตรจักรสำหรับใช้ประโยชน์

ทุกคนสามารถมีส่วนร่วมได้ง่าย ๆ เพียงแค่

ร่วมกัน คัดแยก พลาสติก

แยกผ้าและเวลาออกจากกัน นำขวดพลาสติกที่ไม่ใช้แล้วไปทำความสะอาด และนำมาหย่อนลงที่ตู้รับบริจาค โดยจะต้องผ่านการบีบแบนแล้ว

ทำไม่ต้องขวดน้ำพลาสติก PET

เพราะขวดน้ำพลาสติกมีศักยภาพในการนำมาผลิตเป็นผลิตภัณฑ์ ซึ่งเป็นการใช้ทรัพยากรอย่างคุ้มค่าที่สุด

แล้วเอาขวดพลาสติกไปทำอะไร

อัพรีไซเคิล Upcycle เป็นการนำวัสดุเหลือใช้ ขวดพลาสติก PET เปลี่ยนเป็นผลิตภัณฑ์กลับมาใช้ใหม่ได้อย่างสร้างสรรค์

จากขวดน้ำสู่อันผ้าไตรจักรส่งต่อให้วัดจากแดง จ.สมุทรปราการ

ด้วยกระบวนการ Upcycle ใช้ขวดน้ำพลาสติก PET จำนวน 15 ขวด

+ ผสมกับเส้นใยผ้าฝ้ายและซิงค์นาโน

+ ถักทอเป็นผ้าไตรจักร 1 ผืน พร้อมนำไปมอบให้กับเจ้าหน้าที่

Admin Team



Climate Change

GRI Standards

GRI 305 Emissions 2016

Sustainable Development Goals



Taking immediate measures to address climate change and its impacts.

Why is it important? ⁽³⁻³⁾

Climate change is a major challenge that leads to disaster risks and has significant impacts on economy and environment. The Company therefore recognizes the importance of its operations that must have at least impact on the environment, including reducing greenhouse gas emissions as much as possible.

Highlights

- Scope 1 Direct Carbon Footprint: 7.09 tons of carbon dioxide equivalent
- Scope 2 Indirect Carbon Footprint from Energy Use: 681.39 tons of carbon dioxide equivalent
- Scope 3 Other Indirect Carbon Footprint: 0.72 tons of carbon dioxide equivalent
- Amount of Greenhouse Gas emissions in 2024 = 688.71 tons of carbon dioxide equivalent
- Amount of Greenhouse Gas emissions reduction in 2024 = 150.96 kilograms of carbon dioxide equivalent

Goals

- Carbon Neutrality in 2050
- Net Zero Emissions in 2065, with a short-term goal of reducing net greenhouse gas emissions by 3 percent by 2026 and a long-term goal of reducing net greenhouse gas emissions by 100 percent by 2065.

Methodology ⁽³⁻³⁾

The Company is committed to its operations that are mindful and aware of the environmental impact. It has set an operation plan that must go hand in hand with



environmental concern. The main activities that emit greenhouse gases from the organization come from energy consumption in software innovation development, air conditioners used in the office, and employee commute. The Company has therefore continuously organized an energy conservation plan, organized transportation for employees, and installed solar panels on the office roof as part of reducing energy consumption and the amount of greenhouse gas emissions from the organization. This is in accordance with the Paris Agreement to limit the increase in global temperature to be no more than 2 Celsius and aim for carbon neutrality by 2050 and net zero greenhouse gas emissions by 2065.

Results ⁽³⁻³⁾

Greenhouse Gas Emissions

Greenhouse Gas Emissions	The amount of greenhouse gas emissions (Unit: ton CO ₂ e ton carbon dioxide equivalent)		
	2024	2023	2022
Direct greenhouse gas emissions of the organization (Scope 1) ⁽³⁰⁵⁻¹⁾			
Diesel fuel use	6.60	7.11	7.37
Indirect greenhouse gas emissions from energy use (Scope 2) ⁽³⁰⁵⁻²⁾			
Electricity use	681.39	591.79	292.34
Other indirect greenhouse gas emissions (Scope 3) ⁽³⁰⁵⁻³⁾			
General waste	0.72	0.16	N/A
Total greenhouse gas emissions (Scope 1-3)	688.71	599.06	299.71
Area used (square meters)	18,494.50	10,959.00	6,392.00
Total greenhouse gas emissions (Scope 1-3) per square meters ⁽³⁰⁵⁻⁴⁾	0.04	0.05	0.05

Note:

- 2023: Information in Scope 2 discloses information on the following companies and subsidiaries: 1) Humanica Public Company Limited 2) Professional Outsourcing Solutions Co., Ltd. 3) Humanica FAS Co., Ltd. 4) HRM Consulting Co., Ltd. 5) Tiger Soft (1998) Co., Ltd. 6) DATAON GROUP

Information in Scope 3 is information from August - December 2023 of 1) Humanica Public Company Limited 2) Professional Outsourcing Solutions Co., Ltd. 3) Humanica FAS Co., Ltd. 4) HRM Consulting Co., Ltd.

- 2024: Information in Scope 2 discloses information on the following companies and subsidiaries: 1) Humanica Public Company Limited 2) Professional Outsourcing Solutions Co., Ltd. 3) Humanica FAS Co., Ltd. 4) HRM Consulting Co., Ltd. 5)



Benix Co., Ltd. 6) Humanica Consulting Services Co., Ltd., 7) Tiger Soft (1998) Co., Ltd., 8) DATAON GROUP, 9) Humanica Asia Pte. Ltd., 10) Humanica Sdn. Bhd., 11) Humanica VN Company Limited

Information in Scope 3 is information from: 1) Humanica Public Company Limited 2) Professional Outsourcing Solutions Co., Ltd. 3) Humanica FAS Co., Ltd. 4) HRM Consulting Co., Ltd. 5) Benix Co., Ltd. 6) Humanica Consulting Services Co., Ltd., 7) DATAON GROUP

Projects help reduce greenhouse gas emissions ⁽³⁰⁵⁻⁵⁾

Employee EV Transportation System

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 fully used the electric vehicle to provide the company's employees with a shuttle service. This electric van can travel more than 300 kilometers per battery charge. Both train stations are within 2 kilometers from the office; therefore, one battery charging is enough to travel throughout the week. In addition, this electric van can be charged by solar panels over the weekend, a period where energy usage is significantly reduced.

Implementing Electronic Tax Invoices

The company has changed the tax invoices to an electronic format, replacing the issuance of paper to customers, which greatly reduced the amount of paper used. In 2024, the amount of paper from changing to electronic tax invoices reduced by 44,011 sheets, implying a decrease in greenhouse gases by approximately 150.96 kilograms/carbon dioxide equivalent. In 2023, the amount of paper can be reduced by 24,724 and greenhouse gas emissions can be reduced by approximately 84.80 kilograms/carbon dioxide equivalent.





Energy Management

GRI Standards

GRI 302 Energy 2016

Sustainable Development Goals



Ensuring access to affordable, sustainable, and modern energy for all.

Why is it important? ⁽³⁻³⁾

Energy is a key factor in driving businesses in all industrial sectors. At present, there has been a tendency for higher energy consumption over time, resulting in many environmental impacts from energy use. The company has therefore seen the importance of using energy for maximum benefit and has planned to promote the choice of cleaner energy in order to play a part in reducing environmental impacts.

Goals

Reducing total energy consumption by 10 percent by 2034 with the base year being 2023.

Methodology ⁽³⁻³⁾

The company operates on software innovation development, which requires electricity in the office building. The company is aware of and places importance on energy management with appreciation for maximum efficiency, including considering the use of renewable energy or environmentally friendly energy from solar energy to replace limited fossil fuels. This helps manage the business risk of relying on energy sources that are exhaustible and also helps create stability in having sufficient alternative energy sources for energy use in the long run.



Results ⁽³⁻³⁾

Organizational Energy Consumption ^(302-1, 302-3)

Electricity Consumption	2024	2023	2022
Electricity Consumption (Unit: Kilowatt-hour)	1,138,314.08	988,617.35	488,367.80
Electricity Expenses (Unit: THB)	6,225,846.76	5,705,895.93	2,114,228.79
Area (M ²)	18,494.50	10,959	6,392
Intensity of electric use (Total electricity consumption/ Total area)	61.55	90.21	76.40
Intensity of electrical energy use (Total electricity consumption/ Number of employees)	1,026.43	957.04	1,149.10

Note: In 2023, additional information of subsidiaries has been disclosed as follows:

1) Humanica Public Company Limited 2) Professional Outsourcing Solutions Co., Ltd. 3) Humanica FAS Co., Ltd. 4) HRM Consulting Co., Ltd. 5) Tiger Soft (1998) Co., Ltd. 6) DATAON GROUP

In 2024, additional information of subsidiaries has been disclosed as follows:

1) Humanica Public Company Limited 2) Professional Outsourcing Solutions Co., Ltd. 3) Humanica FAS Co., Ltd. 4) HRM Consulting Co., Ltd. 5) Benix Co., Ltd. 6) Humanica Consulting Services Co., Ltd. 7) Tiger Soft (1998) Co., Ltd. 8) DATAON GROUP 9) Humanica Asia Pte. Ltd. 10) Humanica Sdn. Bhd., 11) Humanica VN Company Limited

Promoting the Use of Renewable Energy

The company has taken its energy-saving measures further by using solar energy, working with the building owner to install additional rooftop solar panels since 2020. This is in addition to the building owner's intention to generate more green energy for the company's operations. As a result, the company has been able to capture solar energy, with green energy representing 22% of annual energy consumption. Following the successful implementation of solar energy at our Thailand office, we have conducted a feasibility study to install solar panels at our Indonesian office, which has yielded positive results. The company will start the project in Indonesia with the goal of generating enough renewable energy to power all of our customer-facing servers by 2025.



Energy Saving within Office Buildings

The company has encouraged employees to jointly conserve energy use by focusing on cultivating awareness among all employees to use natural resources appropriately and realize the value of using them efficiently.

HUMANICA

การสร้างการตระหนักรู้ในการลดการใช้พลังงานและการลดการปล่อยของเสียในองค์กร

การลดการใช้พลังงานและการจัดการของเสียอย่างมีประสิทธิภาพไม่เพียงช่วยประหยัดค่าใช้จ่ายขององค์กร แต่ยังช่วยรักษาสิ่งแวดล้อมและส่งเสริมความยั่งยืนในระยะยาว

วิธีการใช้พลังงาน

วิธีปฏิบัติที่พนักงานสามารถทำได้:

- ปิดเครื่องใช้ไฟฟ้าเมื่อไม่ใช้งาน เช่น คอมพิวเตอร์ ทีวี และเครื่องปรับอากาศ
- ใช้โหมดประหยัดพลังงานในอุปกรณ์สำนักงาน
- ตั้งเครื่องปรับอากาศที่อุณหภูมิ 25-26 °C
- ใช้แสงธรรมชาติแทนไฟฟ้าในช่วงกลางวัน

วิธีการปล่อยของเสีย

วิธีปฏิบัติที่พนักงานสามารถทำได้:

- ลดการใช้กระดาษโดยใช้เอกสารดิจิทัลและพิมพ์สองหน้า
- แยกขยะ: รีไซเคิล, อินทรีย์, และทั่วไป
- จดใช้พลาสติกแบบใช้ครั้งเดียว น้ำแก้วน้ำและถุงผ้ามาใช้แทน

going to ZERO WASTE

ขยะทั่วไป ขยะรีไซเคิล ขยะอินทรีย์

RECYCLE PROJECT

GENERAL WASTE RECYCLE WASTE ORGANIC WASTE

Human Space 1ST FLOOR

ขอเชิญชวนพนักงานทุกท่านร่วมกันตระหนักรู้และปฏิบัติตามการลดการใช้พลังงานและการปล่อยของเสีย เพื่อสร้างองค์กรที่เป็นมิตรต่อสิ่งแวดล้อมและยั่งยืนร่วมกัน

Admin Team



Social Dimension (People)

Human Rights

Sustainable Development Goals



Promote continuous, inclusive and sustainable economic growth.
Fully and productively employment and decent work for all.

Reducing inequality within and between countries.

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all. Build effective, accountable and inclusive institutions at all levels.

- Why is it important? ⁽³⁻³⁾

Humanica Public Company Limited emphasizes respect for human rights in all aspects of business operations. It has established a clear human rights policy as a guideline for implementation. This policy covers the selection and conduct of business with business partners on the basis of equality and compliance with the law. The Company has an ideology of conducting business with ethics, adhering to the principles of universal human rights as a common practice, and is committed to conducting business with social responsibility, taking into account human dignity, freedom, and equality, and not discriminating against all stakeholder groups in accordance with the principles of corporate governance. The Company strictly complies with laws and international principles, especially in supporting and complying with the Universal Declaration of Human Rights (UDHR), the United Nations Global Compact (UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work (ILO).

Goals

- The number of complaints on human rights and discrimination is 0.



Highlights

- The incidents of human rights violations are 0.

Guidelines ⁽³⁻³⁾

Human rights are fundamental principles that guarantee the equality and dignity of all human beings, regardless of race, religion, gender or social status. Respecting and protecting human rights are essential to creating a just and equitable society. Currently, the Company has given strict importance to its operations in accordance with human rights principles by establishing a clear human rights policy that covers non-discrimination, fair employment and the creation of a safe working environment. In addition, in 2025, the Company will conduct an employee assessment on human rights to reinforce awareness and create a greater understanding of human rights.

Human Rights Policy

The Company adheres to the principles of international human rights as a common practice, taking into account human dignity, freedom and equality, without discrimination in any stakeholder group. The Company will not take any action and will not promote any violation of international human rights, by regularly monitoring and ensuring that the Company's business operations do not involve any violation of human rights. The Company has the following guidelines:

Group of Companies and employees. Labor rights and employment conditions of employees in the Group are in line with international labor standards and Thai laws, covering the principles of corporate governance policy, code of conduct and business ethics.

The Board of Directors placed importance on and considers this as the main policy for conducting business towards sustainability, taking into account the respect for human rights and respect for the dignity of all employees, which is the foundation of value-driven business operations.

The company realizes that employees are a very important factor in creating quality products. Therefore, it emphasizes treating employees fairly, both in terms of compensation, appointment and transfer, and potential development along with moral development, so that employees are capable and act as good people of the society. These also include fair employment, appropriate compensation according to their potential, taking care of the environment and organizing the work system so that employees are safe in life, property, and good hygiene, developing employees to train skills and increase potential



comprehensively, and letting employees know the company's news regularly. The company's guidelines for treating employees are as follows:

- (1) Establish measures to protect employees who provide information to the authorities in the event of illegal or unlawful acts or violations of the Securities and Exchange Act, in order to prevent unfair treatment, such as changing of job positions, job descriptions, workplaces, suspending work, threatening to interfere with work, or terminating employment due to the cause of reporting illegal or unethical acts.
- (2) Establish a policy for the Company not to conduct business with companies that do not take into account human rights, especially violations of fundamental rights such as race, women, children, and disabilities.
- (3) Establish a risk assessment of human rights violations regularly at least once a year.
- (4) Establish an internal audit assessment, which is the main process for annual assessments, and report to the Board of Directors.
- (5) Provide opportunities for employees and all stakeholders to express their opinions through independent directors or the Company Secretary.
- (6) Establish communication channels and channels for reporting evidence so that employees or stakeholders are informed of the progress of reporting clues.
- (7) Establish a provident fund for employees.

The Company strictly complies with relevant laws, regulations, and rules, with equality and fairness, by providing employees with channels to file complaints and express their opinions freely, in order to guide the sustainable development of the organization.

Business Partner Group. The Company expects its business partners to respect human rights by selecting and conducting business with them on the basis of equality and fairness, and providing opportunities for them to participate in the Company's activities to create social awareness as stated in the Business Ethics and Code of Conduct. In addition, the Company calls on its business partners to demonstrate their commitment to identifying issues, preventing, reducing impacts, and taking responsibility for impacts on human rights in the event of violations of human rights.

Social and Community Group. In every step of conducting its business, the company has respect for the surrounding community and environment in order to reduce the impact on the well-being and quality of life of the community. In addition, the Company has



provided channels for the community to lodge complaints and provide advice. The Company will take action on the complaints immediately and appropriately in the event of human rights violations.

Whistleblowing Policy

Humanica Public Company Limited (“the Company”) has a policy and strives to listening to complaints from all stakeholders either withing or outside the organization in relation to good corporate governance and business code of conduct, corporate compliance or fraud reporting.

The Company commits to processing complaints with transparency, honesty and fairness equally including keeping personal information confidential and providing measures to protect the sincere complainants and relevant witnesses. This is to ensure that the Company’s operations are efficient and conform with the principles of good corporate governance and compliance policy, also to prevent risks and increase the effectiveness of the early warning mechanism for safeguarding against damage that may occur to the Company and stakeholders. Moreover, it also improves the company's operational efficiency.

The Company has established the whistleblowing framework as follows.

1. Scope of complaints which can be submitted via Whistleblower channel covers fraud, misconduct or legal breach as well as other matters relating to business ethics, human rights, discrimination, sexual and non-sexual harassment that may affect all stakeholder, including vulnerable groups, i.e., children, person with disabilities, woman, local communities, LGBTQI+, older persons, pregnant women and employee behavior that conflicts with the Company's core values. The scope does not include the cases that the Board of Directors or the Audit Committee or the Chief Executive Officer have given resolutions or final decisions nor matter that is being filed in court or has reached the final judgment of the court.

2. Complaints can be submitted via the following channels:

(1) Whistleblower channel in the Company’s website: www.humanica.com

(2) Complaint box located at the Company's office

(3) E-mail: humanvoice@humanica.com



(4) Mail to the “Company Secretary” or “Audit committee”

Humanica Public Company Limited

No.2 Soi Rongmuang 5, Rongmuang Road, Rongmuang Sub-district, Pathumwan District, Bangkok 10330 Thailand

(5) Other channels that the Company has opened (if any)

3. Complaints shall be comprised of

(1) Name, surname, address, phone or mobile phone number, e-mail address of complainant in order to reporting results, however, the complainant may choose to remain anonymous.

(2) Name, surname and address of the person who is accused in the complaint (if available)

(3) The date that the complaint is filed

(4) The date that the complained action took place

(5) Factual information and description of complained actions which are within the scope mentioned above

(6) Documentary evidence relating to the complaints (if any)

The complaint screening and consideration committee shall be responsible for screening complaints and registering a complaint, giving a general examination as to adequacy of complaint information prior to transfer the case to a relevant party for fact finding and consider the investigation results and report to the Audit Committee. In case of uncertainty of the complaint, the Company may consider taking appropriate action regarding related Laws, Rules and Regulations. Such actions will be under the principle of privacy and protection measurement for the complainants and witness in accordance with the policy.

4. The Company will protect the identities and personal information of the complainant or relevant witness at a Strictly Confidential level of document rules of the Company.

In principle, when a complainant fully completes the complaint process, he/she will receive a registration number to identify him/herself when contacting the Company. This registration number will replace the complainant’s real name or personal information and



identity during the investigation process. This is to protect and secure the identity and personal details of complainants or witnesses. Privacy and identity protection measures, however, can be modified or altered if the Company deems appropriate or necessary.

The Company will correspond to the complainant in the following ways:

- 1) To confirm receipt of complaints or registration for complaint filing
- 2) To request for additional details and information
- 3) To inform and update the progress or inform the result of the complaint consideration
- 4) Other correspondences deemed appropriate
5. Consideration or investigation processes and determination of penalties will be in accordance with the rules, regulations or guidelines issued by the Company, or any relevant rules and laws.

The complainant shall be aware and understand that all complaints made to the Company must be in good faith and honest, and only truthful information be given. In the event that the complainant intends to give false information or to defame the organization or person(s) in the Company, the Company maintains the right to enforce any action with the complainant according to the Company's procedures or relevant rules and regulations and can proceed to the relevant laws as appropriate.

The Company's complaint management criteria and process

1. Complainant

- File complaints in good faith through channels and methods in accordance with the Company's policies.
- Complainants can choose to remain anonymous, but the Company encourages complainants to remain anonymous which will help to strengthen the credibility of the complaint and facilitate communication and notification of the outcome to the complainant.

2. Complaints The Company will not accept complaints regarding the following matters:

- 2.1 Matters not related to the Company or companies in which the Company holds shares.



2.2 Matters that do not specify evidence, facts, or circumstances that are sufficiently clear to enable further investigation into the facts.

2.3 Matters that the Company has considered or are in the process of being processed

2.4 Matters that the Company has already made a final decision on and there is no new, additional, material evidence.

3. The complaint screening and consideration committee

The committee comprises of

1. Mr. Soontorn Dentham (Chairman)
2. Mr. Thammanoon Korkiatwanich (Committee)
3. Chief People Officer (Committee)
4. Mrs. Kanya Ruengprateepsang (Committee)

- Receive complaints
- Record the registration number of the complaint that has been considered.
- Submit the complaints considered to the complaint working team or the Audit Committee (as applicable).
- Consider assigning complaints to relevant individuals or agencies that do not have conflicts of interest or are the accused, to conduct investigations and seek facts.
- Create a complaint register, record progress, update status and inform the complainant of the progress.
- Summarize results and report progress to the audit committee.

4. Complaint working team

- Receive complaints from the complaint screening and consideration committee to investigate and find the facts.
- Report the investigation results to the complaint screening and consideration committee.

Audit Committee

- Receive a summary report and progress of complaints.
- In the event that the accused is a senior executive of the Company, the Audit Committee will consider assigning an internal or external person or agency that does



not have a conflict of interest or is the accused to conduct an investigation and seek the facts.

- Summarize results and report progress to the Board of Directors.

Protection of complainants or witnesses

- The Company will not accept threats, blackmail or actions that are considered revenge against the complainant or witness who is an employee who provides any clues, words or information related to corruption, malfeasance, misconduct and non-compliance with the law, organization regulations with honesty, without malicious intent or causing damage to the complainant. The Company will provide appropriate protection to the employees.

Confidentiality

- Any action under this principle must keep all information related to the complaint confidential and not disclose it to other persons who are not involved in the complaint, taking into account the safety and damage of the complainant, the source of the information or the persons involved, except when disclosure is necessary for the performance of duties, such as fact-finding, disciplinary investigation, legal action, giving testimony or providing any cooperation to the court or government agencies as required by law.

Results ⁽³⁻³⁾

In 2024, the Company closely monitored and followed up on its human rights issues and continuously complied with various measures in accordance with international standards. The Company found that there were no complaints or incidents related to human rights, as detailed below.

Verified and confirmed incidents of human rights violations	Unit	2024	2023	2022
Complaints from external parties	Time	0	0	0
Complaints from individuals within the company	Time	0	0	0



Non-discrimination

GRI Standards

- GRI 405 Diversity and Equal Opportunity 2016
- GRI 406 Non-discrimination 2016

Sustainable Development Goals



Achieve gender equality and empower women and girls.

Reducing inequality within and between countries.

Why is it important? ⁽³⁻³⁾

Humanica Public Company Limited is committed to creating an equal working environment, free from any form of discrimination, whether it be on the basis of gender, race, religion, disability or personal opinion. The company has established clear policies and practices to promote an organizational culture that respects diversity, supports equality and provides fair opportunities to all employees to ensure that everyone can work together equally.

Highlights

- The number of discrimination incidents occurred was 0.

Methodology ⁽³⁻³⁾

The Company places importance on operating under the principle of non-discrimination. It has established a policy that focuses on equality and justice so that all employees are treated fairly and equally. The Company has clear policies and practices as follows:

Employee Treatment Policy

The company realizes that employees are an important factor in creating products and delivering high-quality services for the company. Therefore, it emphasizes treating employees fairly by adhering to the principles of equality and equity, without any



discriminations on gender, nationality, and religion in terms of employment, compensation, appointment, transfer, and potential development along with moral development. As a result, employees would be capable and become good people in the society. The company has therefore set the principles for treating employees as follows:

1. Strictly comply with labor laws and regulations related to employees, including:
 - Do not hire child labors who are under the legal age. In cases where business partners hire child laborers who are over the legal age, they must ensure that the workers are protected in accordance with all laws, including the development and promotion of quality of life and appropriate work conditions.
 - Do not allow female employees to work that may be hazardous to their health and safety. In cases where female employees are pregnant, they must be provided with the protection and benefits as prescribed by law.
 - Employment of foreign workers must be carried out in compliance with all applicable laws and regulations.
 - Do not use labor in a manner that is considered slave labor, including physical punishment, threats, confinement, intimidation, harassment, human trafficking, or the use of violence in any form.
2. Treat employees with courtesy, respect for individuality and human dignity in accordance with international human rights principles.
3. Provide fair employment conditions for employees and ensure that they receive appropriate compensation according to their potential.
4. Maintain the environment and organize a work system that ensures all employees are safe in life and property, as well as proper hygiene.
5. Give importance to employee development, in order to develop skills and enhance potential by giving employees opportunities to learn comprehensively and consistently.
6. Appoint, transfer, reward and punish employees with honesty and based on their knowledge, abilities and suitability.
7. Provide provident funds for employees.
8. Regularly inform employees of information about the company's operations and status.
9. Listen to opinions and suggestions based on employees' professional knowledge.



10. Avoid any unfair actions that may affect employees' job security, threaten and put pressure on their mental state.
11. Create a good conscience for employees to know how to be givers and society's good citizens.
12. Provide channels for employees to file complaints in cases of unfair treatment or report clues about possible illegal actions. Additionally, the company has a structured and fair process for resolving issues, including protective measures for employees who file complaints.
13. The company and its representatives must support employees' exercise of political rights with neutrality.
14. Promote employee participation in suggesting guidelines for work operations and/or various agreements to benefit all parties and create good relationships in working together under a good corporate culture, creating unity within the organization.
15. Encourage employees to participate in both internal and external activities that are beneficial to the organization and society, to create participation and commitment to the organization as appropriate and at the discretion of the supervisor.

Measures to Protect Employees who provide Information to the Authorities

In the event that any illegal activity or violation of the Securities and Exchange Act is discovered, employees will be protected. The Company cannot act unfairly, whether by changing job positions, job descriptions, workplaces, suspending work, threatening, interfering with work performance, or terminating employment (Section 89/2) due to the reporting of illegal activity or unethical conduct.

Results ⁽⁴⁰⁶⁻¹⁾

The Company has complied with practices and measures to promote equality on the basis of human rights respect and non-discrimination. In 2024, there were zero complaints or incidents related to discrimination, as detailed below.

Discriminatory Incidents and Corrective Actions	Unit	2024	2023	2022
Discrimination Incidents Occurred	Time	0	0	0
Incidents investigated by the agency found to be discriminatory	Number of events	0	0	0



Incidents under the resolution process	Number of events	0	0	0
Resolved Incidents	Number of events	0	0	0



Cyber Security and Customer Privacy

GRI Standards

GRI 418 Customer Privacy 2016

Sustainable Development Goals



Promote peaceful and inclusive societies for sustainable development, ensuring access to justice for all, and establishing effective, accountable, and inclusive institutions at all levels

Why is it important? ⁽³⁻³⁾

Humanica Public Company Limited places great importance on customer privacy as it is an important part of sustainable business operations. Maintaining customer privacy is not only legal compliance but also helps build trust with customers. Therefore, the Company has an integrated security approach that covers various technical protections and complies with data security standards to prevent data leakage. It also operates in accordance with the Personal Data Protection Act B.E. 2562 (PDPA) and international standards to maintain customer confidence and enhance transparency in the Company's sustainable business operations.

Goals

- The number of complaints related to personal data is 0.
- The number of actual and unpreventable cyberattacks is 0.

Highlights

- The number of complaints related to personal data is 0.
- The number of actual and unpreventable cyberattacks is 0.

Methodology ⁽³⁻³⁾

The Company placed importance on protecting customers' personal information by implementing strict personal information protection standards to prevent unauthorized access to information. The Company has therefore established policies and measures to alleviate and resolve, as well as develop a data security system that complies with laws and international standards, with details as follows:



Personal Data Policy

The Company respects the privacy rights of stakeholders. Therefore, personal information of employees and those involved in the business, such as personal status, personal details, work history, contact information, financial information, health information, or other personal information must be protected from being collected, used, disclosed, or transferred to other people in a manner that violates legal rights. The following policies and practices are established:

1. Must respect the personal data of others by not collecting, using or disclosing unless there is a basis or reason for processing according to the law or with the consent of the owner of the personal data.
2. The person responsible for safeguarding the data in their possession or under the care of the company must protect the personal data of employees and those involved in the business. Therefore, the use, disclosure or transfer of personal data of employees and those involved will be done only as necessary, according to normal work duties and does not violate the rights under the law.

Organize training to provide knowledge and raise awareness of data security and personal data protection.

The Company aims to raise awareness and provide knowledge and understanding to employees at all levels of the organization by informing all employees of the policy and requiring employees to continuously attend training on personal data protection and cyber security.

Establish a working group on data security and personal data protection.

The group consists of senior executives of the Company and officers in the information system unit, together with auditors, conducting regular internal audits to ensure that the management system and operations related to personal data protection comply with the specified policies and standards.

Operate in accordance with ISO/IEC 27001 and ISO/IEC 27701:2019 standards.

By providing an Information Security Management System (ISMS) according to ISO/IEC 27001 standards for systematic and secure management of internal data and evaluating management results twice a year to review and improve operations. The company has been certified with ISO/IEC 27701:2019, an international standard that extends on ISO/IEC 27001, focusing on data privacy control (Privacy Information Management System - PIMS) in line with



the law and the Personal Data Protection Act B.E. 2562 (PDPA). It demonstrates a commitment to the protection of personal data of employees, partners, customers, and related stakeholders.

Investment in Service Security

By installing Web Application Firewall (WAF) system, equipped with a world-class standard Distributed Denial-of-service (Anti-DDOS) security system to increase clients' confidence.

Established a Secure Operation Center (SOC) and received SOC 2 Type II certification.

Established a Secure Operation Center to monitor abnormal activities 24 hours a day, with a team of experts ready to inspect, analyze and provide advice on how to handle potential incidents. Having an effective Secure Operation Center helps organizations prevent and reduce the risk of cyber-attacks, as well as effectively prevent the loss of important data and personal information, with measures to mitigate or reduce risks and promptly resolve them. In addition, the company has also been certified for SOC 2 Type II, an internationally recognized standard for customer data security and confidentiality, ensuring that the company has appropriate security controls. This certification gives our partners and future customers confidence that user data is effectively protected.

Cyber Attack Response Practice “Cyber Drill”

The company has simulated cyber-attack situations to test readiness and efficiency in dealing with threats, allowing organizations to practice skills, find weaknesses in the system, and promote collaboration among related teams. The company also created a Security Awareness Handbook to provide knowledge to employees and organized cyber-attack training courses to enhance employees' knowledge in dealing with various forms of attacks.

Results ⁽⁴¹⁸⁻¹⁾

Humanica Public Company Limited places great importance on data security and personal data protection. The Company operates under strict measures to maintain the security of customer data and enhance protection. In 2024, the operating results are as follows:



Cyber Threats and Personal Data Incidents	Unit	2024	2023	2022
Incidents of Actual and Preventable Attacks	Times	96	932	464
Incidents of Actual and Unpreventable Attacks	Times	0	0	0
Incidents of Personal Data Complaints	Times	0	0	0

In 2024, the company improved its efficiency in monitoring and alerting threats by filtering significant number of False Positive threats. The company has implemented a Whitelist to increase the accuracy of all threat detections.



Human Resource Development

GRI Standards

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

Sustainable Development Goals



Ensure healthy lives and promote well-being for all at all ages.



Ensure that everyone has access to quality, inclusive, and equitable education, and promote opportunities for lifelong learning.



Achieve gender equality and empower women and girls.



Promote continuous, inclusive, and sustainable economic growth, full employment, productivity, and appropriate work for all.

Why is it important?

The company is committed to creating a working environment that promotes the quality of life for employees in terms of physical health, mental health, and work-life balance, while also supporting an inclusive culture to make employees feel as part of the organization and receive a good quality of life.

The company also emphasizes career development by creating a clear career path and an Individual Development Plan (IDP) to enhance employees' skills, knowledge, and potential, supporting learning and preparing for new roles, in order to increase sustainable efficiency in working together.



Goals

- Turnover Rate of employees with more than one year of service not exceeding 25%
- 60 percent of the number of employees received training at least 6 hours/person/year.
- Employee Experience Survey response rate of more than 85 percent
- Employee Experience Survey score result of more than 80 percent

Highlights

- In 2024, the Turnover Rate of employees with more than one year of service equals 9.29 percent.
- Average training hours of employees 12.72 hours/person/year
- In 2024, personnel received a performance evaluation 100 percent
- Employees participated in the Employee Experience Survey, with a response rate of 98 percent.
- The Employee Experience Survey score result was 78 percent.

Employee Well-being and Retention

Methodology ^(3-3, 401-2)

The company focuses on creating excellent work experience for employees through four key operations: Talent management and development, Well-being for employees, Diversity, Equity & Inclusion, and Learning and skills development. The company focuses on the following main strategies:

Exceptional Leadership:

Promote the creation of outstanding leadership behaviors for employees at all levels in the organization based on Humanica's core values: Excellence, Teamwork, Integrity, and Openness.

Inclusive Culture & Openness:

Develop and promote an organizational culture and working methods that increase work efficiency and innovation, while creating a sense of belonging and prioritizing employee well-being.

Future-Ready Skills & Capabilities:



The company creates preparations for employees by promoting the skills learning and needed abilities for the future, as well as supporting employees' career growth through experience and education.

The company placed importance on employee satisfaction and engagement surveys, in order to improve the working environment and retain valuable personnel in the organization in the long term. In addition, the company conducts an annual employee well-being survey to develop health promotion projects, such as "Sport of the Month," an after-work exercise activity in which experts are invited to provide advice where types of sports are adjusted each month according to employees' interests, such as yoga, aerobics, or other sports. The company hopes that employees will continuously participate in health activities to enhance employees' well-being and quality of life in the long term.

Promoting Well-being and Quality of Life for Employees ⁽⁴⁰¹⁻²⁾

In 2024, the company has focused on promoting good physical and mental well-being for employees by pushing through 7 dimensions of well-being to promote satisfaction, create employee engagement, and increase work efficiency through various activities/projects that cover good well-being for employees, as follows:

1. Physical Well-being

Humanica supports employee health through proactive activities such as sports competitions, wellness programs and annual health check-ups, as well as using technology to track health data and provide medical support to promote good quality of life and improve work efficiency.



(Annual Health Check-up Activity, 513 participants)

2. Mental Well-being ⁽⁴⁰¹⁻³⁾

- Humanica promotes the mental well-being of employees through activities to build relationships in the workplace, such as Employee Assistance Programs (EAP) by



psychologists, along with technology to provide online consultations from Telemedicine – Pharmcare, as well as training to provide knowledge on mental health to employees, giving them the knowledge and skills to assess their own stress levels.

- Humanica also emphasizes creating a work-life balance, such as having a parental leave policy for both mothers and fathers, allowing employees to take care of their families while working appropriately, reducing stress and enhancing quality of life.

- In addition, the company has a Whistleblowing Policy to create a safe and fair environment, allowing employees to report problems without worrying about the effects, along with measures to protect the complainant's information. The company is committed to promoting an organizational culture that emphasizes mental well-being and working happily.

3. Spiritual Well-being

- Humanica promotes the spiritual well-being of their employees through annual relationship-building activities and has a policy of supporting all religions. The company organizes celebrations, as appropriate, for each festival to show respect and celebrate cultural and religious diversity. The company also promotes learning and skill development through activities that stimulate creativity and spirituality in the workplace, so that employees are happy and inspired to work sustainably, such as mental development activities through Vipassana meditation training and meditation, etc.



(Activity : 2024 Chinese New Year, 400 participants)



(Activity: 2024 Songkran Day, 250 participants)

4. Society Well-being

- Humanica supports the social well-being of its employees through surveys of needs and interests in order to develop projects that match employee needs, such as shuttle service to the BTS and MRT, monthly birthday celebration for employees, birthday leave, sports/ health competitions, and cross-department relationship-building activities. In addition, the company also has welfare covering employees' families to promote a better quality of life and create sustainable engagement within the organization.

5. Environmental Well-being

- Humanica supports the environmental health of its employees through providing appropriate equipment in the workplace, such as ergonomic work equipment, reducing the office syndrome, relaxing Nap Rooms, well-equipped exercise areas, as well as hygienic dining areas. In addition, the company has a policy of maintaining cleanliness and promoting green spaces to create a safe environment, promote health, and increase employee efficiency.

6. Career / Occupational Well-being

- Humanica supports the career development of its employees through career path planning, Individual Development Plan (IDP), and a continuous review and adjustment process of the career development plan to enable employees to grow according to their clear goals. In addition, the company emphasizes work-life balance through flexible working hours and leave policies to promote quality of life and the ability to work to their full potential.

7. Financial Well-being

- Humanica supports the financial stability of its employees through education in financial planning, debt management and provident funds, as well as low-interest loan



benefits and emergency financial assistance, which enable employees to effectively plan and manage their finances, reduce debt burden and create long-term financial stability.

The Company continuously monitors and evaluates employee well-being and performance through key indicators such as absenteeism rate, medical expenses, and productivity measurement to ensure that the well-being measures implemented can generate positive outcomes for employees and the organization as a whole.

The details of the Productivity Measurements are as follows:

Productivity Measurement	2024	2023	2022
Average number of employees	1,094	1,018	958
Operating profit (million baht)	409	366	258
Operating profit per employee (million baht/ person/ year)	0.37	0.36	0.27

From the above information, it was found that the trend of operating profit and profit per employee has been growing continuously, reflecting the positive results from employee well-being development, which helps to enhance the efficiency of personnel's work. The company is committed to promoting good employee well-being, in order to increase efficiency of work and create a sustainable good quality of life.

Practices for retaining/ motivating employees to reduce turnover

The Company continues to strive to build employee engagement and reduce turnover by implementing the following activities:

Strengthening Engagement and Unity in the organization

The Company organizes recreational activities every month to promote relationships between employees and the organization, create a friendly working atmosphere, and help employees feel as part of the organization.

Develop Welfare and Working Environment

The company has improved and increased welfare to be in line with the needs of employees and the economic situation, including providing annual bonuses, adjusting the welfare structure, and giving employees the right to choose their provident fund contribution rate. In addition, the company has prepared a workplace with a good and comfortable environment, such as a fitness room, lounge, and other facilities to make the workplace a second home for employees.



Enhance Opportunities for Growth and Skill Development

The company supports the development of employees' abilities through continuous training and skill development programs to increase their potential and career opportunities.

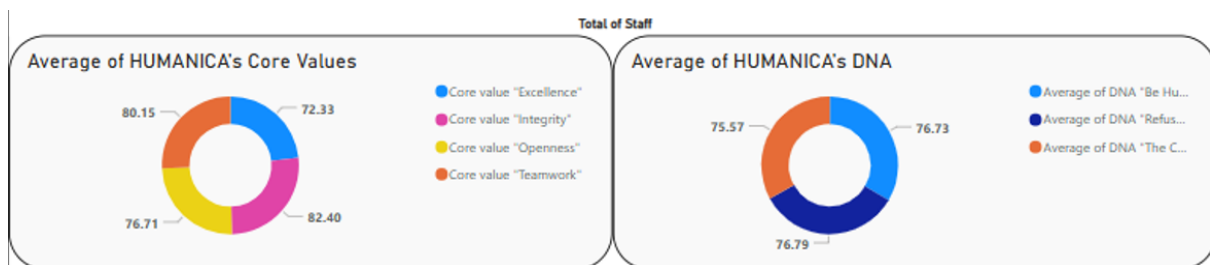
Fair and Competitive Remuneration System and Structure

The Company uses labor market analysis tools and compensation structures to determine competitive, inclusive and fair compensation, taking into account equality. The company also provides flexible working hours to support work-life balance.

These practices reflect the Company's commitment to creating a work environment that is conducive to employee happiness, advancement and security, which are key factors in reducing turnover and retaining valuable employees in the organization over the long term.

Measuring Employee Satisfaction with Core Values and Organizational Culture

(DNA)



Goals

- Employee Experience Survey response rate > 85 percent
- Employee Experience Survey score result > 80 percent
- Understand employee perspectives on their work experience at Humanica
- Identify strengths and weaknesses that need to be developed
- Create actionable strategies based on survey results

In 2024, the company conducted an Employee Experience Survey on Core Values and Organizational Culture (DNA), with 97.91% of respondents, which were exceeding the target, indicating great employee engagement in the organization. According to the Core Values survey results, Teamwork (82.40) and Openness (80.15) had the highest average scores, indicating that employees agreed and felt that the organization actually values teamwork and openness, while Excellence (72.33) had the lowest. As a result, the



organization still has room for development in terms of excellence, such as innovation development or improving operational efficiency.

The results of the Organizational Culture (DNA) survey found that "Refuse to Lose" scored the highest (76.79), while "Be Hungry but Humble" scored a close score of 76.73, reflecting that employees feel determined, do not give up on obstacles, and feel the importance of self-development. This reflects the organization's operations that help employees feel determined and never stop developing. "The Courage to Confront Brutal Fact" scored the lowest (75.57), reflecting that employees can still develop feedback and openness to opinions so that they feel safer in expressing their opinions. The company has a contingency plan to improve operations based on the employee experience survey as follows:

Contingency Plan

- Communicate to all teams the strengths and weaknesses of their teams and develop plans for areas that need improvement.
- The organization is aware of various factors that affect employees' work and quality of life.
- Improve and develop management in various areas so that employees can work efficiently and happily.

Employment of the Disabled

The Company places importance on employment of the disabled because it recognizes the importance of promoting equality and equity in society (Diversity & Equity – D&E) by focusing on helping the disabled to access appropriate job opportunities, have stable income, be self-reliant, reduce dependence on government welfare, and increase opportunities to develop their potential. The Company supports the approach of creating a culture of diversity and inclusivity through employee selection based on potential and suitability for the business. In 2024, the Company employed 1 disabled person.

Disability Employment	2024	2023	2022
Number of employees	1	1	2



Performance Results

Number of Employee Data ^(2-7, 401-1, 405-1)

Number of employees classified by Gender (Unit: People)

Employees classified by Gender	2024	2023	2022
Total employee	1,109	1,077	958
Male employee	574	541	473
Female employee	535	536	485

Number of Male employees classified by Age (Unit: Person)

Male employees classified by Age	2024	2023	2022
Less than 30 years old	305	314	272
30 - 50 years old	258	218	193
Over 50 years old	11	9	8

Number of Female employees classified by Age (Unit: Person)

Female employees classified by Age	2024	2023	2022
Less than 30 years old	303	322	294
30 - 50 years old	213	196	176
Over 50 years old	19	18	18

Number of Male employees, classified by Position (Unit: Person)

Male employees classified by Position	2024	2023	2022
Senior Executives	6	6	5
Executive Level/ Executive Assistant	18	19	6
Manager/ Assistant Manager	127	117	80
Officer Level	423	399	382

Number of Female employees, classified by Position (Unit: Person)

Female employees classified by Position	2024	2023	2022
Senior Executives	3	3	4
Executive Level/ Executive Assistant	22	15	11
Manager/ Assistant Manager	83	80	65
Manager/ Assistant Manager	427	438	405



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

Employees who voluntarily resign, classified by Gender	2024	2023	2022
Total employees who resigned voluntarily	301	321	349
Male employee who resigned voluntarily	121	135	134
Female employees who resigned voluntarily	180	186	215
Important Labor Disputes	N/A	N/A	N/A

New employee

The company places importance on recruiting and providing opportunities for new graduates with no experience, aiming to support new personnel to start a stable career. The company recruits new employees every year with guidelines for recruiting new graduates to develop and strengthen the organization's potential in the long term.

In addition, the company supports the development of students' potential through the internship program. In 2024, there were 10 interns who were given the opportunity to work with the company to learn real-life experiences and prepare for entering the future labor market.

New employee	2024	2023	2022
New employee recruitment period (Number of days)	45	45	45
Target (Number of days)	45	45	45
New employee recruitment rate (person)	335	308	313
New graduates with no experience (person)	197 (59%)	115 (37%)	142 (45%)
Employees with more than 1 year of working experience (person)	161	193	171
Retention Rate (New employee retention rate, no resignation within the first year) (%)	62%	79%	85%

*New employee data for 2022 and 2023 are only for Humanica and TigerSoft.

Turnover Rate of employees working for more than 1 year

Year	Target Turnover Rate (%)	Turnover Rate (%)
2022	25%	107 (24.49%)
2023	25%	107 (9.93%)
2024	25%	156 (9.29%)



Provident Fund Member Employee

In 2024, the number of employees participating in the provident fund increased to 66.8% from 64.3% in 2023, indicating a positive trend in employees' long-term financial planning. Meanwhile, the company increased its contribution by 45.1% from the previous year to 19.46 million baht, reflecting increased investment in welfare. The company remains committed to encouraging more employees to join the provident fund to motivate and enhance employees' financial security in the long term.

Employees who are members of the provident fund		2024	2023	2022
Total number of employees who are members of provident fund	Person	743	693	348
Percentage of employees who are members of provident fund per Total employees	%	66.8	64.3	72.4
The total amount company contributed to provident fund	THB	19,462,962	20,160,447	16,597,546
Percentage of Total amount the company contributed per Total compensation of all employees	%	2.9	3.5	3.7

Maternity Leave Rights (to care for children) ⁽⁴⁰¹⁻³⁾

The Company provides all employees with the right to take maternity leave to care for their children, covering both female and male employees, in accordance with the Company's welfare and legal requirements. The granting of maternity leave to male employees is part of the approach to support work-life balance and promote gender equality in the organization. In addition, the Company places importance on supporting employees who return to work after maternity leave by providing appropriate welfare and facilities, such as a breast pumping room and a resting area for mothers, so that employees can adjust and work smoothly.

Maternity leave rights to care for children	Unit	2024
Total number of employees entitled to maternity leave	Person	627
Percentage of female employees entitled to maternity leave	%	100
Employees who exercise maternity leave	Person	4
Male employees who exercise maternity leave	Person	0
Female employees who exercise maternity leave	Person	4



Maternity leave rights to care for children	Unit	2024
Employees who return to work after taking maternity leave and continue to work for 1 year thereafter.	Person	4
Percentage of male employees who returned to work after taking maternity leave and continued to work one year later.	%	-
Percentage of female employees who returned to work after taking maternity leave and continued to work one year later.	%	100



Employee Development

Guidelines/ Methodology ⁽³⁻³⁾

The Company places importance on developing the potential of its employees, recognizing the rapid changes in the technology industry, which always requires up-to-date knowledge and skills. It focuses on promoting continuous learning and training in both hard skills and soft skills so that employees can apply the knowledge to their work effectively. The average number of training hours of employees in 2024 was 12.72 hours/person/year, an increase of approximately 39.02% from 2023, reflecting the organization's commitment to enhancing the potential of employees to be ready for technological changes, which will help increase the organization's competitiveness and support employees to work more efficiently.

The company has a employees development plan in 2024 as follows:

- Focus on development at the supervisor level
- Develop basic knowledge regarding labor laws for entry-level employees
- Develop specialized knowledge in important areas such as Tech, Finance and Accounting, etc.
- Develop knowledge on the use of AI to enhance work efficiency

Career Path Planning

Humanica provides clear career paths for all levels of employees, setting steps and goals to prepare for the future. The company has developed a career development plan for 2024-2025, by focusing on developing skills and capabilities that align with the future through the Talent & Leadership Development program, to equip employees with key skills needed for continuous business operations, as well as fostering an organizational culture that emphasizes efficiency, learning, and growth. In addition, workshops are organized to promote professional growth and engagement. With the Conicle learning platform, employees can access learning resources efficiently and continuously, using a 70:20:10 learning model, which is learning (70%), knowledge sharing (20%), and measurement and evaluation (10%).

Planning for the development and growth of talented personnel

The company has a clear approach to managing and developing high-potential personnel to prepare them for higher positions and create strong leaders in the future. This is Implemented through four main steps as follows:

Step 1 Talent Review



- Select high-potential employees to enter the development plan (during September - October)

Step 2 Deep Dive for Leadership Behaviors

- Organize leadership development and training programs
- Assigning challenging tasks (Stretch/ Job Assignment) and creating an Individual Development Plan (IDP) under the supervision of the leader

Step 3 STAR, SuperSTAR Signature Program

- The “STAR and SuperSTAR” development program helps prepare employees for higher roles

Step 4 Leadership Excellence Accelerating Program

- A program to develop new leaders to become senior leaders (Succession planning) - Enhance leadership skills through a 360 Leadership Assessment and provide opportunities for new leaders to learn from senior executives through job shadowing and direct mentorship, and gain experience from international exposure through participation in exchange programs, conferences, or overseas operations.

Review of Career Development Plan

Humanica has an annual career development plan reviewing process, through progress evaluation and adjustments to the development plan as appropriate to align with employee and organizational goals.



Individual Development Plan (IDP)

Humanica provides Individual Development Plans (IDPs) for all employees using EdTech Conicle to support skills and knowledge development that are appropriate for each individual's career goals through Competency-Based Content Mapping that helps match lesson content based on individual employee competencies. Starting from competency assessment → analysis of areas for development → allocation of appropriate learning content → creation of individual learning plans (IDPs), enabling employees to develop themselves and achieve their career goals with the highest level of efficiency.



Performance Evaluation ⁽⁴⁰⁴⁻³⁾

The company places importance on evaluating employee performance annually. All employees will receive a performance evaluation. The evaluation results are used to analyze individual strengths and development opportunities and are used as a guideline for determining training and potential development plans through individual development plans (IDPs) or specialized training programs to promote employee career advancement and prepare them for higher roles in the future.

Furthermore, the company incorporates the results of performance evaluations in determining annual compensation and other incentive awards, taking into account the appropriateness based on each employee's performance level. This is aimed at motivating employees, fostering a culture of excellence, and supporting the sustainable growth of the organization



Employees undergo performance evaluation	2022	2023	2024
Percentage of <u>male personnel</u> who were evaluated performance	100	100	100
Percentage of <u>female personnel</u> who were evaluated performance	100	100	100

Result ⁽³⁻³⁾

Training Data ⁽⁴⁰⁴⁻¹⁾

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

Average training hours of employees	2022	2023	2024
Average number of training hours of employees	5.83	9.15	12.72

Number of employee training hours classified by gender (unit: hours)

Average training hours of employees	2022	2023	2024
Total training hours for male employees	2,641.00	3,777.50	3,489.33
Total training hours for female employees	2,784.00	5,721.50	4,484.87
Average training hours of male employees	5.62	7.06	12.92
Average training hours of female employees	6.05	11.37	12.56

Number of employee training hours classified by position (unit: hours)

Employees who received training, classified by position	2022	2023	2024
Senior Executive	901.00	461.50	416.58
Executive/ Assistant Executive	840.00	703.50	484.45
Manager/ Assistant Manager	1,573.50	1,436.80	914.21
Staff	2,110.50	6,897.20	6,159.28

Expenses for employee training and development (unit: baht)

Expenses for knowledge training and employee development	2022	2023	2024
Expenses for knowledge training and employee development	624,900.00	1,283,756.98	161,997.50

**Data for 2022 and 2023 are calculated based on the average training hours of employees, excluding employees from Humanica Asia Pte. Ltd. (HAP), Humanica Sdn. Bhd. (HSB) and Humanica VN Company Limited (HVN).*

***Data for 2024 are calculated based on the average training hours of employees, excluding employees from Humanica Asia Pte. Ltd. (HAP), Humanica Sdn. Bhd. (HSB) and Humanica VN Company Limited (HVN), and DataOn Group (DataOn).*



Occupational health, Safety and Good Working Environment

GRI Standards

- GRI 403 Occupational Health and Safety 2018

Sustainable Development Goal



Guarantee access to good health and promote well-being for everyone, regardless of age.

Why is it important?

The Company places importance on promoting employee well-being because it believes that investing in employee well-being is a worthwhile and sustainable investment for the future of personnel and the organization. By creating a good and safe working environment that will help employees perform their jobs to their full potential, the Company aims to enhance work efficiency and improve employees' quality of life in terms of physical and mental health. In addition, the Company intelligently integrates educational technology (Edtech), finance (Fintech), and health (HealthTech) to enhance the value of living a fulfilling life, both inside and outside the workplace.

Goals

- the Lost Time Injury Frequency Rate (LTIFR) equals to 0.
- Organize health promotion activities for employees at least 10 times per year.

Highlights

- In 2024, the Lost Time Injury Frequency Rate (LTIFR) was 0.
- In 2024, 12 health promotion activities were organized for employees.
- The company has an application that allows employees to access physical and mental health services up to 100 percent.

Guidelines/ Methodology ^(3-3, 403-1, 403-7)

The Company has a "Sustainability Management Policy" as an important guideline to promote safety, occupational health and a good working environment. It aims to create a safe workplace, free from danger and has no effect on health, which is considered a basic labor right that all employees should receive. This policy reflects the Company's commitment to



respect labor rights in all dimensions and is in line with the principles of the International Labor Organization (ILO) and the Universal Declaration of Human Rights (UDHR).

Although the Company's business focuses on providing software and HR consulting services, which have low occupational health risks compared to other industries, the Company still prioritizes the health and well-being of its employees by continuously promoting knowledge on safety, occupational health, and appropriate working environments to comply with relevant regulations and laws. The Company has also established a policy for organizing and promoting bottom-up health activities by conducting an annual employee survey to gather employee needs and interests in health. The results are then used to improve and design activities that are consistent and directly respond to employee needs.

Management Structure for Safety and Good Working Environment (403-2, 403-4, 403-7)

The company strictly complies with the Ministerial Regulation on the Provision of Occupational Safety Officers B.E. 2565 by appointing Occupational Safety Officers (OSO) in the specified positions, namely, Safety Officer Supervisor Level and Safety Officer Management Level to supervise and carry out safety operations in the workplace.

Due to the nature of the Company's business, it engages in activities with a low level of risk. Therefore, the Company does not appoint a safety officer with specific duties but still emphasizes creating a safe working environment through various measures such as organizing the workplace appropriately, promoting employee hygiene, and providing knowledge about office safety so that employees can work safely and efficiently.

Role and Responsibilities of Occupational Safety Officers

Safety Officer Supervisory Level	<ul style="list-style-type: none">- Supervise employees to comply with safety standards- Analyze and assess work risks- Inspect equipment and the environment to ensure safety- Report accidents and participate in investigations- Promote safety activities within the organization
Safety Officer Management Level	<ul style="list-style-type: none">- Plan and establish safety policies- Ensure operations comply with laws and organizational standards- Support and develop safety measures in the workplace- Check and follow up on safety performance- Coordinate with relevant agencies to strengthen safety culture



To enhance knowledge and skills in safety management, on February 7 - 8, 2024, the company organized a training course on "The Safety Officers in Management Level" for the company's safety officers management level, with more than 30 participants over 2 days.

Health Promotion and Work-related Health Services ^(403-3, 403-6)

The company focuses on promoting health and health services for employees by operating according to relevant international standards and investing in social development innovations to promote the better well-being of employees, leading to the creation of a healthy society. It allows for easier and more personalized access to healthcare through the following operations:

- **Annual health check-up and analysis of annual health check-up results:**

The company allows employees who passed a probation period to get an annual health checkup, covering measurement of blood pressure, cholesterol, and blood sugar levels to detect and prevent health problems. The results are analyzed to develop annual plans for prevention and wellness enhancement, such as improving exercise programs or psychological therapy programs.

- **PharmCare: Employee mental health care through health innovation.**

The company placed importance on employees' mental health by investing in the development of the PharmCare application, a health innovation (Health-Tech) that allows employees to access medical care conveniently, quickly, and can be used anywhere, anytime.

PharmCare provides counseling services by specialized psychologists to take care of employees' mental health, as well as nutritionist services to recommend guidelines for physical health care and proper dietary. In addition, the company emphasizes the protection of personal data of employees who use the system to ensure that employee health data is handled safely.

- **Care Plan Program: A tool for monitoring and tracking employee health performance:**

The company uses the Care Plan program to take care of employees' health proactively (Proactive Health Management) in order to support comprehensive well-being. This program helps to effectively track and evaluate employees' health through the following key components:

- **Health Check and Results Analysis** – The program conducts a thorough health assessment of employees to identify potential risks.



- **IDP, OPD and Telemedicine Claims Analysis** – The program uses health insurance claims data and Telemedicine services to understand employee health trends and patterns.
- **High-risk Employees Selection** – After analysis, the program identifies employees who need special care and provides personalized health advice.
- **Personal Pharmacy Care** – Selected high-risk employees will receive individualized pharmaceutical care to support sustainable well-being.

This program enables the company to systematically and efficiently care for employees' health, in line with the guidelines for sustainable organizational development through long-term health promotion.

- **Promoting a healthy working environment:**

The company has a policy of providing modern and safe equipment in the workplace for employees, along with a regular cleaning policy within the workplace by hiring professional cleaning companies to maintain hygiene standards and the quality of the work environment. In terms of creating a health-supportive work environment, the company has implemented the following initiatives for employees:

- **Relaxation and Exercise Facilities** – The company has provided a modern common area with complete facilities for employees to relax and do recreational activities together. Equipment such as board games, foosball tables, table tennis tables, and massage chairs are available. In addition, there is a fully equipped fitness room and a nap room for employees to exercise and get enough rest, which helps reduce stress and promote good health at work.
- **Hygienic Work Equipment** – The company prioritizes the health of employees working in the office by providing ergonomic chairs and office equipment that help reduce the risks of long-term work, such as keyboards and mouse designed to reduce pain from inflammation of tendons and muscles in various areas. This allows employees to work comfortably with maximum efficiency.
- **Hygienic Dining Places** – The company has provided a clean and hygienic dining area and a proper waste management system for the employees' good hygiene.



- **Air Quality Control** – The company has installed air filters that are removing PM 2.5 dust particles effectively to reduce dust levels inside the building, resulting in an office environment with good air quality and safety for employees' health.
- **Organizing Health-promoting activities:**

The company supports the good health of its employees through annual health surveys. The data is used to plan and organize activities that meet the needs of employees' health, while also strengthening relationships within the organization. The outstanding projects include:

 - **Biggest Loser Activity** – A healthy weight loss project where employees compete as teams to achieve health goals, with the company providing support and rewards to successful teams.
 - **Sport of the Month Activity** – The company organizes health promotion activities, Sport of the Month, according to the interests of employees in each period, such as walking and running groups, muscle stretching programs, and aerobics, by inviting external health experts to provide care and advice. These activities are regularly held in the organization's fitness area, with an average of more than 50 participants per month. In addition, there are recreational activities to promote participation of employees at all levels, helping to create a good working atmosphere and encouraging employees to pay more attention to their health.



Training and Providing Employees with Safety Knowledge ⁽⁴⁰³⁻⁵⁾

The company emphasizes enhancing the knowledge and understanding of safety for employees by continuously organizing training courses that are appropriate for the nature of employees' work. Every year, the company organizes fire drills and first aid training to increase



safety awareness and prepare for emergencies. Therefore, employees can apply their knowledge in practice and be able to help themselves and others correctly.

In addition, in 2024, the company organized the NCD Preventive program by inviting specialist doctors to provide knowledge on health care and prevention of non-communicable diseases (NCDs) to promote good health among employees and reduce the risk of chronic diseases.



(Fire drill and fire extinguishing for the year 2024)

Occupational Health and Safety Performance Results ^(403-8, 403-9, 403-10)

The Company places importance on occupational health and safety management, with all employees under a 100% occupational health and safety management system, which covers hazard prevention measures, health promotion, and basic safety training that employees should receive. From the statistics for employee injuries or accidents during 2022-2024, it was found that there were no work-related accidents that resulted in employees having to stop working or sustaining serious injuries, including no reports of work-related fatalities. The Total Injury Frequency Rate (LTIFR) and Total Injury Rate (TRIR) were 0, reflecting the effectiveness of the safety measures that the Company has continuously implemented.



Employees under Occupational Health and Safety Management System

List	Number of people under management system (people)	Percentage of total amount (%)
Full-time employee	1,109	100%
Part-time	0	0

Statistics on Injuries or Accidents caused by Work of Employees

Statistics on injuries or accidents caused by work of employees	2024	2023	2022
Number of employees injured at work (cases)	0	0	0
Number of employees seriously injured (cases)	0	0	0
Number of employees died from work (cases)	0	0	0
Lost Time Injury Frequency Rate (LTIFR)	0	0	0
Total Recordable Injury Rate (TRIR)	0	0	0
High-consequence injuries rate	0	0	0

Statistics on work-related illnesses that resulted in employee absenteeism

The Company places importance on the health and safety of its employees, with preventive measures and guidelines for continuous health risk management. The data in the table shows the statistics of occupational illnesses of the Company's regular employees. The activities of the employees are in the form of office work, which is at a low risk level. There is no record of the work-related disease, as there were no cases of occupational illnesses that required work stoppage or death during the reporting period.

The Company continues to regularly monitor and assess health risks, and support health through various welfare and activities, such as annual health check-ups and a working environment which are conducive to employee health.

Statistics on occupational illness leading to employee absences	2024	2023	2022
Total number of employees who are ill from work (cases)	0	0	0



Statistics on occupational illness leading to employee absences	2024	2023	2022
Number of employees who are ill and have stopped working (cases)	0	0	0
Number of employees died from work-related diseases (people)	0	0	0
Types of work-related diseases	No reports	No reports	No reports



Supplier Procurement based on environmental and Social Criteria

GRI Standards

GRI 204 Procurement Practices 2016

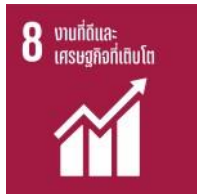
GRI 308 Supplier Environmental Assessment 2016

GRI 414 Supplier Social Assessment 2016

Sustainable Development Goals



Achieve gender equality and enhance the role of all women and girls.



Promote continuous, inclusive, and sustainable economic growth, full employment, productivity, and decent work opportunities for all.



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Why is it important? ⁽³⁻³⁾

Selecting partners who meet environmental and social criteria to collaborate with is important, as it enhances the company's image by demonstrating business operations that comply with proper regulations and laws. Additionally, sourcing goods and services from domestic partners (local suppliers) contributes to the economic income distribution across regions, fostering stronger and more supportive relationships between the company and its partners, with ongoing mutual assistance.



Highlights

All suppliers have been verified to pass both environmental and social selection criteria and have no violations of the law. In addition, procurement practices are fair and transparent, without negatively impacting the company's work processes, promoting efficiency in progressive work processes and being a sustainable company.

Goals

- Increase purchases of locally or regionally sourced goods and services by 10% by 2025
- Reduce the use of paper products, such as A4 paper, which has an environmental impact by 10% by 2025

Guidelines/ Methodology ⁽³⁻³⁾

One of the Company's key stakeholders is the group of business partners who are distributors of products and services to increase the efficiency of the Company's business operations. In addition, business partners play an important role in developing and promoting products. As a result, the selection of business partners who come to work with the Company must go through the selection process of business partners who pass the environmental and social selection criteria in order to work together smoothly, in accordance with regulations and without violating the law. In addition, the company places great importance on operational feedback that will generate the greatest mutual benefits, ensuring that the procurement processes of the company and its subsidiaries create sustainable value.

The company's approach to selecting partners based on environmental and social criteria requires that the partners demonstrate operations that are environmentally friendly, with no deforestation, encroachment on unauthorized areas, or the creation of negative environmental impacts that harm the public. Additionally, the company ensures that its partners do not engage in child labor or forced labor practices. Other than that, the company also sees the importance of continuous procurement with local or domestic business partners to help and support each other in terms of distributing economic income to domestic business partners and emphasizes the appropriate, transparent, fair, auditable, worthwhile, open, and equal budget spending for procurement without any compensation to any person behind the scenes or unnecessary budget disbursements in order to be a sustainable company. The company will always realize that the benefits jointly created are considered mutual benefits, including creating confidence and trust from all stakeholders in terms of operations.



In 2024, the Company established a business code of conduct for partners to ensure that they comply with the rules and regulations correctly and appropriately, and a procurement policy to take into account social and environmental issues and use them as criteria for selecting partners for procurement. In addition, the Company and its subsidiaries recognize the importance of complying with human rights principles with partners and contractors, which includes not being involved in violations and creating negative impacts on human rights that may occur, including not favoring any party in particular, whether they are junior employees or senior executives. Everyone will be treated equally so that the business operations of all partners and contractors are based on respect for human rights. The business code of conduct for partners and the procurement policy, which is based on human rights, are as follows:

Procurement Practices

- Adherent to fair labor practices and human rights standards
- Use environmentally friendly materials and processes
- Comply with environmental regulations and certifications
- Develop diversity and non-discrimination within the partner's organization
- Engage and support communities
- Select local partners to support their communities and reduce their environmental impacts.

Business Partner's Code of Conduct

Business Ethics and Legal Compliance Practices

- Business partners must conduct business ethically and strictly comply with relevant laws and regulations.
- Business partners must conduct business under fair, transparent and trustworthy practices.
- Business partners must not engage in any form of bribery or corruption.
- Business partners must maintain accurate business and financial records of all transactions related to business with the Company and be ready to provide such documents upon request.
- Business partners must protect the Company's confidential information.



- Business partners should have regulations on relevant standards in terms of sustainability and ethics for business partners and contractors.

Labor and Human Rights Practices

- Suppliers shall respect and protect the human rights of employees and treat them fairly, in accordance with international principles and applicable laws.
- Suppliers shall not use forced or child labor.
- Suppliers shall not discriminate in terms of employment, such as on the basis of race, skin color, gender, religion, age, etc.

Commitment to Environment, Health, Occupational Health and Safety Practices

- Suppliers should be committed to creating environmental sustainability by reducing negative environmental impacts, reducing greenhouse gas emissions and using resources efficiently.
- Suppliers must strictly comply with all relevant environmental laws, including health, safety and occupational health laws.
- Suppliers should have management methods for the use and management of materials, energy use, waste management, greenhouse gas emissions, water and wastewater management.
- Suppliers should provide a healthy and safe workplace, including providing appropriate personal protective equipment for employees to perform their duties.
- Suppliers should prioritize the health, occupational health and safety of their employees, customers and the communities surrounding their establishments, by collecting safety-related data and providing employees with health, occupational health and safety training.

Cooperation and Innovation Development

- Partners should cooperate with the company to recommend, and share information, innovative approaches to products and services so that there will be positive changes in the industry.

In 2024, the Company prepared a new partner assessment form to assess the quality of partner operations in various aspects before entering into a joint business agreement. The details of the new partner assessment are as follows:



1. Products and Services

- The partner has quality control and safety of the production process to obtain standard products and services.
- The partner has a delivery process and services that are safety and strict in accordance with the contract.
- The deliveries are completed accurately, thoroughly, and in accordance with the standards outlined in the contract and within the specified timeframe.

2. Business Operations

- Business partners report their performance or financial status to relevant parties in a transparent and verifiable manner.
- Business partners respect intellectual property rights by not disclosing confidential information or any information from doing business with customers.
- Business partners exchange knowledge and experiences to create efficient work and business innovation.

3. Social Aspect

- Business partners comply with the law and international human rights principles.
- Business partners respect differences and treat employees equally.
- Business partners provide appropriate wages, compensation and benefits that comply with labor laws.

4. Environmental Aspect

- Business partners have environmental management that complies with laws, regulations and rules, including monitoring and measurement to be within the criteria specified by law.
- Business partners have measures to manage water, pollution and waste appropriately, efficiently and in accordance with the law.
- Business partners have developed and improved operations to reduce global warming and help alleviate greenhouse gas emissions.

5. Social Responsibility

- Partners creatively collaborate with communities to develop the quality of life of communities and society sustainably.



- Partners manage and establish preventive measures to reduce negative impacts and increase positive impacts on society.

In addition, the Company has disclosed its practices for determining the payment period to customers and the actual average period. In 2024, the Company prepared a billing table and explained the payment cycle to the seller. As a result, the Company did not encounter any obstacles or problems with delayed payments. In addition, the Company has assessed its business partners after the Company has established business ethics for its partners to follow. It was found that in 2024, the partners strictly complied with the measures to reduce the impact on the environment, such as waste management, efficient use of resources, and compliance with environmental laws.

Results ⁽³⁻³⁾

Procurement Proportion with business partners ⁽²⁰⁴⁻¹⁾	2024 Budget (million baht)	2024 Actual (million baht)	2023 Budget (million baht)	2023 Actual (million baht)	2022 Budget (million baht)	2022 Actual (million baht)
Procurement Value with local partners (Domestics)	108.00	107.01	96.00	89.48	96.00	95.47
Total Procurement Value of goods/services with all partners	231.00	230.09	204.00	198.48	206.00	205.73



New supplier screened based on social and environmental criteria ^(308-1, 414-1)	2024 (entity)	2023 (entity)	2022 (entity)
Number of new business partners screened using environmental and social criteria	1	1	0
Number of suppliers whose social and environmental impacts have been assessed	2	2	0
The number of suppliers indicates actual and potential negative social and environmental impacts.	0	0	0

In 2024, the partners' impacts report found that paper production requires the use of raw materials, wood, from forests, which leads to deforestation, as well as waste and pollution where the paper industry can release chemicals such as chlorine and phenols used in the pulp bleaching process that can contaminate water and soil. ⁽³⁰⁸⁻²⁾



Safety of Products and Services to Customers

GRI Standards

GRI 416 Customer Health and Safety 2016

Sustainable Development Goal



Create guarantees for good health and promote well-being for all people at all ages.



Build resilient infrastructure, promote inclusive and sustainable industrial development, and foster innovation.

Highlights

The number of customer complaints regarding software system security and services is 0.

Why is it important? ⁽³⁻³⁾

One of the successes of Humanica Public Company Limited's business operations is creating value and growing together with customers, as well as gaining trust by continuously considering the safety of products and services for customers, including the environment and surrounding society.

Guidelines/ Methodology ⁽³⁻³⁾

The current business world is changing rapidly, causing companies and organizations to adapt quickly by searching for new innovations that can help elevate their organizations. In order not to be overlooked in the highly competitive market, Humanica Public Company Limited is committed to delivering products and services to customers with new innovations that are convenient, fast, and easy to use. In addition, the company emphasizes the safety of products and services, taking into account preventive measures that may affect data, such as preventing viruses or theft of data from software systems being exposed to the public. This is to build trust and confidence among stakeholders, especially customers, in terms of products and to maintain a positive image for the organization.



Regarding product safety, the company has strictly followed its policies and regulations to demonstrate value creation and growth together with customers. In 2024, the company will treat its customers with sincerity, advertise truthfully, and conduct itself with politeness and humility. It is dedicated to innovating and fully meeting the needs of its customers with efficiency in order to be a factor that leads to the continuous and sustainable success of the business. The company has set the following policies and practices:

- Develop and deliver products, both software, hardware and services, according to standards, in accordance with customer agreements, at a fair price, without excessive profit.
- Provide correct, sufficient and timely information and advice to inform customers regarding products and services.
- Strictly comply with various conditions for customers. In the event that any condition cannot be complied with, the customer must be notified immediately so that a timely solution can be jointly considered.
- Treating customers with courtesy and earning their trust.
- Having a system for storing customer data safely and measures to maintain customer confidentiality. The company does not forward data without the customer's consent and does not use customer data for the benefit of oneself and/or related persons inappropriately.
- Guarantee products under appropriate time conditions and comply with the Consumer Protection Act.
- Have a system/process for customers to complain about the quality, quantity, safety of products and services, including the speed of response, delivery and the utmost action to ensure that customers receive a quick response.
- Support the social responsibility operations of customers
- Focus on developing environmentally friendly products and using energy efficiently
- Create channels to provide information about products or services and product development to customers continuously
- Willingly take responsibility for any mistakes that may occur, in order to create a sense of warmth, leave a positive impression, and build trust and confidence with customers.



Results ⁽³⁻³⁾

Security Impact Assessment of Software Systems and Services ⁽⁴¹⁶⁻¹⁾	Unit	2024	2023	2022
Number of customer complaints received related to software system and service security.	Number of complaints	0	0	0
Number of non-compliance incidents with safety impacts affecting customers ⁽⁴¹⁶⁻²⁾				
Number of incidents of non-compliance resulting in fines	Time	0	0	0
Number of non-compliance incidents resulting in warnings	Time	0	0	0
Number of incidents of intentional non-compliance with the law (Voluntary Codes)	Time	0	0	0

Complaint Management

The key to improving operational efficiency comes from comments and suggestions from customers who use the service. The company has therefore created a channel for customers who wish to file complaints or make recommendations regarding service and operations. The company promises to consider handling complaints equally with transparency, honesty, and fairness, including maintaining personal information, protecting and implementing measures to protect honest complainants, witnesses, and individuals involved in complaints in every consideration process, ensuring that the company's operations will be more efficient.

In 2024, the Company received customer complaints regarding product quality safety, with a total of 0 complaints. Therefore, no complaint management procedures were implemented, which is considered excellent.



Marketing Communication to Customers

GRI Standard

GRI 417 Marketing and Labeling 2016

Sustainable Development Goal



Create guarantees for sustainable production and consumption patterns.

Why is it important? ⁽³⁻³⁾

Public relations of news based on facts, without lies or exaggeration, including complete information based on transparency and verifiability, results in all stakeholders trusting and relying on the organization in terms of operations and creating a positive image for the company.

Highlights

Customer complaints regarding marketing communications regarding the software system are 0.

Objectives

- Customer complaints regarding marketing communication about the software system are 0.
- Customer satisfaction with the service and software system should be at an excellent level.

Guidelines/ Methodology ⁽³⁻³⁾

It is known that the company has been operating a software system design and development business to meet the needs of modern organizations, ranging from HR management solutions to finance and accounting. The company's software is an innovation that includes special and complete services and is designed to help every business progress towards its important goals. Therefore, it is not difficult to send messages to organizations in the present era. However, the main principle is to publicize news completely, appropriately, and transparently on the principle of accuracy, without exaggerated claims or advertisements, which is something the company is aware of and always gives importance to, whether it is



information about products, such as various software systems, usage methods, data security, etc., and prepared for additional contact for more information via telephone or via the website 24 hours a day.

In addition, the company emphasizes the distribution of public relations information on many channels to advertise the company's news to customers or individuals interested in using the company's services. The customers can easily access the data to study, find information and inquire. The company has chosen to publicize in many forms, including print media, television media, and online media, which is another important channel for distributing news conveniently, quickly and easily accessible. In addition, the company also listens to customers' voices through social media observations (Social Listening) to use the information to develop various plans of the company to be consistent with customers' needs and expectations in the long term. From the systematic approach to listening to customers, the company can improve its services and respond to customers' needs at every stage of the customer lifecycle, from before, during and after the service, effectively and systematically.

In 2024, the company established customer and marketing policies and practices in accordance with regulations and laws, without violating or following any rules. All policies are disclosed so that employees in the company can comply with the rules correctly and appropriately, without negatively affecting the image of the company in the future.

- Be attentive, listen to customers' opinions, needs, expectations, concerns, satisfactions and dissatisfactions regularly.
- Promote constructive cooperation in matters of customer interest.
- Treat customers under the Company's principles of good corporate governance.
- Analyze the market in terms of market segmentation, market size, market growth and market trends.
- Listen to customers by setting channels to receive suggestions or comments from customers.
- Evaluate customer satisfaction with products and services.
- Manage customer relationships systematically.
- Communicate and create understanding with customers regularly.
- Take action to achieve information security standards and personal data management.



Results ⁽³⁻³⁾

Litigation or Complaint Incident ⁽⁴¹⁷⁻²⁾				
		2024	2023	2022
Number of litigation or complaints regarding <u>software systems and services</u> affecting stakeholders (unit: times)	(unit: times)	0	0	0
Number of litigation or complaint incidents regarding <u>marketing communications</u> affecting stakeholders (unit: times)		0	0	0
Incidents of employees not complying with regulations regarding communicating marketing information to customers ⁽⁴¹⁷⁻³⁾				
Number of incidents of non-compliance resulting in fines	(unit: times)	0	0	0
Number of non-compliance incidents resulting in warnings		0	0	0
Number of incidents of intentional non-compliance with the law (Voluntary Codes)		0	0	0

Customer satisfaction survey on services and software systems

The company has conducted a customer satisfaction survey on products and services, dividing the satisfaction level into 5 levels: 1-5, with the lowest score being level 1 and the highest score being level 5. In 2024, the satisfaction survey results found that the average satisfaction score for HPO products was 4.11 points (82.2%), from a total of 178 participants, ERP products were 3.76 points (75.2%) from a total of 71 participants, DataOn products were 4.50 points (90%) from a total of 502 participants, and Tiger products were 4.80 points from a total of 179 participants. The overall customer satisfaction survey regarding the service and software system is 85.85%.

After the company conducted a customer satisfaction survey, the company used the satisfaction survey results to further develop and improve the system by creating a maintenance plan or improving the software system at least once a year to find any potential defects. The company created a development plan with goals for each year, using the satisfaction report from the company's HRM department to make decisions. In 2024, the inspection results found that overall, the company was in good condition. There was an improvement and development plan according to the annual road map, such as improving the efficiency of the software system, systems covering new plan creation, and monthly report maintenance

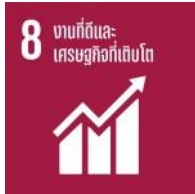


Participation and Community Development

GRI Standards

- GRI 413: Local Communities 2016

Sustainable Development Goal



Promote continuous, inclusive, and sustainable economic growth, full employment, productivity, and decent work opportunities for all.



Making cities and human settlements inclusive, safe, resilient and sustainable.

Why is it important?

The Company is committed to conducting business with continuous social responsibility by giving importance to developing the quality of products and services along with strengthening human resources, taking into account the environment and participating in community development, which not only helps improve people's quality of life but also promotes sustainable growth in both economic and social aspects. The Company operates its business under the principle of creating a balance between profit and giving back to society through supporting education, creating employment opportunities and sustainable development. Therefore, the community can grow alongside the organization in a strong and balanced manner.

Highlights

- Local community complaints/ Number of incidents that create negative impacts on the community is 0
- Support and promote the community society through the company's business processes by continuously supporting the student internship every year.

Goals

- Develop, promote and improve the quality of life of society through community committees that listen to and analyze public opinions. Support projects that focus on education and skill development, along with improving the quality of life of society sustainably as well as the growth of the company.



- Complaints from local communities/ Number of incidents that create negative impacts on the community is 0.

Guidelines/ Methodology ^(413-2, 3-3)

The Company is committed to being a good model for society by conducting business on the basis of good governance and social responsibility, along with continuous quality development for sustainable growth together with the community. The Company places importance on business processes that take into account society and the environment, supporting social activities that benefit the community, both nearby and distant areas, by focusing on working with the community, promoting activities that help improve the quality of life and economy of the community so that they are able to rely on themselves firmly. These have to be in accordance with the Company's guidelines and in line with the development direction of the government sector, so that the business sector and the community can grow together in a balanced and sustainable manner with the following practices:

1. The Company conducts business activities with the primary consideration of the benefits and sustainability of the community and society.
2. The Company promotes the participation of the community and social agencies through meetings, exchanges of ideas, and cooperation with various agencies to continuously develop the quality of life in the community.
3. The Company establishes plans and measures to prevent/ resolve in case of environmental and community impacts resulting from the company's operations.
4. Organizes social welfare activities by encouraging employees to participate and act as good citizens and volunteers for society.
5. Focuses on developing knowledge and education for Thai youth according to the Company's potential.
6. Creates cooperation with local agencies to develop the infrastructure of educational institutions, religious sites, and promotes the health of youth and the underprivileged, including the development of the community's environment.
7. Promote and support religion, and preserve the culture, traditions, and local customs.
8. Supports the development of local community businesses and provides opportunities to become business partners with the Company.



9. Generates income and promotes the community economy through employment and support for community products, including activities to enhance knowledge in occupations so that the community can be self-reliant and increase family income.
10. Communicates with the community and society regularly and transparently and publishes reports on the performance of social responsibility for all stakeholders.

Internship Support Program

The Company is committed to developing the community and society through continuous participation in projects that promote social responsibility. One of the important projects the company supports is the internship program, which provides opportunities for students from all universities to learn and experience actual work in a business environment. The company believes that the experience gained will be an important foundation for deciding on the right career path and inspiring them to grow in their desired career.

This internship program not only helps to enhance the knowledge and professional skills of students but also creates a strong and sustainable educational network and provides the company with an opportunity to select potential personnel, which is beneficial for both the organization and the students themselves. This collaboration helps strengthen the relationship between the business sector and the education sector, builds trust within the community, and contributes to the genuine development of society.

The project also promotes knowledge exchange, creates cooperation at the community level, and strengthens good relationships in society. The company believes that investing in new-generation personnel will be an important foundation for sustainable development and benefit all parties in the long term.

Number of interns		
2024	2023	2022
10 people	6 people	1 person



Organizing Activities that Benefit the Community and Society in 2024 ⁽⁴¹³⁻¹⁾

Elderly Well-being Development Project



The Company has organized the “Elderly Well-Being Development Project” at the Wattana Niwas Foundation, a nursing home in Samut Prakan Province, to create happiness and improve the quality of life for the elderly living in this nursing home, many individuals face challenges in their daily lives and lack external support or care. This project focuses on helping to develop the quality of life and mental health of the elderly through activities that promote warmth and happiness, including providing lunch, providing necessities such as new appliances and clothing, and various recreational activities that help create a sense of well-being and make the elderly feel loved and valued in society.

In addition, the employee also had a chance to talk and exchange stories with the elderly to create smiles and laughter for everyone in the shelter to feel that they are still involved in society even in the final stages of their lives. This “Elderly Well-Being Development Project” is an example of the company’s commitment to help improve the quality of life of the elderly in society and create awareness of the importance of participating in community development so that Thai society is a compassionate and sustainable society.

By supporting these beneficial activities, the company not only focuses on business growth but also remains committed to giving back to society by creating value and promoting community development in all aspects.



"An Opportunity for Thammasat University Students to Explore Modern Human Resource Management"



The company organized a project to provide students from Thammasat University with an opportunity to visit and learn about modern human resource management, aiming to enhance students' knowledge and skills in personnel management and the use of technology to increase work efficiency in the digital age. This activity provided students with an opportunity to gain real-world experience working in HR and understand the important role of human resources in organizations, which is not only related to personnel management, but also includes the development of organizational culture and the use of technology to enhance work efficiency. Senior executives with expertise and experience in human resource management gave lectures and shared their knowledge with students, especially in the application of technology to personnel management and adaptation to changes in technology and employee behavior, which are important factors in organizational management in the current era.

This activity not only allows students to learn relevant theories, but also inspires and provides new perspectives on working in HR and connects the knowledge gained with real-world business practices, as well as helping students understand the important role of HR



that not only affects organizational development but also affects the future development of society.

This project reflects the company's commitment to support education and future human resource development by providing students with the opportunity to learn essential skills and prepare them for growth in the labor market, in line with the company's vision of creating a sustainable and development-friendly society, both in terms of education and personal growth.

“Blood Donation” Project



The company has organized the “Blood Donation” project, a social activity that invites employees to donate blood to the Thai Red Cross Society continuously every year. The objective is to support the provision of blood reserves for patients who need blood for medical treatment and help alleviate the problem of blood shortages in the blood banks of hospitals nationwide.

This activity gives employees an opportunity to show their kindness and participation in helping fellow human beings who are facing a health crisis. Every drop of blood donated can save many lives. It also promotes public consciousness and creates pride for all participants.

- In 2022, the company organized blood donation activities 3 times: March 9, June 15, and September 21, receiving a total blood of 16,100 CC.
- In 2023, the activity was held on April 25, receiving a total blood of 8,800 CC.



- In 2024, the blood donation activity was held on July 8, receiving blood of 8,800 CC, and the next donation was scheduled on October 9, receiving a total blood of 13,200 CC.

In addition to being an activity that saves lives of patients, the “Blood Donation” project also helps promote the health of donors themselves. Since regular blood donation can stimulate the body to create new blood cells, making the circulatory system operate better. It also allows employees to receive a basic health check before donating.

The company is committed to continuously organizing this activity to be a part of creating a strong and supportive society, and to instill a culture of giving and volunteerism in the organization. As a consequence, helping society would become one of the core values upheld and promoted by the company in the future.

Results ⁽³⁻³⁾

The Company has established a process for receiving complaints from the community through various channel including websites, email, and postal mail, in order to provide the community with an opportunity to express their opinions or complaints conveniently and immediately. The Company set up a committee responsible for collecting complaints, listening to opinions and analyzing the data in detail. The complaints received then are forwarded to the relevant departments for effective resolutions. The committee held a meeting to review and follow up on the results of the operation annually to ensure that all complaints are considered and resolved appropriately.

Overview of Community Relations Management/ Policy	Unit	2024	2023	2022
Target Score Level	%	100	100	100
Image score for social responsibility	%	100	100	100
Complaints from surrounding communities	time	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 2024 to 31 December 2024).				
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	12-18		
	2-2 Entities included in the organization's sustainability reporting	6		
	2-3 Reporting period, frequency and contact point	11		
	2-4 Restatements of information	7-10		
	2-5 External assurance	11		
	2-6 Activities, value chain and other business relationships	19		
	2-7 Employees	131		
	2-8 Workers who are not employees	-		Information unavailable: Workers who are not employees
	2-9 Governance structure and composition	28-29		
	2-10 Nomination and selection of the highest governance body	28-29		
	2-11 Chair of the highest governance body	28-29		
	2-12 Role of the highest governance body in overseeing the management of impacts	5, 7		
	2-13 Delegation of responsibility for managing impacts	5		
	2-14 Role of the highest governance body in sustainability reporting	5, 7, 28		
	2-15 Conflicts of interest	33-34		
	2-16 Communication of critical concerns	-		Information unavailable: Communication of critical concerns
	2-17 Collective knowledge of the highest governance body	30		
	2-18 Evaluation of the performance of the highest governance body	30-31		
	2-19 Remuneration policies	32-33		
	2-20 Process to determine remuneration	32-33		



GRI Standard	Disclosure	Location	SDGs	Omission
	2-21 Annual total compensation ratio	-		Information unavailable: Annual total compensation ratio
	2-22 Statement on sustainable development strategy	3-4		
	2-23 Policy commitments	5, 28, 40-42		
	2-24 Embedding policy commitments	5		
	2-25 Processes to remediate negative impacts	38-61		
	2-26 Mechanisms for seeking advice and raising concerns	38-61		
	2-27 Compliance with laws and regulations	35-37		
	2-28 Membership associations	24-25		
	2-29 Approach to stakeholder engagement	20-22		
	2-30 Collective bargaining agreements	-		Information unavailable: Collective bargaining agreements
Material topics				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	6-7		
	3-2 List of material topics	7-10		
Economic performance				
GRI 3: Material Topics 2021	3-3 Management of material topics	61-66		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	66	Goal	
	201-2 Financial implications and other risks and opportunities due to climate change	-	8	Information unavailable: Financial implications and other risks and opportunities due to climate change
	201-3 Defined benefit plan obligations and other retirement plans	66		
	201-4 Financial assistance received from government	66		
Anti-corruption				
GRI 3: Material Topics 2021	3-3 Management of material topics	89-91		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	89-90	Goal	
	205-2 Communication and training about anti-corruption policies and procedures	90	16	



GRI Standard	Disclosure	Location	SDGs	Omission
	205-3 Confirmed incidents of corruption and actions taken	90		
Energy management				
GRI 3: Material Topics 2021	3-3 Management of material topics	104-106		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	105	Goal	
	302-2 Energy consumption outside of the organization	-	7	Information unavailable: Energy consumption outside of the organization
	302-3 Energy intensity	105		
	302-4 Reduction of energy consumption	-		Information unavailable: Reduction of energy consumption
	302-5 Reductions in energy requirements of products and services	-		Information unavailable: Reductions in energy requirements of products and services
Climate change				
GRI 3: Material Topics 2021	3-3 Management of material topics	101-103		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	102	Goal	
	305-2 Energy indirect (Scope 2) GHG emissions	102	13	
	305-3 Other indirect (Scope 3) GHG emissions	102		
	305-4 GHG emissions intensity	102		
	305-5 Reduction of GHG emissions	103		
	305-6 Emissions of ozone-depleting substances (ODS)	-		Information unavailable: Emissions of ozone-depleting substances (ODS)
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-		Information unavailable: Nitrogen oxides (NOx), sulfur oxides (SOx), and other



GRI Standard	Disclosure	Location	SDGs	Omission
				significant air emissions
Garbage and waste management				
GRI 3: Material Topics 2021	3-3 Management of material topics	95-100		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	95-96	Goal 12	
	306-2 Management of significant waste-related impacts	95-96		
	306-3 Waste generated	96		
	306-4 Waste diverted from disposal	96		
	306-5 Waste directed to disposal	-		Information unavailable: Waste directed to disposal
Guidelines for Procurement and Supplier Assessment based on Environmental and Social Criteria				
GRI 3: Material Topics 2021	3-3 Management of material topics	147-153		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	152	Goal 5, Goal 8,	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	153	Goal 16,	
	308-2 Negative environmental impacts in the supply chain and actions taken	153	Goal 8	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	153		
	414-2 Negative social impacts in the supply chain and actions taken	-		Information unavailable: Negative social impacts in the supply chain and actions taken
Human Resource Development				
GRI 3: Material Topics 2021	3-3 Management of material topics	123-138		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	131-132	Goal 3,	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	124-130	Goal 4,	
	401-3 Parental leave	133-134-	Goal	
	404-1 Average hours of training per year per employee	138		



GRI Standard	Disclosure	Location	SDGs	Omission
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	-	5, Goal 8	Information unavailable: Programs for upgrading employee skills and transition assistance programs
	404-3 Percentage of employees receiving regular performance and career development reviews	137-138		
Occupational health, safety, and work environment				
GRI 3: Material Topics 2021	3-3 Management of material topics	139-146		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	139-140	Goal 3	
	403-2 Hazard identification, risk assessment, and incident investigation	140-141		
	403-3 Occupational health services	141-143		
	403-4 Worker participation, consultation, and communication on occupational health and safety	140-141		
	403-5 Worker training on occupational health and safety	143-144		
	403-6 Promotion of worker health	141-143		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	139-141		
	403-8 Workers covered by an occupational health and safety management system	144-146		
	403-9 Work-related injuries	144-146		
	403-10 Work-related ill health	144-146		
Non-Discrimination				
GRI 3: Material Topics 2021	3-3 Management of material topics	115-118		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	131-132	Goal 5, Goal 10	Information unavailable: Ratio of basic salary and remuneration of women to men
	405-2 Ratio of basic salary and remuneration of women to men	-		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	117-118		



GRI Standard	Disclosure	Location	SDGs	Omission
Community Engagement and Development				
GRI 3: Material Topics 2021	3-3 Management of material topics	160-166		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	163-166	Goal 8,	
	413-2 Operations with significant actual and potential negative impacts on local communities	161-162	Goal 11	
Safety of products and services to customers				
GRI 3: Material Topics 2021	3-3 Management of material topics	154-156		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	156	Goal 3,	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	156	Goal 9	
Marketing and labeling of products and services				
GRI 3: Material Topics 2021	3-3 Management of material topics	157-159		
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	-	Goal 12	Information unavailable: Requirements for product and service information and labeling
	417-2 Incidents of non-compliance concerning product and service information and labeling	159		
	417-3 Incidents of non-compliance concerning marketing communications	159		
Cyber security and customer privacy				
GRI 3: Material Topics 2021	3-3 Management of material topics	119-122		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	121-122	Goal 16	
Business Innovation for Society and the Environment				
GRI 3: Material Topics 2021	3-3 Management of material topics	67-88	Goal 9	



Opinion survey on sustainability reports Year 2024

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

1. Basic information

- Gender Male Female
- Age Under 25 years 25 - 40 years 41 – 60 years more than 60 years
- Relationship with HUMAN
- Personnel of HUMAN Customers
- Suppliers/ Contractors Community
- Shareholders Creditors (Financial Institutions)
- Business partners Other (specify)

2. From which channel did you receive Sustainability Report for the year 2024?

- HUMAN website Seminar/ Exhibition
- Delivered by HUMAN 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 that the issues that are important to HUMAN's sustainability are completely addressed in the report?

- Complete
- Incomplete (please specify the topics you think should be added to the report)
-

5. Level of satisfaction with Sustainability Report for the year 2024

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

6. Additional suggestions for the development of the sustainability report in the next year

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