



3. Driving business for sustainability

3.1 Sustainability Management Policy and Goals

Sustainable development policy

AssetWise (Public) Company Limited and companies within the group (“Company”) is aware of the importance of operating business pursuant to sustainable development principles through building values in 3 aspects, namely, economic, social, and environmental on the basis of good corporate governance to foster a secure and sustainable growth for the Company pursuant to the following operational guidelines.

1. The Company attaches importance to fostering sustainability in respect of all procedures in the business chain. It also promotes and supports interested parties through the business chain to operate in accordance with sustainable development principles to create value and growth for the Company in the long term.
2. The Company has established an effective, transparent, and concise management system through business ethics, anti-corruption policy, and standardized internal control and audit procedures to gain confidence from interested parties of the Company.
3. The Company conducts business in a fair manner. It is committed to compliance with laws, trade rules, and fair competition without any regard to other benefits arising from non-compliance with laws, regulations, and morals.
4. The Company promotes observance of human rights principles recognized and protected under the Constitution of the Kingdom of Thailand, taking into regard human dignity, rights, liberties, equality, and non-discrimination on the basis of gender, age, nationality, religious, ethnicity, or belief.
5. The Company treats employees with fairness, as it considers employees a key factor in creating value for and driving the business. The Company therefore has to ensure a work environment which promotes happiness, a good quality of life and focus on increasing the potential of staff, provide training to increase professional skills, as well as provide an equal opportunity for all to progress in their profession.
6. The Company underscores the importance of interested persons. Interested persons are grouped in accordance with their respective needs. The Company can therefore meet the needs of all groups of interested persons comprehensively. There are also channels of communication through which interested persons can voice their opinions and make recommendations.
7. The Company develops products which meet the needs of consumers, focusing on quality and standardized services to achieve customer satisfaction.
8. The Company promotes participation in community and social development for resilience and sustainability, by being involved in various educational, religious, and athletic activities, human resource development, promotion of recruitment, and various community development projects.
9. The Company attaches great importance to the management of environmental quality. It promotes the prevention and mitigation of environmental impact as a result of Company operation, such as by construction management, waste management, greenhouse gases. The Company collaborates with other sectors in society to organize events to conserve and improve the quality of the environment.
10. The Company gives importance and promotes efficient use of resources and energy. It has established measures and procedures to reduce resource and energy use.
11. The Company places importance on biodiversity by researching the topic holistically, analyzing its environmental impact, and continuously monitoring results. The initiative includes protecting, preserving, restoring, and reducing environmental impact in order to maintain biodiversity in the area and communities surrounding the projects.



12. The Company considers it important to manage safety, occupational health, and work environment for employees. This also extends to the Company's interested persons.
13. The Company develops and promotes innovation, both from products and work processes. It also supports innovation in collaboration with interested persons of the Company, to create value to the Company, society, and the environment.
14. The Company attaches importance to risk management which covers all work processes. It established guidelines in managing and monitoring risk management continuously to maximize opportunities and mitigate losses in business operation.

Sustainable development Targets:

The Company sets sustainable development Targets in accordance with its strategies covering economic, social, and environmental aspects as follows:

1. Marketing Development: To create incentives for buying together with building brand awareness and brand communication for customers
2. Product Development: To develop both new and existing quality products to better cater to customers' needs.
3. Customer Relationship Management: To analyze customers' needs and provide accountable customer care to increase customer satisfaction.
4. New Business Opportunities: To promote business growth and expansion outside of the real estate development industry.
5. Joint Ventures: To jointly invest with potential stakeholders to develop better quality products and promote business growth.
6. Sustainable Business Development: To holistically conduct sustainable business for economic growth as well as social and environmental responsibility.

Identifying key sustainability issues

The Company identifies key issues concerning sustainability development, together with those relevant to the business operation of the Company, to reflect sustainability work of the Company in various dimensions, whether from an economic, social, or environmental perspective.

Processes involved in identifying key sustainability issues

1. Identification of sustainability issues

The Company deliberates on the selection of sustainability issues related to the Company's business jointly with its interested persons in each business process together with the United Nations Sustainable Development Goals (UNSDGs).

2. Order of priority of key issues

In prioritizing key sustainability issues, the Company takes into account the issues that affect its operations and the operations of its interested persons.

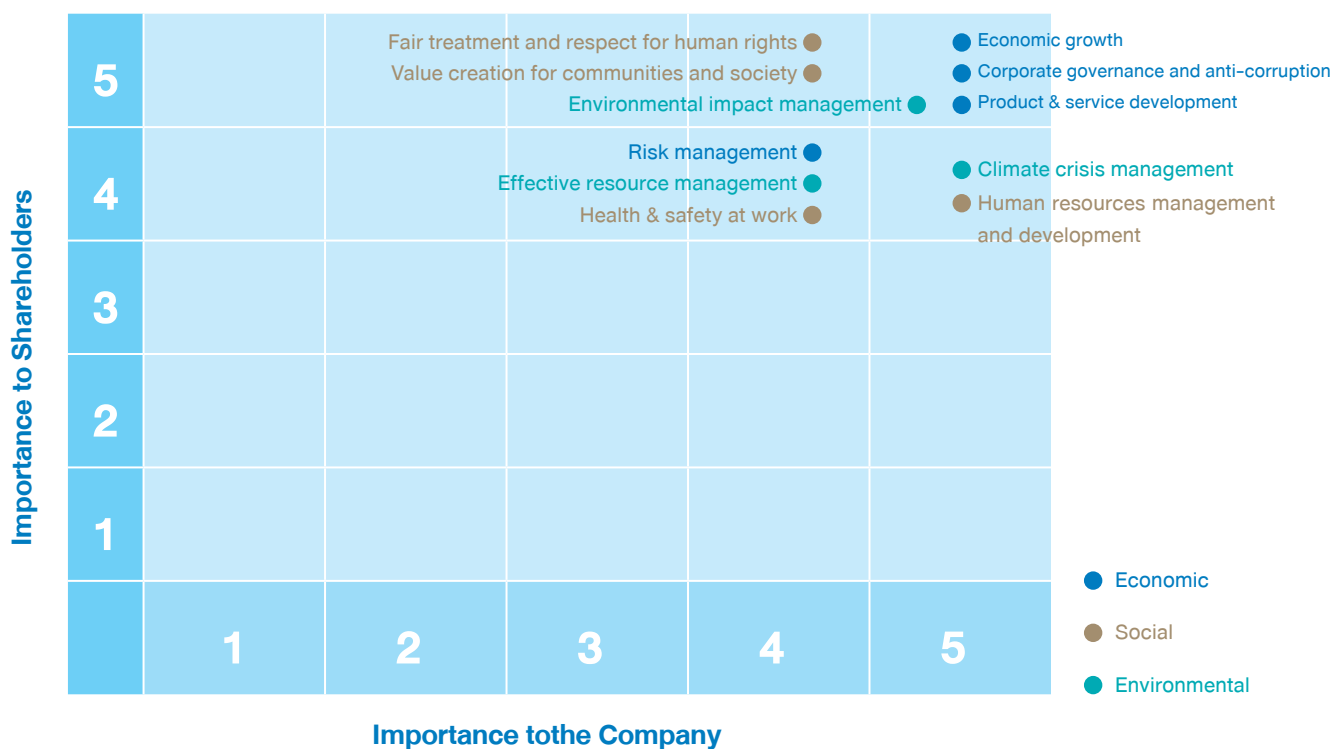
3. Examine issues

The Company presents key sustainability issues and their order of priority to the Corporate Governance Committee for approval of each key issue and to form a guidelines for the Company's sustainability efforts.

4. Review

A review on key sustainability issues is conducted on a yearly basis to ensure suitability of the issues.

Assessment on the significance of key sustainability issues



Key sustainability issues (Materiality)

Topic	SDGs		
Economic			
1. Economic growth	Gold 8 Decent Work and Economic Growth		
2. Corporate governance and anti-corruption	Gold 8 Decent Work and Economic Growth	Gold 17 Partnership for the Goals	
3. Risk management	Gold 8 Decent Work and Economic Growth		
4. Product & service development	Gold 8 Decent Work and Economic Growth	Gold 12 Responsible Consumption and Production	Gold 9 Industry, Innovation and Infrastructure



Topic	SDGs
Social	
5. Fair treatment and respect for human rights	 Gold 5 Gender Equality  Gold 10 Reduced Inequalities
6. Human resources management and development	 Gold 1 No Poverty  Gold 3 Good Health and Well-Being  Gold 4 Quality Education
7. Health & safety at work	 Gold 3 Good Health and Well-Being  Gold 11 Sustainable Cities and Communities
8. Value creation for communities and society	 Gold 1 No Poverty  Gold 17 Partnership for the Goals  Gold 16 Peace, Justice and Strong Institution
Environmental	
9. Effective resource management	 Gold 6 Clean Water and Sanitation  Gold 7 Affordable and Clean Energy  Gold 13 Climate Action
10. Environmental impact management	 Gold 6 Clean Water and Sanitation  Gold 7 Affordable and Clean Energy  Gold 13 Climate Action
11. Climate crisis management	 Gold 13 Climate Action  Gold 15 Life On Land

Management of Sustainability Issues

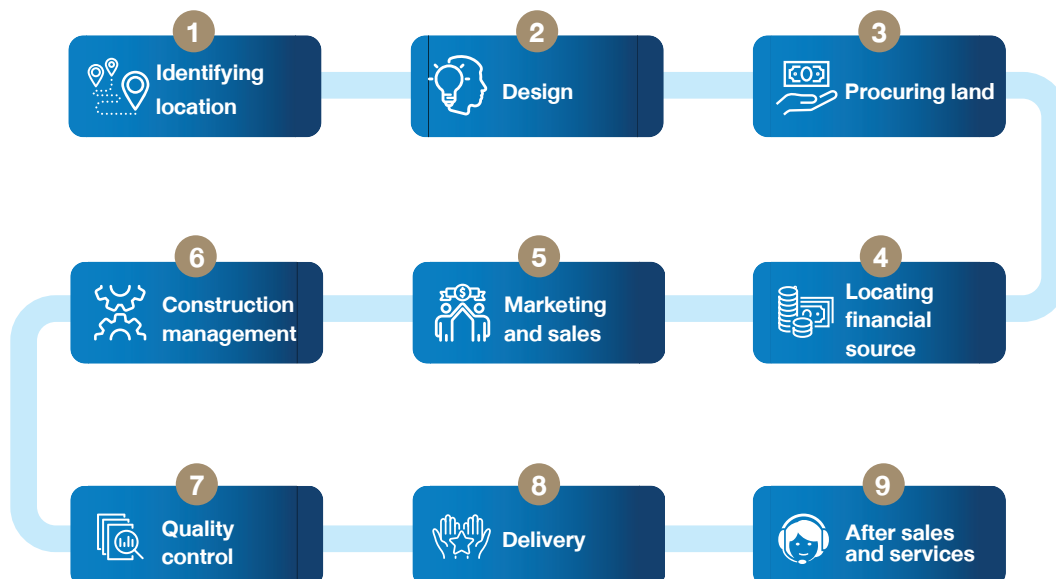
Economic	Social	Environmental
1. Economic growth Performance growth <ul style="list-style-type: none"> Target: 15% Result: 15% 	5. Fair treatment and respect for human rights Complaint related to human rights <ul style="list-style-type: none"> Target: 0 case Result: 0 case 	9. Effective resource management Reduce the cost of electricity consumption at the headquarters <ul style="list-style-type: none"> Target: Reduce 5% (compared with 2021 base year) Result: 41.71% Increase (compared with 2021 base year) Reduce the cost of water bills consumption at the headquarters <ul style="list-style-type: none"> Target: Reduce 5% (compared with 2021 base year) Result: 19.38% Increase (compared with 2021 base year)

Economic	Social	Environmental
<p>2. Corporate governance and anti-corruption</p> <p>Corporate Governance Report (CGR)</p> <ul style="list-style-type: none"> Target: Very good Result: Excellent <p>Declaration of intention to participate in Thailand's Private Sector's Collective Action Against Corruption</p> <ul style="list-style-type: none"> Target: Signatory Result: Signatory 	<p>6. Human resources management and development</p> <p>Employee satisfaction</p> <ul style="list-style-type: none"> Target: 80% Result: 78.3% 	<p>10. Environmental impact management</p> <p>Environmental complaint</p> <ul style="list-style-type: none"> Target: 0 case Result: 0 case
<p>3. Risk management</p> <p>Risk assessment across supply chain</p> <ul style="list-style-type: none"> Target: 100% Result: 100% 	<p>7. Health & safety at work</p> <p>Accident at work of employee and related parties</p> <ul style="list-style-type: none"> Target: 0 time(s) Result: 4 time(s) 	<p>11. Climate crisis management</p> <p>Reduction of carbon footprint</p> <ul style="list-style-type: none"> Target: Reduce greenhouse gas emissions by 40% by 2030, Carbon Neutrality by 2050 and Net Zero by 2065. Result: On process
<p>4. Product & service development</p> <p>Customer satisfaction of products</p> <ul style="list-style-type: none"> Target: 80% Result: 83.33% <p>Customer satisfaction of services</p> <ul style="list-style-type: none"> Target: 80% Result: 87.50% 	<p>8. Value creation for communities and society</p> <p>Community and social complaint</p> <ul style="list-style-type: none"> Target: 0 case Result: 0 case 	

3.2 Managing the impact towards interested persons in the business value chain

3.2.1. Business value chain

The Company identifies the business value chain to ensure effectiveness in all procedures of key operations of the Company, which leads to sustainable development of the Company.

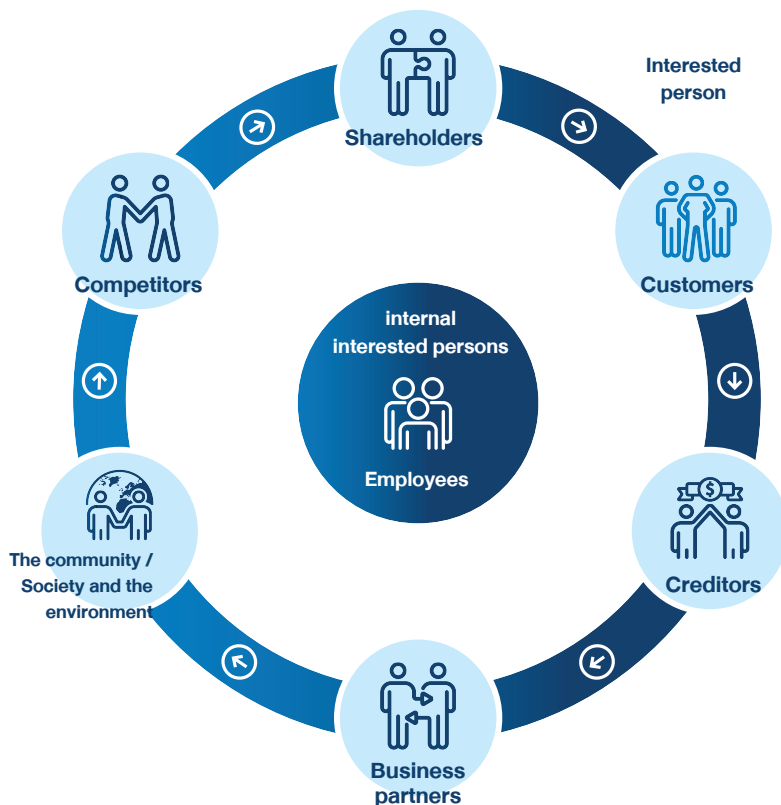




Value chain	Procedure	Relevant interested persons
Identifying location	<ul style="list-style-type: none"> • Procurement of potential land • Conduct a feasibility study on project development 	<ul style="list-style-type: none"> • Employees • Business partners (landowners) • The community
Land purchase	<ul style="list-style-type: none"> • Transparent land procurement procedure 	<ul style="list-style-type: none"> • Employees • Business partners (landowners) • Creditors (Financial institutions)
Design	<ul style="list-style-type: none"> • Planning and designing of project area which takes into consideration of the environment • Building designs comply with laws and meets the needs of customers • Design of facilities in the projects to be diverse • Selection of construction materials with standardized quality 	<ul style="list-style-type: none"> • Employees • Business partners • The environment • The community / society
Locating financial source	<ul style="list-style-type: none"> • Locating financial source from financial institutions • Determining fair terms and conditions of loan agreements 	<ul style="list-style-type: none"> • Employees • Creditors
Procurement	<ul style="list-style-type: none"> • Transparent procedure in selecting service provider • Providing equal opportunity for all service providers • Procurement of environmentally friendly materials • Fair assessment of service providers 	<ul style="list-style-type: none"> • Employees • Business partners
Marketing and sales	<ul style="list-style-type: none"> • Providing clear and accurate advertising information • Keeping confidential customer information • Conducting customer satisfaction survey • Holding promotional and sales events for customers • Determining fair terms and conditions for sales and purchase agreements 	<ul style="list-style-type: none"> • Employees • customers • Business partners • Financial institutions
Construction management	<ul style="list-style-type: none"> • Construction according to plan and agreement with customers • Control and inspection of construction works to be per standards • Monitor environmental impact of construction on nearby communities • Monitor occupational safety and health with respect to construction projects • Taking care of construction labour 	<ul style="list-style-type: none"> • Employees • Business partners • The community / Society • The environment
Quality control	<ul style="list-style-type: none"> • Inspect the quality of construction works to be in accordance with plans and agreements with customers • Inspection of units before delivery to customers • Inspection of the project's common area and facilities • Reworking the construction work to be complete 	<ul style="list-style-type: none"> • Employees • Business partners • customers
Delivery	<ul style="list-style-type: none"> • Facilitate customers application for loans • Deliver completed units as agreed with customers • Facilitate ownership transfer to customers • Procedures for inspection and acceptance of units and rework for completeness 	<ul style="list-style-type: none"> • Employees • customers
After sales services	<ul style="list-style-type: none"> • Management of condominium juristic persons • Customer complaint procedures • Customer satisfaction survey • Organizing events for customers • AssetWise Club 	<ul style="list-style-type: none"> • Employees • customers

3.2.2 Analysis of interested persons in the business value chain

The Company categorizes interested persons into internal interested persons and external interested persons, to ensure that all procedures in the business value chain are covered. The following is the Company's guidelines for meeting the expectations and participation of interested persons.



Interested person	Expectation of interested person	Communication channel	Response of the Company
Employees	<ul style="list-style-type: none"> Fair and proportionate remuneration and welfare benefits Skill and knowledge development Professional stability and advancement Fair and equal treatment in accordance with human rights principles Occupational health and safety and a good working environment Equal access to news, communications, and policies of the organization 	<ul style="list-style-type: none"> ASW Intranet www.assetwise.co.th Line: Assetwise Family Facebook: Assetwise Careers Annual internal training for employees New employee training 	<ul style="list-style-type: none"> Remuneration and welfare benefits which is proportionate to the work of each employee Annual employee training and development plan Various activities to strengthen body of knowledge and happiness in working Criteria for annual performance assessment Business ethics Channels and procedures for raising complaints, voicing opinions, and whistleblowing. Annual survey of employee satisfaction



Interested person	Expectation of interested person	Communication channel	Response of the Company
Shareholders	<ul style="list-style-type: none"> • Continuous growth in performance • Growth in asset value • Dividend payment • Transparent disclosure of information • Equal treatment of shareholders • Channels for voicing opinions and communicating 	<ul style="list-style-type: none"> • www.assetwise.co.th • Shareholder meeting • Meeting with analysts and investors • Facebook: Assetwise • Annual report (56-1 One Report Form) 	<ul style="list-style-type: none"> • Transparency in its operation under Good Governance principles • Dividend payment policy • Corporate governance policy • Complete and transparent disclosure of business and financial information • Providing equal rights and opportunities to shareholders • Investor relations and Company newsletter subscription channels
Customers	<ul style="list-style-type: none"> • Quality products and services • Fair and appropriate product price • Delivery of products in accordance with agreements • After sales services • Providing complete and accurate advertising information • Keeping confidential personal data of customers • Channels for voicing opinions and complaints 	<ul style="list-style-type: none"> • www.assetwise.co.th • Facebook: Assetwise • Facebook: Assetwise Club • Instagram: AssetWise Thailand • YouTube: AssetWise Channel • Call Center • App: AssetWise • Customer relation activities 	<ul style="list-style-type: none"> • Determining agreement terms and conditions which are fair and in accordance with the law • Providing complete, accurate advertising information in compliance with the law • Conducting quality control prior to delivery • Training sales and customer relations employees • Continuous design and development of products • Providing financial advice to customers before they decide to make a reservation • Organizing events for customers • Assetwise Club with various benefits for customers • System for notification of repairs and receipt of complaints • After sales service procedures • Customer satisfaction survey • Data security system for customers' personal data in compliance with personal data protection law
Creditors	<ul style="list-style-type: none"> • Fair agreement terms and conditions • Complete observance of agreed terms and conditions • Complete and timely payment of debts 	<ul style="list-style-type: none"> • www.assetwise.co.th • Facebook: Assetwise • Call Center • Customer satisfaction survey 	<ul style="list-style-type: none"> • Determining fair agreement terms and conditions • Strict compliance with terms and conditions of debt repayment • Procedure to ensure debt repayment is correct and timely

Interested person	Expectation of interested person	Communication channel	Response of the Company
Business partners	<ul style="list-style-type: none"> • Equal opportunities for all business partners • Fair process for the selection of business partners • Fair agreements • Appropriate and equal compensation • Respect for the human rights of business partners • Communication channel 	<ul style="list-style-type: none"> • www.assetwise.co.th • Call Center • Meetings with business partners 	<ul style="list-style-type: none"> • Determining a fair criteria and procedure for the selection of business partners • Establishing a procurement committee • Determining fair agreement terms and conditions with and compensation to business partners • Knowledge development and sharing with business partners • Effectuation an evaluation of business partners
The community / Society and the environment	<ul style="list-style-type: none"> • Protection of environmental impacts to the environment from project construction • Construction work safety • Joint development of surrounding communities 	<ul style="list-style-type: none"> • www.assetwise.co.th • Call Center • Facebook: Assetwise • Facebook: Punn by Assetwise • Activities to develop and assist nearby communities 	<ul style="list-style-type: none"> • Prepare an Environmental Impact Assessment report. • Monitor safety of project construction in accordance with the law • Organizing joint activities which develop and assist nearby communities • The Grow Green project • Providing a channel through which complaints can be filed
Competitors	<ul style="list-style-type: none"> • Fair competition 	<ul style="list-style-type: none"> • www.assetwise.co.th • Facebook: Assetwise • Call Center 	<ul style="list-style-type: none"> • Uphold fair competition and refrain from taking unfair advantage of business competitors

3.3 Sustainability management in the environmental aspect

3.3.1 Environmental policy and practice

The Company operates its business taking the environment into consideration in every process of the business value chain. This is to ensure that the Company contributes to the mitigation of environmental impacts, and is able to strike a balance between business operation and the environment. The Company has set its environmental goals in line with the country's goals by aiming to reduce greenhouse gas emissions by 40% by 2030 as well as achieving carbon neutrality by 2050 and net zero by 2065.

The Grow Green project

growgreen

Way of Living, Way of AssetWise

The Company has established an environmental policy and guidelines through its Grow Green project in which the Company has resolved that

“Because we believe everyone’s actions affect the world, ASW will continue to operate our business to better the lives and the world simultaneously.”



The Grow Green project adheres to the following guidelines in operation.

1. Green Space: Giving importance to green space within the project

- Preserve existing trees and create new spaces
- Shaded common area, creating various functions of use

The details of which are as follows.

- Tree Protection: Preserving trees existing on the original land in the project and make use of the shade they provide.
- More Trees & Greenery: Conducting landscaping work which gives importance to green space with an atmosphere of large shade trees
- Vegetable Garden: Increasing a “Shade Garden” facility to allow residents to grow homegrown vegetables

2. Energy Efficiency: Efficient energy use design

- Designing which takes wind direction and lighting into account, helping to decrease the use of electrical appliances.
- Maximizing efficiency in energy use through design tools and technology.
- Use of clean energy.

The details of which are as follows.

- Solar Energy: Installation of a solar rooftop system to promote the use of clean energy.
- EV Station: Created the Green Eco System in collaboration with Haup Car to provide electric vehicle services.

3. Waste Management: Sustainable waste management

- Decrease the volume of waste as from the headwaters
- Support activities which campaign for waste separation
- Collaborate with partners to achieve effective waste management to the greatest extent possible

The details of which are as follows.

- Partnership Campaign: Collaborated with its partner Little Big Green to campaign for waste separation in projects. The campaign is called “Yaek Bin Gun” or “Let’s separate bins”.
- Refilled Station: Installation of refill stations for residents to fill their dishwashing soap, laundry detergent, and fabric softeners using their own containers to campaign for reduce in the use of plastic.
- Reducing in process: Reduce the use of plastic bottles by increasing a water filter system in every unit in the project.

4. Clean Air: Pay attention to having clean air

- Incentivize residents to use the rooftop space.
- Use construction materials which do not create air pollution.
- Take into account the wind direction when designing to allow natural air circulation.

The details of which are as follows.

- Design for nature care: designing in accordance with wind direction, wind streams, light streams, to reduce use of air conditioners.
- Trees to prevent Pollution: Increase green space in the project with a focus on planting air-filtering trees.

5. Water Management: Maximize benefits from water usage

- Design the water system in the project to be the most effective.
- Design a landscape which accommodates the ability to recycle rainwater.
- Install a water treatment system to reduce pollution before discharge.

The details of which are as follows.

- Water system Utilization: design the landscape to allow rainwater to be reused for maximum efficiency and put in place an efficient water usage system in the building.
- Ozone Room: An ozone water treatment room to treat wastewater for maximum benefits.

Training The Company promotes sustainable development and environmental management education for its employees by the following curricula and activities:

- Environmental management curriculum for the sales team
- Foundation curriculum on business sustainability
- Sustainability town hall activity



Summary of Environment Management Targets and Performance

Indicator	Target	Performance
Energy Management	Reduce the cost of electrical consumption at the headquarters by 5% from the 2021 base year	Electricity costs increased by 41.71% compared to the base year 2021
Water Management	Reduce the cost of water bills consumption in headquarters by 5% from the 2021 base year	The cost of water bills increased by 19.38% compared to the base year 2021
Waste and Pollution Management	Sort 2,000 Kilograms of general waste at the headquarters	Sort 2,925 Kilograms of general waste at the headquarters
Greenhouse Gas Management	reduce greenhouse gas emissions by 40% by 2030 as well as achieving carbon neutrality by 2050 and net zero by 2065	On Process

3.3.2 Environmental performance

The Company underscores the importance of its environmental performance to reduce environmental impacts both through its operation and various activities, as follows.

1. Energy management

The Company gives importance to and promotes efficient use of energy and reducing energy use both in the office and in construction projects. This design takes into consideration wind direction and natural lighting to reduce the use of electricity from electrical appliance in the building and in the units. Equipment, tools, and appliances for use in the office, common area, and in each unit focuses on energy-saving, such as energy-saving light bulbs, energy-saving elevators and inverter air conditioners which are energy saving.

Energy management within the Group' construction projects:

Electric system Electrical power is needed during construction. The Company installed temporary power meters to monitor and provide sufficient electricity to be used during the construction period and ensured that the surrounding communities were not affected.	Environmental impact preventive and corrective measures <ul style="list-style-type: none">• Promote efficient energy consumption through PR campaigns within the projects• Ensure electrical system surveillance by safety staffs during operation Environmental impact assessment measures <ul style="list-style-type: none">• Maintain electrical wires and appliances in good working condition and repair immediately throughout the construction period
--	---

Energy management in completed construction projects:

- **Electrical system installment**

Electrical system installment is needed to allocate power to each residential unit and common areas. The system includes Light Emitting Diode (LED) bulbs to reduce electrical consumption within the project and staff to monitor the electrical system and immediately alert the Electrical Authority in case any repairment is necessary.

- **Energy preservation**

Energy preservation compliance according to the Ministerial Regulation on the Type or Size of Building and Standard, Criteria and Procedure in Designing Building for Energy Conservation B.E. 2552 which require that any residential building construction with area more than 2,000 square meters including all its floors, must comply to authority-issued regulations below:

- 1) Roof thermal transfer value (RTTV) must be within 10 watts / square meter
- 2) Electric lighting within the building's usable areas must not exceed 12 watts / square
- 3) Combined total power usage of all non-residential buildings within the project must not exceed the total amount of power used for referenced residential building.

Note that all projects are required to adopt the following energy-saving measures

- 1) The design of construction projects must comply with the Ministerial Regulation on the Type or Size of Building and Standard, Criteria and Procedure in Designing Building for Energy Conservation B.E. 2552 and energy-saving considerations.
- 2) Publish and distribute energy-saving handbooks for each residential unit and/or install signage to promote energy preservation for its residents.

Furthermore, energy-efficiency certification, maintenance of electrical systems, air ventilation in common areas, and machines are regularly arranged.

- **Solar rooftop installation to promote the use of clean energy**

The Group puts emphasis on the use of clean and renewable energy and began its solar rooftop installation in the following projects:

- Mingle Mall Kave TU - 724 square meters of solar rooftop was installed in December 2021, generating approximately 150 kilowatts of solar energy
- Kave TU - 864 square meters of solar rooftop was installed in April 2022, generating approximately 178 kilowatts of solar energy
- Kave Town Shift - 969 square meters of solar rooftop was installed in June 2022, generating approximately 150 kilowatts of solar energy

Additionally, the Company joined forces with United Overseas Bank (Thai) Public Company Limited (UOB) to elevate sustainability standards in the real estate industry by offering “Green Loan” to develop and support real estate developers in installing solar rooftops to generate renewable solar energy. The Company plans to continuously install solar rooftops in more projects to come.



- **Promote the use of electric cars and the use of clean energy**

Under collaboration with Haupcar - a ride sharing platform provider and electric rental car provider, the Company offers its space in Kave Town Space and Mingle Mall projects as 24hrs service points for HAUP app users to access electric rental cars and promote the use of clean energy.



Energy management at the headquarters

Energy-saving campaigns at the headquarter include internal communications to promote eco-conscience for its employees, control of lighting and air-conditioning based on timing and necessity in certain areas, LED bulbs replacement throughout the offices, installation and maintenance of electrical systems to ensure its maximum energy-saving efficiency.



In addition, 153.9 square meters of solar rooftop systems were installed, generating approximately 32 kilowatts of solar energy to be used at the headquarters instead of the usual energy consumption.



In 2022, there was a total expense of electricity consumption at the head office of 2,105,276.81 baht, an increase of 41.75% compared to the 2021 base year, which did not meet the target to reduce electricity consumption within the head office by 5% compared to the 2021 base year. This was because in 2022 there was a significant increase in the number of employees and divisions within the Group and more office spaces were added by another 1 floor.

2. Water management

The Company focuses on efficient use of water resources with maximum benefits. The landscaping of the project lends itself towards the ability to recycle and reuse rainwater for maximum efficiency. The water system plan in the building is also designed for maximum efficiency.

Moreover, in the procurement process of materials and equipment for the project and units, the Company uses materials and equipment which help save water, such as water taps and pipes. It also continuously inspects and maintains the waterworks system both in the head office and in the project offices.

In terms of the construction process, the Company takes into consideration the wastewater arising as a result of operations. It established a system to examine wastewater quality, controlling the volume of wastewater discharge, and creating a wastewater treatment plant. The Company strictly upholds and adheres to the criteria on wastewater management as provided in the Environmental Impact Assessment Report (EIA).

Water management in the Group' construction projects

Water quality

The Company must treat wastewater from construction projects according to the BOD standard before releasing it outside of the project area and puts preventive measures in place should a hazard occur

Measures to prevent or mitigate environmental impact

- Wastewater treatment system designed to be able to treat sufficient amounts of wastewater generated during the project is in place. The system treats wastewater according to BOD standards before releasing it outside of the project area
- Staffs assigned to maintain the wastewater treatment system in its best condition

Measures to evaluate environmental impact

- Samples from each wastewater treatment system, taken both before and after the construction project, are regularly tested
- Samples from the final stage of wastewater treatment system are tested before its release outside of the project areas
- Structure of wastewater pipes of the wastewater treatment system is examined.

<p>Water Consumption</p> <p>Water is used during the construction project in 2 ways: 1) water consumed by construction workers and 2) water used for construction work. The Company must put measures in place to prevent any water impact to its surrounding communities</p>	<p>Measures to prevent or mitigate environmental impact</p> <ul style="list-style-type: none"> • Promote efficient water usage amongst workers • Once the project is completed, the unused water in the tank will be used in watering plants, washing debris off the streets, etc. <p>Measures to evaluate environmental impact</p> <ul style="list-style-type: none"> • Test pipes and valves for leakage for immediate maintenance • Test water tanks for signs of breakage and erosion for immediate maintenance • Arrange water tank maintenance and cleaning throughout the project period
<p>Wastewater</p> <p>Wastewater from workers during the construction projects are treated according to the BOD standards before being released outside of the project areas. The company must put measures to prevent any environmental impact</p>	<p>Measures to prevent or mitigate environmental impact</p> <ul style="list-style-type: none"> • Restrooms are regularly cleaned and maintained throughout the project period • Restrooms are tested for leakage • Once the project is completed, the installed wastewater treatment system must be removed by pumping out debris and cleaning the tanks multiple times. <p>Measures to evaluate environmental impact</p> <ul style="list-style-type: none"> • Conform to the measures to test water quality to evaluate environmental impact.

Water management in completed construction projects

The Company seeks to ensure its wastewater treatment complies to the BOD legal standards before releasing it outside of the project areas. Each project has a wastewater treatment system setup that is sufficient for the amount of wastewater occurring during the project period. Expert staff are assigned to maintain the system to its full efficiency, with regular repairment schedules and wastewater system testing. Moreover, the Company prepares preventive measures against the spread of diseases by using ozone to sterilize wastewater and reusing the treated water to water the plants in its construction projects.

Water management at the headquarters

The Company manages water usage at its headquarters by monitoring water consumption, using water-saving sanitary wares, and continuously testing plumbing systems. Internally, the Company organized water-saving campaigns to encourage eco-friendly mindset for its employees.

The Company has set a goal to reduce water consumption expenses in the head office by 5% compared to the 2021 base year. In 2022, the total water usage expenses in the head office were 42,981 baht, an increase of 19.38% compared to 2021 base year, which did not meet the target set for 2022. This was because there was a significant increase in employees and departments within the group and additional office spaces for employees have been added.





3. Garbage, waste, and pollution management

The Company attaches importance to waste management particularly those arising from the Company's operations. The Company strictly observes the criteria stipulated in the Environmental Impact Assessment Report (EIA) with respect to every project of the Company. It also assesses air pollution quality, namely, smell, sound, and dust. It is found that legal standards have been met, and that there are no leakages of toxins from the business operation of the Company.

In addition, the Company supports its contractors in organizing campaigns for construction workers to separate waste from daily life, such as plastic bottles, food bags, glass bottles, and food containers, whereby recyclable garbage can be used to exchange for dry food items and beverages.

Waste and pollution management from construction projects of the Group

- **Waste management:**

<p>The 2 types of waste from construction sites are:</p> <ol style="list-style-type: none"> 1) Waste from construction such as concrete, metal, bricks, tiles, etc. 2) Waste from construction workers such as paper, plastic bags, etc. 	<p>Measures to prevent or mitigate environmental impact</p> <ol style="list-style-type: none"> 1) Waste from construction materials: <ul style="list-style-type: none"> • Provide waste containers for construction materials • Maintain cleanliness of waste containers and its surrounding areas • Coordinate with waste management company during construction period to handle waste 2) Waste from construction workers: <ul style="list-style-type: none"> • Provide waste containers with lids and appropriate areas for each type of waste such as general waste, composable waste, recyclable waste, and toxic waste. • Communicate and encourage workers to put waste in containers according to waste type • Maintain cleanliness of waste container area <p>Measures to evaluate environmental impact:</p> <ul style="list-style-type: none"> • Maintain waste areas across construction period • Maintain waste containers' conditions to prevent habitation and feeding of insects and animals. If waste containers are not in good working conditions, they are to be replaced immediately during the construction period
---	---

- **Pollution management:**

<p>Dust</p> <p>Construction projects typically cause air dust. The Company has issued measures to prevent and evaluate environmental impact caused by dust from construction projects</p>	<p>Measures to prevent and mitigate environmental impact</p> <ul style="list-style-type: none"> • Avoid construction activities with soil such as soil stripping and ground leveling, during seasons with high levels of dust (December–February). If necessary, spray the soil with water throughout the activities and wash vehicle wheels before leaving the construction areas to minimize dust pollution • Locate machines and activities involving dust as further away from residential areas and buildings as possible • Install water spray machines in the activity's areas • Provide a closed space for activities involving dust to limit the spread of dust • Examine diesel machines' exhaust pipes, repair, change oil, and maintain good working conditions to reduce the production of dust • Install fences around the construction areas to prevent dust pollution spreading to surrounding buildings • Wash wheels and the bottom of vehicles used to transport soil with pressurized hose before entering and leaving the project areas to prevent the spread of dust
--	--

	<p>Measures to evaluate environmental impact:</p> <ul style="list-style-type: none"> • Monitor dust pollution level in the construction areas and its surroundings regularly • Report and comply with environmental prevention measures • Operate according to Environmental Impact Assessment (EIA) policies
<p>Noise</p> <p>Noise caused by construction activities such as piling, must be met with preventive environmental measures</p>	<p>Measures to prevent and mitigate environmental impact</p> <ul style="list-style-type: none"> • Schedule appropriate times for activities involving noise such as piling, construction, foundation and structural work • Install soundproof materials according to standards and construction phases • Utilize appropriate tools and methods to minimize noise pollution • Power off or turn down machines and tools while not in use • Control noise pollution caused by the construction project to avoid disturbing surrounding communities <p>Measures to evaluate environmental impact:</p> <ul style="list-style-type: none"> • Test average and maximum noise levels throughout the construction period, including noises that are not from construction activities and the surrounding areas • Report and comply to environmental prevention measures • Operate according to Environmental Impact Assessment (EIA) policies

Texca Wall Waste Management Technology

The Company gives importance to construction waste management and implemented Texca Wall technology — a readymade, eco-friendly wall and a certified green label product to use for its construction. Texca Wall helps reduce construction waste because its size can be tailor-made from the manufacturer, reducing typical cement waste from 10-20% of traditional way of plastering down to 5%. Additionally, the manufacturer also recycles the waste and uses it to make new Texca Walls.



Waste management in completed construction projects

For completed construction projects, the Company allocated waste rooms for all residential floors. The waste is separated into general waste, composable waste, recyclable waste, and toxic waste bins for the residents. Each bin is color-coded according to the type of waste and residents are encouraged to sort their waste and recycle plastic or paper bags when possible to reduce waste within the property. The property management then labels each bag according to the type of waste before handing them to the service authority.

Furthermore, the property management regularly maintains the waste bins in good working condition, immediately replaces them when needed, sorts the waste left outside of the bins, and keeps the waste rooms clean. The property management or juristic office shall strictly follow the waste management measures.

Waste management at the headquarters

- **Zero landfill station**

Another innovative waste management done by the Company is to sort large waste such as recyclable waste, non-recyclable waste, and food waste. Each type requires an appropriate waste process to recycle, turn into energy, feed animals, or make fertilizers so that no waste is left to bury in landfills. The Company implements this using the “sort-drain-flip” concept.

- Sort: according to waste labels
- Drain: liquid, ice, or food into the provided bin
- Flip: containers, dishes, bowls, mugs upside down on the provided shelves

In terms of recycling, the Company has carried out recycling initiatives both at the head office and at various events organized by the Company. In 2022, the head office can collect 2,925 kilograms of waste, divided into 1,318 kilograms of general waste, 28 kilograms of hazardous waste, 503 kilograms of recycled waste, 56 kilograms of energy waste, 731 kilograms of paper, and 289 kilograms of food waste. The Company managed to reduce a carbon footprint of 7,285 kilograms of carbon dioxide equivalent, equivalent to planting 809 trees. Garbage collection was increased by 19% from 2021. For the events held by the Company in 2022, the Company was able to collect garbage and properly dispose of 496.3 kilograms, reducing carbon footprint emissions by 1032.4 kilograms of carbon dioxide equivalent. This is equivalent to planting 115 trees.

From all the activities that the Company undertakes to help reduce global warming in 2022, the Company was able to reduce carbon footprint by 30,521 kilograms of carbon dioxide equivalent, which is equivalent to planting 3,390 trees.





- Hazardous waste in exchange for donuts**

Hazardous waste must be sorted appropriately and separated from other types of waste. The Company organized a “Hazardous waste for donuts” campaign to encourage employees to bring in hazardous waste such as spray bottles, expired medicine, light bulbs, or battery, in exchange for donuts. The campaign helped raise awareness about the danger of hazardous waste not being appropriately sorted. In 2022, the Company was able to compile 28.41 kilograms of hazardous waste - 15% more than the amount collected in 2021.



- Refill station**

Refill station is a continuous quarterly activity at the headquarters. The activity aims to encourage employees to use fewer plastic containers and encourage them to bring in used containers to refill everyday detergents such as dishwashing detergent, fabric softener, laundry detergent, or hand soap. In 2022, the activity provided 140,000 milliliters of detergent - an equivalent to saving 280 units of 500-milliliter containers.





4. Greenhouse gas management

The Group is aware of the need to limit greenhouse gas emission in its operation — most of which come from employees' use of personal vehicles, headquarters' air conditioning systems, and construction projects. It aims to operate strictly according to Environmental Impact Assessment (EIA) policies in every project and corporate activity.

Greenhouse gas management in construction projects of the Group

Air pollution

Air pollution caused during construction typically comes from exhaust pipes of trucks that deliver soil or construction materials and of construction machines. The emitted gas causes air pollution to the surrounding areas. The gas emitted by construction machines are:

- Carbon Monoxide (CO)
- Hydrocarbon (HC)
- Nitrogen Dioxide (NO₂)
- Sulfur Dioxide (SO₂)

The amount of emitted gas must not exceed the limit by law and the project must put up measures to prevent and evaluate environmental impact from its construction activities

Measures to prevent and mitigate environmental impact

- Turn off engines while not in use
- vehicles that deliver soil or construction materials and other machines in good working condition

Measures to evaluate environmental impact:

- Monitor and measure air pollution caused by Carbon Monoxide (CO), Hydrocarbon (HC), Nitrogen Dioxide (NO₂), Sulfur Dioxide (SO₂) in the construction areas
- Ensure that construction site controllers manage contractors to operate according to Environmental Impact Assessment (EIA) policies

Greenhouse gas management in completed construction projects

The majority of gas emission comes from traffic within the construction areas such as parking and internal roads. The gasses emitted are Carbon Monoxide (CO), Hydrocarbon (HC), and Nitrogen Dioxide (NO₂). The Company must put in place measures to prevent and evaluate environmental impact such as encouraging residents to turn off their vehicle engines while not in use in the parking areas and planting trees to help absorb Carbon Monoxide (CO).



- **Low-carbon building @Mingle Mall**

Mingle Mall is a community mall that delivers new creative experiences. The interior and exterior design of the mall were decorated by multidisciplinary art from various well-known artists. The mall invites people to take selfies, check-in online, and meet up with others in a space surrounded by restaurants, shops, co-working space, e-sports zone, and other amenities. There's also an open space, "Social Sphere", that invites creativity, ideas, and performances by students in the surrounding communities.

With environmental design at its core concept, the Company has applied for the mall buildings to be low-carbon certified by the Thailand Environmental Institute (currently under consideration) to exemplify the use and maintenance of low-carbon buildings.

Greenhouse gas management in headquarters

The Company has joined the voluntary Carbon Neutral organization and has been certified by the resolution of the Board of the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO' meeting No. 3 on 25 March 2022 for the Company's willingness to be evaluated and neutralize its greenhouse gas emission with carbon credit.

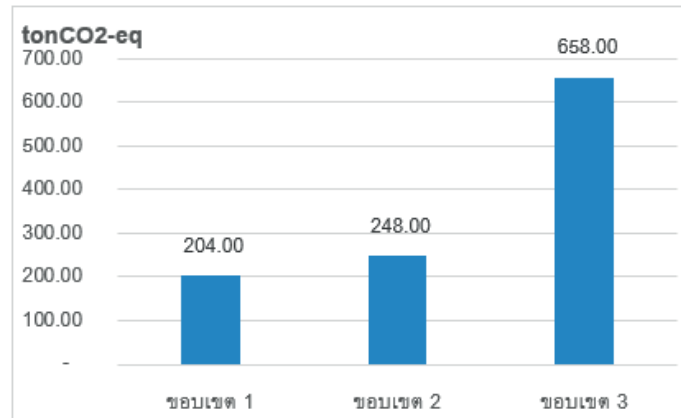
- **Carbon footprint evaluation (headquarters)**

The Company is highly aware and seeks to relieve the global warming effect. For this reason, the Company collects its data from every activity that emits greenhouse gas both directly and indirectly to evaluate and calculate its carbon equivalent at the headquarters. This evaluation leads to effective measures to reduce greenhouse gas emission.

The scopes used in evaluating greenhouse gas emission are as follows:

- Scope 1: Direct greenhouse gas emission, in which the sources belong to or are managed by the organization
- Scope 2: Indirect greenhouse gas emission relating to electricity generation
- Scope 3: Other indirect greenhouse gas emission

In 2022, the company's total greenhouse gas emissions were 1,110 tons of carbon dioxide equivalent, which is a direct greenhouse gas emission (scope 1) of 204 tons of carbon dioxide equivalent Indirect GHG Emission (Scope 2) 248 tons of carbon dioxide equivalent and other indirect greenhouse gas emissions (scope 3) 658 tons of carbon dioxide equivalent.



The Company sets up policies to encourage less greenhouse gas emission by training employees on global warming topics, sources of greenhouse gas emission, global warming advocacy, and other campaigns such as water-saving campaigns, efficient use of resources, 25C air-conditioning campaigns, 1-hour lights-off during lunch break, turning off lights when not in use, and utilizing solar power in the headquarters' common areas. Additionally, the buildings were designed to utilize exterior gardening and facades to prevent heat from entering the building and help save energy used by air conditioners.



- **Care the Bear**

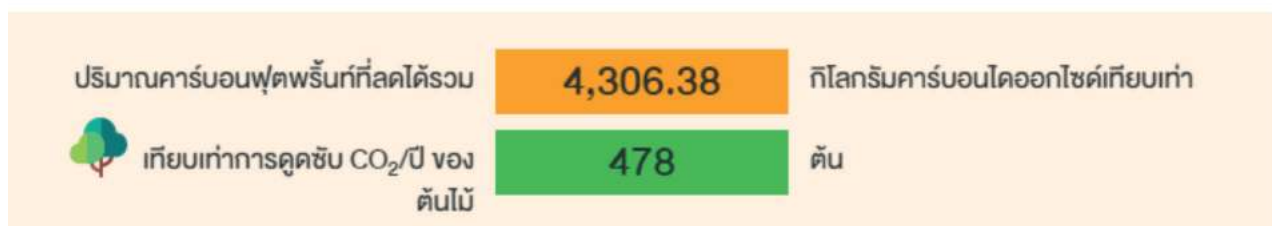
The Company participated in the “Care the Bear” campaign, which was organized by the Stock Exchange of Thailand (SET), to help mobilize global warming relief. The activities were based on “6 Cares” principles:

1. Use public transportation or ridesharing
2. Reduce consumption of paper, plastic, printed documents, and containers
3. Stop using foam for containers and decoration
4. Reduce the energy consumption from electrical appliances and substitute with eco-friendly appliances.
5. Use renewable materials for decoration when designing projects
6. Reduce food waste from events

In 2022, there were 6 activities related to the “Care the Bear” campaign, both online and offline, such as “Plant for the Planet” at a waste management factory in Onnut, seminars on how to apply for low-carbon building certifications by the Environmental Institute of Thailand (online), AssetWise Beauty Run 2022, etc. The total carbon footprint emission was reduced by 4,306.38 kilograms of CO2 equivalent, or an equivalent of 478 trees.

In 2023, the Company set a target to carry out a total of 10 or more activities and record their carbon footprint reduction for the “Care the Bear” campaign, both online and offline.

ปริมาณคาร์บอนฟุตพริ้นท์ที่ลดได้จากการจัดกิจกรรมและโครงการ



(The total amount of carbon footprint reduced from the activities is 4,306.3 kilograms of CO2 or the equivalent of 478 trees.)

- **Less @Office**

The Company believes that every piece of waste, when processed correctly, can be recycled, turned into power, or feed animals with none left to bury in landfills. Hence, the company arranged a waste sorting system at the headquarters to recycle with the following process:

1. Educate employees about waste management and sorting system
2. Provide waste sorting stations on each floor of the building, so that it is easy to sort waste
3. Cleaning staffs to collect recyclable waste every day from the stations and compile them in the assigned storage
4. Once there's enough recyclable waste, the Company is to request a waste management company to pick up the recyclable waste at the headquarters, weigh the waste, record the data before selling them to the waste management company, and turn them over to the next recycling process
5. The assigned staff will include the weight of the recyclable waste on the invoice as evidence for the transaction

The recyclable waste data was used to apply for the greenhouse gas emission evaluation conducted by the Low Emission Support Scheme (LESS) — which has to apply between January 1, 2022 to September 30, 2022. The total reduction in carbon footprint emissions is 6,421 kilograms CO2, or the equivalent of 713 trees. In 2023, the Company plans to extend the greenhouse gas emission evaluation conducted by the Low Emission Support Scheme (LESS) to other Company's sales offices in addition to the headquarters.

- **Encourage low-carbon building partnerships**

Most business functions release greenhouse gasses to the atmosphere in some way, resulting in global warming. The headquarters also emits greenhouse gasses during its consumption of water, power, waste, and other tools commonly used in office spaces. The Company aims to encourage other business suppliers to combine effort in relieving global warming together with the rest of the world, and in alignment with Thailand's 20-Year National Strategy.

For this reason, the Company invites its business partnerships to the “low-greenhouse gas building certification process” seminar by the Thailand Environment Institute (who certified the Company’s headquarters as low-carbon buildings on December 9, 2021). The seminar is a starting point in raising environmental awareness, in hope that each business partner will be able to further apply for the certification of their buildings. There were 16 business partners and more than 40 company representatives participated in this initiative.



- **Green procurement**

The Company supports eco-friendly products and materials. It aims to purchase certified eco-friendly products for its construction and headquarters operation to help reduce greenhouse gas emission.

The Company plans to continue increasing purchasing value for eco-friendly products and materials with the following plan.

- Increase the amount of eco-friendly business partners, products, and services while continuously updating our green procurement database
- Partner with businesses that are aware and consider eco-friendly materials and services such as businesses using energy-saving electrical appliances, recyclable or renewable materials, etc.
- Communicate with business and trading partners that the Company will be procuring and purchasing eco-friendly products and services



5. Expanding green spaces

AssetWise company Public Company Limited aims to operate its businesses under sustainable, socially-responsible, and environmental-friendly principles. The Company issued the “Grow Green” policy - consisting of 5 key areas: Green Space, Water Management, Waste Management, Clean Air, and Energy Efficiency.

CO2 emission is common in many business operations. Expanding “Green Space” is one of the targets the Company aims to be socially and environmentally responsible in Bangkok as well as supporting community forestation.

- **Plant for the Planet Project**

CO2 emission is common in many business operations. As a responsible initiative for the environment and organisms living in it, AssetWise company and its partners have planted trees to help absorb CO2 under the project “Plant for the Planet”. The project aims to raise awareness to reduce CO2 emission in the future, both in business and personal activities, by inviting participants to plant 433 trees/person* to offset the CO2 an individual emits during everyday activities and prevent the global temperature from rising more than 1.5C degrees.

*An average Thai person emits greenhouse gasses 3,900 kilograms/year, a 10-year-old tree absorbs 9 kilograms of CO2/year

The “Plant for the Planet” project aligns with the Grow Green policy — namely, Green Space and Clean Air, as well as the “Green Bangkok 2030” project by the Bangkok Metropolitan Administration.

Objectives:

1. Build cooperation between AssetWise and partners in raising environmental awareness and reduce CO2 through trees-planting activities by its employees
2. Achieve the target to plant 433 trees planted per person.

Innovative trees-planting recording method

With the target to plant 433 trees/person, the development of LIN Official account name “ASWGrowGreen” took place to create a new trees-planting experience. The recording of each tree planted includes the tree’s name, its place, date of planting, and location.



In 2022, the trees-planting initiative to expand green spaces took place in 11 public parks, with 1,522 trees planted, reducing 13,698 kilograms of CO₂. 383 members — consist of employees, partners, residents, and volunteer participants planted trees via LINE Official Account “Growgreen” (as of December 31, 2022). The trees were planted with care and maintenance in mind.



Planting Center

As part of the “Plant for the Planet” project, the Company partners with Ramindra Sports Park, Office of Public Parks under the Bangkok Metropolitan Administration to plant in preparation for the 2023 forestation. The Royal Forestry Department provided more than 20 species of plant seed including Dalbergia Cochinchinensis, Leguminosae, Sindora Siamensis, Pterocarpus Macrocarpus, Wrightia Arborea, etc. 5,000 trees were planted by employees and public volunteers at Ramindra Sports Park. With more planting planned for 2023, we hope it will become the planting center for more public volunteers in the future.



Care the Wild Project

This is another project in cooperation with the Stock Exchange of Thailand. Through the “Care the Wild — Plant & Protect” project, the Company sponsored planting and forest restoring activities at Baan Lang Kao local community forest, Moo 6, Nong Grang, Bor Ploy, Kanchanaburi. With “AssetWise Growgreen” principles, the Company aims to develop residential projects while protecting the environment and passing on the principles. The targets are to build quality livelihood sustainably, build a balanced ecosystem, relieve global warming effects, and expand the forest as the long-term food source for the community. In 2022, on a 10-rai land, 2,000 trees were planted and reduced the equivalent of 18,000 kilograms/CO₂ per year with plans to plant another 10-rai in 2023.



3.4 Sustainable management in the societal aspect

3.4.1 Societal policy and practice

The Company operates its business with due regard to social values. The Company is committed to develop its business for sustainable growth, by offering quality products, being honest in its profession, and being responsible for the development of society at large through the following societal policy and guidelines.

Respect for human rights

The Company is aware of the importance of the respect for human rights, human dignity, and fundamental rights. The Company is committed to fair and equal treatment of all. It has also mandated that treatment between employees be so in a respectful manner. Moreover, the Company gives importance to labour issues. Fair and equal treatment is observed throughout the entire procurement process. There is no discrimination from selection, remuneration, performance assessment, among others. The Company also promotes human rights. It will not engage in any act that violates human rights. It will not use forced labour, irrespective of its form, or labour from human trafficking, or illegal child labor.

The Company organizes an evaluation for the impact its operation has on human rights violations, put forth preventive measures, and tracks the results to make sure its operation does not commit any violation.

In addition, the Company had set up a channel for employees or anyone affected to file complaints for any human rights violation they witnessed. The complaints will be investigated by the Company, and if proven true, there will be punishment for employees involved according to Company's regulations and appropriate remedy for the victims. Consequently, the Company will set up measures to prevent the violation from repeating and protect the persons who filed complaints according to the Company's policies.



Fair treatment to labour

Employees are considered the most valuable resource, and is a key success factor. As such, the Company is committed to develop and fortify a good corporate culture and working environment. It promotes teamwork and building of goodwill and unity within the Company. Employee treatment is merit-based. Moreover, the Company attaches importance to clear and tangible promotion of health, safety, and the environment with respect to employee work conditions. As such, it has adopted the following practice.

- 1) Treat employees with respect. Respect the honor, dignity, individuality, and human rights of employees.
- 2) Protect the personal data of employees by limiting the disclosure and use of personal data such as family history, salary, performance assessment results, and medical history to Company personnel on a need-to-know basis. Personal data of employees will not be disclosed to any third party without the prior consent from the employee, unless required by law.
- 3) Provide equal opportunities in employment, appointment, and relocation, as well as award, compensate, or sanction with honesty and on the basis of their knowledge, skill, and capacity, as well as Company rules, without regard to gender, nationality, ethnicity, religious, or belief.
- 4) Fair remuneration of employees. Remunerate employees at the rate over that stipulated in the law, both for long and short term employment, taking into consideration the Company's and the employee's performance. The Company will manage the remuneration, salary, and benefits so as to incentivize and retain knowledgeable and skillful employees with the Company.
- 5) Ensure that the working conditions is always safe to the life and property of the employees. Ensure occupational health and provide employee welfare and benefits, such as provident funds, medical care, annual health checkups, marriage monetary gifts, funeral monetary contributions, provision of accident and health insurances. The Company also continuously communicates to employees to make use of the benefits, so as to maintain a good quality of life.
- 6) Attaches importance to the development and increase of skill and potential to prepare readiness for professional growth, by continuously and comprehensively providing opportunities for employees to learn.
- 7) Uphold strict compliance with laws and regulations relevant to employees and avoid engaging in any act that is unfair or that will adversely impact employees.
- 8) Cultivate and create moral consciousness in sharing, giving, respect towards each other, and being a good citizen of society.
- 9) Determine policies on safety, health, and the environment in employees' performance of work and ensure that employees strictly observe such policies. The safety policy is as follows.
 - (9.1) Committed to supporting Company activity simultaneously with compliance to safety laws and relevant regulations.
 - (9.2) Providing that occupational safety is the first responsibility in all performance of work for all employees.
 - (9.3) Providing that supervisors in all levels must lead by example, and teach, train, and incentivize employees to perform work safely.
 - (9.4) Providing that all employees be concerned about the safety of themselves, their colleagues, and of the Company property at all times.
 - (9.5) Providing that all employees maintain the cleanliness and orderliness of their working area.
 - (9.6) Committed to promoting safety activities which boosts, promotes, and develops consciousness of employees to be safe at work.
 - (9.7) Committed to promoting the continuous review, improvement, and development of safety management systems.
- 10) A Welfare Committee elected by employees is established to monitor and represent the employee body in negotiating benefits with the Company.

Responsibility to customers

The Company is committed to achieve customer satisfaction, which has an impact towards the success of the Company's business. The Company therefore continuously seeks ways to efficiently and effectively meet the needs of customers. It has put into effect an after sales service system to maintain amicable relationships in the long term. The Company has thus established the following operational guidelines.

- 1) Deliver products and services which are of quality, meets or exceeds the expectations of the customers at a fair price. The products and services must be safe, not dangerous to the health of the customers, and reliable. The Company does not limit the customers' right to access its products and services, and determines fair trade conditions for customers.
- 2) Provide accurate, sufficient, and up-to-date news and information to customers to prevent any misunderstandings in the quality, quantity, or any conditions of the products or services without distorting the truth.
- 3) Correspond with customers respectfully, effectively, and create reliability for customers. Respond to the customers need promptly to ensure maximum customer satisfaction.
- 4) Effectuate a data security system for customers. Take care to not allow any customer data or secrets to be used for the illegal benefit of any party. The Company will not disclose customer information without prior consent from the customer or the Company's authorized representative, unless required by law.
- 5) Prepare a document introducing the service team personnel to customers after transfer of ownership. Monitor and conduct a survey on customer satisfaction. Foster relations with residence and support customers; social responsibility activities as well as to the environment.
- 6) Make available a channel for customers to make recommendations and file complaints and report problems in connection with the Company, or to request assistance and advice on all matters relevant to the Company.

The Company is aware of the importance in keeping customers' data privacy. Any data collected through the Company's communication channels, business transactions, or services, will be treated carefully and reasonably. Any customers' personal data will be protected under the Personal Data Protection Act B.E.2562 and other related laws.

Customers' personal data privacy policy

The Company realizes that it is its responsibility by law to communicate its privacy policy — including storing, using, analyzing, processing, sharing, and customers' rights as owners of their own data. The personal data policy details as follows:

Sources of personal data

The Company receives personal data from 3 sources:

1. Directly from the customers
2. From the Company's operating system
3. From third parties

Sharing personal data

Any personal data received by the Company will not be shared externally, however, the Company may need to share and pass on the personal data to the following agents:

1. External service-providers: strictly necessary only, with appropriate measures to ensure secured transaction when sharing and passing on data under an agreed personal data processing that the Company prepared.
2. Related government authorities: in which the Company must comply by law, enforced judgement, or authoritative orders. Sharing personal data to the authorities will be done only as strictly ordered by the authorities.
3. Other parties: only when customers have agreed to have their personal data be shared to the specified party.

Protective measure for personal data privacy

The Company has issued policies and regulations to protect personal data privacy such as ensuring standards for technology security, data loss prevention, security breach, using or sharing data outside of agreed purposes, data misuse, data alteration without permission, and erasing data. Implemented security methods include setting passwords to protect data and limit access to data to make sure only permitted employees can access and are trained to protect personal data privacy.

Furthermore, the Company has put up data security measures to prevent loss, unpermitted access, usage, change, alteration, sharing by unpermitted employees and continuously revise policies as needed, or when technology evolves, to ensure the quality of security. Employees, personnel, representatives, and data collectors must keep customers' personal data private and secured at all times when processing the data.

In the case of personal data breach complaints, the Company will immediately act to repair the situations, continuously prevent any impact, and report the breach to the related authorities and data owners as directed by law.



Treatment to business partners are contractual parties

The Company adopts a policy to observe fair and equal treatment of business partners. In taking all actions, consideration must be given to reputation, and compliance with laws, rules, regulations, and significant customary practice, as well as the promise given to business partners. Consideration must be given to equality in business operation and the mutual benefits of business partners. As such, the following guidelines have been adopted.

- 1) The Company treats business partners with equality under the same conditions so as to be fair to all parties.
- 2) Provides an opportunity for new business partners to collaborate with the Company, to ensure skill development and the adoption of new technology. The business partner selection procedure is fair, transparent, and accountable.
- 3) Provide truthful information and reports to business partners.
- 4) Not request, accept, or pay any benefits which are not of honest trade practices to business partners. To prevent unfair practices, the Company prohibits the acceptance of any property or benefits from business partners or other persons with a duty or business related to the Company. Gifts received as part of general customs, such as in New Year's, shall be forwarded to the human resources division for common use in the Company.
- 5) Promote business partner cooperation in the prevention of corruption by not providing any form of bribery to governmental officers or to employees of the Company to provide any advantage in any case whatsoever.
- 6) Strictly comply with agreements and all agreed terms and conditions. In the case it is not able to do so, the business partners shall be notified so as to jointly resolve the matter on the basis of business relations.
- 7) Determine a clear and timely due date for payment of product price and service remuneration.
- 8) Take care and assist business partners to be able to operate its business simultaneously with the business of the Company, without taking unfair advantage thereof.
- 9) Provide channels through which business partners can raise complaints on unfair treatment, whereby complaints can be directed to the chief executive officer, the head of the audit committee, and the head of the internal audit team.
- 10) Put in place measures to keep confidential business partners' confidential information to prevent use of information of business partners for the benefit of any party illegally. Business partner information will not be disclosed without the consent of the business partner or from an authorized representative of the Company, unless required by law.

Moreover, the Company's credit terms are specified according to auditing standards, with emphasis on transparent credit terms management in its transactions with business partners.

Credit Terms:

Suppliers: Major Contractors or Subcontractors	Credit Terms 15-30 days
Suppliers: Vendors	Credit Terms 15-60 days

Credit terms with each supplier will be determined by the Company according to the type of work, process, partnership history, and other factors while maintaining standards and fairness for every business partner.

Anti-corruption

The Company is keenly aware that bribery and corruption are serious threats which undermine economic and social development and hinder the Company's sustainable growth. Accordingly, the Company has prepared and declared a separate anti-corruption and bribery policy to lay down the details on the policy and measures in relation to anti-corruption and bribery. The main policy are as follows.

"No director, executive, or employee of the Company shall tolerate any form of corruption, whether in respect of governmental authorities, private entities, or persons directly or indirectly involved, to acquire business of the Company or for its own benefits which is not ethically appropriate, namely, promising to give or accept any item, gift, entertainment, donation, or any other benefit from the person in business."

The anti-corruption and bribery policy covers all business partners, customers, and interested persons of the Company both domestically and abroad. The Company holds an examination on its anti-corruption and bribery policy on an annual basis to assess the employees' understanding of the observance of the policy, and conduct risk assessment in relation to the likelihood of corruption, so as to be able to determine an approach and plan to prevent risks in relation to corruption, as well as to monitor the results of such risk management. The Company also trains employees on the anti-corruption policy and practice of the Company at least once a year.

Anti-Corruption Guidelines

- 1.) Announce "No-Gift Policy" for festive times such as new year festival or any other occasion to create a good norm in doing business and communicate to directors, executives, employees, and business counterparties and suppliers of the Company.
- 2.) Ensure reliable financial reporting, efficient work systems, assessment on corruption risk and bribery in business processes as well as continuous monitoring to promote operational transparency.
- 3.) Support and develop knowledge and understanding for employees in the organization especially those who work directly with the Company's stakeholders in order to foster a good mindset and cultivate an organization culture with zero tolerance towards corruption.
- 4.) Put in place channels for whistleblowing and complaint filing for actions that can lead to corruption while the Company protects and treats whistleblowers fairly, including employees who reject to be involved in corruption or those who expose fraud cases related to the Company. Details can be found in Whistleblowing Policy.
- 5.) Regard any action, involvement, or act of conniving in corruption as a misconduct against the Company's business ethics. Wrongdoers will be subject to disciplinary actions as well as legal actions in case of law violations.
- 6.) Guidelines for directors, executives, and employees.
 - 6.1) Directors, executives, and employees must strictly observe "Anti-Corruption Policy" and shall not be involved in any corruption or fraud activity, either directly or indirectly.
 - 6.2) Directors, executives, and employees of the Company shall not abuse the entrusted power for personal gain or to favor family members, friends or close persons, whether directly or indirectly, including engaging in business activities such as conducting any activity to sell personal products or services to the Company or engage in a business that directly or indirectly competes with the Company.
 - 6.3) Executives and employees of the Company shall not neglect or ignore any incident they witnessed which may be considered Company-related corruption. It shall be deemed a duty to inform such matters to their supervisor or a person in charge or through the whistleblowing channel, as well as to cooperate in any investigation.
 - 6.4) Executives and employees of the Company shall not solicit or receive any undue benefits from the stakeholders of the Company in accordance with the regulations concerning the acceptance and offering of items of value, gifts, or other benefits. The executives and employees shall exercise caution to refrain from providing any hospitality or entertainment to the Company's stakeholders who may gain undue advantage from their performance of duties.
 - 6.5) The employees of the Company shall be responsible for informing the Company's stakeholders of the "No Gift Policy" and requesting them to comply with such policy on various occasions such as major festivals.



- 6.6) Executives and employees of the Company shall cooperate with the internal audit and internal control units on the investigation process by providing information when witnessing a corruption or fraud activity and reporting any suspicious activity. The Company will ensure that protection and fair treatment are given to the whistleblowers or complainants and all information are kept confidential.

General Provisions

This Anti-Corruption Policy applies to all types of activities undertaken by the Company. Any practice under this Policy shall be implemented according to the anti-corruption guidelines and other guidelines prescribed by the Company in order to maintain integrity in the performance of activities highly susceptible to corruption. The Company's directors, executives, and employees at all levels shall carry out the following matters with diligence:

- **Acceptance of Gifts and Other Benefits**

- 1.) The Company's directors, executives, and employees shall refrain from receiving any item of value or other benefits from the stakeholders of the Company, such as gifts, contributions, entertainment, and donations.
- 2.) Employees shall be responsible for informing the Company's business counterparties and stakeholders of the "No Gift Policy" on an occasional basis and request the stakeholders to comply with such policy.
- 3.) In the event that it is necessary or inevitable to receive the gifts or other benefits, such as the supplier is not aware of the "No Gift Policy" and has already brought the gift, or the employee is in a situation in which he/she has to accept the gift for the sake of maintaining a good relationship with an individual or organization, the following practices shall be adopted:
 - 3.1) Employees at the department manager level or higher shall be responsible for receiving the gift, of which the value must not exceed 3,000 baht. Any gift with the value of more than 3,000 baht shall not be accepted, whereupon the person offering the gift shall be informed of the "No Gift Policy".
 - 3.2) Employees must report the receipt of gifts/items of value and return the gifts/items of value received to the Human Resources Department immediately to be handled as deemed appropriate. If the gift is a perishable food or an item with a limited shelf life, the human resources manager may distribute such gift to employees as deemed appropriate
- 4.) Any gift, souvenir, or prize or any other item offered to the Company from winning a competition or entering into a contract with a business partner, or from any activity organized to congratulate or compliment the Company on its achievement, may be accepted in the name of the Company. In such case, an employee at the manager level or higher shall be assigned to accept the gift, and such gift shall be deemed the property of the Company.
- 5.) The Company permits acceptance of any gift that is worth no more than 500 baht, such as calendars, pens, and notebooks, during traditional festivals, public relations events, or seminars.
- 6.) In requesting a party, training, seminar, study visit or business visit from stakeholder involved in the company's operations to pay the expenses. can't do unless it is appropriate. according to tradition or laws, It is a proposal made between an organization, not an individual, and must be reviewed and approved according to the company's approval authority.

- **Offer of Gifts or Other Benefits**

To prevent corrupt activities, the offering of gifts or other benefits to customers, suppliers, business representatives, business partners, or stakeholders shall be carried out under the condition that it is appropriate to the occasion such as during a traditional festival; it complies with applicable law; and it does not influence or induce the recipient so as to gain personal advantage. In addition, the executives and employees of the Company shall strictly observe and comply with the regulation concerning the approval authority.

- **Charitable Donation or Sponsorship**

The offering or acceptance of donations, contributions, sponsorships, or other charitable grants shall be conducted with transparency and in compliance with law and with reasonable confidence that such activity is not exploited as a maneuver for bribery. In case the donation is of high value, the Company will present to the authorized person to inspect and sign according to the approval authority and strictly execute in order not to allow for a channel for corruption.

- **Political Contribution**

The Company shall operate its business with political neutrality by not providing any support or acting in favor of any particular political party and shall not provide any funding or resources in support of any political party, politician, or candidate in a political election, whether directly or indirectly. The Company prohibits all directors, executives, and employees from exploiting their position, property, time, and the Company's facilities to facilitate or support any political activity, political organization, or other political affairs, as well as prohibiting them from abusing their power to induce, coerce, or force their colleagues or subordinates to support any particular political activity.

- **Business Relationship and Procurement**

The offering and acceptance of a bribe shall be strictly prohibited when engaging in any business with a business partner, contract party, or public and private organization. All business activities shall be carried out with transparency and in compliance with law.

- **Entertainment expenses and other expenses**

Paying for entertainment expenses and other expenses to build business relationships with partners or persons related to the business of the Company is allowed but must be in accordance with the approval authority of the Company. In addition, such entertainment expenses must be subject to the condition that it must not be done in order to gain any advantage, and/or in exchange for obtaining assistance or benefits improperly, and/or lead to any action that may give rise to bribery or corruption.

- **Facilitation Payment**

Facilitation payments are prohibited if they lead to corruption. The Company refuses to give, ask or accept bribes or facilitation fees that may lead to corruption both directly and indirectly, or lead to facilitate business operations of all kinds to the staff and government agencies in any form. The Company has a policy of dealing with the government in a transparent and honest way, in accordance with the procedures set by government agencies and relevant laws.

Treatment of the community, society, and the environment

The Company is always aware that it is a part of society, and thus has a responsibility towards society. Such responsibility includes the support of activities of the community to improve the quality of life and economic conditions of the community. The Company believes that to sustainably grow and survive in society, in addition to offering quality products and uphold professional integrity, the Company must also be responsible for the improvement of society at large. As such, it has laid down the following guidelines.

- 1) Adhere to business commitments, taking into consideration the benefits and sustainability of the community, society, and the environment.
- 2) Has a business policy which takes into consideration the community, society, and environment. Mandating that the operations relevant to the business of the Company shall not fall below the requirement by law and must comply with laws applicable to the real estate development business. Mandating that the business operation of the Company must be in compliance with environmental requirements and standards.
- 3) Continuously raise awareness and communicate and educate employees on social and environmental responsibility to employees of all levels.
- 4) Explore and become acquainted with the relevant rules and regulations to prevent operating business in a manner which impacts social or community way of life. Be respectful of the customs and traditions of each locality which the Company conducts business.
- 5) Is able to adjust to changes and respond promptly and effectively to situations which impact the environment, the community, life, and property, as a result of Company operations. Cooperate fully with governmental authorities and relevant entities.
- 6) Continuously organize activities which enhance the community and the environment to improve the quality of life of the community whether by itself or in collaboration with public and private sectors, and the community itself.
- 7) Adhere to standard safety measure required by law.
- 8) Support and promote cost effective use of resources. Improve the quality of life by addressing environmental problems. Consider that taking care of the environment is a responsibility shared by all.
- 9) Develop projects which are able to enhance benefits to the community in a tangible manner. Monitor and conduct assessments in the long term.



Innovation development

- 1) The Company supports innovation that creates business value as well as value to customers, stakeholders, society, and environment. The following methods are used to encourage innovation within the company:
- 2) Organize activities that allow employees to brainstorm for innovative ideas that add value to the business operation and its products, and apply the innovation to the Company
- 3) Search for innovation or appropriate technology to help manage business operations or can be applied to the Company's real estate development projects
- 4) Supports employee education on innovation and new technology for their respective functions and the company's business
- 5) Corporate with business partners and alliances to search for and create innovation to be used in the Company's business, products, and services

Targets for sustainability management on social dimension

Topic	Indicator	Target
Human rights	Complaint on human rights violations	0 complaint
Anti-corruption	Declaration of the intention to participate in Thailand's Private Sector's Collective Action Against Corruption	Signatory
	Employees' average test scores on anti-corruption topics	18 points
	Corruption complaint	0 complaint
Employees	Employee satisfaction	73.60% (high)
	Accident rate at the workplace	0 case
	Human resources development curricula	60 curricula
	Employee resignation	15%
Customers	Customer product satisfaction	80%
	Customer service satisfaction	80%
	Net promoter score	17 points
	Personal data privacy complaint	0 complaint
Suppliers and contractual parties	Complaint on misconduct against suppliers and contractual parties	0 complaint
Community and society	Community and society complaint	0 complaint
Innovation	Innovation development within the project	1 project

3.4.2 Societal performance

1) Respect for human rights

The Company operates under the human rights policy to ensure there is no human rights violation to any stakeholder in any part of its value chain. Hence, the Company aims to respect human rights in every part of its value chain, examine human rights impact as part of the operating process, evaluate human rights risk, and set up prevention measures. These initiatives are to ensure that the Company's operation does not violate human rights and encourage awareness for our suppliers and alliances.

The comprehensive human rights audit process:

Policy Commitment	Human Rights Policy
Human rights impact evaluation	<ul style="list-style-type: none"> • Indicate areas at risk of human rights violation from the Company's operation • Identify stakeholders and affected employees as the result of human rights violation • Evaluate the risk level of human rights violation • Evaluate the potential impact on human rights violation
Effectiveness monitoring	<ul style="list-style-type: none"> • Set up measures to prevent or mitigate the effect of human rights violation • Assign accountability for the measures to prevent or reduce the effect of human rights violation • Track the progress of the measures to prevent or reduce the effect of human rights violation and continuously revise the measures as appropriate
Remedy and whistleblowing channels	<ul style="list-style-type: none"> • Remedy affected victims from the human rights violation • Provide whistleblowing channels to receive complaints in regard to human rights violation according to whistleblowing policies
Stakeholder Engagement	<ul style="list-style-type: none"> • Engage with affected stakeholders in the value chain to comply with human rights

Additionally, the Company supports employees to become aware and understand the importance of human rights and organizes annual training for its employees. In 2022, 100% of the Company's employees were trained and tested on human rights policy.

In 2022, the Company received no complaint or legal dispute on human rights violation for its operation.

Human rights-related operation within the Company:

- No child labor: Every employment must be legal, anti-child labor, and not supportive of child labor or illegal employment in any way
- No discrimination: Respect the individual's dignity and basic human rights for the equal treatment of all stakeholders.
- Fair labor: Every step of hiring process, both for employees and contractors, must be fair. Compensation must comply with labor laws, the type of work responsibilities, fair comparison to other businesses in the same industry, hours of work according to law, good working environment, and work safety.
- Business partner ethics: support and encourage suppliers to operate with fair labor employment, labor law compliance, no child or illegal labor, no unethical layoff, lawful work hours, overtime and holiday allowances according to laws, fair compensation and benefits according to type of work, and not lower than the lawful minimum pay.
- Respect freedom for employees and stakeholders to think, express, and suggest their opinions. Employees must be allowed to form unions and groups according to law, as well as forming an employee welfare committee to represent the employees body in negotiating and suggesting to the employer with regard to benefits.

2) Anti-corruption

The Group has issued anti-corruption measures to operate on and declared the intention to participate in Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) on June 6, 2022. The declaration shows the Company's intent to solve corruption problems in the Thai private sector. The Company will continuously work towards becoming a certified member of the CAC.



No gift policy

No gifts will be accepted for any occasions to create a transparent culture free of corruption within the Company. The policy applies to directors, executives, employees, suppliers, and alliances — who are communicated through email, intranet, the Company's website, internal communication posters at the headquarters and Company's construction projects.



Communicate and train employees on anti-corruption

The Company organizes 2 employee training curricula on anti-corruption, as follows:

- Monthly anti-corruption orientation for new employees
- Anti-corruption policies training for all employees on anti-corruption policies and best practices



As for communications, the Company uses the following channels: intranet, email, and the Company’s LINE group. Signature of acknowledgement is requested from all employees and executives regarding the Company’s Anti-Corruption Policy. In 2022, 100% of all employees and executives acknowledged the Anti-Corruption Policy.

Moreover, an anti-corruption knowledge assessment was made available for all employees and executives. 100% of employees and executives took the assessment test and scored an average of 18.84 points out of 20 total points.

ANTI-CORRUPTION
การต่อต้านการทุจริตคอร์รัปชัน

กฎธุรกิจรับเงิน

กฎธุรกิจรับเงินเป็นกฎ การส่งมอบเงินให้ผู้อื่นโดยไม่สมควร โดยไม่ผ่านการตรวจสอบ การมอบเงินหรือทรัพย์สิน สิทธิใดๆ การมอบเงินให้ผู้อื่นโดยไม่สมควร หรือทรัพย์สิน สิทธิใดๆ โดยไม่ผ่านการตรวจสอบ

STOP

ข้อควรระวัง: โปรดอย่าส่งมอบทรัพย์สินใดๆ ให้กับผู้อื่นโดยไม่ผ่านการตรวจสอบจากผู้ควบคุมมอบเงินหรือทรัพย์สินที่มอบให้โดยธุรกิจหรือของบริษัทหรือกลุ่มบริษัทของท่าน

หลักปฏิบัติ

การรับและส่งมอบทรัพย์สิน	ยอมรับว่าจะ "ส่งมอบ" ทรัพย์สินใดๆ ให้แก่บุคคลอื่น (เช่น บ. ปรึกษาฯ หรือ บ. ปรึกษาฯ) หรือส่งมอบทรัพย์สิน
การมอบเงิน	เงินไม่อาจ "ส่งมอบ" ให้แก่บุคคลอื่น
การมอบทรัพย์สิน	ห้ามการให้ทรัพย์สินโดยไม่ผ่านการตรวจสอบจากผู้ควบคุมมอบเงินหรือทรัพย์สิน
การมอบเงิน	ผู้ที่มีอำนาจมอบเงิน ไม่สามารถมอบเงินให้ผู้อื่นโดยไม่ผ่านการตรวจสอบ
การมอบทรัพย์สิน	ห้ามการมอบทรัพย์สินแก่บุคคลอื่นโดยไม่ผ่านการตรวจสอบจากผู้ควบคุมมอบเงินหรือทรัพย์สิน
การมอบทรัพย์สิน	ห้ามการมอบทรัพย์สินแก่บุคคลอื่นโดยไม่ผ่านการตรวจสอบจากผู้ควบคุมมอบเงินหรือทรัพย์สิน

หมายเหตุ: ผู้ควบคุมมอบเงิน ไม่สามารถมอบเงินให้ผู้อื่นโดยไม่ผ่านการตรวจสอบ

การพิจารณาโทษ

หากฝ่าฝืน 3-5 ครั้ง หรือมากกว่านั้น จะถูกพิจารณาโทษตามนโยบายการต่อต้านการทุจริตของบริษัท โดยจะมีการดำเนินการตามนโยบายการต่อต้านการทุจริตของบริษัท และอาจถูกพิจารณาโทษตามที่กำหนดไว้ในนโยบายการต่อต้านการทุจริตของบริษัท

ASSETWISE

แบบทดสอบจรรยาบรรณธุรกิจและการต่อต้านทุจริตคอร์รัปชัน ประจำปี 2565

แบบทดสอบความรู้เกี่ยวกับงาน ในเรื่องการปฏิบัติตามจรรยาบรรณธุรกิจและการต่อต้านทุจริตคอร์รัปชัน ประจำปี 2565 ประกอบด้วย 4 ส่วน พนักงานจะต้องจัดทำทั้ง 3 ส่วน ให้ครบถ้วน ได้แก่

- ส่วนที่ 1 ข้อมูลพนักงาน
- ส่วนที่ 2 แบบยืนยันตนรับทราบจรรยาบรรณธุรกิจของ บริษัท
- ส่วนที่ 3 แบบทดสอบจรรยาบรรณธุรกิจ
- ส่วนที่ 4 แบบทดสอบการต่อต้านทุจริตคอร์รัปชัน

* Required

ข้อมูลพนักงาน

1. ชื่อ - นามสกุล (ภาษาไทย) *

Enter your answer

2. รหัสพนักงาน *

The value must be a number

3. ฝ่ายงาน *

Select your answer

ASSETWISE

นโยบายต่อต้านการทุจริตคอร์รัปชัน

บริษัท แอสเซทไวส์ จำกัด (มหาชน)

CG & Anti-corruption day

The Company organized "CG & Anti-Corruption Day " at the Company's headquarters on January 19, 2023 to emphasize the importance of Anti-Corruption Policy to its employees and executives. The initiative shows the Company's intent to operate fairly, without any corruption of any form, and become a sustainable and transparent organization.

The event activities include educational activities and prize games that relate to anti-corruption topics.



Encourage suppliers to become corruption-free

The Company gives high importance to anti-corruption, which extends its suppliers and encouraging them to become corruption-free, transparent, fair, and accountable with the following methods:

- Communicate the Company's Anti-Corruption Policy on its website (www.assetwise.co.th)
- Issue Code of Conduct for Suppliers so that its operation complies with anti-corruption policies and measures
- No gift, reward or benefit policy for any occasion, which applies to all directors, executives, and company employees
- Declare the Company's intent to participate in Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) to show its determination to operate transparently and free of corruption, as well as encouraging its suppliers to also take part in Thailand's Private Sector Collective Action Coalition Against Corruption (CAC)
- Provide communication channel for suppliers to report any clues, corruption, unethical actions via email (CG@assetwise.co.th)

Corruption risk assessment

The Company assesses its corruption risk holistically, at every step of its value chain, according to the Company's risk assessment processes, to analyze which step is at risk, set preventive measures, and operate under an acceptable level of risk.

Corruption risk assessment process

1. Objective setting	Set objectives for the work or process that might be at risk of corruption for assessment. Specify stakeholders involved to ensure that the corruption risk will be appropriately managed
2. Risk identification	Identify any risk factor that might hinder the ability to achieve the objectives, its sources, the reasons of risk from the risk database to help indicate risk accurately
3. Risk analysis	Analyze the factors that cause risk, both positively and negatively, as well as likelihood and degree of impact
4. Risk assessment	Combine the likelihood and impact from the analysis to evaluate the risk level of each factor and prioritization according to potential responses and tracking
5. Risk management plan	Stakeholders responsible for the Anti-Corruption Policy revise the efficiency of the existing measures. In case of insufficiency, new anti-corruption measures must be supplemented
6. Risk monitoring and review	After completing the process of corruption risk management plan, the progress of management results, risks, problems, obstacles, and any changes to risk levels must be reported

In 2022, the Company assessed the corruption risk according to the risk management process and found the corruption risk at a low-level. The risk is at an acceptable level and is supplemented with a sufficient risk management plan.

Whistleblowing channels to report corruption and complaints

The Group provides whistleblowing channels for any employee and stakeholder to report according to the Whistleblowing Policy.

Whistleblowing Channels



Complaint box



A sealed letter to the authorized recipient of complaints, namely the Chairman of the Audit Committee or the Chief Executive Officer or the Head of Internal Audit, addressed as follows:

To: The Chairman of the Audit Committee or the Chief Executive Officer or the Head of Internal Audit No. 9, Soi Ramintra 5, Yaek 26, Anusawari Subdistrict, Bang Khen District, Bangkok 10220



An email to the Corporate Governance Division at CG@assetwise.co.th or an email to the authorized recipient of complaints:

- Chairman of the Audit Committee: kriengkrai.cg@assetwise.co.th
- Chief Executive Officer: kromchet.cg@assetwise.co.th
- Head of Internal Audit: 80ia@assetwise.co.th



Whistleblowers should report relevant facts or demonstrate that they have reasonable grounds to suspect misconduct or violation of the Company's policies, regulations, or business ethics. All whistleblower reports will be kept strictly confidential and can be submitted through more than one channel.

Upon receipt of a complaint or allegation, the Company will conduct an investigation according to the nature of the complaint. In the event that the complaint is serious and complicated, an Investigation Committee will be appointed to carry out an investigation and resolve the complaint.

Complaints Handling Procedure

- 1) The Chief Executive Officer and Head of Internal Audit are responsible for receiving complaints and discussing appropriate actions in response to the complaints at least once a week.
- 2) In case of a complaint against the Chief Executive Officer, the Head of Internal Audit shall forward such complaint to the Audit Committee for investigation and determination of appropriate actions.
- 3) Any other complaints not involving the Chief Executive Officer shall be addressed and handled by the Chief Executive Officer. Specifically, the Chief Executive Officer shall determine appropriate actions to respond to such complaints and/or appoint a relevant person or agency to investigate the complaints.
- 4) The Investigation Committee shall be appointed by the Chief Executive Officer and shall consist of at least the Internal Audit Unit, the Human Resources Department, and the parties related to the matters raised in a complaint.
- 5) The Investigation Committee or the appointed person/agency shall conduct investigations in a fair manner and compile all relevant facts and evidence, as well as reporting to the Chief Executive Officer the investigation findings, responses to complaints, and corrective actions taken (if any).
- 6) The Head of Internal Audit shall monitor the status of complaints and report the outcomes thereof to the respective whistleblower.
- 7) The Head of Internal Audit shall prepare and deliver to the Audit Committee, on a quarterly basis, a report summarizing the outcomes of complaints.

Investigation

- 1) The Investigation Committee or the appointed person/agency shall investigate complaints and relevant evidence and report the investigation findings, responses to complaints, and corrective actions taken (if any) to the Chief Executive Officer for consideration.
- 2) In case of an anonymous complaint in which additional information cannot be sufficiently obtained, the Investigation Committee or the appointed person/agency shall report the investigation findings to the Chief Executive Officer for determination of appropriate actions. If the Chief Executive Officer perceives that actions cannot be taken in response to the complaint, the Chief Executive Officer will close the case, whereupon the Head of Internal Audit shall report such outcome to the Audit Committee.
- 3) Upon investigation of a complaint, if the Investigation Committee or the appointed person/agency found that the accused person is not guilty due to unsubstantiated allegations or misunderstanding and has advised the accused person to comply with the code of conduct, the Investigation Committee or the appointed person/agency may close the case without imposing any corrective action by requesting the Chief Executive Officer for approval of the case closure and notifying the Head of Internal Audit of the complaint outcome to be reported to the whistleblower and the Audit Committee.

Protection of Whistleblowers

- 1) The Company will maintain confidentiality of personal information and identity of a whistleblower and person accused of misconduct.
- 2) Information will be disclosed only to the extent necessary by taking into consideration the safety of, and risk of retaliation to, a whistleblower or any other person implicated in a complaint or allegation.
- 3) Appropriate and fair procedures will be adopted to remedy the harm caused to any person affected by a retaliatory action.

- 4) Any persons who believe that they may be subjected to retaliation as a result of whistleblowing or cooperating in an investigation, may request the Company to establish appropriate protection measures. Alternatively, if the Company detects cases that present a significant risk of retaliation, the Company may implement protection measures without their request.
- 5) The Company will not tolerate any unjustified actions taken against whistleblowers or persons who have cooperated in an investigation, including but not limited to unjustified reassignment to another position or office, modification of duties, suspension, threat, harassment, or dismissal.

In 2022, the Group has no cases of wrongdoing in relation to corruption. and no complaints and legal disputes on corruption

3) Employees and labour

The Company considers employees to be the most valuable resources and is a key factor to the success of the Company. As such, the Company is committed to develop and foster a good corporate culture and working environment in addition to promoting teamwork, love, and unity within the Company. The Company has taken steps to ensure that the employee can grow with the Company in sustainable manner.

Employment

The Company follows guidelines in employee recruitment and hiring by considering the qualifications suitable to the job position without discrimination on the basis of diversity of the individual such as gender, nationality, religious, or political beliefs. The recruitment and selection process are fair and equal. Consideration is given to knowledge, capabilities, work experience, and attitude suitable to each job position.

In 2022, the Company hired 453 employees, whereby 179 are male and 274 are female. It also hired 3 persons with disabilities, accounting for 0.66 percent. The diversity can be summarized as follows.

Proportion of employee	Amount (persons)	Percent
By gender		
Male	179	39.51
Female	274	60.49
By level		
High level management	14	3.09
Mid-level management	36	7.95
Manager and up	186	41.06
Operational	183	40.40
Contract-based	34	7.51
By age		
46 years and above	71	15.67
31- 45 years	298	65.78
Lower than 30 years	84	18.54



Voluntary resignation rate of employees (Turnover rate) in 2022 as follows:

Proportion of employee	Amount (persons)	Percent
Number of employees resigned	91	21.93
By level		
High level management	0	0.00
Mid-level management	6	6.59
Manager and up	33	36.26
Operational	30	36.26
Contract-based	22	24.18
By work period		
5 years and above	2	2.20
3 - 5 years	10	10.99
1 - 3 years	16	17.58

Employee development

The Company attaches important to continuously developing the skills, capabilities, and potential of employees in all levels in a manner which is appropriate to their positions to meet the business needs and to prepare for business growth. The Company is therefore committed to development personal in all professions and all levels, combing the development of skill, knowledge, and capability, as well as cultivate organizational culture and ethics simultaneously, so as to be in line with the Company Group's business strategy and operational approach.

In 2022, the Company aimed to develop its human resources and organized, both internal and external, more than 60 training curricula with a target to encourage, educate, develop experience, skills, expertise in respective areas of work (up-skilling and re-skilling). The intention is to create awareness, a new attitude needed for the modern workforce for any level of employment as supportive and in alignment with the strategy of the business, increase career development and employee engagement which results in the unity to succeed as an organization. The methods include:

New employee orientation

New employees are required to undergo orientation before commencing work. Orientation allows the employees to understand the fundamentals of the Company, such as the structure, work systems, rules and regulations, important policies, business operation, and products and services of the Company. The different units are also introduced to the new employees for convenience in contact and coordination.

Annual employee development and training plan

The Company has a Training and Development Plan and Career Development Plan for executives and employees to grow in the organization and utilize their full potential in the performance of work, as well as create engagement with the organization, in order to meet the main strategies and goals of the Company in an effective and efficient manner.

The Company sets human resources development framework to select appropriate development and training for its employees and any level, internal or external, according to the following targets:

- Organizational strategies and targets
- Training based on need using 360 Multi-rater, engagement survey, and/or applied leadership behavioral surveys
- Direction from the senior management
- Trends in human resources development and relevant external organization leaders
- Use blended learning solution according to the need of each talent group

Internal curricula and trainings development are indicated as follows:

- Core Competency
- Leadership Competency
- Functional Competency

To allow employees and executives to discharge their functions in coherence with the corporate culture, with skill, and professional capabilities in respect of the work responsibilities, with leadership and capability in management, to prepare for simultaneous growth along with the Company.

High potential development

The Company's management policy for high performer and high potential employees considers curricula and training according to the need for leadership, equivalent skills, knowledge, talent, modern leadership potential, development process, and progress tracking of the high potential group. The target is to widen career opportunities and build the next generation's confidence to mobilize the organization.

Succession Planning

The Company has a succession planning policy with respect to key management positions in the Company Group with respect to positions of chief executive officer, deputy chief executive officer, and chief operating officer, under the supervision of the Company directors, executive board of directors, and the selection and remuneration committee, and the chief executive officer. There is a clear framework for the succession plan, from the analysis and assessment of the work force to be in line with business operation and strategies of the Company Group, a plan in identifying and developing, as well as determining the qualifications and capabilities which is suitable for each position, and determine an individual development plan. A selection, performance and potential assessment will be carried out to identify the successors, to prepare for handover and study of work. Continuous development and assessment will be conducted to ensure that such successor will be able to succeed as expected.

In the year 2022, the Company has organized a total of 79 training courses for employees as follows:

Employees trained	309 persons
Hours of training	2,051 hours
Average training hours (hour/person/year)	6.64 hours



“Always Learning” Educational Channel

The Company encourages on-demand self-learning and provides channel for employees to learn via the “Always Learning” section on the Company’s intranet with the following curricula:

- Foundation program
A foundational curriculum that any employee can learn to build common knowledge and understanding such as law, corporate policies, etc.
- Compulsory Program by Job Level
Curricula designed for managers based on their roles to learn about management skills and leadership.
- Functional Program
Curricula for any employee that can be applied to work directly or develop a variety of other skills



Remuneration and welfare benefits

The Company attaches importance to payment of remuneration in the form of a salary. The salary structure is suitable for the labour market within the same business. The Company determines salary based on potential, responsibilities, and qualifications of each employee for each job position. The Company provides for an annual assessment for salary adjustment and bonuses in accordance with the annual performance assessment of the employee and the performance of the Company. There is a clear assessment system and performance index with respect to all employees so as to be fair.

Moreover, the Company has determined a suitable and fair welfare benefit for all employees in all levels, to take care of both short term and long-term employees as follows.

Accident insurance and health insurance	For all employees in all levels. Employees will be entitled to benefits in accordance with the insurance policy the Company has determined for each job position.
Provident fund	Employees may opt to join the Company's provident fund after the probation period on a voluntary basis. The Company's contributions will be in accordance with the employee's years of service.
Annual health check-up	To promote health and wellbeing of the employees. Employees with at least 1 year of service is eligible for the annual Company-organized health checkup.
Employee uniform	The Company determines a uniform for employees every year on the basis of suitability for each type of work.
Monetary assistance	The Company provides monetary assistance to employees in various cases, namely, <ul style="list-style-type: none"> For marriage, To show condolences I case a family member of the employee passes away
Employee gift baskets	Employees that are in-patients at the hospital or those who have given birth will receive gift baskets.



Employee birthdays	The Company allows an additional day off for employees on their birthdays. The employee is able to exercise such right within their birth month.
Paternity leave	Make employees whose wives have given birth are entitled to 15 days of paternity leave. The leave must be within 90 days of the day of giving birth. The leave may be in a consecutive or non-consecutive manner.
Leave for marriage	Employees with at least 1 year of service may apply for leave for marriage purposes for not exceeding 5 days with pay.
Leave for funeral	Employees may apply for leave to attend the funeral of their legal parent, spouse, and child for 5 days each without pay.
Employee child tuition assistance	A child of an employee who qualifies as per the Company's requirements is entitled to scholarship from the Company twice a year, for 5,000 THB each per child. The maximum number of children eligible is 2 children per 1 employee.
Annual party	The Company holds an annual party to foster relations and to allow employees to relax from work.
Fitness center	The Company provides a fitness center for employees to exercise before and after work.

Moreover, the Company has established a welfare committee by employee vote. The welfare committee represents employees in voicing opinions on welfare and wellbeing policies of the Company.

In 2022, the Company's total employee compensation amounted to THB 478,238,428.74. Details are provided below:

Type of Compensation	Amount (THB)
Salary	372,255,182.52
Bonus	34,957,165.84
Commissions and incentives	47,325,155.91
Provident fund	10,961,431.74
Benefits and others	11,222,194.76
Shifts and overtime	981,297.97
Retirement benefit	536,000

Ratio of compensation of male and female employees

Compensation of female employees	225,160,971.33
Compensation of male employees	147,094,211.19
Ratio between female and male employees' compensation	6:4

The Company set up provident funds for employees to encourage savings habits, build financial security for employees and their families, and provide employee tax benefits. Provident funds operate on a voluntary basis — employees can choose to participate and select investment plans, and the Company will contribute according to each employee's length of service.

Participation in provident funds:

Number of participated employees (persons)	Proportion of participated employees
204	45.03%

Safety, occupational health, and the work environment

The Company determines a policy on occupational safety, health, and environment, and monitors strict compliance with such policy both in the headquarters and in project offices in coherence with laws relevant to safety. The Company holds activities and communicates through the Company's various channels, as well as trains employees to create awareness to all employees on the matter.

For what concerns the headquarters, the Company regulates workplace safety, determines a repair plan of the building, office equipment, electricity and lighting system, and fire pump system on an annual basis. The working environment is tidy and clean for good quality of work. Various sports activities are held to promote the health and wellbeing of employees, and employees are trained in safety, fire drills, and fire evacuations.

Basic training on firefighting:

The Company organizes basic firefighting training to equip employees with work safety knowledge and prepare them in case of fire. There are also practical training sessions to help employees know what to do in real situations.

In 2022, the Company organized 2 batches of firefighting training at the headquarters. A team of experts trained the employees and the employee satisfaction rate towards the training was 91.67%.





Basic life-saving training using CPR

The Company organizes basic life-saving training using CPR to equip employees to be able to save lives when necessary, according to international standards. Teams of experts from Rajavithi Hospital and the Heart Foundation of Thailand under the Royal Patronage trained 2 sets of employees on this matter.



In addition, safety and security measures are put in place during holidays to prevent any loss of possession and life with the following details:

- Turn off air conditioning, lights, unplug electronic devices, close doors and windows before leaving the working area
- Provide 24 hours security guards throughout the period
- Provide 24 hours surveillance cameras (CCTV) throughout the period
- Employees who come in to work during holidays will need to sign their names in at security check before entering the office to work

มาตรการความปลอดภัย ช่วงเทศกาลปีใหม่ 2566

สำนักงานใหญ่ บริษัท แอสเซทไวส์ จำกัด (มหาชน)

ตามที่ทางบริษัทฯ ประกาศหยุดงานช่วงเทศกาลปีใหม่ ตั้งแต่วันที่ 31 ธ.ค.65 - 2 ม.ค.66 ขอให้พนักงานทุกท่าน ปฏิบัติตามมาตรการป้องกันอัคคีภัย และเหตุส่วนบุคคล ดังนี้

SAFETY FIRST

- 1 ปิดแอร์ ปิดไฟ ปิดปลั๊กเครื่องใช้ไฟฟ้าในห้องทำงาน ปิดประตูหน้าห้องให้สนิทก่อนออกจากห้อง
- 2 ให้เจ้าหน้าที่รับ.เป็นจุดในการตรวจสอบบุคคลภายนอก: ที่ผ่านเข้า-ออกในที่นี้
- 3 จัดเจ้าหน้าที่รับ.ดูแลตลอด 24 ชั่วโมง กลางวัน และ กลางคืน
- 4 พื้นที่ส่วนกลางมีระบบกล้อง CCTV ทำงานตลอด 24 ชม.
- 5 หากพบท่านเห็นเหตุผิดปกติขอแจ้งในแอปพลิเคชัน ที่ป้อนรับ. หรือแจ้ง และหน่วยงานให้ชัดเจน ก่อนเข้าออฟฟิศ

เบอร์ติดต่อกรณีเกิดเหตุฉุกเฉิน

HR ศูนย์ติดต่อฯ รอดเสริม (ต่อ) ศูนย์เลิกขาย กลมวงค์ (เด็ก)	081-110-0301 065-525-5219
สปก.ประจำกลางวัน ศูนย์รับ. พรหมจินดา	064-630-2531
สปก.ประจำกลางคืน ศูนย์รับ. ไขยงค์ ศูนย์รับ. แก้วนิษา	092-667-4933 062-953-1097

สายด่วน

เหตุไฟไหม้	199
สถานีดับเพลิงมาฆน	02-521-0397
เหตุด่วนเหตุร้าย	191
สน.มาฆน	02-521-2232
เจ็บป่วยฉุกเฉิน	1669
โรงพยาบาลอภัย	02-552-8777
โรงพยาบาลภูมิพลฯ	02-534-7000

แจ้งเหตุด่วนเหตุร้าย

191

เบอร์โทรฉุกเฉิน
เซฟไว้ ก่อนเดินทางปีใหม่

สำรวจทางหลวง	กรมทางหลวง	กรมทางหลวงชนบท	แจ้งรถหาย
1193	1586	1146	1192
สายตรวจทางด่วน (ตามทางด่วน)	ศูนย์จัดการจราจร	แจ้งอุบัติเหตุ วธ.100	การแพทย์ฉุกเฉิน
1543	1197	1137	1669
ตำรวจท่องเที่ยว	ศูนย์อำนวยการ ส่วนราชการ	สายด่วน ขบส.	ศูนย์ข้อมูลข่าวสาร การรถไฟฯ
1155	1646	1490	1690

For what concerns the construction projects, the Company requires safety reports, inspection, training, recommendations, and addressing problems which might cause harm to the Company and contractors, to control the various aspects of safety while construction is ongoing. It also requires cleanliness and sanitary conditions in the projects and in nearby communities. Those performing work must exercise great care in all work processes. Safety gear must be worn, due care and expertise must be exercised in works which pose a risk of danger, to prevent harm to the worker and nearby communities. All construction projects are required to put in place a sign showing the safety statistics in front of the project to provide timely and continuous safety reports. This will foster trust of the safety of the construction works both to the worker and the nearby community.

Safety practices within construction sites

Common accidents that can happen during construction include falling from a height, uncareful work, broken tools, fire accidents, and etc. Injury and accidents can happen during construction, therefore, the Company partners with contractors who have holistic safety and preventive measures for accidents, fire, security staff stationed at the construction site to help monitor construction workers closely.

The safety and preventive measures within construction sites are as follow:

- Metal sheet fencing is installed at the construction site, the fence must be high enough, and labeled for no trespassing. The fence belongs to the construction project and shall stay within the project area. Construction materials are strictly prohibited from being placed outside of the project fence
- For high-rise building construction, chain links are extended from the building under construction to prevent materials from falling to the ground. Chain links must be regularly checked throughout the construction period, should there be any repairment needed, the repair must be done immediately
- For high-rise building construction, tower cranes must be evaluated by professional licensed engineers according to the Labor Department's regulations.
- For high-rise building construction, every 2-3 floors scaffolding and safety net must be installed to construct exterior walls
- Check condition of any machine before use to prevent accidents
- Use arm driven type cranes and maintain the crane arms within the construction project area, not extended out to the surrounding areas, within the safe zone, and located outside the line of high-voltage electric poles according to the Electricity Generating Authority of Thailand's regulations
 - Provide a first aid room with basic first aid tools
 - Arrange for safety officers to supervise the project area 24 hours a day
 - Supervise the use of electricity and provide necessary fire extinguisher and equipment
 - Provide legal liability insurance against the life, body, and property of third parties
 - Install 24 hours CCTV security cameras above the project fence to maintain security within the project and nearby areas
 - Provide adequate lighting at night around the construction site
 - Measures to prevent the effects of fire accidents are as follows:
 - Prepare chemical fire extinguisher in case of a fire
 - Arrange for inspection of the fire prevention and warning system to ensure good working conditions. If it is found to be damaged or inoperable, immediately take corrective action
 - Place how-to-use labels wherever the devices are mounted so that anyone near the accident can use the devices immediately
 - Organize training and drills to evacuate people in case of fire

Measures to monitor and inspect safety impacts within the construction project area are as follows:

- Provide whistleblowing channels for receiving complaints and find ways to solve problems immediately
- Compile accident statistics and results to assess the effectiveness of preventive measures on safety and continuously revise measures as appropriate
- Arrange for inspection of fire extinguishers to always be in good working condition. If it is found to be damaged or inoperable, repair or replace immediately



Safety-related statistics of 2022

Safety information	unit	No. of employees	No. of contractors	Third party
Occurrence of accident	Time	none	4	none
Work-related injury	Person	none	5	none
Leave from work-related injury	Day	none	none	none
Persons on leave from work-related injury	Person	none	1	none
Work-related deaths	Person	none	2	none

Occupational safety, health, and work environment measures during the Covid-19 pandemic

Measures at headquarters

In the situation of COVID-19 pandemic, although the situation has subsided last year, the Company is still aware of the employees' work safety. Therefore, measures to control the spread of the disease have been more stringent. Employees at risk of the disease can work from home to reduce the risk of spreading while at the office and commuting. Meetings are held online using a variety of programs to limit physical gathering. Simultaneously, the Company provides regular cleaning, disinfection of office buildings, temperature screening before employees enter the office, handwashing stations, hand sanitizer to be distributed throughout the office, COVID-19 Antigen Test Kit (ATK) for employees at risk, booster vaccination for all employees including Company's security guards and janitors. In 2023, 100% of all company employees received a booster vaccination.

In case an employee is infected with COVID-19, the Company takes care of its employee according to the Ministry' of Public Health's recommendations, provides a basic medication box, and checks up with the employee regularly.

UPDATE มาตรการโควิด-19

-  บริการตรวจ ATK ทุกวันจันทร์ เวลา 07.45-08.30 น. (ตามความสมัครใจ)
-  ติดโควิด-19 (5+5) ลาป่วยรักษาตัว 5 วัน กลับมาทำงาน ป้องกันวันถัดไป 5 วัน
-  แจก ATK & กล่องยา สำหรับกลุ่มเสี่ยง และ พนักงานที่ติดโควิด-19
-  ฉีดวัคซีนโควิด-19 กระตุ้นภูมิคุ้มกัน ป้องกัน long covid
-  ยกเลิก WORK FROM HOME D-M-H-T อยู่ห่างไว้ ใส่แมสก์กับ หมั่นล้างมือ ตรวจ(ATK)ให้ไว

ทำอย่างไร เมื่อติดโควิด-19

**ตรวจ ATK
ขั้น 2 ซัด**

**แจ้ง HR และ หัวหน้างานทันที!

↓

ไป sw. ที่มีสิทธิประกันสังคม
ใช้ร่วมกับประกันกลุ่ม

↓

แจ้งขอรับกล่องยา
ATK ที่ HR
HR จัดส่งไปตามที่อยู่

↓

นำใบรับรองแพทย์ มาแนบลาป่วย

↓

พักรักษาตัว 5 วัน (ลาป่วย)

↓

กลับมาทำงาน
ป้องกันวันถัดไป + 5 วัน

**ตรวจ ATK
ขั้น 1 ซัด**

↓

ผู้สัมผัสเสี่ยงสูง
สังเกตอาการ

↓

ตรวจ ATK ซ้ำ
เมื่อมีอาการ

↓

ไม่ต้องกักตัว
มาทำงาน
ตามปกติ



Measures at construction projects

For construction projects, the Company has provided continuous support to the labour personnel of the contractors throughout the pandemic. There are temperature checkpoints before entry into the projects, handwashing stations and alcohol hand sanitizers dispersed in various locations in the project area, regular disinfection of the project area, and inspection of the control measures. The Company has secured vaccines for labour personnel of the contractors of the Company, security guards, and general workers of each respective project. It also strictly observes the measures applicable to construction workers announced by the government. The Company has provided food to promote health and safety of labour personnel of the contractor while in quarantine or when labour camps have been ordered to close.

Business Continuity Plan (BCP)

The Company has prepared a business continuity plan as a guideline for situations of crisis or emergencies whether caused by natural disasters, accidents, or malicious actions against the Company Group without allowing such crisis or emergency situations to result in the Company Group having to stop its operations or to not be able to provide continuous services.

The business continuity plan of the Company is used to address situations of crisis or accidents in the Company's office area or within the Company group as can be summarized below.

Event of crisis	Impact				
	Buildings/main work location	Important materials and equipment	Information technology and important information	Main personnel	Business partners/ service providers/ interested persons
Fires	✓	✓	✓	✓	✓
Floods	✓	✓	✓	✓	✓
Pandemics	✓	✓	✓	✓	✓

Employee engagement

The Company strives to enhance employee engagement to maintain retention rate and grow them with the Company. In 2022, the Company organized an engagement survey as a channel to receive employees' opinions and requirements for the Company.

The 2022 employee engagement survey consists of the following 9 aspects:

1. Quality of Work life
2. Company Identity
3. Compensation and Benefits
4. Employee Engagement
5. Career Management
6. Learning and Development
7. Management Quality and Communication
8. Job Design and Empowerment
9. Performance Excellence

The 2022 employee engagement survey's overall result 78.30%, which is considered high.

After receiving the survey results, the Company took the feedback to analyze and create internal processes to cater to employees' needs with the following plan:

Increase communicating channels	To create a common understanding of the following topics: <ul style="list-style-type: none"> • Policy, strategy, and business plan • Service, human resources management, and corporate communication • Training • Performance evaluation
Search and select the right candidates for the responsibility	Develop competency-based recruitment and selection process
Develop compensation management system	Be attractive, fair, comparable with the industry, and communicate a common understanding
Develop performance evaluation system	Develop an online evaluation system for convenience, transparency, and ability to provide feedback
Career path development	Build career paths so employees can see their potential career advancement

(2) Customers

The Company Group aims to create and develop real estate projects to deliver products and services that are diverse and suitable for customers to the greatest extent possible. The Company believes that customers are key in our creation and development of good residences which are able to fulfill all the needs of the residents, under the slogan "YOUR BEST CHOICE - Delivering the best residents to customers in various aspects as follows.

- **PRIME LOCATION:** Attention in choosing a potential location, close to major transportation sources and surrounded by important facilities and fundamental utilities.
- **FULL FACILITIES:** Allocation of common areas in a diverse manner, with a full range of amenities to meet the needs of the residents' lifestyles.
- **BRAND IDENTITY:** Unique project design, design of functions and usable space to support a variety of lifestyles with state-of-the-art living technology emphasizing on comfort and safety in living.
- **CUSTOMER ENGAGEMENT:** Providing advice and coordination in all aspects to customers with after sales services which continuously takes care of customers.



Product and service development

The Company strives to continuously develop high-rise residential buildings and low-rise prime location projects to cater the needs of modern society. We aim to deliver quality and happiness to customers under the “We Build Happiness” concept.

Design and create common spaces to cater to different lifestyles and generations



The Company gives importance to designing and creating common areas to truly fulfill the desires of residents and create happiness with 5 key concepts, a variety of styles to keep spaces afresh, spacious library for learning from home, meeting room for online meeting needs, and living lounge for working from home.

- **Live:** Provide common areas within high-rise condominium projects such as lobby, common garden, freeform swimming pool, Olympics-sized swimming pool, co-kitchen (unit kitchens may be compact, residents can host parties with full amenities in this area) karaoke room, private theater, gym studio, sauna, and jacuzzi room. For low-rise, there are large common spaces for family residents to do activities together, exercise in a large park, full-option amenities, and EV charger stations to prepare for electric cars to prepare for a variety of residences.

- **Work:** Areas provided for residents who are working from home and university students. The spaces are designed for work that requires creativity, quiet zones to do homework by oneself, or areas where conversations take place to exchange ideas. The areas are separated into zones such as co-working spaces decorated with a variety of styles to keep spaces afresh, co-living & lounge, double volume co-working space for those working from home, and meeting room for online meetings.
- **Health:** The Company cares about residents' health and provides a "Health Station" to elevate the residential space with carefully chosen materials, trained staff, and hosted activities for residents. The Company developed a platform to offer virtual hospital to residents, with top-tier hospital partnerships and basic health care tools such as "Tytocare" - an innovative basic diagnostic tool that doctors use for real-time online diagnosis to reduce travel and close contact, Body Mass Index (BMI) Calculator, Automated External Defibrillator (AED), and blood pressure monitor.
- **Play:** Areas designed with different functions such as Bluetooth sound system for relaxing stereo entertainment, LED lighting motion sensor under the beds help turn off lights when not in use while maintaining convenience and safety at night. New facilities to cater to residents' activities at the Campus Condo such as Kave, includes an esports room, Virtual Reality (VR) room, theater room, and online applications for fast and convenient residents' service.
- **Learn:** The majority of the Company's distinct residential projects are in university areas. Hence, the Company caters a variety of needs of the student residents to work and study online, by themselves or with others. With understanding of their lifestyles, the project provides different learning spaces such as reading corner, workshop room, study area, library, etc.

Business innovation

Wisecology responds to the ideal life today and tomorrow

wise park

ใส่ใจทุกสิ่งรอบด้าน

ด้วยหลักการ **WISECOLOGY**

Environment Friendly

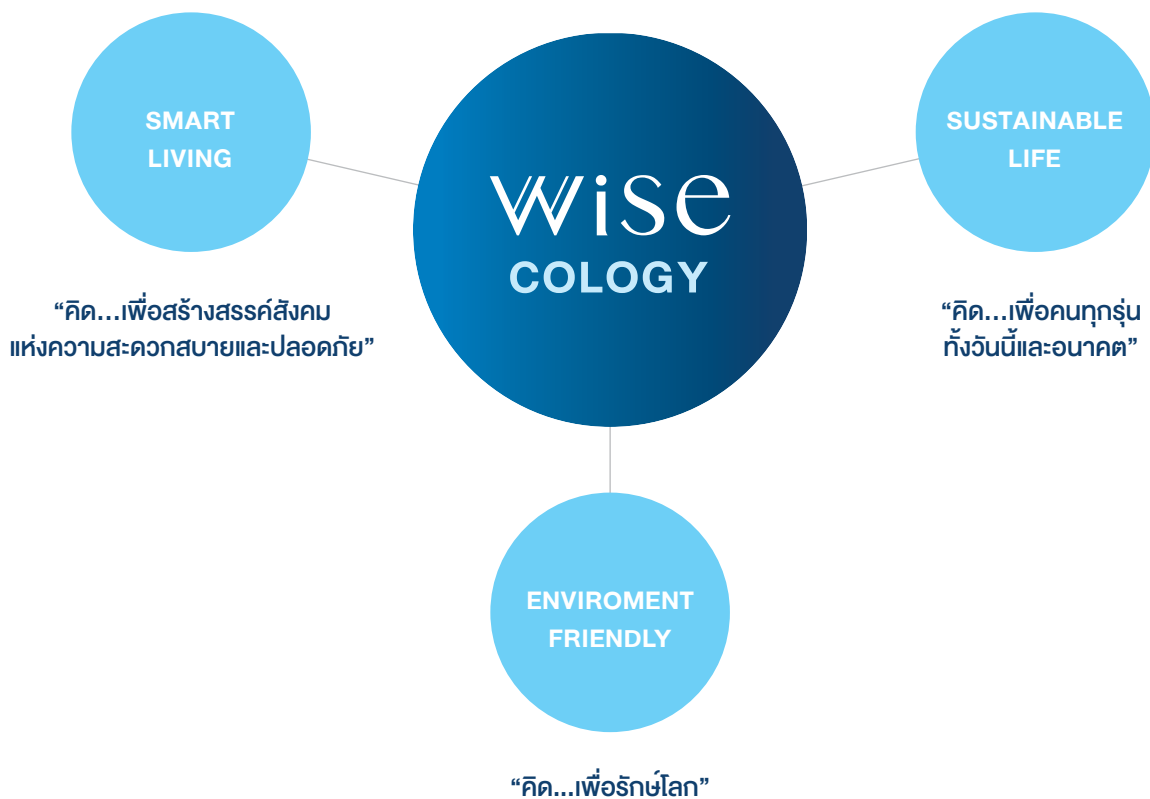
Smart Living

Sustainable Life

ASSETWISE

“Wisecology” is a concept of a good living quality that creates environmental sustainability, a healthy city, a pleasant and safe environment. By using technology, lifestyles, and the environment to elevate the quality of life based on 3 core concepts as follows:

- **Smart living** “creating a convenient and safe society”: with easy transportation, amenities for future lifestyles, and technology to aid safety:
 - Convenience lifestyle: amenities to add convenience to any lifestyles, surrounded by important landmarks
 - Definition of relaxing: designing residence and department store on the same premise surrounded by shops, restaurants, amenities, and green environment — a perfect one-stop living sphere
 - Transportation center: connecting future transportation links for convenience
- **Environmentally friendly** “Think for the World”: in addition to expanding green spaces within the project so that residents can live sustainably, the Company also uses the Growgreen concept to build community within the residential project that promotes the quality of living residentially, environmentally, and socially using the following 5 core concepts:
 - Energy Efficiency: Design for efficient building’s energy consumption
 - Waste Management: Make waste management more efficient
 - Green Space: Eco-friendly green space design and construction
 - Clean Air: AssetWise cares about clean air, so we choose construction materials that reduce the amount of pollution in the air
 - Water Saving: Efficient use of water
- **Sustainable Life** “Think for All Generations Today and Tomorrow”: design spaces for all generations with “All Gens Series” under “Multi-dimension for Multi-lifestyle” concept with functions such as Extensive Space, Adaptive Design, and Flexible Lifestyle. Additional functions are included for a healthy lifestyle such as Ensured Safety and Health, AssetWise Health Station for everyday health checkup, Application for Health by company’s medical partners, Telemedicine to connect with doctors 24/7, and DoCare by SCG — a technology that keeps residents safe and healthy to match modern lifestyles.

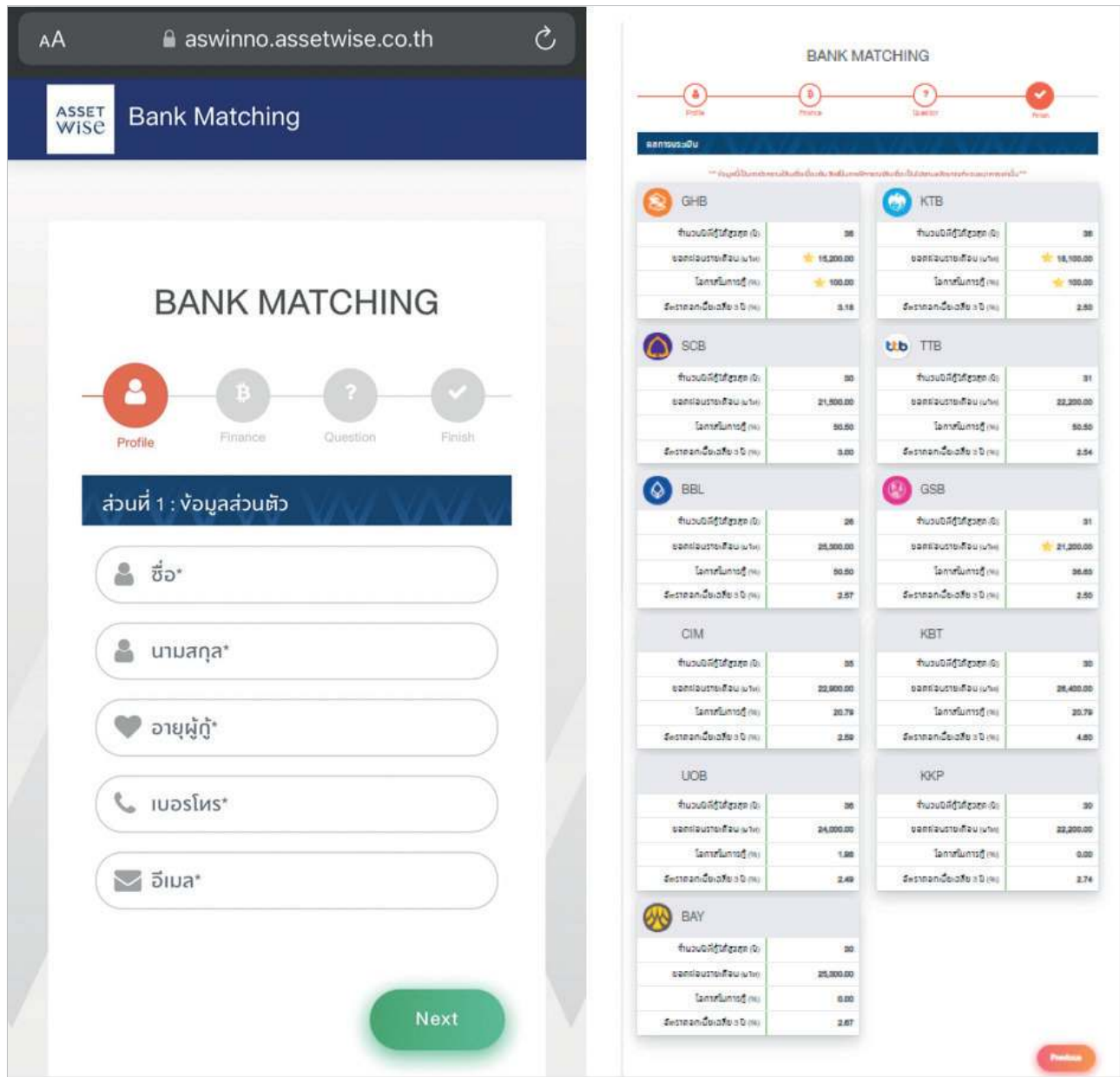


“Program Bank Matching”

The Company develops “Bank Matching” to assure buyers, whether houses or condominiums, of how much they are able to apply for a bank loan and how much money will be needed to buy the desired houses and condominiums.

“Bank Matching” tool assists in sales, transfers ownership, reduce stress from applying for bank loans, and shorten the bank loan processing time which results in a smoother and faster sales revenue

To use “Bank Matching”, buyers can simply register at www.aswinno.assetwise.co.th, The program will analyze the buyer’s registration data to display available banks loans, the amount of loan, chance of receiving loan, monthly installment amount, and average interest rate.



Innovation encouragement within the Company

The Company encourages employees to innovate relating to the business and operation through the “WISE AWARDS” campaign. Employees can participate by themselves or with a group of other employees to compete in the contest. Types of innovation considered are Cost Reduction, Cycle Time Reduction, and Create Value. The ideas must be employees’ own, feasible, and beneficial to the Company’s operation or products. 65 employee ideas were submitted in the contest.



Customer relationship building

AssetWise Club – community for the Company’s customers

The Company's expanded network of customer relationships, “AssetWise Club”, is used to share activities, information, benefits, and customer privileges. In 2022, the following activities and benefits were awarded to customers:

- Discount benefits for partner services such as interior decoration for houses and condominiums, moving service, hotel stay, restaurants, etc.



- Festival occasions such as Loi Krathong, Songkran, New Year, and etc.



- AssetWise Club Night Market to invite residents to open their own shops, listen to live music, and win prizes from activities



- AsseWise Club, in partnership with Bangkok Smile Dental Clinic, offers mobile dental services at the convenience of members' resident buildings



- Doctor A to Z application is an online health platform that offers 24 hours service for residents to consult doctors online



- AsseWise Club, in partnership with Doctor A to Z application, organizes activities for the residents:
 - “New Year New You” event with a psychologist speaker, educating residents on how to shift into positive mindsets, achieve goals, encourage self and others
 - “Office Syndrome” event led by a physiotherapist on how to relieve, prevent, and stretch for office syndrome
 - “How to Stay Young Forever — Tips on Taking Care of Youthful Skin” led by Doctor Varisara Tanyingnyong, Specialist in internal medicine, dermatology and beauty. Tips on how to take care of facial skin, choose the right sunscreen, as well as eating the right food for each type of skin
 - “Chef cooks, Doctor eats — healthy menus you can cook in a condo” live streamed activity on how to cook, both savory and sweet, not only fun to cook but also healthy for the body



- AssetWise Club Cares for you, Antigen Test Kit (ATK) testing service for AssetWise Club residents for safety and living assurance



- “Happy Movie Day” activity for residents and prize winners to go watch movies at the cinemas



- “Happy Good Day Trip “River Mom and Me” activity for residents to take their mothers on a cruise dinner on the Chao Phraya River on Thai National Mother’s Day



- “Signature Mocktails Only You” activity where AssetWise Club residents mix drinks together the AssetWise Club way with professional bartenders





- “MONSTR Concert Festival” concert for residents to participate and have fun exclusively



Channel for customers to provide opinions, report complaints, or make suggestions

The Company provides the opportunity for customers to express their opinions, report a complaint, or make recommendations to the Company whereby the Company will analyze the comments or recommendations to develop and improve products and services to achieve maximum customer satisfaction.

Channel to provide opinions, report complaints, or make suggestions

- Call Center: 02-168-0000
- www.assetwise.co.th
- Facebook: AssetWise
- E-Mail: contactcenter@assetwise.co.th

In 2022, the Company received 655 complaints from customers through the available channels, with details of important matters as follows.

- Employee-related complaints: 317 cases, comprising 315 cases of AssetWise Public Company Limited employees and 2 cases concerning employees from the Company Group.
- Project related complaints: 338 cases, comprising 289 cases of complaints about the project, both in respect of the unit and the surrounding area of the project, such as repair notifications, delayed repairs, parking problems and problems related to the community surrounding the project, and 38 cases of complaints about advertisement billboards.
- Mingle Mall / Mingle Market complaints: 11 cases, comprising 2 cases from noise levels from construction and music, and 9 complaint about a store within Mingle Mall/Market.

After receiving complaints from customers, the Company has established the following procedures to address the complaints.

- The unit which received the complaint coordinated with relevant parties to contact customers within 1 hours.
- Follow up on the conclusion of complaint resolution from related parties after receiving complaints for the purpose of recording and following-up on the results of complaint resolution in accordance with the respective remedial plan.
- After resolution of the complaint, the unit that notified the evidence of correction to the unit which received the initial complaint to close the complaint in accordance with the period confirmed with the complainant.
- Incorporate the complaints into a Q&A to communicate in the event such incident arises again in the future.

Customer Satisfaction Survey

In 2022, the Company conducted a customer satisfaction survey for customers that visit the residential projects and customers that live in the residential projects. The results for each aspect are as follows:

Customer satisfaction towards the product	83.33%
Customer satisfaction towards the service	87.50%
Net Promoter Score	14

Plan to improve customer satisfaction:

Once the results were calculated, the Company analyzed the feedback on a variety of topics, met with stakeholders to find solutions to improve customer satisfaction, and developed products and services according to customers' suggestions. Short-term and long-term plans are developed—short-term plan for actions that can be implemented immediately, and long-term plan for actions that take time to process and strategize. The key areas of improvement are:

Customer satisfaction towards the product

- Satisfaction on project environment
- Satisfaction on project facilities
- Satisfaction on design and function of residential unit
- Satisfaction on quality of the project

Customer satisfaction towards the service

- Satisfaction on condominium juristic offices' services
- Satisfaction on after sales services
- Satisfaction on AssetWise Club

Net Promoter Score

- Brand trust in AssetWise

Activities to promote and improve customer satisfaction

“WOW Service Award” to promote the use of services provided by juristic offices at condominiums

To promote the services of condominium juristic offices which are regarded the ways to enhance the satisfaction of the products and services of the Company and to deliver the best service to customers who live in the projects of the Group, the Company has organized the “WOW Service Award” activity. The Company engaged juristic offices of its housing projects to participate in such activities by providing services for residential customers that have upgraded from the standard services, including helping to provide services beyond general services in both normal and emergency cases until receiving compliments or prizes from residents. Such compliments events were recorded with supporting evidence in the provided Google Form. The Company conducted a score check to grant 3 awards for the condominium juristic offices with the highest scores and 1 honorable mention.

Based on the past performance of WOW Service Aware activities, there are 4 award-winning condominium juristic offices to date.

1. KAVE TOWN SHIFT
2. KAVE TOWN SPACE
3. KAVE SALAYA
4. KAVE TU
5. MODIZ SUKHUMVIT 50



(3) Suppliers

Suppliers are one of the Company's stakeholders — main contractors, subcontractors, and trading partners, all working together to support each other and deliver the best products and services to customers. The Company and its suppliers work to improve the quality, troubleshoot issues, and grow together in the long-term. Channels are also provided for the Company suppliers to voice their opinions or file complaints to continuously improve the Company and their work together as suppliers.

- The Company and its suppliers operate construction projects according to standards in its quality of construction, length of time, progress, issues and troubleshooting, safety, hygiene, good working environment, knowledge exchange, talents, and innovation relating to the Company's construction projects.



Any entity in pursuit of partnering with the Company, seeking procurement or auction results can register themselves at www.procurement.assetwise.co.th



(3) The community and society

The Company Group conducts business under principles of responsibility to society and communities. It supports projects or activities that benefits the community and society along with the following business operations.

Taking care of communities surrounding the Company's projects

Prior to the development of every project, the Company Group has taken account in the impact to the nearby communities by following the guidelines in the EIA report, from analyzing the impact caused by construction to the nearby community by conducting a survey to gather opinions and needs of the community, planning to prevent the potential impact that may occur from the community, setting guidelines in remedying the damage caused to the community, in addition to improving and promoting the nearby community's quality of life.

In 2022, the Company Group did not receive complaints from the community regarding societal and environmental impacts caused by project construction.

Being involved in community and societal development

In 2022, the Company Group organized the following projects or activities to assist and develop the community and society.

- **“One drop of blood to prolong a life” activity**

The Company partnered with Bhumibol Adulyadej Hospital to offer blood donation points through “A Drop of Blood for a Friend’s Life” campaign and invites its employees, suppliers, residents in the area near the headquarters, and the public to donate blood. In 2022, the Company hosted 4 events that attracted 495 participants and collected a total amount of 159,300 cc of donated blood.



- **Cold Drinking Water Dispenser project**

The Company recognizes that water is one of the most basic needs of humans. In 2022, the Company donated 4 cold drinking water dispensers for park visitors in Bangkok to encourage them to exercise and reduce container waste. The parks included in this campaign are Ramindra Sports Park, Watcharaphirom Park, Wachirabenchatat Park, and Sirindhorn Flora Park. The Company plans to donate a total of 10 cold drinking water dispensers by 2023.



- **Pankan X AssetWise**

As part of the Company’s social and environmental support, the Company joined forces with Pankan shop operated by Yuvabadhana Foundation to donate good-condition items to be sold for the national youth’s education funds. On top of supporting education, the initiative also helps reduce waste from clothes. A donation point was piloted at the headquarters as well as a “Pankan X AssetWise” shop opened at Mingle Mall in October 2022 with plans to expand to AssetWise’ residential projects in 2023.

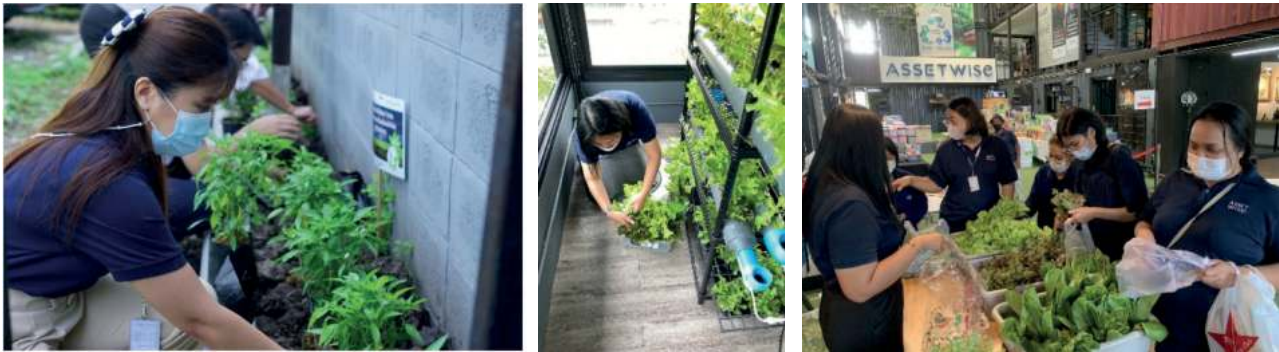


- **Social activity record for the society program**

Punnsok LINE Official account was developed to record for-good activities and its participants. In the program, points and certificates are awarded to encourage participants to do good for the society such as blood donation.

- **AssetWise Veggie Farm**

Veggie farm is an initiative that employees plant vegetables around the parking area together to create a sense of co-ownership. Once ready to be harvested, the produce can be shared across teams. Furthermore, the Company also organized activities to grow indoor hydroponic vegetables using rotating crops to provide vegetables throughout the year for employees to consume. This initiative serves to encourage a healthy lifestyle and reduce the cost of living for the Company employees.



- **“AssetWise Cares for the World” project**

The Company provided plastic waste sorting stations at the headquarters to collect, clean, and deliver to Corsair. The plastic waste was recycled into 55.5 kilograms of bio-oil.



- **“Pun Namjai Soo Sangkom” (Sharing Kindness to the Society) campaign**

The Group helped flood victims by donating rice, dry food, and instant food to the following communities:

1. Bang Phun Municipality Community, Pathum Thani.
2. Pikul Thong Sub-district Community, Tha Chang, Sing Buri.
3. Wat Bot Intram Community, Chang Noi, Bang Sai, Ayutthaya.

