

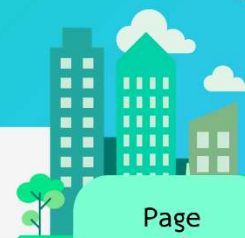
SPVI

SUSTAINABILITY REPORT 2025

S P V I Public Company Limited
Digital Experience and Solution for All Generation



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Message from CEO



A handwritten signature in black ink, consisting of several overlapping loops and lines.

(Mr. Trisorn Volyarngosol)
Managing Director
S P V I Public Company Limited

In today's rapidly changing world, businesses are facing increasing challenges arising from climate change, economic volatility, geopolitical uncertainty, and technological transformation. These factors continue to reshape business operations and stakeholder expectations. As a distributor of technology products and provider of technology solutions, SPVI Public Company Limited recognizes the importance of adapting to these evolving trends and remains committed to continuously integrating business development, technology, and service excellence with sustainable business practices.

The Company focuses on sourcing products and services that align with customer needs while emphasizing product quality, customer service, and accessibility through multiple distribution channels. At the same time, the Company continues to strengthen cost management and operational efficiency to support business growth in a rapidly changing environment. The Company believes that continuous adaptation and responsible business practices that take stakeholder interests into consideration are key drivers for long-term sustainable growth.

On behalf of the Company, we would like to express our sincere appreciation to our shareholders, customers, business partners, employees, and all stakeholders for their continued trust and support. The Company remains committed to continuously improving its operations and strengthening its business foundation to achieve stable and sustainable growth in the future.

Basis of Reporting

This Sustainability Report presents the Company’s economic, social, and environmental performance, as well as its sustainability management approach. The report has been prepared to provide stakeholders with transparent and comprehensive information regarding the Company’s commitment to responsible business practices and long-term value creation.

This report has been prepared with reference to the Global Reporting Initiative (GRI Standards), focusing on topics that are material to the Company’s business operations and stakeholders. The disclosures reflect the Company’s significant impacts, as well as the related risks and opportunities associated with its operations.

The reporting scope covers the Company’s economic, social, and environmental performance for the period from 1 January to 31 December 2025. Information has been collected from relevant departments to ensure the accuracy, consistency, and reliability of the data disclosed.

The Company remains committed to continuously improving its sustainability disclosures to enhance reporting quality, transparency, and stakeholder confidence.

Sustainability Topics Reported	Reporting Boundary		Relevant Stakeholders				
	HO	Branch	Employees	Suppliers	Customers	Shareholders	Communities and Society
Environmentally Friendly Products & Services	●	●	●	●	●	●	●
Energy Efficiency	●		●	●	●		●
Water Resource Management	●		●	●			●
Waste and Material Management	●	●	●	●	●		●
Climate Change	●	●	●	●			●
Human Rights	●	●	●	●	●	●	●
Human Capital Management	●	●	●				
Employee Development	●	●	●		●		
Occupational Health and Safety	●	●	●	●	●		●
Access to Products and Services	●	●	●	●	●		●
Community and Social Responsibility	●	●	●	●	●		●
Good Corporate Governance	●	●	●	●	●	●	●
Risk Management	●	●	●	●	●	●	●
Supply Chain Management	●	●	●	●	●	●	●
Cybersecurity and Information Security	●	●	●	●	●	●	●
Innovation Development	●	●	●		●		●

Vision

To be leader in digital solutions provider that creates superior digital experience for all generations.

Mission

- Committed to be a social contributor in educational development by encouraging teachers and students to utilize technology in data analysis, idea creation, planning, researching, problem solving, co-working and presentation to enter in Lifelong Learning.
- Committed to create best experience in technology for everyday lifestyle for all ages.
- Committed to develop our team and cultivating a positive working attitude in order to professionally serve our customers. We also place an emphasis on building our knowledge to keep pace with today's rapid technological advancements so as to achieve the best possible results.
- Committed to offering the best service and providing innovative technology that caters for a modern, creative and digital lifestyle.

Core Values

S

Service Excellence

Providing the best service to accommodate our customers' digital lifestyles.

P

People

Continuing to develop and care for our team in order to move forward together.

V

Value

Ensuring our customers, staffs, and stakeholders receive the value they deserve.

I

Integrity

Managing business with honesty and adhere to virtue.

Business Overview

- S P V I Public Company Limited primarily operates as an authorized distributor of Apple products, including Mac computers (iMac, MacBook Pro, and MacBook Air), iOS devices (iPad and iPhone), and a wide range of related accessories. The Company also distributes products from other brands that are compatible with Apple devices, such as portable storage devices, printing and graphic products, as well as peripherals for iOS devices, including speakers, headphones, protective cases, and screen protectors. Through its comprehensive product portfolio, the Company is committed to meeting the diverse needs of its customers and providing integrated solutions for retail consumers.

mobi
by SPVI

- **Mobi Online** is an online platform offering a wide range of accessories for Apple products and smartphones, featuring leading international brands and innovative gadgets, supported by nationwide delivery services.

Sales and Service Channels

iStudio
by SPVI

- **iStudio by SPVI** is an Apple Premium Reseller authorized by Apple. The stores regularly host workshops and product demonstrations, allowing customers to experience Apple products and accessories firsthand. These activities help customers understand product features, explore how they fit their lifestyles, and make informed purchasing decisions.

U-Store
by SPVI

- **U-Store by SPVI** is an Apple Campus Store Reseller located within universities. The stores offer Apple products at education pricing for students, faculty members, and educational institution staff.

iCenter

- **iCenter** is an Authorized Apple Service Provider, offering repair and support services in accordance with Apple's standards. Certified Apple technicians are available at every service center to provide professional assistance, consultation, and customer support.

AIS

- The Company operates AIS and AIS Telewiz stores, offering iPhones, various smartphone brands, and related services, together with promotional campaigns in line with AIS standards.

- **Mobi by SPVI** is a compact retail store offering Apple products, smartphones from leading brands such as Samsung, OPPO, and Huawei, together with accessories that support customers' lifestyles.

iStudio

U-Store

iCenter

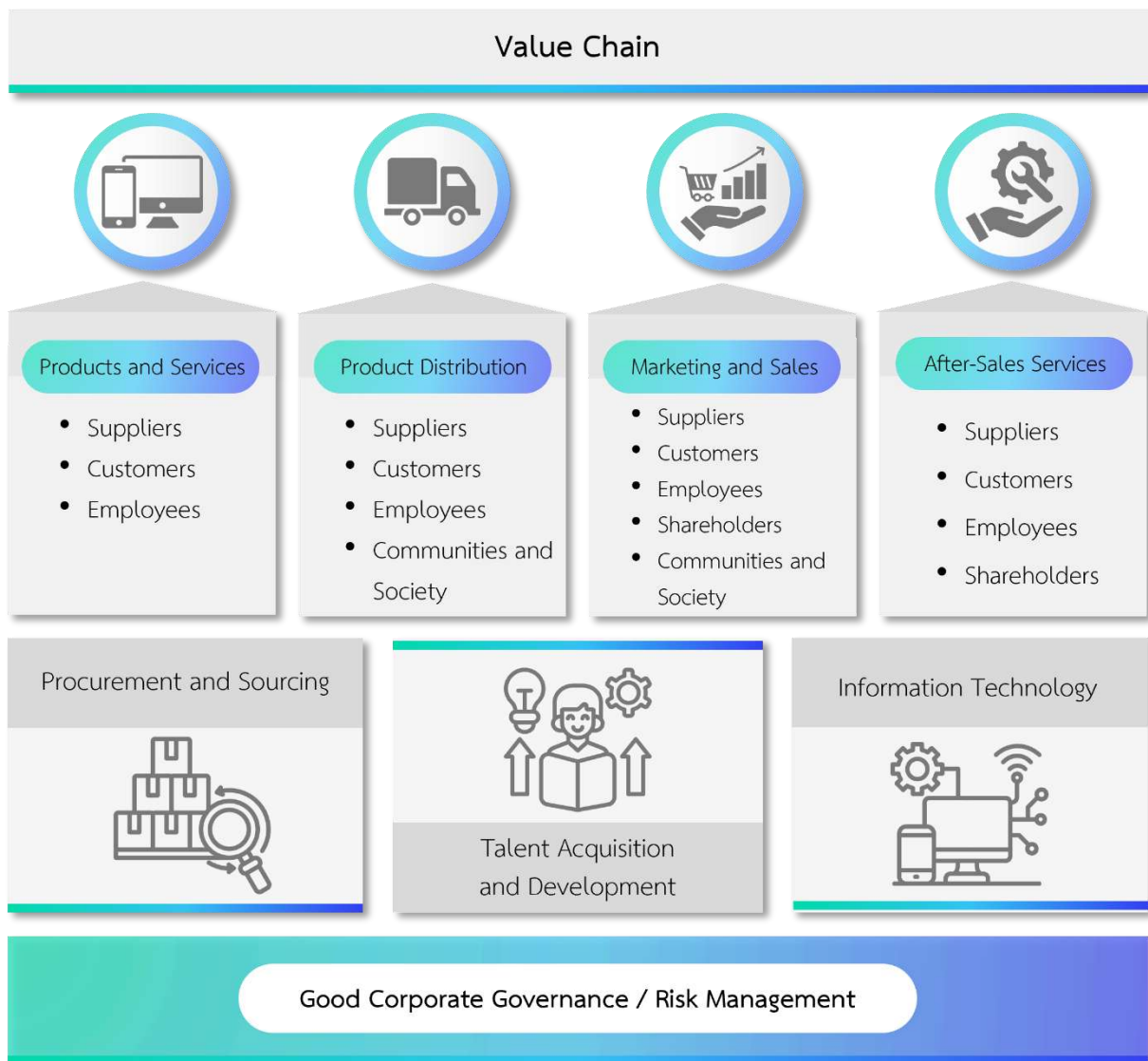
AIS

mobi
by SPVI

Value Chain

The Company places importance on value creation throughout its business value chain, from product selection and internal management to customer services, as well as collaboration with suppliers and other relevant stakeholders. This approach ensures efficient, transparent, and responsible operations while addressing the expectations of stakeholders across all sectors.

The Company’s business operations can be categorized into four key activities, each involving engagement with different stakeholder groups, as illustrated below.



Sustainability Management Policy and Targets

SPVI is committed to achieving sustainable growth by integrating business development, technology, and services with social and environmental responsibility. The Company creates long-term value for customers, employees, communities, and all stakeholders through good corporate governance, clear strategic direction, and stakeholder engagement. Sustainability management is aligned with international standards and the United Nations Sustainable Development Goals (SDGs) to strengthen long-term business resilience and stakeholder confidence.

Environmental Dimension

The Company is committed to minimizing environmental impacts and promoting sustainable business practices through compliance with environmental laws and standards. Environmental awareness is fostered among employees through training, communication, and engagement activities. The Company promotes environmentally friendly products and services, encourages responsible environmental practices throughout its supply chain, and supports the efficient use of resources through waste segregation, energy conservation, water conservation, and responsible resource utilization.

Social Dimension

The Company conducts its business in accordance with human rights principles, equality, diversity, and non-discrimination. A safe and supportive working environment is maintained to enhance employee well-being and performance. The Company continuously invests in employee development through training, learning opportunities, and career advancement programs. It also supports social development and greater access to technology while encouraging stakeholder participation to create shared value and sustainable outcomes for employees, communities, and society.

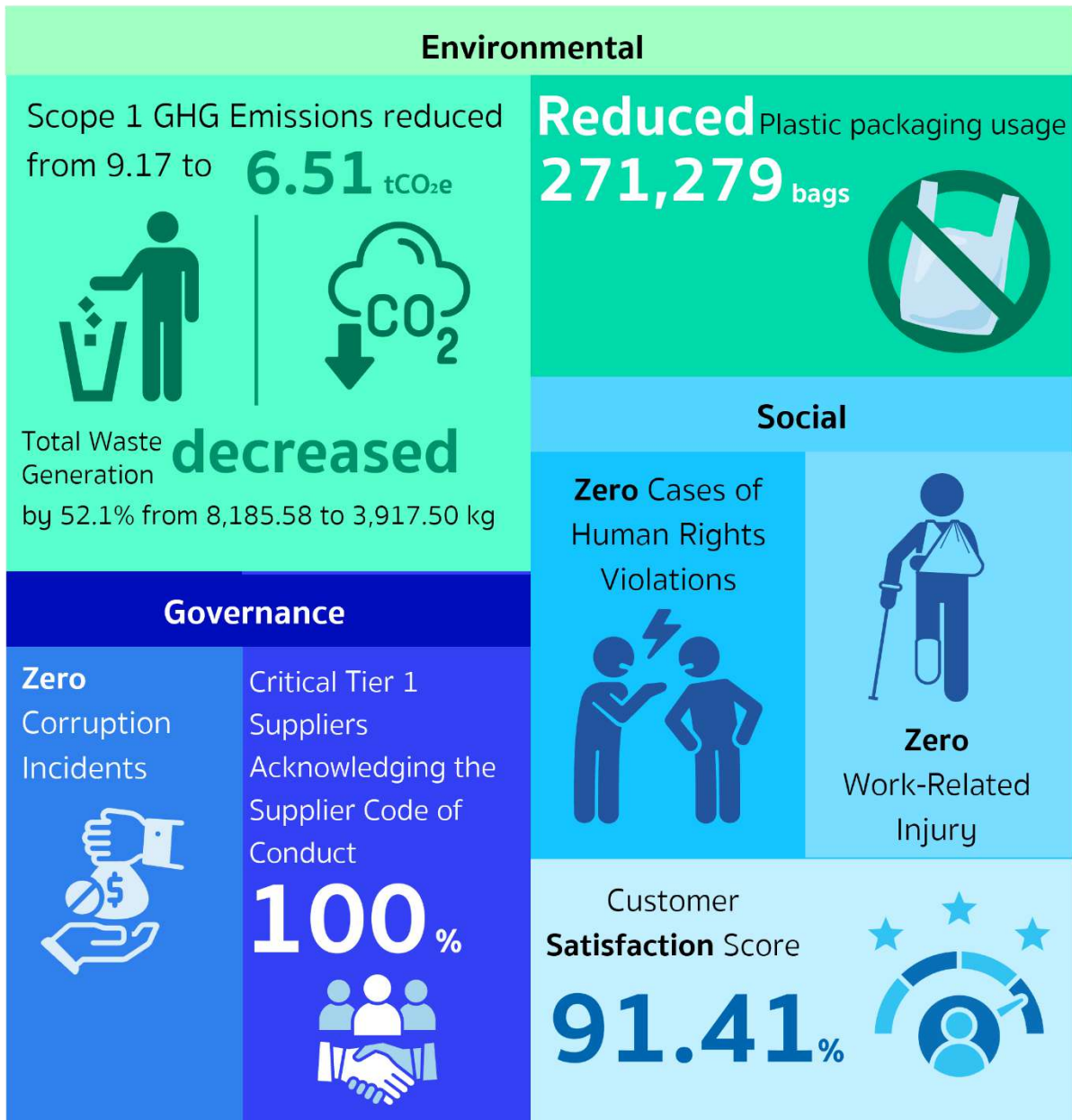
Economic and Governance Dimension

The Company operates under the principles of good corporate governance, balancing economic, social, and environmental considerations while addressing stakeholder expectations. The Board of Directors oversees business operations to ensure integrity, transparency, accountability, and compliance with applicable laws and regulations. The Company upholds business ethics and anti-corruption principles, manages risks effectively, and safeguards critical information relating to the Company, customers, and business partners. Continuous improvement of products and services, together with transparent and customer-focused practices, supports long-term business sustainability and stakeholder trust.



Digital Experience
and Solution
for All Generation

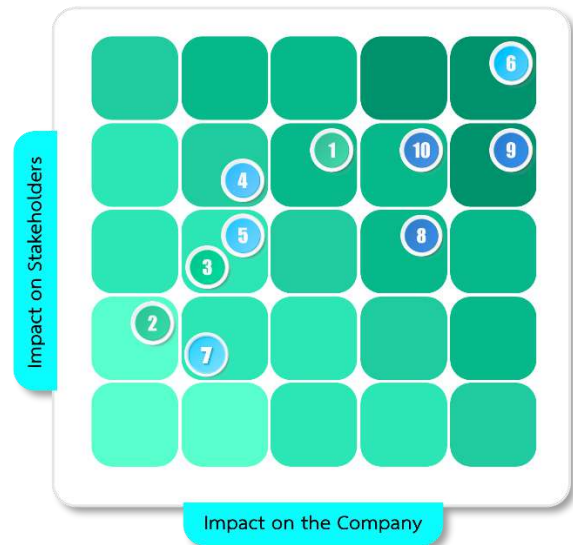
Performance Highlights



Materiality Assessment

The Company conducted a materiality assessment to identify environmental, social, and governance (ESG) topics that are significant to its business operations and stakeholders. The assessment considered stakeholder expectations and feedback alongside the Company’s business context. Identified topics were subsequently analyzed and prioritized to support the development of the Company’s sustainability strategy and management approach. The Company’s material sustainability topics are summarized as follows.

- 1 Provision of quality products and services
- 2 Energy management
- 3 Waste management
- 4 Employee health and safety
- 5 Employee capability development
- 6 Access to products and services
- 7 Community and social development
- 8 Strong and stable operating performance
- 9 Service excellence and customer experience enhancement
- 10 Customer expectations and satisfaction



Materiality Assessment

The Company identifies key sustainability topics by considering its operational context and stakeholder expectations, as well as related business activities, changes in consumer behavior, and market competition. These topics cover environmental, social, and economic dimensions.

Prioritization of Material Topics

The Company screens and prioritizes sustainability topics based on their impact on both the Company and its stakeholders in order to develop a materiality matrix.

Review and Continuous Improvement

Sustainability topics are screened and prioritized based on their impacts on stakeholders across economic, social, and environmental dimensions. The results are presented to senior management for review to ensure the completeness and accuracy of material topics. The Company also regularly monitors and reviews the sustainability assessment process.

Stakeholder Engagement

The Company recognizes the importance of stakeholder engagement throughout its business value chain. As the Company's operations involve various internal and external stakeholder groups that may influence or be affected by its business activities, stakeholder considerations are integrated into the Company's sustainability management approach.

The Company identifies and engages with stakeholders across each stage of its value chain, from product procurement and business operations to the sale of products and services and after-sales support. This enables the Company to effectively manage economic, environmental, social, and governance-related issues, align its operations with stakeholder expectations, and support the sustainable growth of the organization.



Stakeholder Interests and Concerns

Stakeholders	Stakeholder expectations	Responses to stakeholder expectations	Channels for engagement and communication
Employees 	<ul style="list-style-type: none"> • Treat employees based on human rights principles • Provide appropriate and fair compensation and other benefits • Adhere to labor ethics • Safety of life and property • Knowledge development • Career advancement opportunities 	<ul style="list-style-type: none"> • Manage appropriate and fair compensation and benefits • Treat all employees equally and respect fundamental human rights • Provide opportunities and career advancement • Organize training and promote employee potential development • Provide a work environment that prioritizes occupational safety 	<ul style="list-style-type: none"> • Online communication • Internal meeting • Complaint reception • Employee engagement Survey • Training / Seminar • New employee orientation • Performance evaluation
Shareholders 	<ul style="list-style-type: none"> • Good operating performance and worthwhile return on investment • Good corporate governance • Data transparency • Timely and accurate disclosure of information • Protection of rights and equality 	<ul style="list-style-type: none"> • Review the company's strategies and goals to generate sustainable returns • Invite shareholders to attend the Annual General Meeting and encourage them to submit questions and express opinions during the meeting • Disclose company information transparently and promptly through the Stock Exchange of Thailand and other channels, including the company's website • Provide opportunities for shareholders to submit comments and complaints directly to the company 	<ul style="list-style-type: none"> • Press release • Online communication • Annual general meeting (AGM) • Annual Report • Investor relations contact Tel: 02 559 2901-10 Email: ir@spvi.co.th
Customers 	<ul style="list-style-type: none"> • Quality of products and services both before and after sales • Appropriate pricing of products and services • Accurate information on product features and sales promotion activities received 	<ul style="list-style-type: none"> • Train employees to have effective knowledge of products and services • Provide demo products for customers to try before making a purchase decision • Organize educational activities and product usage techniques both at branches 	<ul style="list-style-type: none"> • Satisfaction survey • Customer interaction during service delivery • Customer training and knowledge enhancement programs (in-store and online)
Suppliers 	<ul style="list-style-type: none"> • Fair business practices • Anti-bribery and corruption • Compliance with trade terms • Fair treatment of business partners • Timely debt repayment 	<ul style="list-style-type: none"> • Share knowledge and continuously improve to develop products and services • Comply with trade terms and conditions • Engage in free and fair trade competition • Prioritize production standards • Operate ethically 	<ul style="list-style-type: none"> • External meeting • Meetings, discussions, and the execution of memorandums of understanding • Exchange of views and provision of recommendations for improvement and development • Communication of the supplier code of conduct and acknowledgement by business partners
Community 	<ul style="list-style-type: none"> • Promote and support social activities beneficial to the community and society • Employment 	<ul style="list-style-type: none"> • Employ local labor in provinces with branch stores • Promote and support activities related to society and community 	<ul style="list-style-type: none"> • Community engagement through employment • School and university activities • The company's retail stores located at universities

Sustainability Strategy and Targets



Creating technology experiences to support lifelong learning for all ages

The Company promotes the use of technology to enhance quality learning opportunities for people of all age groups. It supports lifelong learning both inside and outside the classroom through accessible and practical solutions applicable to everyday life. The Company aims to support no fewer than 10 educational initiatives and to organize product demonstration activities at its stores at least 30 times per week.



Developing people, creating quality jobs, and driving growth

The Company is committed to enhancing employee capabilities and fostering a strong organizational culture to elevate service quality. It promotes continuous learning and the development of essential skills to keep pace with innovation and improve operational efficiency. The Company aims to conduct monthly knowledge update sessions for head office employees and to ensure that more than 90% of branch employees possess service-related skills and product advisory knowledge to appropriately recommend and demonstrate product usage.



Driving organizational development through innovation to enhance efficiency and competitiveness

The Company leverages technology and innovation to improve work systems, customer service, and internal management processes. These efforts aim to optimize resource utilization, enhance service quality, and strengthen the Company's overall competitiveness.



Optimizing resource utilization and reducing waste toward responsible business operations

The Company encourages all employees to use resources efficiently and to comply with proper waste and electronic waste management practices. It also promotes awareness of responsible resource consumption and environmentally responsible operations to minimize environmental impact and support long-term business sustainability.



Enhancing energy efficiency to mitigate climate impact

The Company recognizes the importance of managing climate change impacts and emphasizes efficient energy and resource utilization, the reduction of greenhouse gas emissions from its operations, and the promotion of environmentally friendly behaviors within the organization





ENVIRONMENTAL

The Company recognizes the environmental impacts associated with the consumption of resources in its business operations, including electricity, water, and consumable materials, as well as waste generated from operational activities. Without proper management, these impacts may adversely affect the environment.

The Company is therefore committed to the efficient use of resources and responsible waste management by promoting resource efficiency and minimizing environmental impacts arising from its operations. Resource consumption is continuously monitored and evaluated to improve operational performance. In addition, the Company encourages employee participation in the responsible and efficient use of resources, supporting environmentally responsible operations and the sustainable development of the organization.

Environmental Policy

The Company has established an Environmental Policy to serve as a framework for conducting business in line with sustainable development principles. The policy aims to minimize environmental impacts arising from business activities while promoting the efficient use of resources and strengthening stakeholder confidence.

The Company strictly complies with applicable environmental laws, regulations, standards, and requirements, and continuously monitors and improves its practices to align with evolving environmental expectations and regulatory developments.

In addition, the Company promotes environmental awareness among employees at all levels through training, communication, and internal engagement activities. The Company also supports environmental initiatives within local communities and places importance on selecting products, services, and suppliers that demonstrate responsible environmental practices. Furthermore, the Company encourages the reduction of environmental impacts throughout its supply chain and promotes employee participation in the efficient use of energy, water, and other resources, as well as waste segregation and waste reduction initiatives.



Environmentally Friendly Products & Services

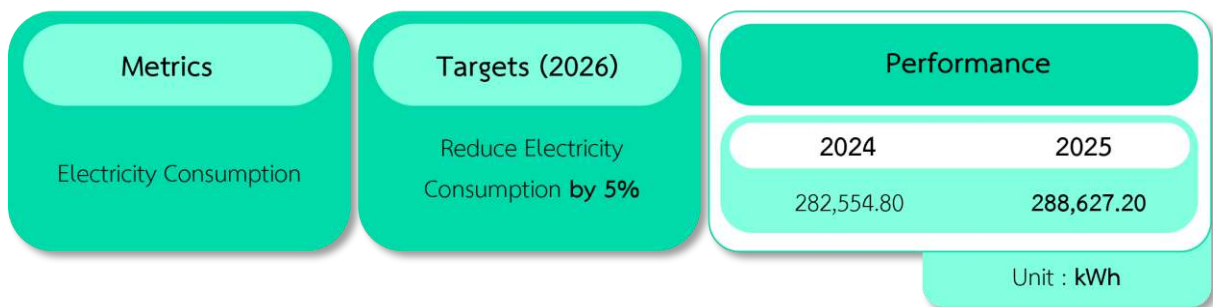
The Company recognizes the importance of offering products and services that take environmental impacts into consideration. As a distributor and service provider, the Company is committed to selecting products from manufacturers that incorporate environmental considerations into product development and environmental management practices. This enables customers to choose products that meet their needs while supporting environmental sustainability.

The Company also plays an important role in delivering products and services efficiently throughout the customer journey, from sales and product information provision to after-sales services. By promoting the appropriate use of products and maximizing their benefits, the Company helps extend product lifecycles, reduce premature replacement of devices, and contribute to more efficient resource utilization.



Energy Efficiency

The Company manages energy consumption across its operations, recognizing that energy is a key resource supporting both service delivery and business activities. Continuous energy use may result in environmental impacts if not properly managed. The Company therefore monitors and controls energy consumption to promote efficient energy use and resource conservation. Efforts include encouraging employee participation, conducting regular maintenance, and improving the efficiency of equipment and related systems. These initiatives help enhance energy performance, reduce operating costs, and minimize long-term environmental impacts.



Management Approach

Promoting Energy-Efficient Behavior

The Company promotes energy-efficient behavior by encouraging employees to reduce energy consumption in the workplace, such as turning off electrical appliances and office equipment when not in use and setting air-conditioning temperatures appropriately. The Company also supports the use of energy-efficient appliances and office equipment with recognized energy-saving and environmental labels to improve energy efficiency and reduce unnecessary resource consumption.

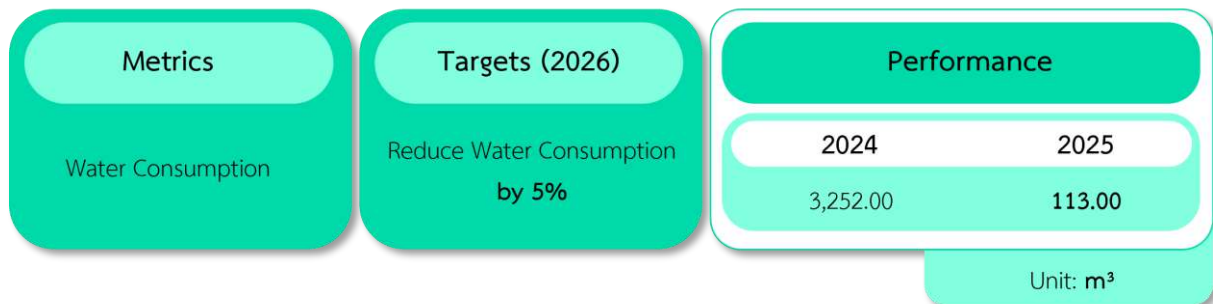
Inspection and Maintenance of Electrical Systems

The Company regularly inspects and maintains electrical systems and related equipment to ensure efficient operation and optimal performance. This helps prevent energy losses resulting from damaged, deteriorated, or improperly used equipment. The Company also continuously monitors equipment conditions to enable timely maintenance and improvements, helping extend equipment lifespan, reduce unnecessary energy consumption, and support energy efficiency. In addition, employees are encouraged to report any equipment abnormalities to facilitate prompt corrective actions.



Water Resource Management

The Company adopts a systematic approach to water management by continuously monitoring and controlling water consumption in line with its business operations. The Company promotes efficient water use and encourages employee participation while regularly inspecting and maintaining water-related systems and equipment to ensure proper functionality. These efforts help reduce water loss, improve resource efficiency, and minimize environmental impacts.



Management Approach

Water System and Equipment Management

The Company operates in buildings equipped with efficient water management systems to support responsible water use. Water reuse systems are implemented for toilet flushing, helping reduce overall potable water consumption and improve water resource efficiency. In addition, water-saving devices, such as sensor-operated faucets, are installed to minimize unnecessary water use and promote efficient consumption. These measures support effective water resource management and align water usage with actual operational needs within the organization.

Promoting Efficient Water Use

The Company encourages employees to use water responsibly and efficiently in their daily activities by raising awareness of proper water consumption practices. In addition, the Company regularly monitors, inspects, and maintains water systems and related equipment to ensure efficient operation, reduce water loss and leakage, and support effective water resource management.



Waste and Material Management

The Company's operations generate certain types of waste and surplus materials, including electronic waste associated with its business activities. Improper waste management may result in environmental impacts related to resource consumption and disposal. Therefore, the Company emphasizes efficient resource utilization, waste segregation at source, and proper waste handling based on waste categories. The Company also continuously monitors waste management practices and promotes employee awareness and participation to support environmentally responsible business operations.



Management Approach

Waste Segregation

The Company applies the 3Rs principles (Reduce, Reuse, and Recycle) by implementing systematic waste segregation at source throughout the organization. Employees are encouraged to participate in proper waste segregation through ongoing communication and awareness campaigns. Waste is categorized into general waste, recyclable waste, and hazardous waste to ensure appropriate handling and disposal. The Company also promotes workplace practices that help minimize organic and food waste generation. These efforts reduce waste contamination, improve resource recovery, and enhance the effectiveness of waste management while encouraging employee participation in environmental stewardship.



Trade-In Program

The Company operates a Trade-In Program, allowing customers to participate in reducing electronic waste by returning unused devices for proper management and disposal. This initiative helps mitigate environmental and health risks associated with improper e-waste disposal and supports the recovery of valuable resources through recycling. Collected devices are transferred to qualified partners for appropriate processing, helping reduce waste sent for final disposal and promote resource efficiency. The program also encourages customer participation in responsible waste management and reflects the Company's commitment to environmental responsibility throughout its value chain. In 2025, a total of 4,960 electronic devices were collected through the program.



“Old Calendars for a Cause” Program

The Company organizes the “Old Calendars for a Cause” Program to promote paper waste reduction and responsible resource utilization. Employees are encouraged to donate unused desk calendars, which are then delivered to organizations supporting visually impaired individuals for the production of Braille learning materials. The program helps reduce paper waste, encourages the reuse of valuable materials, and creates social benefits through responsible waste management. In 2025, the Company donated a total of 53 calendars, reflecting its commitment to responsible resource management while creating shared value for both society and the environment.



Reducing Plastic Bag Usage at Retail Stores

The Company has discontinued the use of plastic shopping bags at its retail stores and promotes the use of reusable fabric bags for customers. This initiative helps reduce plastic waste and its environmental impacts while encouraging more sustainable consumption practices. In 2025, the Company reduced plastic bag usage by 271,279 bags.

Climate Change

The Company recognizes the impacts of climate change, which may affect its business operations, supply chain, and long-term resource availability. The Company therefore places importance on greenhouse gas management by seeking to reduce emissions from its operations while improving energy and resource efficiency. In addition, the Company supports operational practices that help mitigate environmental impacts and contribute to sustainable business operations.

Climate Change Policy

The Company recognizes the importance of climate change management and considers the potential environmental, economic, and social impacts that may affect its long-term business operations. The Company integrates climate-related considerations into its business practices by seeking to reduce environmental impacts, improve energy and resource efficiency, and enhance preparedness for potential climate-related risks.

The Company complies with applicable laws and regulations, establishes measures to reduce greenhouse gas emissions, and assesses climate-related risks and opportunities to support business planning and operational improvements. In addition, the Company promotes climate awareness among employees and regularly reviews its performance to enhance effectiveness and support sustainable long-term growth.



The Company discloses climate change-related information and management approaches with reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). The disclosure covers the four core elements of governance, strategy, risk management, and metrics and targets. This approach supports the Company's preparedness for future sustainability-related financial disclosure requirements and aligns with internationally recognized climate disclosure frameworks.



Governance

The Company has established a climate change governance framework by defining the roles and responsibilities of relevant personnel to support the effective implementation, oversight, and monitoring of climate-related initiatives.

Board of Directors

Oversees the Company’s overall climate change management and reviews and approves relevant policies to ensure alignment with the Company’s strategic direction.

Managing Director

- Establishes climate-related strategies, targets, and implementation plans, and communicates policies across the organization.
- Oversees and monitors the performance of relevant functions to ensure the achievement of established objectives.
- Supports the allocation of necessary resources to facilitate the effective implementation of climate-related initiatives.

Sustainability Officer

- Drives the implementation of climate-related initiatives and activities across the organization.
- Collects relevant data and monitors and evaluates climate change performance.
- Develops climate-related measures and improvement initiatives to enhance organizational performance.
- Reports progress and performance outcomes to management to support decision-making and continuous improvement.

Governance Structure

Board of Directors

Managing Director

Sustainability Lead

Strategy

The Company has assessed climate-related risks and opportunities, covering both physical risks and transition risks, which may affect business operations, operating costs, and stakeholder expectations. These considerations are incorporated into the Company’s risk management and sustainability planning processes.

Climate-related risks and opportunities are categorized according to the applicable time horizons, including short-term (0–5 years), medium-term (5–10 years), and long-term (more than 10 years), as presented below.

Physical Risks

Risk Type	Risk Description	Time Horizon	Potential Impact	Risk Management Approach
Acute risk	Flood events during the rainy season may result in flooding at branch locations.	<ul style="list-style-type: none"> Short-term 	<ul style="list-style-type: none"> Disruption to branch operations, resulting in temporary business interruption. Damage to inventory and physical assets Impacts on employee commuting and access to stores, potentially affecting service delivery. Impacts on customer access to stores, which may temporarily reduce sales performance. 	<ul style="list-style-type: none"> Continuously monitor and assess weather conditions to anticipate risks and ensure early preparedness. Maintain insurance coverage to mitigate potential damages. Conduct post-event inspections of facilities and inventory to ensure readiness for the resumption of normal operations.

Transition Risk

Risk Type	Climate-related Risks and Opportunities		Time Horizon	Potential Impact	Risk Management Approach
	Risks	Opportunities			
Policy and Legal (Regulatory Changes and Requirements)	<ul style="list-style-type: none"> Increasingly stringent climate-related laws and regulations 	<ul style="list-style-type: none"> Development of ESG data systems to improve data management efficiency and disclosure readiness 	<ul style="list-style-type: none"> Medium - term 	<ul style="list-style-type: none"> Increased operating costs due to reporting and data collection requirements to comply with regulatory obligations 	<ul style="list-style-type: none"> Continuously monitor relevant laws, regulations, and standards. Assess impacts and develop data collection and management systems to support regulatory reporting compliance. Promote awareness and provide training to employees and relevant suppliers on data collection and reporting requirements to ensure accurate compliance.
Market (Shifts in Consumer Preferences Toward Environmentally Friendly Products)	<ul style="list-style-type: none"> Changing customer preferences toward sustainable products may reduce the competitiveness of certain products and services. 	<ul style="list-style-type: none"> Adapting products and services to meet evolving customer needs may create opportunities to access new customer segments and retain existing customers. 	<ul style="list-style-type: none"> Medium to long-term 	<ul style="list-style-type: none"> Potential impact on sales and market share if products and services do not meet evolving customer needs. 	<ul style="list-style-type: none"> Continuously monitor market trends and consumer behavior to adjust sales and service strategies. Adapt product selection and offerings, including selecting business partners with ESG-aligned practices, to meet evolving customer expectations.

Risk Type	Climate-related Risks and Opportunities		Time Horizon	Potential Impact	Risk Management Approach
	Risks	Opportunities			
Technology (Digital Systems and Environmental Data Management Systems)	<ul style="list-style-type: none"> High investment costs, limited employee readiness for new systems, and potential data collection and management errors. 	<ul style="list-style-type: none"> Adoption of technology to improve operational efficiency, reduce resource consumption, and support greenhouse gas emission reductions in operations. 	<ul style="list-style-type: none"> Medium to long-term 	<ul style="list-style-type: none"> Increased costs for investment and system development. Required changes to processes and data management to align with new technologies. 	<ul style="list-style-type: none"> Systematically plan and evaluate the cost-effectiveness of technology investments. Develop employee capabilities and readiness to support new system implementation.
Reputation (Stakeholder Expectations on Environmental and Sustainability Performance)	<ul style="list-style-type: none"> Increasing stakeholder expectations on environmental and sustainability performance 	<ul style="list-style-type: none"> Enhance stakeholder confidence and strengthen corporate reputation through transparent sustainability disclosure. 	<ul style="list-style-type: none"> Medium to long-term 	<ul style="list-style-type: none"> Impact on stakeholder confidence, corporate reputation, and business decisions. 	<ul style="list-style-type: none"> Establish clear environmental and sustainability goals and implementation guidelines. Disclose and communicate sustainability information transparently, continuously, and in accordance with relevant standards.

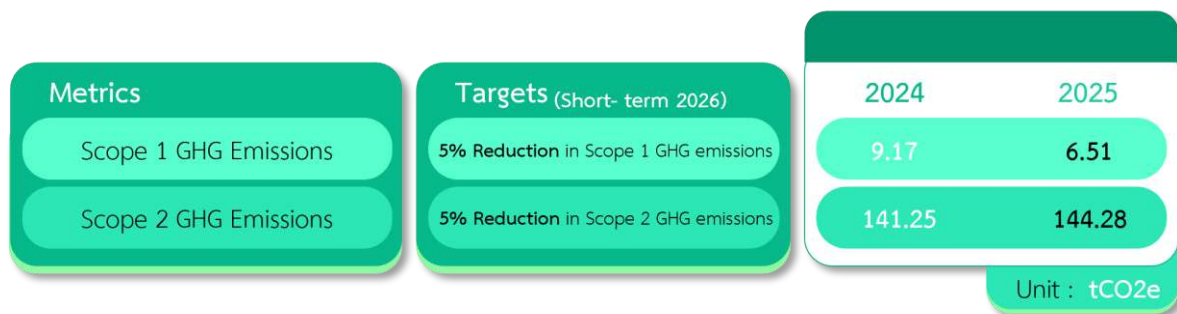
Risk Management

The Company manages climate-related risks by integrating both physical risks and transition risks into its enterprise risk management process, enabling systematic identification, assessment, and management of risks. The results of risk assessments are used to support operational planning and internal process improvement to enhance preparedness for future risks. The Company’s risk management approach is as follows:



Metrics and Targets

The Company establishes and monitors environmental and climate-related indicators to serve as tools for performance evaluation and to support climate risk management. These indicators cover resource consumption and greenhouse gas emissions associated with the Company’s operations. In addition, environmental targets are defined as a framework for ongoing monitoring and continuous performance improvement. The Company’s greenhouse gas emissions reporting covers emissions under its operational control, where Scope 1 refers to direct emissions from company-owned vehicles, and Scope 2 refers to indirect emissions from purchased electricity used at the head office.



Greenhouse Gas Management

Vehicle Efficiency Improvement to Reduce Greenhouse Gas Emissions

The Company implements measures to optimize vehicle usage to reduce greenhouse gas emissions by ensuring that company vehicles are used solely for business purposes and that travel is properly planned to minimize unnecessary trips. In addition, vehicles are regularly maintained to ensure efficient operation and energy performance, which helps reduce fuel consumption and direct greenhouse gas emissions from company operations.

Efficient Paper Management

The Company promotes paper reduction among employees by encouraging the use of digital documents and printing only when necessary. Employees are also encouraged to verify document accuracy before printing to minimize unnecessary printing and resource use. In addition, the Company has implemented an E-Tax system for issuing tax invoices, which helps reduce paper consumption, lower indirect greenhouse gas emissions associated with paper production, and reduce document storage requirements.

Supplier Selection Considering Environmental Factors

The Company integrates environmental considerations into its supplier selection process to support environmentally responsible business operations. Preference is given to suppliers with effective environmental management practices, such as efficient resource use and efforts to reduce environmental impacts, particularly greenhouse gas emissions. This approach is applied to supplier evaluation and selection to promote a supply chain aligned with the Company's climate change mitigation objectives.



Low Emission Support Scheme (LESS)

The Company participated in the Low Emission Support Scheme (LESS), organized by the Thailand Greenhouse Gas Management Organization (Public Organization), by implementing internal waste segregation campaigns from January to June 2025. As a result, the Company achieved a reduction of 1 8 9 kilograms of carbon dioxide equivalent (kgCO₂e) from waste management activities. The Company also received a certificate of recognition from the Thailand Greenhouse Gas Management Organization (TGO), reflecting its commitment to reducing environmental impacts through effective waste management.





SOCIAL

Human Rights

The Company places importance on respecting human rights in its business operations, as its activities involve a wide range of stakeholders, including employees, customers, business partners, communities, society, and parties across the value chain. The Company adheres to internationally recognized human rights principles as a guiding framework, focusing on fair and non-discriminatory treatment and respect for human dignity, while preventing risks that may lead to human rights violations. To ensure effective implementation, the Company has established relevant policies and guidelines, along with continuous oversight and monitoring to ensure responsible business conduct in alignment with human rights principles.



Human Rights Policy

The Company is committed to respecting human rights across all stakeholder groups based on equality, non-discrimination, and respect for human dignity. The policy covers key areas including prohibition of child and forced labor, occupational health and safety, data protection, fair customer treatment, transparent supplier practices, and community rights. The policy is regularly reviewed and aligned with relevant laws and best practices.



Human Rights Due Diligence (HRDD)

The Company has implemented a Human Rights Due Diligence (HRDD) process as part of its risk management approach. The process covers the identification and assessment of human rights risks, the development of preventive and mitigation measures, monitoring of outcomes, and remediation actions to ensure responsible business conduct across the value chain.

In 2025, the Company conducted a human rights risk assessment covering key business activities, considering impacts on all stakeholder groups. Key identified risks included workplace discrimination, occupational health and safety, illegal employment practices, personal data protection, product and service safety, confidentiality of partner data, and community impacts from operations.

The Company has established appropriate risk management measures focusing on prevention and effective internal controls, including promoting equality within the organization, controlling access to personal data, enhancing employee capabilities in service quality and product safety, ensuring supplier compliance with the Code of Conduct, and continuously monitoring waste management practices.

In addition, the Company provides a confidential grievance and whistleblowing mechanism to enable stakeholders to raise concerns safely and fairly. Where human rights violations occur, the Company ensures appropriate remediation measures for affected stakeholders.



Human Capital Management

The Company recognizes that human resources are a key driver of efficient business operations, with employees playing an essential role in driving all areas of the organization. The Company has established appropriate human resource management practices covering recruitment, employee development, and retention to support business operations and ensure organizational continuity.

Human Resource Management Approach

The Company has established a systematic human resource management approach covering recruitment and hiring, employee development, engagement, and retention of high-potential employees to support business continuity. Employees are selected based on knowledge, competencies, and job suitability, with a strong emphasis on equal employment opportunities, including employment of persons with disabilities in accordance with legal requirements. Employee data is collected and utilized for effective workforce planning.

The Company continuously supports employee development, along with career progression planning and succession readiness for key positions to support organizational change. Employee welfare, compensation, and well-being are also prioritized, together with internal communication and engagement activities to foster a positive working environment and enhance operational efficiency.

Recruitment

The Company conducts a structured recruitment and selection process based on qualifications, experience, and job suitability to ensure effective business support. The Company emphasizes transparency, fairness, and non-discrimination in the hiring process to provide equal opportunities for all qualified candidates. Multiple recruitment channels are utilized, including online applications and employee referrals, to attract a diverse pool of potential candidates.

Employee Referral Program

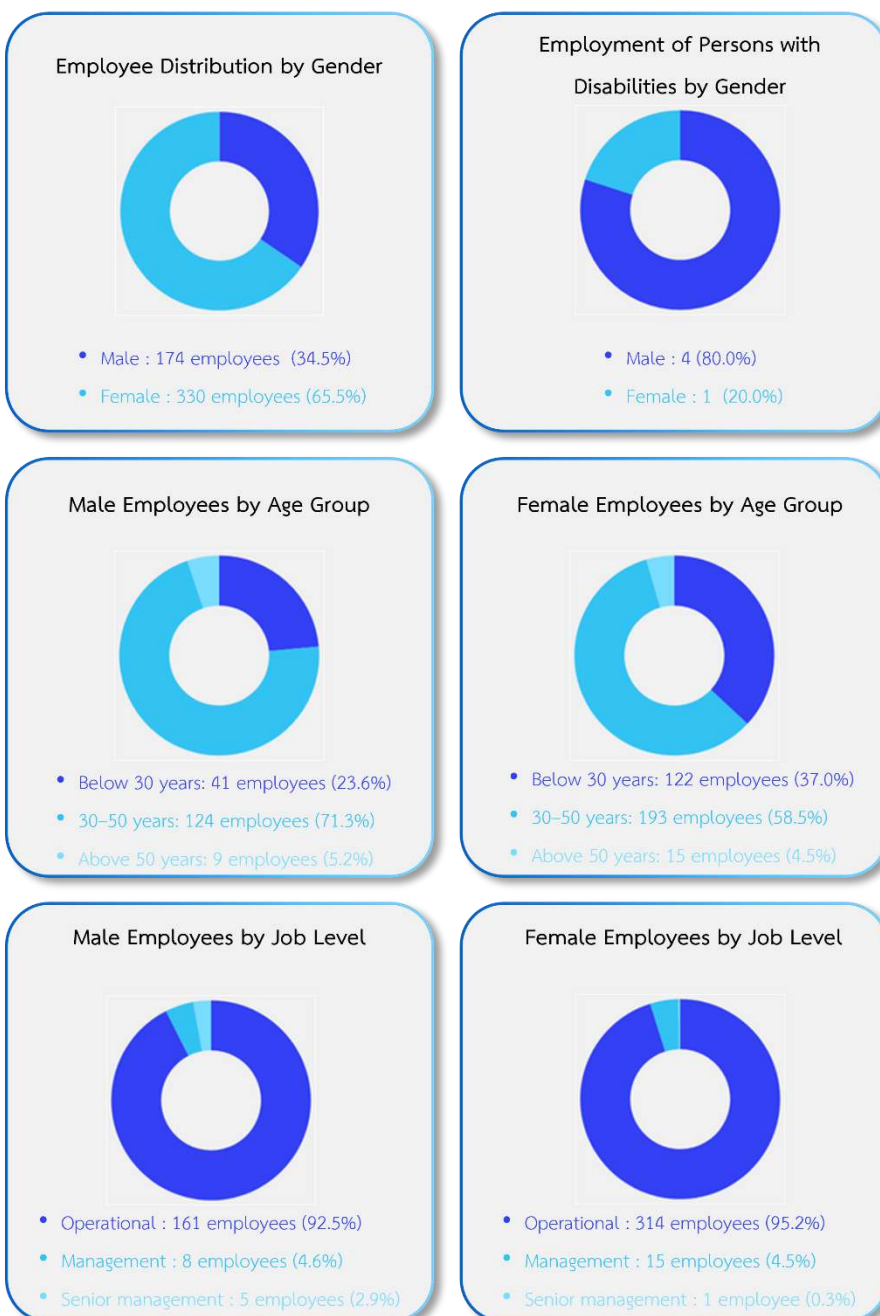
The Company operates an employee referral program (“Friends Referral Program”) to encourage employees to recommend suitable candidates for open positions. Referred candidates are subject to the Company’s standard selection process, and employees receive incentives if referred candidates successfully complete the probation period in accordance the Company criteria. This program enhances recruitment efficiency and improves access to high-quality candidates.

Employment of Persons with Disabilities

The Company employs persons with disabilities in compliance with the Persons with Disabilities Empowerment Act B.E. 2550 (2007). Employment is provided based on equality and non-discrimination principles to promote equal access to employment opportunities for persons with disabilities. The Company employs a total of 5 persons with disabilities, comprising 4 males and 1 female, reflecting its commitment to equitable human resource management practices.

Employee Statistics

The Company has a total workforce of 504 employees from both branch offices and headquarters, with the following composition:



Employee Development

The Company places strong emphasis on continuous employee development to enhance knowledge, skills, and capabilities in line with job responsibilities and business transformation. A structured development approach is implemented, covering both job-specific competencies and future skills such as digital literacy, analytical thinking, adaptability, and service-oriented skills to improve customer experience.

The Company supports employees through internal and external training programs as well as online learning platforms to ensure access to relevant and up-to-date knowledge.

In addition, the Company organizes the “Spark Forum,” a knowledge-sharing platform featuring external speakers and experts on topics such as health and wellness, financial planning and savings, investment, and adaptation to the artificial intelligence (AI) era. The program aims to broaden employees’ perspectives and support both professional and personal development.

Health Report Reading with Doctor

The Company provides medical consultations to help employees understand their health check-up results and support appropriate personal health management.

Master Your Money : Smart Ways to Save, Spend & Invest

An expert session offering guidance on saving, money management, and investment to improve employees’ financial well-being.

Marketing & Digital Trends 2025

A session providing insights into digital marketing trends, market developments, and consumer behavior to support strategic adaptation.

Generative AI for Executive

A training session designed to enhance executives’ capabilities in leveraging generative AI to improve efficiency and support strategic decision-making.



Employee Training Outcomes



Career Progression and Succession Planning

The Company conducts employee performance evaluations based on appropriate key performance indicators and establishes clear career development pathways to enable employees to grow in line with their potential. Promotions are based on performance, competencies, and readiness for higher responsibilities, ensuring continuous and structured career advancement.

The Company also places importance on succession planning for key positions by preparing high-potential employees to take on future roles. This is supported through targeted skill development to ensure readiness for career progression and to maintain business continuity amid organizational changes.

Employee Well-being Promotion

The Company places importance on promoting employee well-being by providing a safe, suitable, and efficient working environment. Workplace surroundings are designed to be pleasant and include green spaces to support employees' well-being during work. The Company also promotes flexible working arrangements where appropriate, encourages good health practices, and supports work-life balance to enhance employees' quality of life and ensure sustained work performance and productivity.

Benefits and Welfare

The Company provides appropriate employee benefits covering healthcare, savings, financial planning, and retirement preparation to enhance long-term financial security and quality of life. The Company also emphasizes fair and competitive compensation by considering skills, competencies, experience, tenure, and market benchmarks to attract and retain qualified employees.

Employee Compensation

The Company ensures fair and appropriate compensation for all employees across all levels and positions. Compensation is determined based on skills, competencies, experience, job value, and responsibilities, in comparison with market benchmarks to ensure competitiveness. The Company regularly reviews and adjusts compensation in alignment with performance outcomes to support career progression, motivate continuous development, and retain high-potential employees for long-term organizational growth.

Employee Engagement

The Company regularly conducts employee engagement surveys to gather feedback, suggestions, and expectations from employees. The results are used to improve human resource management practices and design appropriate workplace initiatives and activities. This helps enhance workplace atmosphere, employee satisfaction, and strengthen relationships between employees and the organization.



Internal Communication Channels

Internal Communication Channels



Email

Email serves as an official internal communication channel for company announcements, employee communication, and new employee onboarding.



The MiHCM system is used as an internal communication platform for official announcements related to HR policies, employee benefits, and human resource information.

Town Hall

Town Hall meetings are used as an internal communication platform for management to communicate corporate strategy, direction, and key information to employees.



Employee Engagement and Relationship Building

The Company continuously organizes activities to strengthen relationships among employees. Employees are encouraged to participate in cultural and traditional activities, such as Songkran festival events, including Buddha water pouring areas and the traditional Rod Nam Dam Hua ceremony with management, to preserve Thai cultural heritage and foster a warm and inclusive workplace environment.

In addition, the Company organizes recreational activities such as staff parties, providing opportunities for employees from both headquarters and branch offices to interact, build relationships, and share experiences. These activities help promote cross-functional collaboration, reduce communication gaps, and enhance mutual understanding among employees, thereby strengthening employee engagement and supporting an effective working environment.



Occupational Health and Safety

The Company recognizes the importance of occupational health and safety and provides a safe and healthy working environment for employees. The Company manages risks related to workplace accidents and other factors that may affect employees' health in an appropriate manner, enabling employees to work confidently and efficiently while supporting business continuity.

The Company also promotes employees' long-term well-being and quality of life.

Metrics	Targets (2026)	Performance	
		2024	2025
Workplace Injury Rate	Zero incidents	0	0
Lost Time Injury Rate	Zero lost time injuries	0	0
Lost Time Injury Frequency Rate	Zero lost time injury incidents	0	0
Occupational Illness Rate	Zero occupational illness cases	0	0
Work-related Fatality Rate	Zero fatalities	0	0

Unit : Case

Occupational Health, Safety and Work Environment Policy

The Company places strong emphasis on occupational health, safety and working environment management. The Company has implemented an Occupational Health, Safety and Working Environment Policy to ensure a safe, hygienic, and supportive workplace that promotes employees' well-being at all levels.

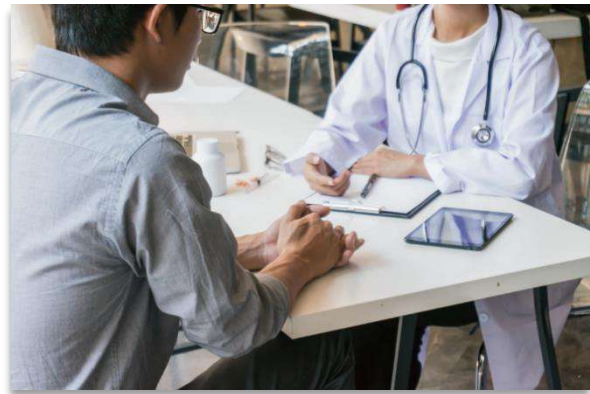
The Company operates in compliance with the Occupational Safety Health and Environment Act B.E. 2554 (2011), as well as all applicable laws, regulations, and relevant standards. Safety practices are implemented through workplace hazard prevention measures, provision and maintenance of safety equipment, and regular inspection to ensure readiness. In addition, the Company conducts annual fire evacuation drills with employee participation, including coordination with local communities, to enhance emergency preparedness and response capability.



Employee Health and Well-being

The Company places strong emphasis on employee health and welfare by providing group health insurance in addition to social security coverage. This enables employees to access medical treatment and healthcare services, supporting both illness treatment and preventive care, which contributes to job stability and improved quality of life.

The Company also provides annual health check-ups for employees on a continuous basis to monitor and assess health risks, while promoting health awareness and encouraging employees to take care of their well-being. These initiatives support employees in maintaining effective work performance.



Health Report Reading with Doctor Program

The Company organizes the “Health Report Reading with Doctor” program by inviting medical specialists to provide health consultations to employees following annual health check-ups. The program aims to explain individual health examination results in an easy-to-understand manner and support employees in accurately interpreting their health data.

In addition, physicians provide guidance on health management, risk prevention, and appropriate lifestyle adjustments based on individual health conditions, enabling employees to effectively apply the information to improve and maintain their health on an ongoing basis.



Access to Products and Services

Customer Relationship Management

The Company places strong emphasis on customer relationship management as a key factor supporting sustainable business operations. The Company aims to consistently deliver high-quality customer experiences across all service channels, including iStudio stores, U•Store, and partner-operated outlets. The Company is committed to providing standardized service quality across all touchpoints, along with accurate and clear product and service information to support customers’ decision-making throughout their service journey.

The Company’s customer relationship management covers the entire customer lifecycle, from product consultation and sales to after-sales service and communication through both offline and online channels. Digital systems and technologies are utilized to support service delivery, customer data management, and service quality monitoring to enhance responsiveness and operational efficiency.

In addition, the Company focuses on continuous employee development for customer-facing roles to ensure high-quality service and consistent customer experience. Customer feedback is regularly collected through in-store interactions, online channels, and satisfaction surveys. The information is used to improve service processes, address complaints systematically, and enhance overall service quality. Key performance indicators related to customer satisfaction and service efficiency are continuously monitored and used to support ongoing improvement and strengthen long-term customer relationships.



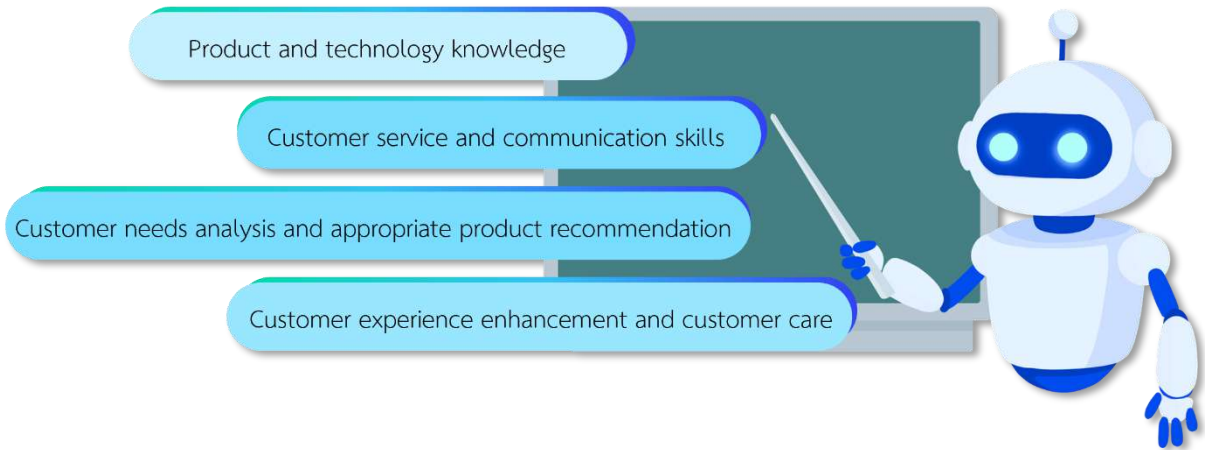
Product and Service Distribution Channels



Training for Frontline Store Employees

The Company continuously develops the capabilities of frontline store employees to ensure they can provide accurate and comprehensive product and service information in line with customer needs. This supports efficient service delivery and enhances customer experience across all service touchpoints.

Training is conducted through both online platforms and in-person sessions at the head office. The programs cover product knowledge, customer service skills, and customer care practices, enabling employees to deliver services effectively, work with confidence, and comply with company standards.



Customer Information and Complaint Handling Channels

The Company provides various channels for customer information inquiries, support services, and complaint submission. All customer feedback and complaints are systematically collected and recorded, and are coordinated with relevant departments for investigation and resolution.

The Company continuously monitors the progress of each case to ensure timely and complete resolution within the defined timeframe. Customer complaints and suggestions are further utilized to improve service quality and enhance operational processes on an ongoing basis.



Customer Data Protection

The Company places strong importance on the protection of customer data by establishing appropriate guidelines for data collection, usage, and storage to prevent unauthorized access or misuse. Access rights to customer data are controlled based on employees' roles and responsibilities (role-based access control), ensuring that data is used only for specified and legitimate purposes.

In addition, the Company promotes employee awareness of personal data protection to ensure that customer information is handled carefully, securely, and appropriately in all business operations.

After-sales Service

The Company provides after-sales services to support product usage and customer care after purchase. Customers can access product inspection, repair, and warranty claim services through iCenter service centers, which are standardized facilities for product servicing and maintenance.

These service centers ensure that customers can conveniently access after-sales support, receive proper diagnosis and repair services, and have confidence in service quality and spare parts used. This also helps reduce service turnaround time and enables customers to resume product usage efficiently and continuously.

Community and Social Responsibility

The Company conducts its business with consideration of the potential impacts of its operations in each area to ensure business continuity without adversely affecting relevant stakeholders. The Company also maintains stakeholder confidence by strictly complying with local rules and regulations, enabling harmonious operations with surrounding communities and other stakeholders.

In addition, the Company places strong emphasis on supporting the education sector as a foundation for community and social development. The Company implements educational initiatives aimed at improving access to technology and enhancing digital skills among teachers and students through training programs, technology literacy activities, and guidance on the practical application of digital tools in teaching and learning, enabling effective use in classrooms.



Community and Social Development Policy

The Company manages community and social aspects under its Community and Development Policy. The Company has established a community and social management plan covering areas surrounding its head office and branches, as well as external target communities related to its business operations, particularly the education sector, which aligns with the Company’s business type, vision, and mission.

The Company focuses on CSR-in-process activities by leveraging its expertise in technology and digital solutions as tools to transfer knowledge and develop skills for educators and community members. This aims to promote access to technology, enhance learning opportunities, and maximize the effective use of technology for social benefit.



Educational Access Promotion Performance

Tricks and Tips for iPad and AI Learning with iPad Project

The Company conducted a digital skills development program for vocational students, focusing on iPad usage and AI application. The program received a good level of participant satisfaction, reflecting effective learning design.



MacBook Usage Training Program

The Company conducted a hands-on training program on MacBook usage for students, focusing on basic functions and content creation. The program enhanced students' digital skills and creativity in collaboration with Sa-nguan Ying School, Suphan Buri.



Apple Teacher Portfolio Program

The Company implemented the Apple Teacher Portfolio program at Mandanarumol School to enhance digital capabilities by focusing on the application of iPad and MacBook technologies in learning design, lesson planning, and instructional media development. The program aims to strengthen teachers' competencies in integrating technology into teaching and learning processes, enabling more effective and innovative classroom practices.



Children's Day Activity Project: "Little Memories, Big Love with My Family"

The Company conducted a creative workshop with Central Chaengwattana using iPad Freeform to promote learning by doing and encourage family participation through digital creativity activities.





GOVERNANCE

Good Corporate Governance

The Company conducts its business in accordance with good corporate governance principles to ensure transparency, accountability, and compliance with applicable laws and regulations. Effective governance practices help strengthen the confidence of shareholders and stakeholders, while supporting the Company's sustainable and continuous business operations.

Corporate Governance Policy

The Board of Directors conducts the Company's business in accordance with good corporate governance principles, emphasizing transparency, fairness, and accountability to shareholders and stakeholders to support sustainable business growth. The Company has established a Corporate Governance Policy covering key areas, including shareholders' rights, equitable treatment of shareholders, stakeholders' roles, disclosure and transparency, and board responsibilities.

The Board regularly reviews and updates the policy in alignment with the Corporate Governance Code for listed companies issued by the Stock Exchange of Thailand and the Corporate Governance Code (CG Code) of the Securities and Exchange Commission (SEC). The Board oversees business operations to ensure alignment with the Company's objectives and strategies, while continuously monitoring and evaluating performance to ensure efficient, transparent, and accountable operations in compliance with ethical standards and business conduct principles, as well as responsibility toward stakeholders, society, and the environment, in order to create long-term sustainable value for the organization.

Sustainability Governance Structure

Management Level

Board of Directors

Operational Level

Managing Director

Sustainability Lead

All Relevant Functions

Environmental

- Environmentally Friendly Products
- Energy Efficiency
- Water Resource Management
- Waste and Material Management
- Climate Change

Social

- Human Rights
- Employee Development
- Occupational Health , Safety and Work Environment
- Community and Social Responsibility
- Customer Relationship Management

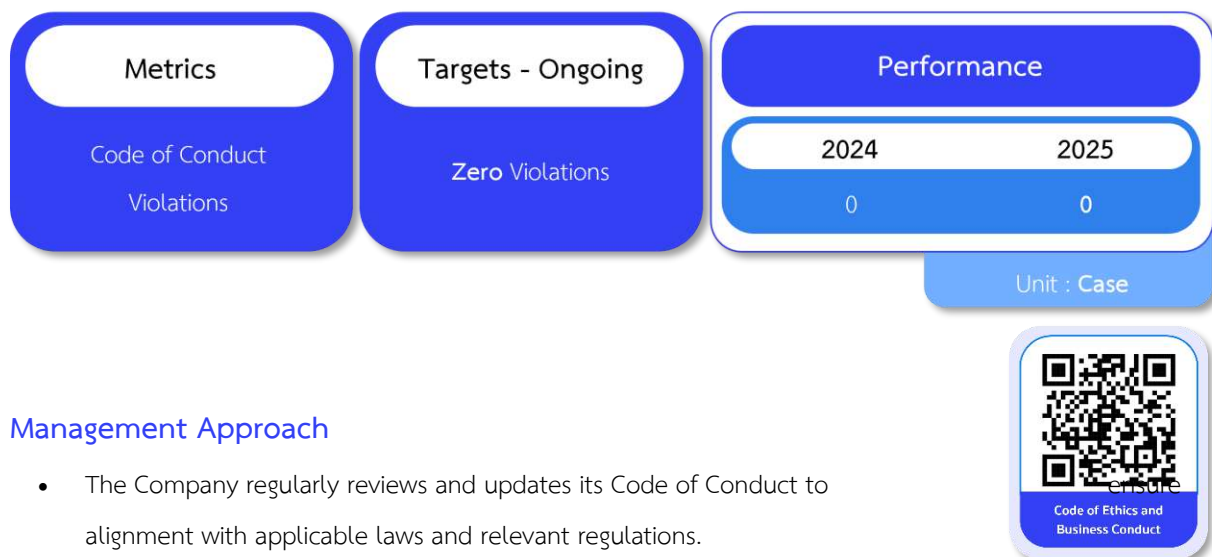
Governance

- Code of Conduct and Anti Corruption
- Risk Management
- Supply Chain Management
- Cybersecurity and Information Security
- Sustainable Innovation

Code of Ethics and Business Conduct

The Company has established a Code of Conduct framework as a guideline for ethical conduct in business operations. It serves as a code of conduct for directors, executives, and employees at all levels, promoting appropriate behavior in alignment with good corporate governance principles.

The Code of Conduct framework defines expected standards of behavior within the organization, covering daily operations, internal interactions among employees, and engagement with external stakeholders. It ensures that business operations are conducted in a transparent, appropriate manner and with consideration for all stakeholder groups.



Management Approach

- The Company regularly reviews and updates its Code of Conduct to alignment with applicable laws and relevant regulations.
- The Code of Conduct and related practices are communicated to directors, executives, and employees at all levels through internal communication channels, such as the MiHCM system and employee onboarding programs. It is also communicated externally through the Company’s website and to business partners to promote understanding and consistent implementation across the supply chain.
- A whistleblowing channel is established with appropriate whistleblower protection measures to ensure that reports can be made safely and confidentially.
- The Company continuously monitors, audits, and reports on business ethics-related performance.
- Guidelines are in place for reviewing and addressing cases of non-compliance with the Code of Conduct on a case-by-case basis, taking into account the nature, severity, and impact of each incident.



Anti-Corruption

The Company recognizes that transparent and corruption-free business operations are a fundamental basis of good corporate governance and a key factor in building trust among all stakeholders. The Company is committed to conducting business responsibly and adhering to ethical practices, while fostering an organizational culture of zero tolerance toward all forms of corruption. This approach supports the Company's long-term sustainable growth.



Anti-Corruption Policy

The Company is committed to conducting business with integrity, transparency, and fairness. Recognizing corruption as a significant risk to corporate credibility, fair competition, and sustainable growth, the Company has established an Anti-Corruption Policy covering all forms of bribery and improper conduct in business operations, government interactions, and business partner relationships. The Company also promotes ethical conduct and accountability among directors, executives, and employees, supported by a whistleblowing mechanism and whistleblower protection measures.



Scope and Guidelines

Gifts and Hospitality

- The Company recognizes the importance of maintaining strong and sustainable relationships with business partners as a key factor in its continued success.
- Directors, executives, and employees may give or receive gifts and hospitality on appropriate occasions in accordance with customary practices, traditions, or social etiquette, provided that such giving or receiving does not influence business decision-making and is conducted transparently and can be disclosed.
- Gifts in the form of cash or cash equivalents are not permitted.
- The Company does not prohibit the provision of branded corporate gifts, provided that such gifts are reasonable and aligned with business purposes.
- Directors, executives, and employees must not request or accept gifts from customers, suppliers, or any business-related parties under any circumstances that may influence their judgment, create bias, or lead to conflicts of interest.

Scope and Guidelines

Political Contributions

- The Company respects employees' rights to exercise political activities in their personal capacity in accordance with applicable laws and constitutional rights, provided that such activities are conducted outside working hours and using personal resources only.
- The Company maintains a strict policy of neutrality and does not provide any form of support, directly or indirectly, to political parties, groups, or political figures.

Business Relationships and Public

Procurement with Government Sector

- The Company does not support any form of bribery in business operations, and all dealings with government agencies must be conducted transparently, honestly, and in compliance with applicable laws and regulations.
- Directors, executives, and employees must report any suspected or observed corruption-related actions involving the Company and cooperate fully in investigations, regardless of personal impact.
- The Company provides fair treatment and protection for employees who refuse to engage in corruption or who report suspected corruption, including whistleblower protection measures.

Additional Measures to Mitigate

Corruption Risks

- The Company regularly reviews and updates its Anti-Corruption Policy in line with applicable laws and best practices.
- Policies are communicated to directors, executives, and employees via internal channels such as MiHCM and onboarding programs.
- Policies are also communicated to business partners through the Supplier Code of Conduct to promote supply chain awareness.
- Guidelines are established for bribery prevention and public procurement to prevent corrupt practices.
- The Company maintains a strict non-support policy for political activities in its name, directly or indirectly.
- A whistleblowing channel and whistleblower protection measures are in place to ensure safe reporting and fair investigation.
- Internal controls and IT systems support data management; stock counts are conducted at branches and randomly reviewed by Internal Audit.
- The Internal Audit function reports anti-corruption results to the Audit Committee.
- Disciplinary procedures are in place for policy violations by directors, executives, or employees, based on severity.

Whistleblowing and Complaint Channels

Whistleblowing and Complaint Channels

Internal Audit Department

Email : SPVlwhistleblowing@spvi.co.th
S P V I Public Company Limited
No.2 Premier Place, 3rd floor,
Soi Premier 2, Srinakarin Rd, Nong Bon,
Prawet, Bangkok 10250

Company Secretary

Email : companysecretary@spvi.co.th
S P V I Public Company Limited
No.2 Premier Place, 3rd floor,
Soi Premier 2, Srinakarin Rd, Nong Bon,
Prawet, Bangkok 10250

Whistleblower Protection Measures

The Company maintains confidentiality of whistleblowers, complainants, and reported persons, including their identities and related information, and discloses information only as necessary with consideration for safety and potential impact. The Company ensures fair treatment of all parties through proper procedures and will not take any unfair actions against whistleblowers, complainants, or those who cooperate in investigations, including changes in position, duties, workplace, suspension, termination, or other forms of retaliation.

Risk Management

The Company emphasizes risk management and integrates it into its operations to address factors that may affect the achievement of organizational objectives, including both business operations and external changes. The Company has established systematic processes for identifying, assessing, and monitoring risks to ensure that risks are appropriately managed and aligned with business operations.

Risk Management Policy

The Company establishes a risk management policy and framework to address factors that may impact operations, both internal and external, and to support the achievement of defined objectives.

A Risk Management Committee oversees and continuously monitors risk management activities, with regular reporting to the Board of Directors. The Company implements a systematic risk management process covering objective setting, risk identification, assessment of likelihood and impact, risk mitigation measures, controls, and monitoring to ensure risks are maintained at an acceptable level aligned with business operations.

The Company considers a wide range of risks, including strategic, operational, financial, legal and compliance, emerging risks, and environmental, social, and governance (ESG) risks, to ensure comprehensive risk coverage across all dimensions of the business.

Risk Governance Structure

Risk Governance Structure



Supply Chain Management

The Company establishes supply chain management guidelines to serve as a framework for aligning operations with business partners in the same direction. The scope covers supplier selection, operational processes, and performance monitoring and evaluation to ensure business continuity, alignment with corporate operations, and mitigation of risks arising from supplier-related activities, including product quality, service delivery, and compliance with relevant requirements. This approach ensures a clear and controlled supply chain, enabling the Company to consistently deliver quality products and services while strengthening stakeholder confidence.



Sustainable Procurement Policy

The Company utilizes its procurement process as an important mechanism to support efficient, transparent, and auditable collaboration with business partners across headquarters and branches, including manufacturers, suppliers, and service providers. Supplier selection is conducted based on systematic criteria such as quality, price, suitability, and service capability to ensure continuous and reliable sourcing of goods and services. The Company requires suppliers to comply with its Business Ethics and Supplier Code of Conduct and encourages the adoption of environmental, social, and governance (ESG) practices. The Company also promotes environmentally responsible procurement and continuously monitors and evaluates supplier performance to ensure alignment and consistency across the supply chain.

Suppliers Code of Conduct

The Company conducts its business with ethics, transparency, and responsibility toward society and the environment, recognizing business partners as key to its sustainability. It has established a Business Partner Code of Conduct to guide fair practices, respect for human rights, and consideration of all stakeholders. The Company encourages business partners to operate in line with environmental, social, and governance (ESG) principles to ensure a responsible supply chain. Business partners are expected to continuously comply with the Code of Conduct to maintain consistent standards across the value chain.



Supplier Selection and Evaluation

The Company establishes a systematic, transparent, and auditable supplier selection process. Suppliers are assessed based on product and service quality, delivery capability, alignment with the Company's operations, and environmental, social, and governance (ESG) considerations. For new suppliers, the Company requires a self-assessment form to evaluate capabilities, along with communication of the Supplier Code of Conduct and formal acknowledgment prior to commencing business. Existing suppliers are regularly evaluated based on performance in quality, delivery, and ESG aspects to support ongoing monitoring and continuous improvement of supplier performance.

Supply Chain Risk Management

The Company assesses supplier risks by considering economic and governance, environmental, and social factors to ensure that supply chain operations do not adversely affect business continuity, product and service quality, or the Company's sustainability objectives. Supplier self-assessment data is analyzed to classify and prioritize risk levels, which are then used to define appropriate monitoring and risk management approaches in line with the assessed risk level.



Supplier Segmentation

The Company classifies suppliers based on their level of importance to business operations, considering factors such as procurement value, criticality to operations, and substitutability. This enables appropriate approaches for monitoring, evaluation, and risk management. Suppliers are categorized into two groups: Critical Tier 1 suppliers, which represent a high proportion of procurement value, have a direct impact on business operations, and are difficult to replace; and Critical Non-Tier 1 suppliers, which play a supporting role within the supply chain. This classification allows the Company to align its management and risk monitoring approaches with the significance of each supplier



Supplier Engagement

The Company promotes supplier development through its Supplier Code of Conduct, communicating expectations on ethics, environmental responsibility, and social practices. Supplier self-assessments are used to evaluate performance and support ongoing monitoring, collaboration, and improvement, ensuring business continuity and alignment with the Company's sustainability objectives.

Cybersecurity and Information Security

The Company recognizes the importance of cybersecurity and information security as its operations increasingly rely on information technology systems and data. Protecting systems and information is essential to supporting business continuity and minimizing potential impacts on the organization.

Cyber Risk Management

The increasing use of information technology systems and data may expose the Company to cybersecurity risks, including unauthorized access, data breaches, and cyberattacks, which could affect business operations and organizational credibility. To address these risks, the Company has established appropriate measures and controls to manage cyber risks, strengthen information security, and minimize potential impacts on its operations.



Innovation Development

The Company recognizes research and development as a key driver of digital transformation, operational excellence, and sustainable business growth. It focuses on enhancing work processes, service systems, and customer experiences through innovation to improve efficiency and support evolving business needs. Innovation initiatives also help the Company accommodate increased customer demand, particularly during Apple product launches, when service volumes are at their highest. These efforts contribute to service quality, customer confidence, and the Company's reputation.



Key Achievements

NPI App.

The Company developed and implemented the NPI App to enhance the efficiency of sales and customer service management during new product launches. The system supports seamless operation across multiple devices, including Mac, iPhone, iPad, and PC, while enabling scalable business growth and role-based access control to improve operational efficiency and service consistency across branches. The NPI App also supports inventory and stock management, improving data accuracy, reducing manual processes and operational errors, and minimizing paper usage. These improvements contribute to more efficient resource utilization and support the Company's sustainability objectives.



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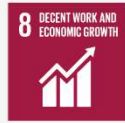
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	<p>End poverty in all its forms everywhere</p>	<ul style="list-style-type: none"> • Employee development <ul style="list-style-type: none"> ◦ Master your money: smart way to save spend and invest (financial planning and savings guidance provided by experts) • Employee well-being promotion • Employee compensation • Benefits and welfare 	<p>29 29 31 31 31</p>
	<p>End hunger, achieve food security and improved nutrition and promote sustainable agriculture</p>	<ul style="list-style-type: none"> • Employee Well-being Promotion • Employee compensation • Benefits and Welfare 	<p>31 31 31</p>
	<p>Ensure healthy lives and promote well-being for all at all ages</p>	<ul style="list-style-type: none"> • Employee Well-being Promotion • Employee compensation • Benefits and Welfare 	<p>31 31 31</p>
	<p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	<ul style="list-style-type: none"> • Community and Social Responsibility <ul style="list-style-type: none"> ◦ Educational Access Promotion Performance • Employee Development • Training for Frontline Store Employees 	<p>39 40 29 37</p>
	<p>Achieve gender equality and empower all women and girls</p>	<ul style="list-style-type: none"> • Human rights <ul style="list-style-type: none"> ◦ Human Rights Due Diligence (HRDD) • Employee statistics <ul style="list-style-type: none"> ◦ Employee distribution by gender • Supporting employee diversity and inclusion 	<p>25 26 28 28 28</p>
	<p>Ensure availability and sustainable management of water and sanitation for all</p>	<ul style="list-style-type: none"> • Water Resource Management <ul style="list-style-type: none"> ◦ Water System and Equipment Management ◦ Promoting Efficient Water Use 	<p>16 16 16</p>
	<p>Ensure access to affordable, reliable, sustainable and modern energy for all</p>	<ul style="list-style-type: none"> • Energy Efficiency <ul style="list-style-type: none"> ◦ Promoting Energy-Efficient Behavior ◦ Inspection and Maintenance of Electrical Systems • Water Resource Management <ul style="list-style-type: none"> ◦ Water System and Equipment Management ◦ Promoting Efficient Water Use 	<p>15 15 15 16 16 16</p>



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

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 - Promoting energy-efficient behavior 15
 - Inspection and maintenance of electrical systems 15
- Water resource management 16
 - Water system and equipment management 16
 - Promoting efficient water use 16
- Waste and material management 17
 - Waste segregation 17
 - Trade-in program 18
 - "Old Calendars for a Cause" Program 18



Take urgent action to combat climate change and its impacts.

- Energy Efficiency
 - Promoting Energy-Efficient Behavior 15
 - Inspection and Maintenance of Electrical Systems 15
- Waste and Material Management
 - Waste Segregation 17
 - Trade-In Program 18
 - Old Calendars for a Cause” Program 18
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Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

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 - Water System and Equipment Management 16
 - Promoting Efficient Water Use 16



Protect, restore, and sustainably manage terrestrial ecosystems and biodiversity.

- Waste and Material Management
 - Waste Segregation 17
 - Trade-In Program 18
 - Old Calendars for a Cause” Program 18



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

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Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.

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State of use : SPVI has reported in accordance with the GRI Standards for the period between January 1, 2025 to December 31, 2025

GRI 1 used : GRI 1 : Foundation 2021

Applicable GRI Sector Standard(s) : N/A

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