



Enriching people's lives.  
*Live well Stay well.*

Sustainability Report

**2023**

Pruksa Holding Public Company Limited





Enriching people's lives.

*Live well Stay well.*

We seek to deliver “Live well Stay well” solutions to enrich healthy living experience, to make lives joyful and create a more sustainable community.



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## Message from Group Chief Executive Officer

In the beginning of 2023, “Pruksa” announced new corporate purpose to create well living value “Live well Stay well”. The Company will focus not only on well innovative designed housing projects, but on creating “happiness elements” by combining good health and good communities to enrich living quality under the true definition of “Live well Stay well”. This determination is conducted by setting key strategies to reach the goal “Green to Great”, a concept of sustainable organisational development based on the ESG movement. Meanwhile, Pruksa has announced the mission to reduce greenhouse gas (GHG) emissions, targeting to 30% by 2030, and move forward to reach Carbon Neutrality in 2050 to complete the resolution of Thailand and other countries.

### Moving Forward to “Carbon Neutrality”

- **Develop Products and Services to Reduce CO<sub>2</sub> Emissions**

Regarding the resolution to reach carbon neutrality Pruksa Group enabled to decrease 10,190 tonnes of CO<sub>2</sub> equivalents by installing solar panels that saved energy in 103 households. Passive Home Development was initiated with an in-house ventilation system that used eco-friendly materials, including solar panel installation in project sites, common areas and households to support EV Charger and Smart Home Technology. The application “MyHaus”, developed by Synergy Growth affiliated with Pruksa, became the IOT centre that enhanced housing security, as well as giving comfort to residents and juristic persons.

- **Develop and Apply Green Innovation**

To reduce one-third of cement and lower carbon dioxide emissions, the precast concrete technology “Hollow Core Slab” was applied. The technology “CarbonCure” was also used to produce low-carbon precast concrete. At present, Pruksa is the biggest manufacturer of low-carbon precast concrete in Thailand. By collaborating with “ceEntek” to apply Ultra-High Performance Concrete in housing construction, the material helped minimise CO<sub>2</sub> emissions by two times, rather than expected.

- **Expand Collaborations with Organisational Partners to Create Greater Results**

Last year, Pruksa worked with government agencies and several organisations to restore the ecosystem

through different projects by planting more than 100,000 trees to expand the forest’s green space in Nakhon Ratchasima and participating in Carbon Credit Management in Forests for Sustainable Development.

### Deliver “Live well Stay well” Housing for Sustainable Community and Society

To encourage society to grow together sustainably, Pruksa Group has organised the project “Accelerate Impact with PRUKSA” to grant scholarships, develop knowledge and give advice for social enterprises that make a positive impact on society and grow independently. The social enterprise Buddy HomeCare that looks after the elderly could create jobs for youth and make old peoples’ wellness better by 78%. The start-up of community-based tourism, Local Alike, generated more than 350,000 THB of income to local communities in the first quarter. Vulcan Coalition, a social business that enlivens employment of people with disabilities via AI technology, created jobs for 100 disabled persons and gave economic values by 12 THB million. findTEMP, a platform that connects services between part-time employees and entrepreneurs, created 2 times more opportunities for part-time employees to work and generated more than 480,000 THB of income in the first quarter. These enterprises also get investment budgets in the Corporate Venture Capital to further develop and strengthen their business.

### Drive Sustainable Development to Supply Chain

Apart from promoting the concept of sustainable development, the Group has paid more attention to networking partners by enhancing procurement procedures, encouraging business to be responsible for the ecosystem, supporting recycled products, as well as saving clean energy, technology and fuel. The Code of Business Ethics was passed to suppliers and business partners, making 100% of them give the

acknowledgement of signature. The Procurement Policy and Supplier Selection Process have been enlivened by adding bonus points to the criteria for supplier and partner selection, including contract renewals. The suppliers and partners that generated eco-friendly products, services and manufacturing processes, gained the points apart from those of quality, legal obedience, material strength, safety and price. To prevent Green Washing, the Company has assigned the Procurement and Supply Chain Department, Sustainable Development and Auditing Department, to make plans for randomly inspecting suppliers and partners that offer products and services with such benefits.

### More Than Awards Is PRIDE

Being committed to delivering good housing, as well as caring for society and environment, the Company has been selected as Thailand Sustainability Investment (THSI) by the Stock Exchange of Thailand (SET) for eight consecutive years. This includes the Sustainability Disclosure Award that recognises sustainable information disclosure, presented in the “Sustainability Report” that covers business performance in social, environmental and economic dimensions. VIMUT Hospital was bestowed MEA ENERGY AWARDS 2023 by Metropolitan Electricity Authority (MEA) from the project “Enhancement of Energy Efficiency Improvement in Buildings” that designed an energy-efficient building or Smart Hospital. Keeping against corruption and bribery, Pruksa have collaborated with the Thai Private Sector Collective Action Against Corruption to confirm transparency and received the third renewal since 2017. To verify a great attention to business operations in compliance with Sustainable Organisation, Pruksa will continue establishing sustainable growth in all directions.



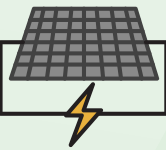
Mr. Uten Lohachitpitaks  
Group Chief Executive Officer  
Pruksa Holding Public Company Limited



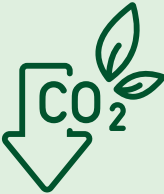
# Sustainability Highlights

## E ENVIRONMENTAL

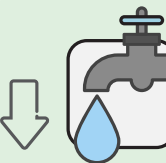
Heart to Earth



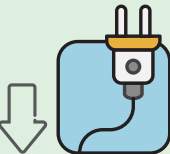
Energy Usage Reduction  
**95,427** kWh  
(With Solar Cell Installation)



Carbon Reduction  
**10,190** tCO<sub>2</sub>e



Water Saving  
**5,984,837** litres



Energy Saving  
**604,545** kWh



Planted Trees  
**> 100,000** trees

## S SOCIAL

Heart to Society



Employment  
**1,575** persons



Disability Employment  
**15** persons



Elevating Quality of Life  
**5,756** persons



Number of Accumulated Hours of Volunteering of All Employees  
**15,827** hours



Number of Accumulated Hours of Skill Development for All Employees  
**62,052** hours



Number of Social Complaints  
**0** case

## G GOVERNANCE

Heart to Home



GRI 201-1  
Economic Value Retained  
**4,608** THB million



Employee Wages and Benefits  
**1,900** THB million



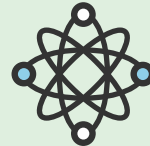
Capital Grant for Making Positive Social Impacts  
**5.8** THB million



Budget for Employee Development  
**10.55** THB million



Number of Developed Innovations or Improved Work Processes  
**158** products



Budget for Enhancing and Developing Digital Technology and Innovation  
**16.2** THB million

## Awards and Recognitions



### SET ESG Ratings

SET ESG Ratings: BBB from the Stock Exchange of Thailand

### 2023 ESG 100 Companies

Selected as a listed company (Portfolio) of 2023 ESG100 Companies by Thaipat Institute



### Sustainability Disclosure Award 2023

Sustainability Disclosure Award 2023 (Merit Prize) by Thaipat Institute



### THAILAND TOP COMPANY AWARDS 2023 and BUSINESS+ PRODUCT INNOVATION AWARDS 2023

THAILAND TOP COMPANY AWARDS 2023 for “Top Thai Business Organisation” (Industry – Real Estate)

BUSINESS+ PRODUCT INNOVATION AWARDS 2023 or “Top Product and Service Innovation of the Year 2023” in Real Estate (Condominium) for THE PRIVACY JATUJAK Project by Business+ under ARIP Public Company Limited in collaboration with University of the Thai Chamber of Commerce



### PropertyGuru Thailand Property Awards 2023

Real Estate Personality of the Year 2023 for Mr. Thongma Vijitpongpan, Vice Chairman of the Board of Directors, Pruksa Holding Public Company Limited

Winner of Best Affordable Housing Landscape Design for Baan GreenHaus by PropertyGuru Property Report

### CAC National Conference 2023

Certified as a member of Thai Private Sector Collective Action Against Corruption (CAC) by Thai Institute of Directors Association



### BUSINESS+ PRODUCT OF THE YEAR AWARDS 2023

PRODUCT OF THE YEAR AWARDS 2023 in Construction Materials – Real Estate Products (Condominium) for THE TREE PATTANAKARN-EKKAMAI Project by Business+ and College of Management, Mahidol University

### MEA ENERGY AWARDS 2023

VIMUT Hospital received MEA ENERGY AWARDS 2023 by Metropolitan Electricity Authority (MEA).





# E

## ENVIRONMENTAL

Care for Environmental Impacts and Reduce  
Global Warming



# S

## SOCIAL

Care for Society and Give Good Opportunities  
to Improve Quality of Life for People in Needs



# G

## GOVERNANCE

Care for Good Quality of Life and  
Wellbeing





## About This Report

Pruksa Holding has made this Sustainability Report and published it in 2024 to provide information in compliance with GRI Standards, Sustainable Development Goals (SDGs) and UN Guiding Principles on Business and Human Rights (UNGP), all of which cover significant issues on business operation and stakeholder expectation related to Environment, Social and Governance (ESG) frameworks.

GRI 2-3

### Scope of the Report

The report covers Pruksa's operation during 1 January - 31 December 2023 with overall performances and statistical results of the Company and two main subsidiaries: (1) Pruksa Real Estate Public Company Limited ("Pruksa Real Estate" or "Pruksa") that develops property for sale; and (2) ViMUT Hospital Holding Company Limited (ViMUT) that offers healthcare services. This includes other subsidiaries and/or joint ventures that invest in the Company's business.

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# Stakeholder Engagement and Materiality

To meet requirements and solve problems, it is necessary to understand stakeholder needs and expectations that lead to business growth. Since the establishment of Pruk​sa Holding, many things have occurred in terms of economic challenge, environmental change, technological disruption, social movement, including needs of government, business and public sectors. To set the Company’s strategies and directions to compliance with opportunities and changes, a clear boundary was set for the right focus.

The Stakeholder Engagement Process of Pruk​sa Group is conducted on the AA1000 Assurance Standard to acquire quality outcomes for setting management policies and measures properly.



## Stakeholder Engagement Process

### I. Stakeholder Group Identification:

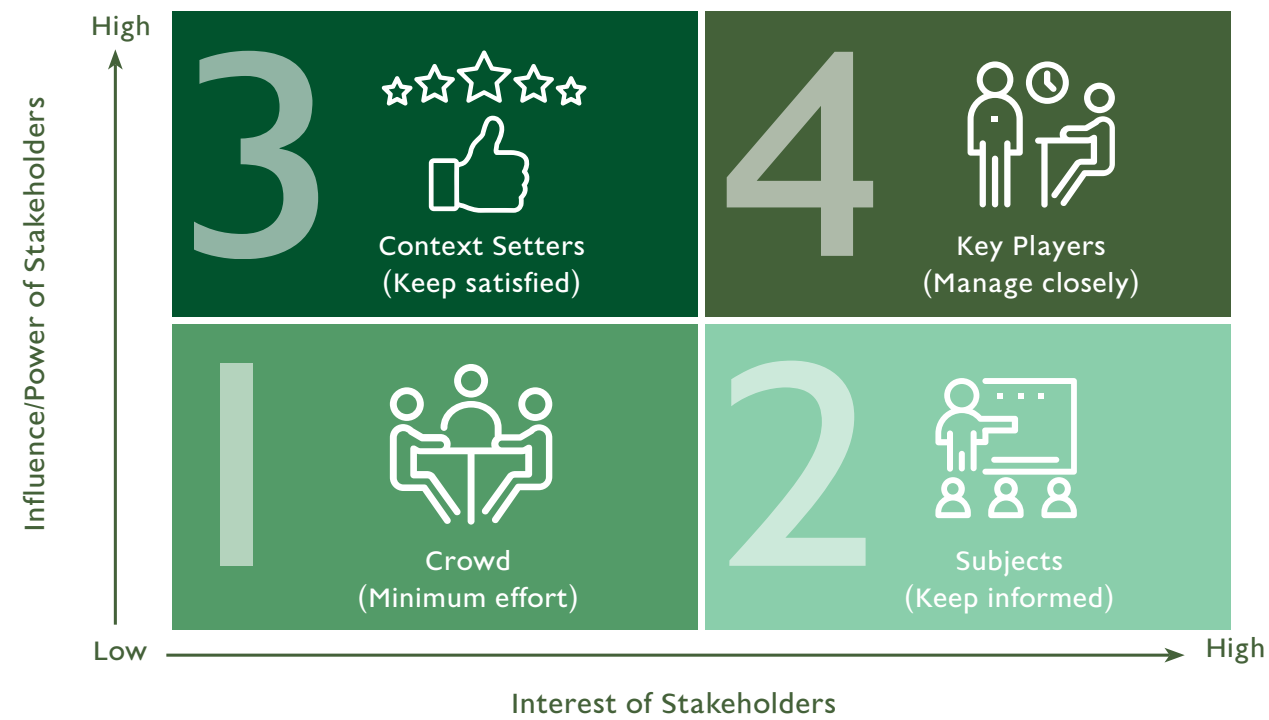
The Company Group considers stakeholders from its value chain and classify them into five categories as follows:

Engagement Aspect	Definition	Examples of Stakeholders in Supply Chain
 <p>Stakeholders that depend on the Company Group (Dependency)</p>	Stakeholders that directly and indirectly depend on the Company’s operations, products and/or services; stakeholders that the Company must rely on to operate business	Employees, business partners, environments, customers and communities
 <p>Stakeholder Group that the Company Group probably needs to share responsibility with (Responsibility)</p>	Stakeholders that the Company probably shares responsibility with in terms of law, financial status or any social and environmental issue at present and in the future	Employees, environments, business partners and communities
 <p>Stakeholders that require close supervision (Tension)</p>	Stakeholders that require close supervision from the Company on economic, social or environmental matters	Business partners, communities, employees and environments
 <p>Stakeholders that influence the Company Group (Influence)</p>	Stakeholders that influence the Company in making decisions	Shareholders, investors, customers and business competitors
 <p>Stakeholders whose opinions have impacts (Diverse Perspectives)</p>	Stakeholders whose ideas lead to new concepts and stipulate innovative methods that have never been applied in practice	Government sectors, customers, employees and business partners



2. Stakeholder Prioritisation:

This is evaluated by the Board of Directors and Executives with a consideration on influences and interests.



According to the evaluation, the top five stakeholders are customers, shareholders, employees, environments and business partners (i.e. suppliers, contractors and business alliances), respectively.

3. Key Stakeholders Engagement:

Key Stakeholders	Communication/ Engagement Channel and Frequency	Expectations for the Company	The Company Responses to the Expectations
 Customers	<ul style="list-style-type: none"><li>Survey customers' satisfaction via contact center and online monthly.</li><li>Communicate via social networks daily.</li><li>Organise activities with customer on various occasions.</li><li>Appoint data privacy officers.</li><li>Provide Complaint and Whistleblowing Mechanism.</li></ul>	<ul style="list-style-type: none"><li>Quality of products and services</li><li>Product safety</li><li>Active listening and quick problem solution</li><li>Customer data protection and misuse without consent</li></ul>	<ul style="list-style-type: none"><li>Make the Good Corporate Governance Policy and Code of Business Ethics that stipulate the Company to deliver products and services with quality and safety.</li><li>Set the Business Partner's Code of Conduct that specifies suppliers and contractors to hold honesty and morality at work, as well as delivering products and services with quality and safety.</li><li>Establish the Complaint and Whistleblowing Policy to handle acts in violation of Business Policy, Code of the Business Ethics or Business Partner's Code of Conduct.</li><li>Create customer satisfaction indicators with Net Promoter Score (NPS) and measure customer satisfaction monthly.</li><li>Promote innovation of housing with safety and address holistic healthcare of residents as well as providing innovation for health, products and services that meet customers' needs.</li><li>Apply Lean Process, a workplace innovation, to break down steps and durations of working maintenance and problem solution for customers.</li><li>Appoint Data Protection officers to deal with complaints on stakeholders' private data.</li></ul>
 Shareholders	<ul style="list-style-type: none"><li>Annual General Meeting of Shareholders once a year</li><li>Investor Relations</li><li>Company Secretary and Compliance</li><li>56-1 One Report</li><li>Complaint/Whistleblowing Mechanism</li></ul>	<ul style="list-style-type: none"><li>Continuous returns delivery</li><li>Data disclosure with transparency, righteousness and equality</li><li>Growing and sustainable business operation</li><li>Channels to communicate with shareholders</li></ul>	<ul style="list-style-type: none"><li>Develop business strategies that focus on recurring income, diversification and sustainable development.</li><li>Establish Investor Relations and Company Secretary and Compliance as channels to contact and inform shareholders, regulators and people with transparency, righteousness and equality.</li></ul>





Key Stakeholders	Communication/ Engagement Channel and Frequency	Expectations for the Company	The Company Responses to the Expectations
 Employees	<ul style="list-style-type: none"> <li>The HR Group line including communication via different channels such as LINE Group Engagement or LINE Group of each job classification</li> <li>Organise Town Hall Meeting twice a year.</li> <li>Welfare Committee Meeting with employee representatives every month</li> <li>Employee Engagement Survey once a year</li> <li>Communicate important matters through internal channels every month and whenever there is an importance issues to employees.</li> <li>Complaint/Whistleblowing Mechanism</li> </ul>	<ul style="list-style-type: none"> <li>Fair and attractive compensation and welfare</li> <li>Career path</li> <li>Active listening by executives and leaders</li> <li>Opportunities to acquire continuous self-development and training</li> <li>Support of innovation and technology that increase workplace productivity</li> <li>Safe and healthy workplace environment</li> </ul>	<ul style="list-style-type: none"> <li>HR regulations and policies to provide attractive welfare to inside and outside the Company.</li> <li>Employee development policies and strategies that encourage employees' career path in line of work or cross-functional work, as well as appointing a committee to specifically look upon this matter.</li> <li>Arrange internal and external training programmes.</li> <li>Create training hours as an indicator of annual employee performance to promote potential and knowledge development.</li> <li>Conduct organisational innovation awards in the organisation.</li> <li>Establish a specific digital and innovation group line of work to support application of innovation and technology at work as well as creating innovation of working processes.</li> <li>Assign a safety unit responsible for safety and occupational health of employees and contractors as well as specifying its productivity as a performance indicator.</li> </ul>
 Environments	<ul style="list-style-type: none"> <li>Follow-ups of important issues and trends in national and international conferences, such as TCAC 2023, COP28, UNGA78</li> <li>Assessment of consumer behavioural trends and values on environment</li> <li>Assessment of climate change impact and risk</li> </ul>	<ul style="list-style-type: none"> <li>Participating in greenhouse gas emissions reduction in accordance with government and global goals</li> <li>Offering eco-friendly products and services or applying sustainable materials</li> <li>Promoting awareness and collaboration among employees, customers and partners on environmental protection and conservation</li> </ul>	<ul style="list-style-type: none"> <li>Public Sustainable Development and Environmental Management Policy that covers all dimensions: society, economy, environment and corporate governance.</li> <li>Target a goal to reduce greenhouse gas emissions 30% in 2030 and move forwards to Carbon Neutrality in 2050.</li> <li>Endorse construction innovation and use eco-friendly material.</li> <li>Implement energy efficiency projects.</li> <li>Support CSR and environmental activities in the organisation by setting participation as an annual employee performance indicator.</li> <li>Aim at growing 100,000 trees to restore the ecosystem.</li> </ul>

Key Stakeholders	Communication/ Engagement Channel and Frequency	Expectations for the Company	The Company Responses to the Expectations
 Business Partners	<ul style="list-style-type: none"> <li>The Procurement and Supply Chain</li> <li>Partnership Meeting once a year</li> <li>Occasional Meetings between the Company Group and business partners</li> <li>Mechanism for communication with business partners via email and communication channels</li> <li>Complaint/Whistleblowing Mechanism</li> </ul>	<ul style="list-style-type: none"> <li>Active listening and quick problem solution</li> <li>Supporting social and environmental enterprises</li> <li>Sustainably promoting business partner potential and capability development</li> </ul>	<ul style="list-style-type: none"> <li>Set the Code of Business Ethics and make business partners acknowledged to create a symphony of collaboration concretely.</li> <li>Arrange communicative channels to conduct business, establish partner engagement and listen to partner voices for collaborations via procurement and supply chain teams and partnership meetings.</li> <li>Set the Green Procurement Policy to support entrepreneurs with eco-friendly products and services or sustainable manufacturing processes.</li> <li>Organise the Accelerate Impact with Pruksa project to support social enterprises.</li> <li>Conduct the Lean Process project to solve problems on procurement documentation, inspection and late delivery.</li> <li>Make a partner training roadmap plan on following the Code of Business Ethics and sustainable development.</li> <li>Establish the Complaint and Whistleblowing Policy to handle acts in violation of Business Policy, Code of Business Ethics or Business Partner's Code of Conduct.</li> </ul>

# PRUKSA's Material Topics

GRI 3-1

## Processes to Determine Material Topics



### Step 1: Understand the Organisational Context

Identify significant issues from business' value chain activities by considering topics important to the Company and subsidiaries, both real estate and hospital business groups. This includes vision, mission, business direction and organisational strategy, plus expected matters that stakeholders shall pay attention to when compared to GRI Sector Standards. The aim is to draw a conclusion of points related to the business' Long Lists. Working performance has been made together by the Sustainability Management Committee, the Sustainability Steering Team and other divisions in the organisation.



### Step 2: Identify Actual and Potential Impacts

Consider issues in line with the Long Lists operated in Step 1 from real and possible impacts that might occur in the future. The step involves risk evaluation processes and opportunities in line with the Company's usual procedures on economy, society, environment, governance, law and human rights. This includes outcomes from evaluation processes, hope analysis or whatever stakeholders pay attention to reveal in questionnaires, suggestions and complaints via the Company's several channels.



### Step 3: Impact Significance Evaluation

Evaluate the significance of impacts mentioned in Step 2 by considering opportunities of Likelihood and Severity in each issue related to operations in the Company and subsidiaries in accordance with principles applied to risk management at the organisation level.



### Step 4: Prioritise Significant Issues on the Most Severe Impacts and Make Verification

Prioritise the importance of impacts to acquire Short Lists that will be applied to making strategies, goals and approaches to management. The process needs verification with external experts, comparison with GRI Sector Standards and significant issues raised by companies in similar industries.

The issues are then proposed to the Executive Committee for consideration and approval. Sustainability Work Group acts as an intermediary to communicate with all sectors to make operational plans in line with each material topic's goal, make reports and conclude performance on Sustainable Development (SD) for the Sustainability Management Committee and related sub-committees to consider every quarter.

GRI 3-2 b

In 2023, significant issues were reviewed and improved to be complied with 5-year business strategies, GRI Sector Standards that the Company shall focus on, including matters that stakeholders shall expect. The issues were changed from those of 2022 as follows:

## 6 Additional Significant Issues



Effective Energy Consumption



Efficient Water Use and Wastewater Treatment From Business Operations



Management of Greenhouse Gas Emissions and Solution to Global Warming Caused by Climate Change



Evaluation of Supplier Environmental Performance



Evaluation of Results on Suppliers' Social Performance



Customer Data Privacy

GRI 3-2 a

## Material Topics

ECONOMY	ENVIRONMENT	SOCIETY
<ul style="list-style-type: none"> <li>Economic Value Creation and Sustainable Diversification</li> </ul>	<ul style="list-style-type: none"> <li>Effective Energy Consumption</li> <li>Efficient Water Use and Wastewater Treatment From Business Operations</li> <li>Management of Greenhouse Gas Emissions and Solution to Global Warming Caused by Climate Change</li> <li>Waste Management</li> <li>Evaluation of Results on Suppliers' Environmental Performance</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety</li> <li>Employee Potential Development</li> <li>Sustainable Participation in Community and Society</li> <li>Evaluation on Suppliers' Social Performance</li> <li>Customer Data Privacy</li> </ul>

## 5 Cancelled Significant Issues



Sustainable Procurement Management



Anti-Corruption



Material Use

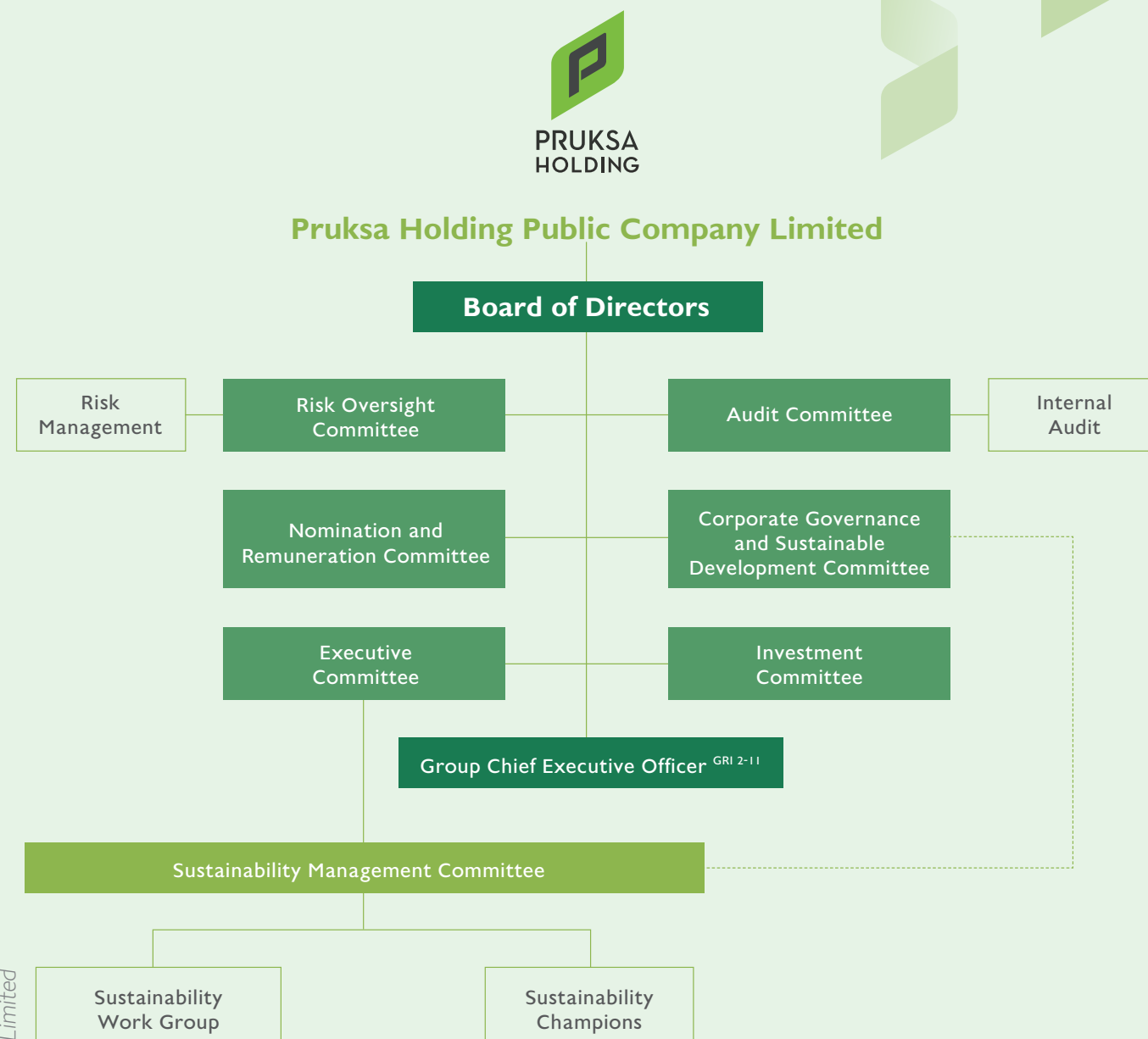


Performance According to Environmental Regulation



Employee Care

# The Structure of Sustainable Development Management



## Sustainable Development and Environmental Development Policy

### Prukisa Holding Public Company Limited and Its Subsidiaries

Prukisa Holding Public Company Limited and its subsidiaries (the “Company”) reaffirm our intention and commitment to creating societal value and environmental value, integrating sustainable development in our business, and creating long-term value for the Company and all stakeholders. At the same time, we strictly adhere to the applicable rules and regulations of government agencies and regulatory agencies. We also maintain international standards and codes of conduct concerning corporate governance and social and environmental responsibility, such as the Sustainable Development Goals (SDGs), to respond to challenges and changes in the industry, national strategic frameworks, and important global trends. The Board of Directors, therefore, hereby implements this Sustainable Development and Environmental Development Policy (the “Policy”).

GRI 2-23, 2-24

### I. Duties and Responsibilities

To ensure that sustainable development is the main part of how we operate business in the future and ingrain it in the corporate culture, all directors, management, and employees must perform their duties and responsibilities in compliance with this Policy, as per the below details.

GRI 2-13, 2-14

#### I.1 Board of Directors

- 1.1.1 To approve policies, goals, strategies, and yearly budget with respect to sustainable development and environmental management.
- 1.1.2 To supervise and monitor compliance with the Sustainable Development and Environmental Development Policy and all applicable regulations through a sub-committee or the Sustainability Management Committee.

GRI 2-13

#### I.2 Corporate Governance and Sustainable Development Committee

- 1.2.1 To consider sustainable development and environmental management goals and strategies to ensure that they are in line with the Policy and achieve the sustainable development goals as determined by the Board of Directors.
- 1.2.2 To supervise and monitor the operation as per the applicable policies and strategies and to give advice and support to the sustainable development management team and the Management in order to achieve goals.
- 1.2.3 To report to the shareholders once a year and to the Board of Directors every quarter on our performance on sustainable development and environmental management. The Corporate Governance and Sustainable Development Committee may consult with the Management about the allocation of responsibilities and assigning a person to report the performance to the Board of Directors. The Chairman of the Corporate Governance and Sustainable Development Committee may assign the secretary of the Corporate Governance and Sustainable Development Committee or another involved executive to present the report.
- 1.2.4 To ensure that the Company and its subsidiaries have proper corporate governance risk management and give advice on corporate governance risk management.
- 1.2.5 To supervise and monitor social responsibility performance and support engagement with key stakeholders.



### I.3 Executive Committee

- 1.3.1 To approve issues that significantly impact the Company and its subsidiaries. To approve a sustainable development framework and work plan to manage these significant issues and review them at least once a year or when an important change occurs.
- 1.3.2 To consider sustainable development goals, strategies, and yearly budget before presenting them to the Board of Directors for their approval. The Executive Committee may consult with the Corporate Governance and Sustainable Development Committee.
- 1.3.3 To supervise, monitor, and support the operation under the sustainable development framework to achieve goals.

### I.4 Sustainability Management Committee

- 1.4.1 To give advice and support on sustainable development and environmental management direction, goals, activities, policies, and strategies in line with issues that are significant to the Company and its subsidiaries.
- 1.4.2 To consider policies, sustainable development and environmental management budget, personnel to carry out sustainable development and environmental management projects and activities, other related activities, and all supporting tools before presenting them to Executive Committee or the Corporate Governance and Sustainable Development Committee for their consideration. The presentation will be subject to the duties and responsibilities of this subcommittee.
- 1.4.3 The Sustainability Management Committee may consider engaging third-party consultants or experts to provide their opinions or assess and/or review the Company's and its subsidiaries' performance on sustainable development and environmental management as appropriate and within the budget approved by the Board of Directors. The internal approval must adhere to the Company's delegation of authority policy.
- 1.4.4 To report to the Executive Committee and/or the Corporate Governance and Sustainable Development Committee on the sustainable development performance in every quarter. The presentation of the report will be subject to the duties and responsibilities of this subcommittee. The Chairman of the Sustainability Management Committee may assign the secretary of the Sustainability Management Committee or another related managing director to present the report.

### I.5 Management

- 1.5.1 To promote compliance with policies and set good examples.
- 1.5.2 To promote communication and training for employees to ensure that they are aware of and understand the Company's core value and sustainable development issues and implement the lessons learned at the workplace and in their everyday lives.
- 1.5.3 To support our employees in participating in the Company's sustainable development, societal management activities, and social responsibility activities.

### I.6 Sustainability Work Group and Sustainability Champions

- 1.6.1 To manage and administer sustainable development activities.
- 1.6.2 To present, give advice, and support work plans to help meet sustainable development targets.
- 1.6.3 To monitor, collect data, and report to the Sustainability Management Committee and/or a subcommittee and/or the Board of Directors on the performance.

### I.7 Employees

- 1.7.1 To strictly adhere to the Policy and adapt the policy in their everyday work.
- 1.7.2 To cooperate with the Company to reach the sustainable development targets and regularly attend related activities.

## Sustainable Development and Environmental Management Policy



GRI 2-23, GRI 3-3

## 2. Policies

- 2.1 Good Corporate Governance and Anti-corruption.** We ensure that the business operation is transparent and in compliance with the applicable laws, good corporate governance, anti-bribery and corruption principles, and other applicable policies and guidelines on good corporate governance.
- 2.2 Personal Data Protection and Data Security.** We implement the policy to keep confidential the data of its management, employees, partners, customers, and trade data unless it is explicitly specified otherwise under the applicable laws. We have also implemented classification levels as per the standard and applicable laws, as well as access rights for each level. We provide training and communicate with all employees on how to use and protect the data of the Company and its subsidiaries. Moreover, We regularly conduct security risk assessments for the IT system and other systems of the Company and its subsidiaries to prevent data theft.
- 2.3 Labor Law and the Universal Declaration of Human Rights (UDHR).** We support the employees' work and practice on the basis of equality, rights, freedom, and tolerance, encompassing fair employment, compensation, benefits, and a corporate culture that is in line with the UDHR. We communicate and raise awareness among the employees of the Company and its subsidiaries on Human Rights Due Diligence (HRDD) to align management practices and reduce the risk of human rights violations in the business environment.
- 2.4 Human Capital Development.** We implement measures and guidelines to develop our workforce and support our employees on their self-development journey. We pass on knowledge and give value to the Company, the society, and the communities through a variety of learning processes and sustainable development projects of the Company and its subsidiaries.
- 2.5 Innovation and Value Creation.** We support invention, initiation, and investment in innovations, such as services, processes, and new businesses, which can create economic value for the Company and its subsidiaries and excellent value for society and the environment. Moreover, we promote the culture of innovation in the business and support the engagement of our employees and key stakeholders in developing innovations.



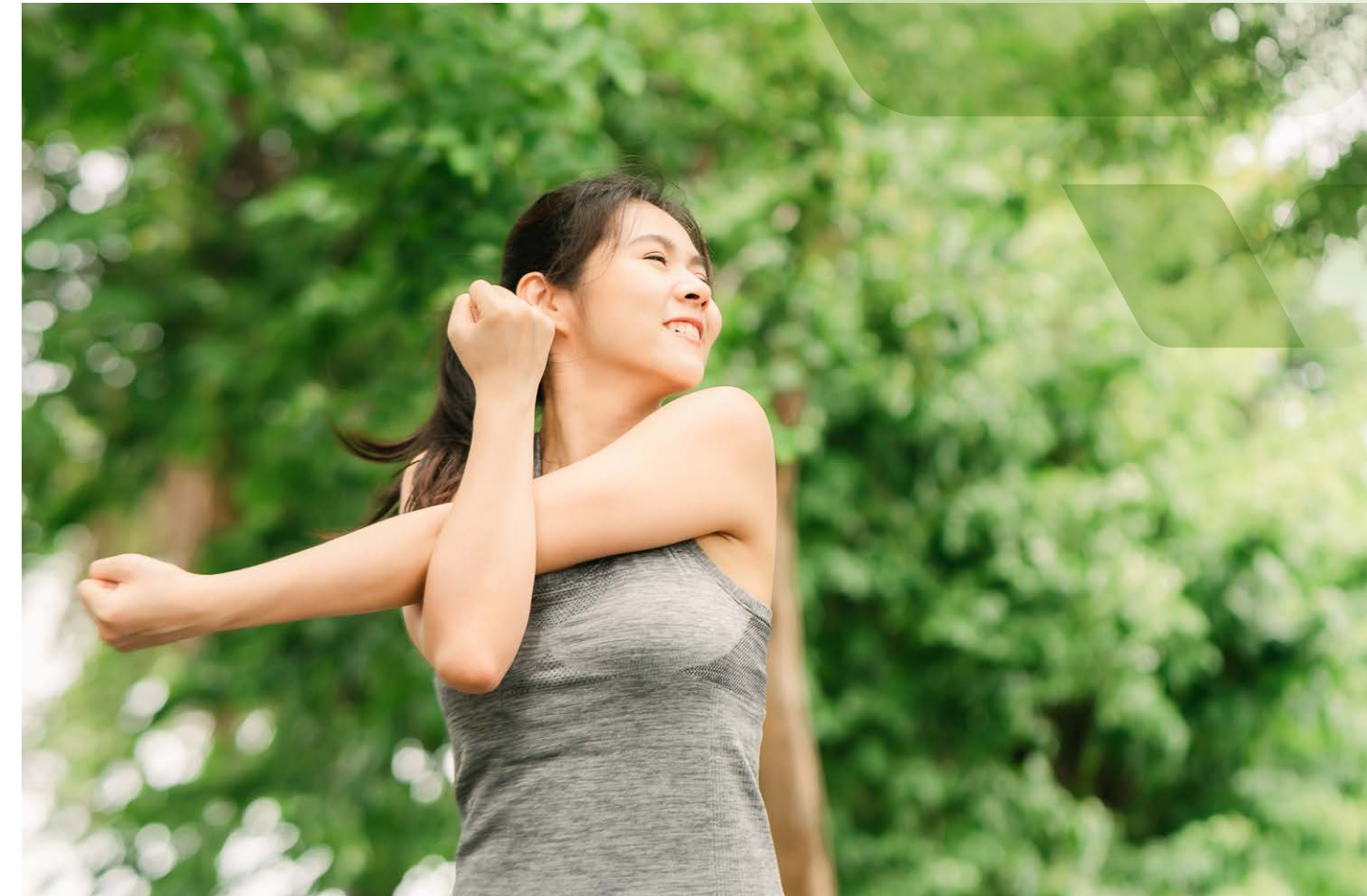
**2.6 Responsible Supply Chain Management.** We ensure that all stakeholders in the supply chain correctly and completely comply with applicable laws, regulations, business partners' codes of conduct, and agreements. We operate the business and support our employees under the principles of good corporate governance and social and environmental responsibility. The Company and its subsidiaries, together with key business partners, may prepare work plans or activities on assessment of risks that may impact the sustainability aspect or significant risks that might impact the operation of the Company and its subsidiaries.

Moreover, the Company and its subsidiaries should promote capacity and knowledge development for the business partners in order to achieve operational excellence, minimize negative impact throughout the supply chain, and transform to sustainable management. The main raw materials or products should be procured from responsible and verifiable resources.

**2.7 Positive Societal Impact.** We are committed to building societal value by promoting jobs and income, developing people, and boosting competitiveness for SMEs and startups. We also create job opportunities and quality of life for vulnerable people (those who need special care) throughout the supply chain.

**2.8 Health and Wellness.** We develop new products and services that focus on health and well-being. We also develop projects or activities that promote physical, mental, and social health and well-being for all employees, customers, and stakeholders.

**2.9 Key Stakeholder Management and Engagement.** We enhance our stakeholder management and engagement process in line with local and international standards. In particular, the Company and its subsidiaries understand the needs and expectations of each group of stakeholders, resulting in proper strategies and management guidelines to cater to those needs and expectations. We also pay attention to their opinions and suggestions to deepen understanding and trust and promote creative collaboration.



**2.10 Climate Resilience.** We consider and manage greenhouse emissions and climate change risks, focusing on reducing carbon dioxide emissions and the impact of our business operation on the environment. We also promote cooperation from key stakeholders in the supply chain to minimize impact and adapt to climate change. We support environmental impact assessment throughout the product and service life cycle. We work with our key stakeholders to carry out carbon offsetting activities and create the risk management plan, the business continuity plan, and the climate change disaster response project.

**2.11 Energy and Resource Efficiency.** We promote energy and resource efficiency by increasing the use of renewable energy and supporting energy and resource preservation, both electricity and water. We also raise awareness among our employees, our business partners throughout the supply chain, and all stakeholders about energy and resource efficiency.

**2.12 Environment-friendly and Society-friendly Construction and Raw Materials.** We conduct environmental impact assessments in all construction projects and operations under the Company and its subsidiaries, then consider the assessment results when purchasing materials or exploring ways to minimize environmental and societal impact. This encompasses construction, projects, or services certified by eco-friendly standards and the use of standardized eco-friendly and energy-saving materials and equipment that are safe for consumers and communities. We obtain innovations and technologies that maximize our operation efficiency, reduce costs, build positive impact, and control negative impact on the environment and society.





**2.13 Sustainable Waste Management.** We are committed to reducing waste that ends up in landfills by finding ways to reduce waste in the manufacturing and service chains. We take responsibility for the waste that might be produced by implementing various measures such as proper waste sorting, reuse, or clean energy production. We promote collaboration with the network and all stakeholders to obtain sustainable results.

**2.14 Ecosystem and Biodiversity Rehabilitation.** We have biodiversity measures to ensure compliance with applicable laws and regulations. We promote designs that take into consideration harmony with the environment and the surrounding communities. Moreover, we should deeply analyze the environmental impact assessment report and/or impact on biodiversity and ecosystems to explore ways to prevent possible impact. We also implement strict monitoring measures to minimize the negative impact on biodiversity and the ecosystem and promote ecosystem protection and rehabilitation in the areas surrounding our projects and other areas. We shall continue to work with all stakeholders to raise awareness of ecosystem rehabilitation.

GRI 2-28

## Sustainable Development Network Participation





# E

## ENVIRONMENTAL



### Heart to Earth

Care for Environmental Impacts and Reduce  
Global Warming





## Care for Environmental Impacts and Reduce Global Warming



In COP27 UN Climate Change Conference and the latest one, it was expected that the global temperature would rise 3 degrees Celsius in 2100, increasing by double above the limit as all countries acknowledged in the Paris Agreement. The reason for this is that greenhouse gas emissions, produced by governmental and industrial sectors, continue to increase gradually. As it is inevitable that everybody significantly faces such a risk, Pruksa Holding Group, including all sectors, shall take responsibility and collaborate with governments across the world to limit global warming to 1.5 degrees Celsius. Nevertheless, the situation challenges business operations in terms of self-adjustment and operation cost. This includes transition of necessary policies and regulations such as Carbon

Tax that the Thai Government has assigned the Excise Department to examine in order that it is legalised in the future. Likewise, Thailand Taxonomy – a collaboration of Bank of Thailand (BOT) and the Securities and Exchange Commission (SEC) – is applied for evaluating or setting goals of business operations that take the environment into account. The Thailand Taxonomy is also one of choices used as a reference to service accesses and financial instruments that enhance business transition to environment sustainability of the nation. This explains why the Company Group lately requires a management approach and transition to new business operations.

Such a transition has brought a significant business opportunity extended to new housing innovation development in compliance with the Company Group’s “Live well Stay well” concept. It is a combination of housing innovation with one-stop healthcare service, including housing design for good quality of life in the long term with eco-friendly materials that suit resident lifestyles.

Last year, the Company applied the risk assessment and 11 recommendations of Task Force on Climate-related Financial Disclosures (TCFD) to analyse risks and opportunities, as well as setting activities and measures to manage the risks and take the opportunities.





# Corporate Governance on Climate Change and Environment



## Board of Directors

- Set Sustainable Development and Environmental Management Policy, including operating strategies.
- Follow up work performance in accordance with strategies and policies once a quarter.



## Corporate Governance and Sustainable Development Committee

- Consider strategies and goals to reduce greenhouse gas emissions in the short, medium and long term, including work plans on climate change and environmental management.
- Follow up work performance in accordance with strategies and work plans when compared to the goals. Give suggestions that lead to the goals once a quarter.
- Collaborate with the Board of Directors and Risk Management Committee to manage risks on society, environment and corporate governance, covering risks on climate change that probably affects business. The management includes consideration on goals to reduce greenhouse gas emissions of the organisation.
- Appoint the Management Team having Group Chief Executive Officer as the chairperson together with committee members comprising of CEOs from main lines of work, to specifically supervise issues on society, environment and corporate governance, including climate change.



## Sustainable Development Management Team

- Set strategies and goals to reduce greenhouse gas emissions in the short, medium and long term to support climate change and environmental management. Consider operating plans to achieve the goals proposed by the Sustainable Development Working Team.
- Follow up operations in accordance with the work plans and give the Sustainable Development Working Team suggestions once a month to reach the goals.



## Sustainable Development Working Team

- Make operating plans on climate change and environmental management with executives from each line of work and the Sustainability Champions.
- Collaborate with the Risk Management Unit to evaluate risk and opportunity of climate change and environment. Propose the issue to the Board of Directors and related committees.
- Communicate with executives and employees, as well as giving them suggestions, to build understandings and promote engagements to reach the goals.
- Collect and analyse data. Make a report to propose the Sustainable Development Management Team, the Board of Directors and related committees.



## Sustainability Champions

- Build a communication and cooperation to apply operating plans in personal units.
- Create activities at a unit level to support the goal achievement. Collect data and report it to the Sustainable Development Working Team.
- Regarding Sustainability Champions responsible for Green Procurement and Environment, it is assigned to have a duty on environmental and procurement management within the organisation and with suppliers. This includes the follow-up system that operates activities in accordance with the Sustainability Development and Environmental Management Policy in all environmental dimensions.

## Strategy

Move towards a goal of achieving net-zero emissions in 2065 and carbon neutrality in 2050 by delivering greater houses for this age and the future, as well as improving creative choices and better health together with caring for the environment under the Sustainable Development Strategy.

## Sustainable Development Strategy

### VISION



Our Group aims to be the leading company that provides integrated living and health solutions for “**Better home and Healthier communities**”. We are here for good to impact lives and drive sustainable outcomes for today and tomorrow generations.

### PILLAR GOALS



#### ENVIRONMENTAL

- Reaching carbon neutrality in 2050
- Reducing 30% of carbon dioxide in 2030 (base year 2022)



### STRATEGY

Delivering greater houses for this age and the future, as well as improving creative choices and better health together with caring for the environment



#### SOCIAL

- Encouraging employees and suppliers to take part in social assistance
- ZERO death at work



Providing the “Live well Stay well” life for sustainable community and society, covering a state of complete physical, mental and social wellbeing



#### GOVERNANCE

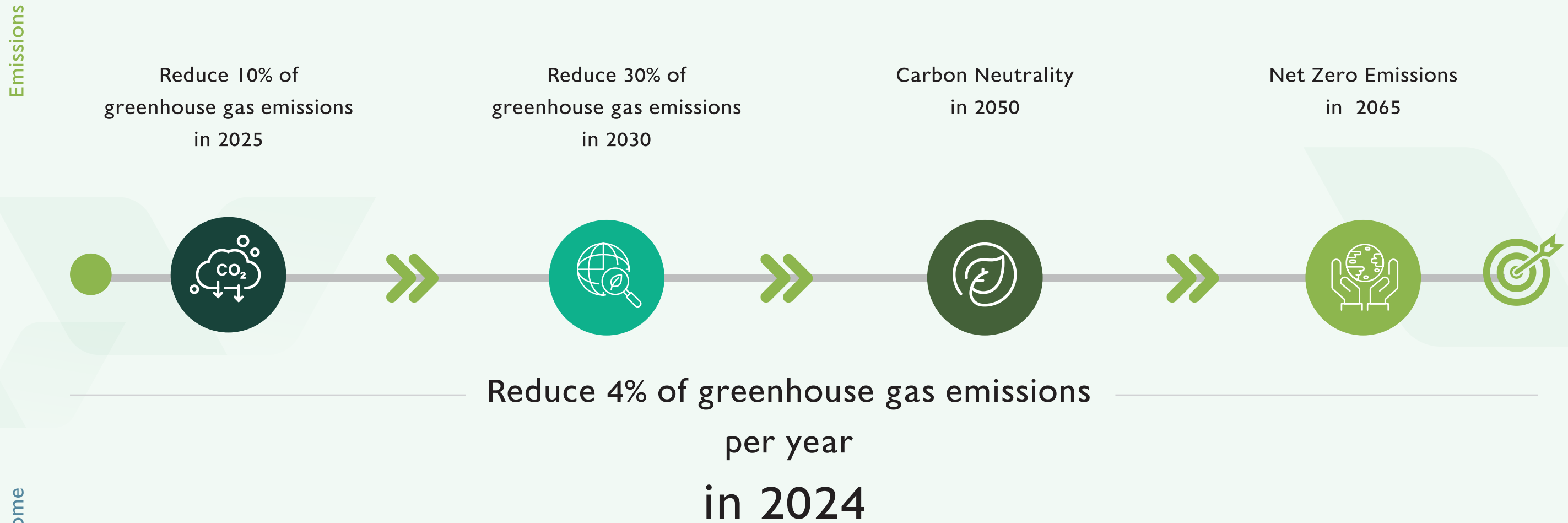
- ZERO corruption
- Creating value of sustainability throughout the supply chain
- ZERO data leakage



Being a leader of honesty in operations for sustainable management within our ecosystem, as well as taking transparency as the heart of doing business



# Pathway to Net Zero Emissions



Real Estate, Construction and Precast Business Groups approximately 0.36 tonnes of CO<sub>2</sub> equivalents/income


Hospital Business Groups approximately 2.18 tonnes of CO<sub>2</sub> equivalents/income

Note: Base Year 2022

# Management of Risks and Opportunities Related to Climate Change

The Company evaluates risks and opportunities relevant to climate change, business operation, financial status, including main business groups: Real Estate Group, Hospital Business Group and Construction & Precast Group. The assessment includes risks and opportunities that probably occur and give an impact in the short term (within 1 year), medium term (1 - 3 years) and long term (over 3 years). The evaluated issues are on Likelihood and Impact in accordance with the Company Group’s risk management processes and the TCFD standard.

In 2023, issues on risks and opportunities related to key climate changes and risk management measures are as follows:

Type of Risk	Risk Issues	Explanation	Risk Management Measures
 Physical Risk	Natural disasters: flooding and high temperature that affect life	<b>Medium-Term Risk (1 - 3 years)</b> <ul style="list-style-type: none"> <li>The disasters probably make the Company have higher operation cost in designing and building houses that reduce catastrophic impacts. This might affect the Company’s liability insurance cost on products and services. The disasters possibly cause business interruption, as well as giving an impact on health and safety of employees and suppliers such as those who work outdoors during construction or in production processes.</li> </ul>	<ul style="list-style-type: none"> <li>Improve the precast factory and raise the floor level higher to prevent flood. Design high ceilings to allow more air circulation and ventilation.</li> <li>Prepare Personal Protective Equipment (PPE) &amp; Workwear for employees and contractors working outdoors.</li> <li>Provide Personal Protective Equipment (PPE) for protection against infectious materials.</li> <li>Launch measures to prevent infection in the hospital in accordance with international standards.</li> <li>Adjust temperature in offices and hospital buildings properly.</li> <li>Set policies and measures to look after employees with holistic care.</li> </ul>

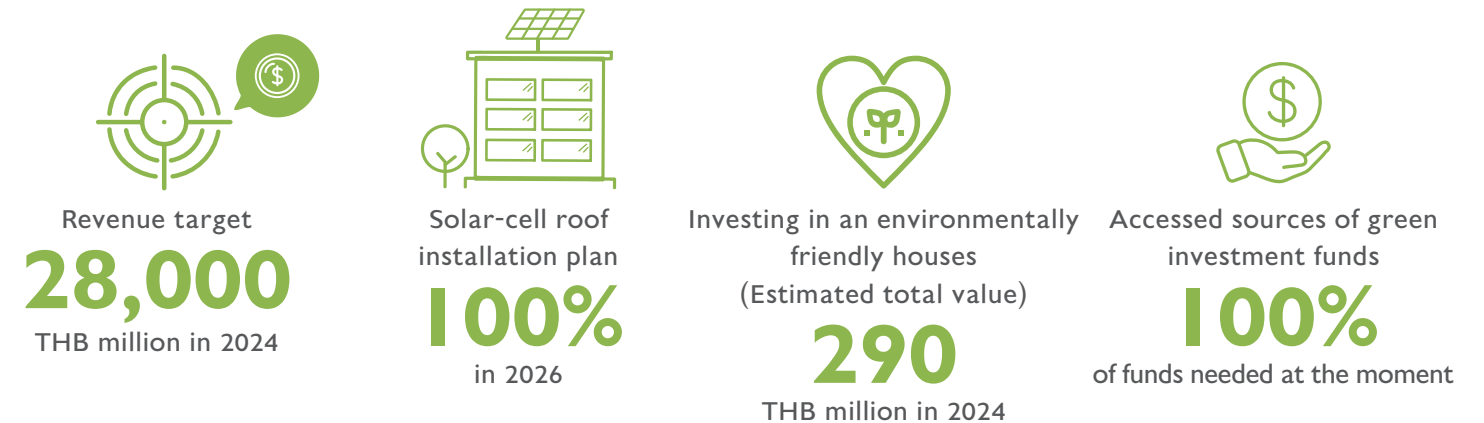
Type of Risk	Risk Issues	Explanation	Risk Management Measures
 Transition Risk	Adjusting design of delivered houses that enhance sustainable quality of life and use low-carbon materials	<b>Medium-Term Risk (1 - 3 years)</b> <ul style="list-style-type: none"> <li>At present, consumers look for low-energy and eco-friendly housing that gives good quality of life in the long term. This drives the Company to modify housing design with new ideas apart from product quality and alternative rebranding approach integrated with the Sustainable Development concept to create a corporate image and attract consumers. If the modification cannot be made in time, it will affect the Company’s competitive capacity.</li> </ul> <b>Short-Term Risk (within 1 year)</b> <ul style="list-style-type: none"> <li>The customer’s lifestyle increasingly confronts with higher global temperature, dust and natural disasters that probably affect their physical and mental health. The Company therefore needs to change the housing design concept that harmonises with holistic healthcare.</li> </ul>	<ul style="list-style-type: none"> <li>Design houses and hospital buildings with the Passive Home concept that saves energy, uses low-carbon materials and enhances good quality of life for customers.</li> <li>Apply the CarbonCure technology to reinforce concrete and reduce cement use.</li> <li>Develop low-carbon precast innovation with business partners.</li> <li>Design the Green Haus project with more usable areas to make residents have privacy and choose their own lifestyle.</li> <li>Change housing angles in order that residents get more natural lighting. Emphasise green areas in the project.</li> <li>Propose health service packages with special price to increase benefits for residents as the long-term healthcare.</li> </ul>
	Government policies and measures to reduce environmental impacts	<b>Long-Term Risk (over 3 years)</b> <ul style="list-style-type: none"> <li>Trends of changing government policies and measures on tax and other regulations related to business cost and model</li> <li>Regulations on data disclosure of compliance departments in the stock market</li> </ul>	<ul style="list-style-type: none"> <li>Set the goal of achieving net-zero emissions in 2065 and carbon neutrality in 2050.</li> <li>Launch the Sustainable Development and Environmental Management Policy.</li> <li>Disclose data of sustainable development in accordance with a regulation of the Securities and Exchange Commission (Thailand), Global Reporting Initiative (GRI) and TCFD. Examine research studies to get prepared for international standards on financial reports related to environment and other standards in the future.</li> </ul>



Type of Opportunity	Explanation	Preparation for Opportunity
 <p><b>Product and Service Development to Access New Markets</b></p>	<ul style="list-style-type: none"> <li>Development of low-carbon products and services that none or few players apply in the markets to promote competitive capacity, creation of brand image, including increase of economic value for the Company's products and services</li> <li>Access of new technologies and materials to further develop business and establish performance efficiency</li> <li>Response to customer needs that look for eco-friendly products and services with good corporate image in society</li> </ul>	<ul style="list-style-type: none"> <li>Apply the CarbonCure technology to reinforce concrete and reduce cement use.</li> <li>Develop low-carbon precast innovation with business partners.</li> <li>Design the Green Haus project with more usable areas to make residents have privacy and choose their own lifestyle. Change housing angles in order that residents get more natural lighting.</li> <li>Emphasise green areas in the project.</li> <li>Propose health service packages with special price to increase benefits for residents as the long-term healthcare.</li> <li>Appoint a working team as X-Team to develop the concept of building houses for good and sustainable quality of life.</li> </ul>
 <p><b>Resource Efficiency</b></p>	<ul style="list-style-type: none"> <li>Regulating measures to prepare for governmental policies and laws in the future that minimises risks of possible revenue target.</li> <li>Resource and energy efficiency reduces revenue target.</li> <li>Health of employees and communities becomes better due to effective waste management.</li> </ul>	<ul style="list-style-type: none"> <li>Set the goal of achieving net-zero emissions in 2065 and carbon neutrality in 2050.</li> <li>Recycle natural resources such as water, as well as reusing manufacturing waste in the precast production process.</li> <li>Arrange external experts to conduct verification and register green products (in progress).</li> <li>Install energy-saving equipment in the hospital and follow up its efficiency.</li> <li>Appoint a working team to supervise and organise activities or technologies that promote energy and resource efficiency.</li> </ul>
 <p><b>Accessibility to Source of Investment Funds for Sustainability</b></p>	<ul style="list-style-type: none"> <li>Accessibility of green investment funds such as loans, bonds, convertible debentures of banks and stock markets becomes easier due to low financial cost.</li> </ul>	<ul style="list-style-type: none"> <li>Change the strategy and model of business operation that emphasises delivery of eco-friendly products and services, as well as promoting the "Live well Stay well" concept.</li> <li>Establish collaborations with domestic and international business partners that develop low-carbon materials by investing as joint ventures.</li> </ul>

## Key Performance Indicators (KPIs) and Goals Compared to Year 2022

### Financial Key Performance Indicators

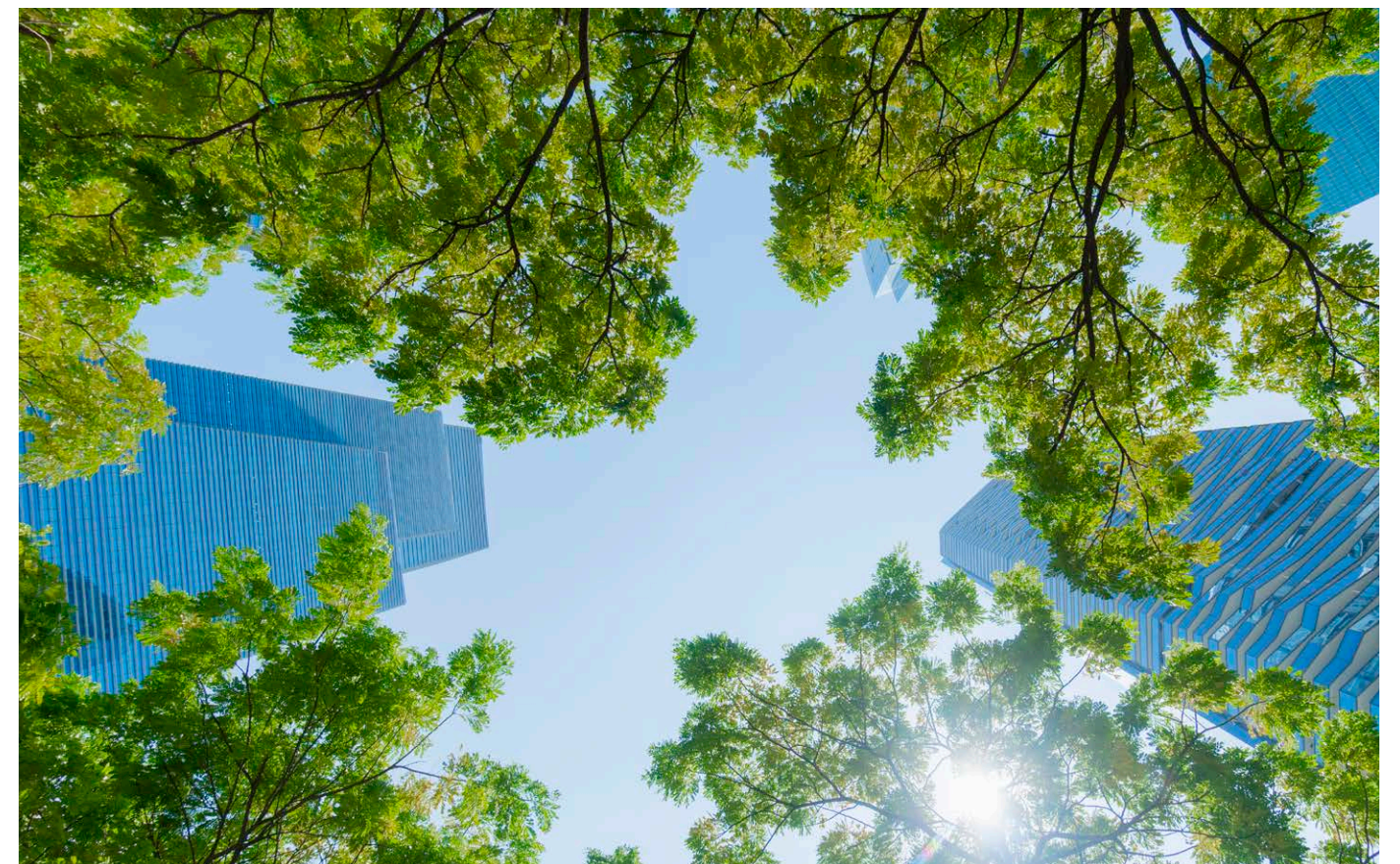


### Non-financial Key Performance Indicators Related to Climate Change

1. Amount of greenhouse gas emissions: Type I (Direct greenhouse gas emissions of the organisation) and Type II (Indirect greenhouse gas emissions from power usage):

- Net-zero emissions in 2065
- Carbon neutrality in 2050
- 30% greenhouse gas emissions reduction by 2030

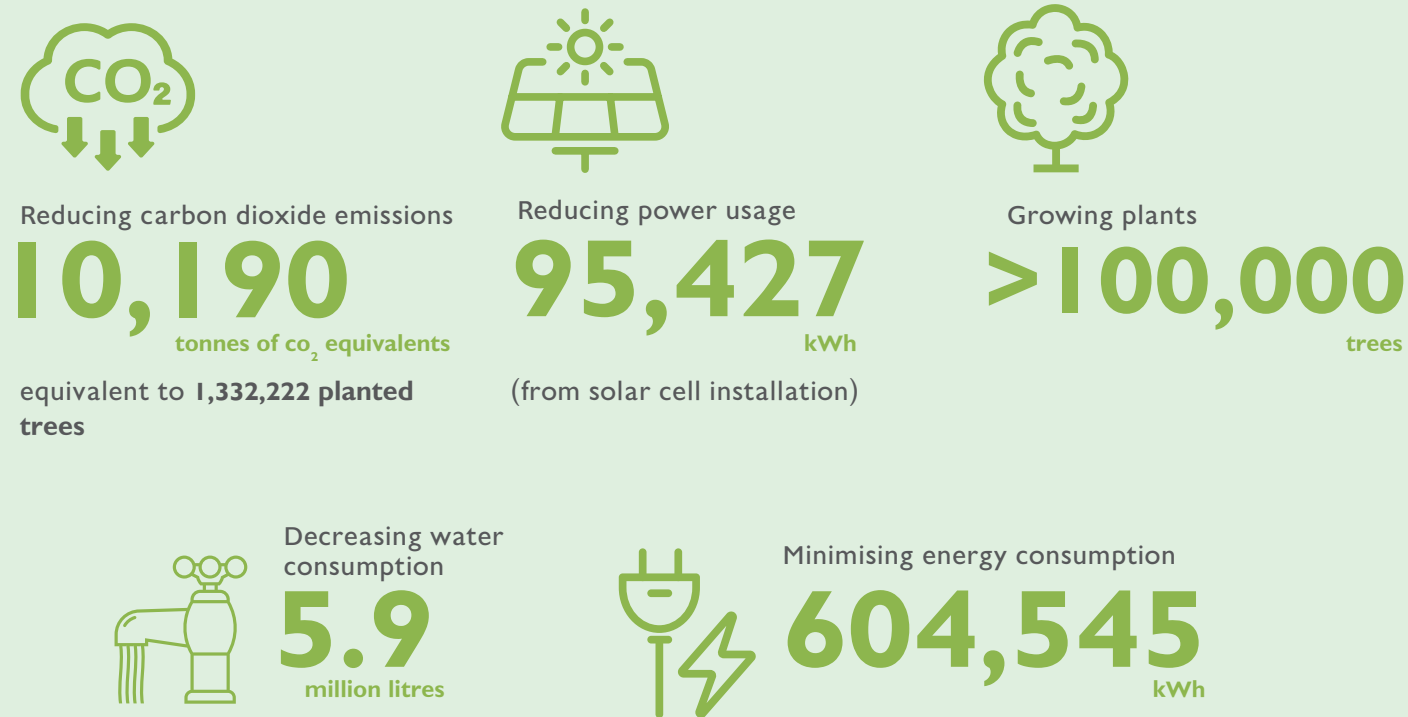
2. 30% of eco-friendly materials usage in 2030



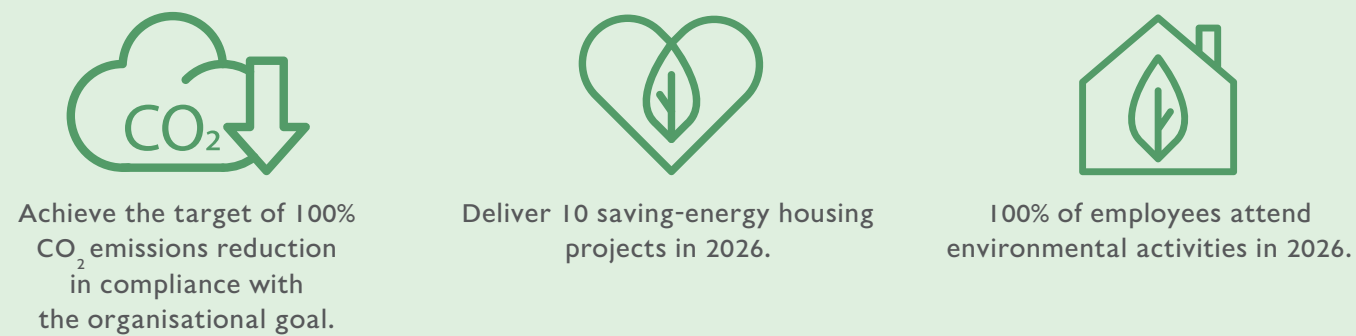


# Environmental Management

## Success in Year 2023



## Operation Plan in 1 - 5 Years



# Sustainable Development & Environmental Management Policy

The Group's commitment to demonstrate that we are aware, responsible and there are opportunities and risks that will arise from environmental issues and climate change. Therefore the Board of Directors announced the policy of Sustainable Development and Environmental Management. And there is communication to be known throughout the organisation. Such policy covers important issues on the environment, society and corporate governance substantial to the Company Group's business operation.



Scan QR Code to access Sustainable Development & Environmental Management Policy

## Green Haus: Care for Every Life and Be Friendly to Environment

In 2023, Pruksa Holding unveiled "Baan GreenHaus" on Rangsit Station - Workpoint, a townhome project designed for better home and healthier community. The design concept is "Sharing is Caring" that allows people to share common areas as co-space for all lifestyles and ages by organising activities that encourage families to get new friendships, become a strong large community and care for each other.



The new-concept housing project not only sells houses, but also delivers livelihood with inspiring designs for living together and building relationships in the community with mutual dependence.



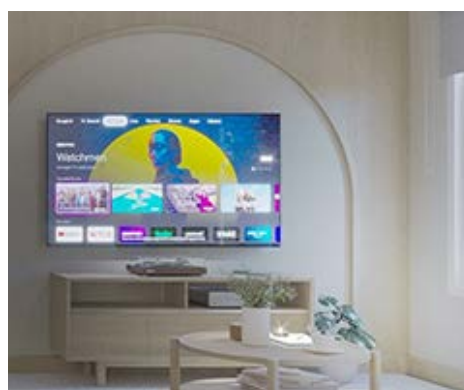


The common area is focused on reducing unnecessary expenses. Modern technology is integrated to standardise housing and harmonise living together.



The project offers “Happy Sharing Park”— a green area designed to maintain relationships of residents, though having different lifestyles. All spaces in the park are entirely shared: a playground, running lanes, an outdoor basketball court, including a storage room of first-aid kits. To promote Green Lifestyle in the housing project, the “Vegetable Garden: Garden of Love” activity is organised to encourage residents to grow vegetables and share yields among families, including a market space for selling residents’ products in the housing project.

The use of solar energy in the common area helps reduce expenses of the project. The EV Charger service point is offered to meet resident requirements and promote EV use.



The additional function, MyHaus or Smart Home, strengthens safety and provides comfort to every life. The customer or homeowner can go in/out through the auto-gate system, get the VDO door phone via smartphones, communicate with each other by using the MyHaus app, all of which are administrated by “Synergy Growth” affiliated to Pruksa Holding.

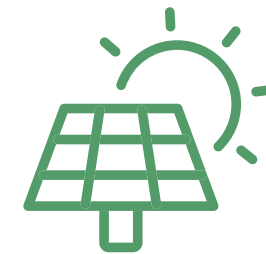
Regarding interior design revolution, technology is applied to manage standardised housing by increasing the natural lighting and breeze in the house compliant with sustainable construction, as well as selecting materials that make home cooler and reduce long-term expenses.

Baan GreenHaus provides not only good living experience but also good wellbeing that makes everyone cheerful in living areas every day.

By designing housing functions, necessary areas are created. Design is revolutionised to get outstanding, modern and innovative perspectives in harmony with natural wind direction.

GRI 302-4

## Energy Efficiency



### Goal

Increase solar cell installations in common areas, offices, factories and hospitals

**100% in 2026**



Pruksa Holding Public Company Limited reviews approaches to energy efficiency regarded as a key indicator that makes the Company reach the goal. To achieve this, an increase in energy efficiency and renewable energy usage have been emphasised. Last year, ViMUT Hospital, one of the subsidiaries affiliated with Hospital Business Group, established Energy Management Committee to drive several schemes and set goals that reduced energy cost through the following projects.



GRI 302-5

## Energy Management Project

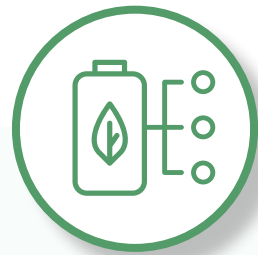
Regarding the performance on Energy Management Project by VIMUT Hospital in 2023, apart from receiving **MEA ENERGY AWARDS 2023 (Hospital Building Group)**, it reflects a decrease in expenses of more than 4.5 THB million within 8 months during the project when compared to the target of 3.76 THB million. The number of IPD and OPD patients increased when compared to those of year 2022.

The success is achieved by developing the electrical system in buildings to ensure that machines and devices function effectively through operation processes as follows:



### Analyse occupant behaviour for building energy consumption

This first process is extremely important to start understanding user needs of equipment related to electrical use in hospitals, as well as studying the application of power electronic switches and the customer behaviours. Then collect historical data of electrical consumption to analyse peak electricity hours (Off Peak - On Peak). Examine other relevant factors such as air condition inside/outside buildings for further significant adjustments.



### Organise activities affecting to energy usage reduction

After studying and analysing behaviour of electrical consumption in the hospital, prioritise operations and focus on adjusting the HVAC system in buildings to suit energy loads for the development of more effective operations.



### Data Collection Technology and Smart Data Virtualisation

To make the monitor function properly, the developer team designs the system of data collection and virtualisation with the capacity to identify problematic equipment, as well as expecting energy consumption onwards with more than 95% accuracy. The team has been developing the system to expand the processes to other equipment and systems in the future.

The success in increasing energy efficiency is regarded as the first meaningful step. The team believes that many issues could be solved and improved, all of which lead to energy efficient buildings in the future. We aim to expand this success to other businesses and create social impacts in the years to come.

GRI 302-4

## 60+ Earth Hour 2023 Activity

Pruksa Holding joined hands with Bangkok Metropolitan Administration and World Wild Fund for Nature (WWF) Thailand to organise the activity 60+ Earth Hour 2023, together with more than 190 countries and 7,000 cities across the world. The activity has been held for the sixth consecutive year by inviting employees, residents and people via several channels. The aim is to show the power of earth lovers with other global citizens by switching off lights for one hour on Saturday 25 March 2023 at 08.30 - 09.30 pm. This covers determination to reduce global warming throughout the year by holding energy conservation activities, maximising green areas and managing garbage.

### General overview of project performance compared to electrical consumption in Bangkok areas



Electrical consumption reduction

**129.59**  
gigajoules



Carbon dioxide reduction

**5.2**  
tonnes of CO<sub>2</sub> equivalents



Electrical bills reduction

**61,324**  
THB





# Waste Management

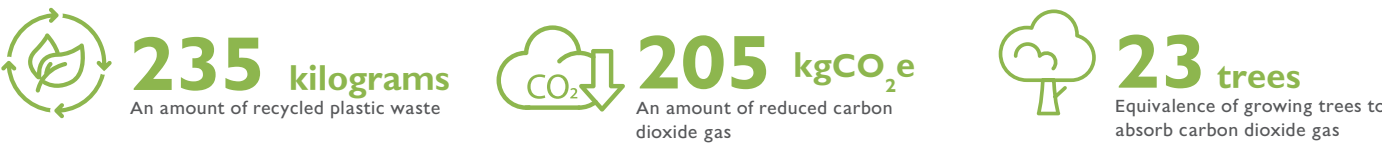
Pruksa Holding Group pays attention to waste management in all business groups. Processes, models, methods and priorities are managed differently due to each group’s operations. The key principle is to reduce waste buried in landfills, as well as managing waste with responsibility for safety of the environment, humans and/or other living things.

## Waste Management Approach

 Hospital Group	<p>The Hospital Group pays attention to hospital housekeeper recruitment as their duty is to directly manage such waste. The employment contract therefore designates that the applicant for this position is required to pass the training programme on hazardous management for preliminary screening, as well as attending a training programme on the first day of employment, to ensure that the work performance follows related standards and laws. Another aim is to reduce infectious risk for housekeepers and other employees in the hospital, as well as preventing any future problems. Additionally, the Hospital Group encourages all employees to classify waste properly in order that the waste is eliminated with appropriate processes. They are also supported to take part in generating ideas for approaches to non-hazardous waste management.</p>
 Plant Factory Group	<p><b>Waste Management</b></p> <p>Inno Precast is determined to manage waste properly and strictly as prescribed in law by keeping aware of any environmental impact. Waste management is operated systematically such as setting waste code in categories to identify each waste. This includes recording the amount of waste according to the code and giving reports to government agencies related. The procedure makes data sufficient to be analysed for better approaches, as well as developing production processes to limit manufacturing waste to the bare minimum.</p> <p><b>Process Development for Waste Reduction</b></p> <p>Concrete and steel are the first groups of waste in the precast industry, and the key principle is to manage such manufacturing waste. Previously, molding precast pieces used wire mesh as the structure within concrete. Then holes were drilled in concrete pieces, the wire mesh was taken off, and this simply left a huge amount of waste. Inno Precast therefore adjusts work processes by investing in machines to cut the wire as precisely as needed and applying a steel welding technique to make designed frames. This process helps reduce manufacturing waste from steel. Water used in washing concrete is rested in a pond, mixed with normal water and reused in the cleaning process. No used water is therefore released to natural sources. Regarding the leftover concrete from manufacturing processes, it is remixed for 100% reuse.</p> <p>The performance in the previous year was successful of reducing freshwater from natural resources for washing concrete, accumulated 50% per manufacturing process in accordance with the targeted goal.</p> <p><b>Solid Transportation Management for Waste Reduction in Landfills</b></p> <p>Precast Factory is extremely determined to get the out of waste. If most of waste is concrete debris, contractors can submit bids to get it for compaction work. Iron scrap is sold for other recycling processes. Not only manufacturing waste is turned into benefits, but food waste is also transformed into pig feed bidden by contractors. When compared to the whole amount of waste, only 10% of factories dispose of waste in landfills.</p>

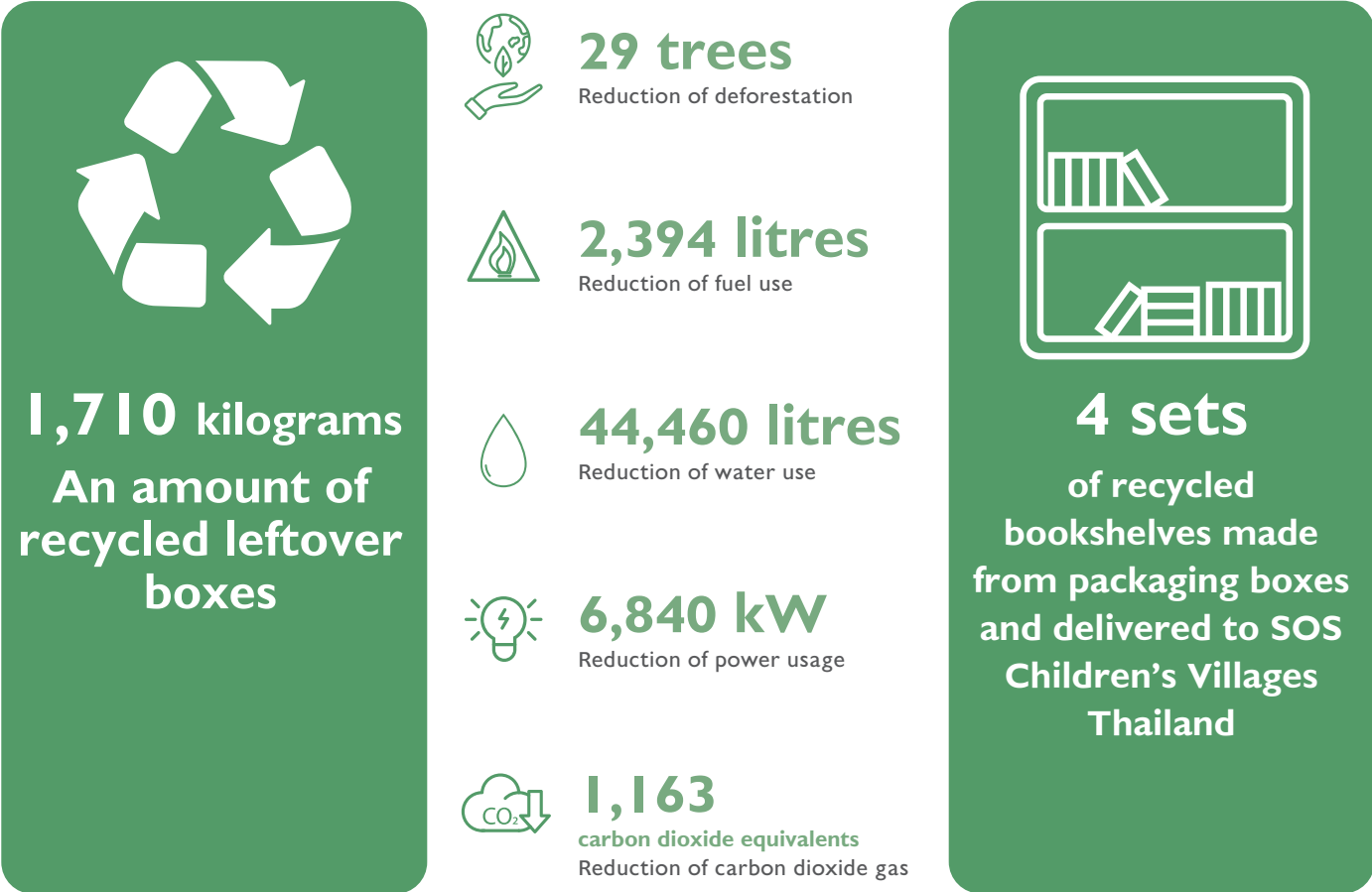
## WON@PRUKSA and WON@PEARL BANGKOK Projects

The Company Group, together with TPBI Public Company Limited and partners, have continued to organise totally 20 environmental conservation projects: WON@PRUKSA for the fourth consecutive year and WON@PEARL BANGKOK for the third consecutive year. The aim is to promote and encourage employees, residents and people to sort dry, clean and stretchy plastic bags, encourage stretch-films, for recycling to reduce plastic waste and global warming throughout 2023.



## “Newly Born Box” Project

Pruksa Holding joins hands with Shopee (Thailand) Company Limited (Shopee) and SCG Packaging Public Company Limited (SCGP) to promote and invite residents and people to donate leftover packaging boxes from online shopping in the activity “Newly Born Box” initiated by “Shopee.” The campaign aims at encouraging residents and people to manage those boxes properly, reduce natural resource use and get the most out of circular resources in the system. To support such a social mission, Pruksa provides donation points of leftover boxes in more than 70 housing projects: single houses, townhouses and condominiums. This includes making campaigns and PRs for the customer to donate packaging boxes before gathering them to further standardised and eco-friendly recycling processes, as well as developing them into creative and valuable products for people.





## Water Efficiency and Wastewater Treatment

### Concrete Water Recycling System

Inno Precast is the first business that has applied the Concrete Recycling System innovation for more than 10 years, together with effective water resource management that reduces 100% of wastewater from concrete recycling. In the production process, concrete debris is produced from the machines in production lines, such as a concrete mixer, a cement silo and a concrete pump machine. If such concrete waste is not treated properly, it will give an impact on the environment. Accordingly, Inno Precast starts using the Concrete Recycling System to recycle 100% of rubble, sand and water in the washout process and separating debris from slurry before transferring it to the next manufacturing process. Regarding wastewater, it is transferred to a nearby sludge tank with installed submersible mixers to keep solids in suspension. It is then diverted from the tank to be mixed with clean water at a ratio of 40:60 to keep parts per million (ppm) not over 50,000 before being transferred to concrete processes. All these systems simply help to minimise labour costs.

## Wastewater Treatment and Great Landscape Design Around Housing Projects



### Khlong Suay Nam Sai Project

The Company Group raised awareness of wastewater prevention and treatment in housing areas and neighbourhoods to sustainably create a good environment for the community through the “Khlong Suay Nam Sai Project” organised since 2018.

In 2023, Pruksa took an occasion of National Canal Conservation Day celebrated annually on 20 September to organise an activity that invited the Company’s volunteer employees and stakeholders, such as business partners, financial institutions, government agencies and local people around 500 persons to enhance scenery together. The activity was conducted by picking up garbage, disposing of weed waste, removing debris, dredging waterways, putting EM balls in canals for wastewater treatment. This includes road landscape improvement by trimming trees and painting footpaths in four housing projects: 1) Pruksa Avenue Srinakarin; 2) The Connect 62 Phetkasem 69; 3) Pruksa Ville Prachauthit 107/5; and 4) The Connect 38 Ramintra Km.8.



### PRUKSA GREEN PLUS Project

To emphasise the Company Group’s determination to deliver “Live well Stay well” wellness to all, employees, customers, municipal offices and surrounding communities, 132 persons in total, are encouraged to participate in environmental conservation through activities, such as planting trees, dredging waterways, disposing of weed waste, as well as using EM balls to produce oxygen to absorb carbon dioxide and making canals clean. The aim is to create a pleasant environment for communities around the project in accordance with the organisational culture of Pruksa “Impact for Good” that drives the mind to do good things, including the ESG (Environment, Social and Governance) concept cultivated in all operations at the entrance of Baan Pruksa Sukhumvit - Bangpu 1, Baan Pruksa Sukhumvit - Bangpu 2 and The Plant Sukhumvit - Bangpu.

### Planting Trees (Yellow Bells) 40 Trees



Absorbing carbon dioxide approximately 360 carbon dioxide equivalents



Establishing good quality of life for 1,448 residents and the communities around the project



Producing oxygen sufficiently for 80 persons/year



94.68% of participants satisfied with the Company





## Biodiversity Management

Biodiversity is one of the social responsibilities that everyone needs to protect, conserve, restore and balance for the sake of nature. Realising that failure of biodiversity management and operation of real estate business can have a negative impact on the ecosystem from human livelihood to extinction of sensitive animals, Pruksa Holding added the issues of biodiversity in Sustainable Development and Environmental Management Policy approved by the Board of Directors to be used as a framework and guideline for business operation. The practices cover following regulations strictly to reduce risk; for instance, land acquisition process for project development shall be compliance with city planning laws in the specific area, or misleading land development shall not occur. Furthermore, it is necessary to ensure that the project site does not intrude on a conservation or natural area. As the housing project development is part of urban expansion, Pruksa Holding sets the project design by taking the environment into account, such as increasing the green area in common areas, choosing plants that suit the site conditions, creating diversities to get the best green area.

Additionally, an evaluation of environmental impacts is included in the project development to prevent risks and negative impacts on the community and environment by reporting results to executives. According to the findings, neither resources nor endangered animals important to economy and environment were affected by the project management.

## Restoration Activities in Housing Projects and Ecosystems

### Improve Air Quality

Pruksa Holding makes a survey of horizontal housing projects during sale processes to increase the green area through PRUKSA GREEN PLUS that encourages employees and residents to plant trees in the common area, as well as giving residents some plants to grow and look after. The green area helps absorb air pollution, improve air quality in the project area and build a perfect ecosystem. Such an activity is planned to be continued and extended to other Pruksa Holding projects.

Likewise, Inno Precast Factory organised the activity “Inno Precast Backyard” to enhance the scenery and plant more than 9,900 trees behind the factory on the area of more than 38 rai. The trees are comprised of perennial plants, perishable crops and flowers to give more shade in the factory site and a relaxing area for employees, as well as maximising better air quality. To make the ecosystem more sustainable, stingless beekeeping is promoted, as the bee is both a human-friendly animal and an excellent pollinator that helps pollinate plants in the project area. Such promotion also proves that the factory operation is truly environment- and insect-friendly. Apart from creating diversity to the ecosystem, the project hopes that area products: crops, vegetables, fruits and honey shall be shared to employees and caretakers, including being further extended to other opportunities in the future.



Scan QR Code to access  
Biodiversity

### Maintain Good Water

In the previous year, Pruksa Holding organised the “Khleng Suay Nam Sai Project” that took more than 500 employees to dredge waterways around four housing projects: 1) Pruksa Avenue Srinakarin; 2) The Connect 62 Phetkasem 69; 3) Pruksa Ville Prachauthit 107/5; and 4) The Connect 38 Ramintra Km.8. The purpose was to open the waterways, reduce floods, minimise sewage water, ease wastewater odor in surrounding communities and decrease storage of organic substances in water that causes sewage water and affects aqua animals in the area, regarded as making a balance for the ecosystem.

### Restore the Land

Last year, Pruksa Holding joined hands with the Royal Forest Department to restore more than 370 rai of invaded conservation areas in Ban Huai Bong, Dan Khun Thot District, Nakhon Ratchasima Province. Forests in the area were destroyed and turned into large bare patches. To reforest, more than 100,000 young plants were grown, selected from landrace and local plants, such as Siamese senna, Siamese rosewood, Millettia brandisiana Kurz, Burmese rosewood, Siamese neem tree, Black plum, Purple orchid tree, bamboo. It is expected that new forests are harmonised with original ones and enabled to truly create diversity in the future.

The activity gathered more than 600 employees, executives and business partners to participate in the planting trees, loosening soil and fertilising. Pruksa Holding is determined to look after these forests until planted trees grow and survive by following up outcomes in the first phase and looking after them together with the Royal Forest Department and the community regularly. This includes searching for water sources to water the plants in the areas by setting the drip irrigation system over 370 rai to nourish the 100,000 trees to grow and go through the drought crisis successfully.



# S

## SOCIAL



### Heart to Society

Care for Society and Give Good  
Opportunities to Improve Quality of Life for  
People in Needs





# Employee Wellbeing

## Success in Year 2023



85%

The employee engagement score is 85%, compared to the target score in 2024 (85%), showing continuous development during the past two years.



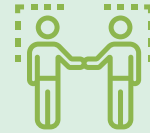
15.4%

The voluntary retirement rate of Talent Group employees, reduced by 20.4% in 2022



98%

Employees participating in social and environmental activities, accounted for 15,827 hours, approximately 10.5 hours per person, compared to the target of 8 hours per person in 2023.



17%

Job transfers of employees in the organisation



GRI 404-I

26.5 hours/person/year

Approximate off-line and on-line training hours of employees, compared to the target of 20 hours/person/year

## Operation Plan in 1 - 5 Years

- Individual Development Plan for key successors.
- Establish Human Resources Center of Excellence to look after employees in Pruksa subsidiaries with various businesses by applying principles of Customer Empathy (Internal Customer) in accordance with the organisation's Core Value.
- Emphasise employee skill development and change work culture to support and meet the Company's operating directions in the long term.

Human Resources Management amid changes of business direction and environment is a challenge. Especially when the 5 Core Values were reannounced in the beginning of the year, the Company Group has transformed the traditional organisation and employee management by targeting at "People First", one of the Core Values, to highlight importance of employees in the organisation.

The main factor that makes the People First value come true is creating employees' experience that covers all dimensions: Health, Happiness and Wealth until the end of life. This is conducted under the Company Group's commitment "Live well Stay well" applied to all key stakeholders, including employees.

## The Company's Core Values

The Company's core values are the key that makes employees share the same belief and culture, leading to performance that reflects characteristics of Company Group's employees. The Company's core values have been acknowledged and comprehended among employees, in which understanding assessment is conducted at least once a year. Additionally, the Company's core values have set as a Key Performance Indicator (KPI) of annual all-level employee performance, categorised in 5 Core Values, as follows:



### Customer Empathy - Quality as a core

- Understand customers.
- Realise problems.
- Be prepared to respond to needs beyond expectations.
- Develop products and services to make customers happy.
- Neither accept, produce, nor deliver non-quality products and services.



### Drive for Synergy

- Join together as one with one goal.
- Share good stories, ideas and experiences to grow together.
- Keep reviewing how we can be united to establish better relationships.



### Impact for Good

- Do as we say.
- Be responsible for what we do.
- Cultivate ESG Philosophy in every working process for social and environmental sustainability.
- Create good things every day.



### Forward Thinking

- Have courage to try new things.
- Learn and share experiences.
- Apply technology to work more conveniently and easily.
- Challenge oneself to initiate better new things for today and tomorrow.



### People First - Trust, respect and have fun

- Have courage to try new things.
- Learn and share experiences.
- Apply technology to work more conveniently and easily.
- Challenge oneself to initiate better new things for today and tomorrow.

## Employee Development Strategy and Policy

The Company Group believes that all employees are valuable assets. Employee development is therefore considered as the heart of an organisation that every line of work needs to push forwards. The aim is to create and support employees to acquire knowledge and capability in line with the Company Group's goals and strategies, as well as preparing for all changes that meet the group's customer requirements. Such a principle is set as one of KPIs that measure work performance from supervisor levels to all employees. Strategies and programmes are planned appropriately of which more information on learning frameworks can be acquired from the 56-1 One Report 2023.

Moreover, the Company Group develops employees through knowledge exchanges and real practices with the 70-20-10 principle that turns knowledge into practice and makes changes for real.

The purpose is to lift up the operation of employee development and holistic employee wellbeing. In this respect, the Company Group appoints the Employee Development Committee comprising CEOs from all lines of work to set strategies, policies and budgets, as well as allocating resources for support. This includes matters of employee wellbeing, employee development, career path planning, succession planning and employee engagement establishment.



### Workforce Planning

The Company Group makes a workforce plan by considering the organisation's business plans and operating strategies that drive business to success. This is conducted by reporting the Company Group's current main workforce, i.e. which line of work they are in, what evaluation results are, which employee has skills appropriate to the Company Group business, and whether there is any requirement of skilled or capable workforce at present. Furthermore, it is necessary to estimate the manpower in the future, such as number of required employees, recruitment procedures, classified jobs, including other qualifications in terms of knowledge, expertise, skill and experience.

### GRI 403-3

#### Respect for Privacy

The Company pays attention to individual rights that need to be protected, not violated by personal data disclosure or transfer. The Personal Data Protection Policy is therefore launched for applicants and employees to strictly follow in accordance with Personal Data Protection Act B.E. 2562 (2019) and/or secondary laws related to personal data protection. Employee personal data such as biography, working experience and health data shall be collected, used and secured. Any use of personal data must obtain the consent of the data owner, as well as processing due to righteous duties, by laws or for public benefits.



#### Welfare Committee Appointment in the Organisation

The Company Group has the Welfare Committee in the organisation as prescribed by law. Having two-year terms to serve, the committee has a duty to supervise, control and take care of welfare that the employer provided to employees. This includes giving suggestions on welfare management beneficial to employees. The committee's duty is to discuss every three months about welfare/benefit/regulation that affect employees before giving a report or proposing an agenda in the Employee Development Committee Meeting at the Company's level to consider making the most out of benefits for all stakeholders.

In 2023, neither the Company had any negotiation with employees nor did each party want to change employment agreements. Consequently, there was no statement of claim written to each other.

### GRI 2-30

**100%** of all employees are subject to mutual agreement and negotiation.



The Company Group also provides an internal communication channel via PSH Employee Engagement Survey 2023 by allowing employees to submit ideas and suggestions anonymously. The data is collected to develop the organisation, and the voice of employees is used to improve organisational performance.



## Performance Evaluation

The Company Group evaluates individual performance that covers 100% of employees in accordance with Performance Management System (PMS). This includes reviews of goals and 100% of agile conversations between the supervisor and team employees twice a year. The results are then bound to annual wages and bonuses.

The principle of evaluation is divided into two main categories: (1) Performances according to discussions and agreements with the supervisor; (2) Practices that reflect the Company Group's 5 Core Values.

The supervisor has a duty to communicate evaluation results and have discussions with employees to generate open-mindedness and find development approaches together, which is regarded as part of the Company Group's workforce planning.



## Employee Engagement

The Company Group has reviewed the employment engagement strategy with the belief that such engagement is related to the group's economic value and business operating outcomes. In the previous year, the group focused on developing leaders as these people play an important role in driving their subsidised teams to have further engagement. The operation is part of employee development planning in line with the succession planning of the Company Group. In the first-phase project, 30 leaders that attended the programme were comprised of representative executives from each line of work.

These executives were trained in terms of theories and practices by experts in personnel management skills. The aim was to develop necessary skills for new-generation leaders and raise awareness of 5 Core Values on the Culture Transformation Journey from traditional culture or team supervision/model to a better outcome.

Apart from the mentioned issues above, the Company Group revises policies of compensation, employee welfare and alternative career path to attract, keep and compete with other companies in the same and cross industries. A clear example last year was the improvement of the Job Transfer Policy within the Company Group that allowed employees to learn internal movement and supported internal promotion; those in the line of succession had an opportunity to hold an acting position or get an internal promotion in accordance

with outstanding and satisfactory work performance. The learning included setting health insurance for rider groups that cover employees' family members with and without marriage registration, including LGBTQI people, to show that the Company pays attention to and accepts the diversity in the organisation.

Last year, the Company Group organised activities that emphasised good relations and pride for employees that became part of the group. Such activities were regarded as Corporate Social Responsibility that reflected the Core Value "Impact for Good". For instance, the activity Forest Planting reached the target by persuading employees to grow more than 100,000 trees. The activity "Khlong Suay Nam Sai" focused on returning beauty to waterways surrounding townhouse and single-house projects with participation of many employees, residents and communities. This included activities that enhanced relationships between employees' families, as well as linking home to office. For example, the activity "Pruksa Family Day" took employees and their families to spend time together in a theme park for one day. Later, the Company Group enlivened CSR activities as a Key Performance Indicator of employees by setting the minimum to join such activities for 4 hours/year.

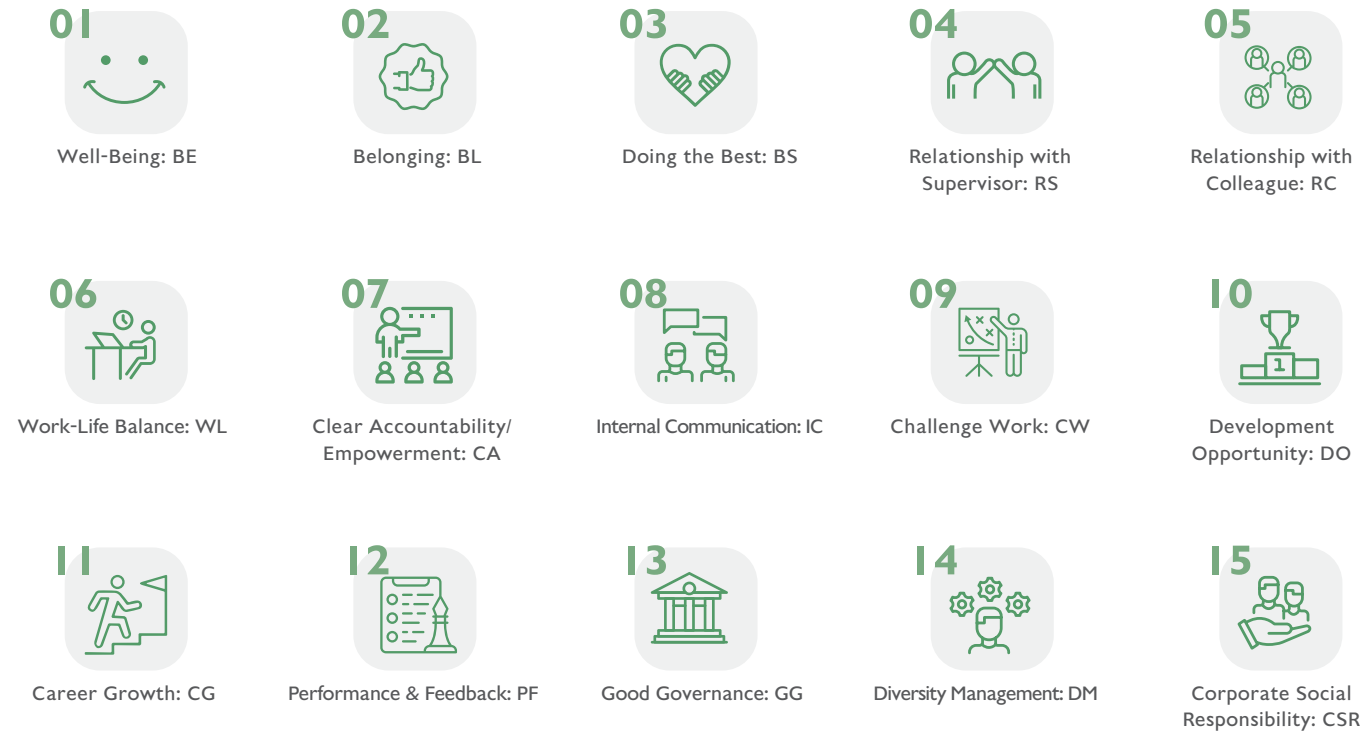
In 2023, the Company Group evaluated employee engagement with the National Institute of Development Administration (NIDA) by using the questionnaire "Emo-meter" (Employee Engagement on Meter) standardised and recognised by several organisations. In the questionnaire, employees were able to give opinions as a matter of fact because the data was kept confidential and used for comparing surveys' results.

In this case, the Company reported the evaluation results to all employees via E-mail and through the Pruksa Town Hall activity.





## The “Emo-meter” Questionnaire is comprised of 15 sections as follows:



**100% of all employees**  
filled in the employee engagement questionnaire



Employee Engagement Score: Wellbeing, Happiness and Engagement

### Care for Employee Quality of Life

The Company Group cares for all employees’ quality of life. As can be seen in rules and regulations on performance, fundamental rights are not lower than the standards prescribed in Labour Law. Meanwhile, more rights are regulated than those of the labour law. For instance, regarding annual vacation leave, employees can take the leave consistent with a ratio in the first year of employment. The employee who has not completed one-year of probation can take a leave of absence for 5 days per year with payment. Men can take a leave when their wives give birth. Flexible hours are allowed to give employees an opportunity to select a working time that suits their daily life under the condition that working hours do not exceed 8 hours per day. Additionally, a safe working environment is maintained to protect employees’ life and property at all times. Employees also receive appropriate wages and benefits in accordance with economic conditions and the Company’s business operations. Most welfares of the Company are allocated in compliance with employees’ level. Only few welfares are given due to workplaces.

### Employee Welfare

- Group Health and Life Insurance for all employees, covering life insurance, accident insurance and total permanent disability; health insurance coverage for OPD medical treatment made up to 30 times/year; and annual medical check-up for employees once a year, as shown below:

Company	Employee		Spouse/Children	
	Number	Sum Insured	Number	Sum Insured
Pruksa Holding Public Company Limited	335	387,303,704	207	66,700,000
Pruksa Real Estate Public Company Limited	594	428,663,092	452	111,800,000
Inno Home Construction Company Limited	550	301,475,220	466	90,000,000
Total	1,479	1,117,442,016	1,125	268,500,000

- Welfare benefits such as living expenses; get-well gifts for employees admitted in a hospital; funeral wreaths for deceased employees, including death of employees’ spouse, father and mother; scholarships granted to employees’ children with good academic performance and grade point average requirement; and wedding gifts for employees
- Welfare loans to buy homes; discounts when buying the Company’s houses, townhomes or condominiums
- Other benefits such as service awards for employees who have worked with the Company for 10 and 20 years; special leaves such as annual leave, personal leave, military leave, maternity leave; monthly telephone allowance; New Year gifts for employees, etc.
- Work from Home (WFH) Policy that allows employees to work from home 1 - 2 days/week as necessary to reduce risk of COVID-19 transmission; flexible work arrangement through online systems such as virtual meetings, e-documents, training sessions via E-Learning
- Incentives such as commissions, sale bonuses
- Opportunities for executives to buy stocks via Employee Joint Investment Program (EJIP) Project





## Welfare for Employees Who Work on Project Sites and Precast Factory

- ⦿ Allowance to reduce transportation cost and compensate for obstacles when compared to employees working at headquarters
- ⦿ Rental subsidy to lower rent expense for employees who work at project sites and often have a chance of relocation, including employees at Prukha Precast Factory in a suburb who have more struggles of commuting than those working at headquarters



## Welfare for Precast Factory Employees Only

- ⦿ Diligence allowance as an incentive for employees who show up for work on time without unauthorised absence or leave of absence throughout the month



GRI 403-6

## Employee Health Enhancement

The Company Group collaborates with internal and external business partners such as Naluri, a health service provider via the digital system with holistic healthcare that focuses on precaution before incidents. Psychologists are occasionally invited to provide knowledge to employees. Employees are encouraged to install the app Naluri on their communicative devices to access knowledge, including methods to look after body and mind, eating, exercising, etc. As Naluri has experts to give advice and gets information updated regularly, employees can apply such advice and information to their daily life.

Last year, Naluri organised the competitive activity “Walk & Win” that counted walking steps in a day among the regional countries (Thailand, Malaysia, Singapore and Indonesia). The target was to achieve at least 35,000 steps per week to win a special prize. The participants were 2,000 in total, including 77 employees of the Company. The result of the competition was that the Company’s employees won the Regional First Prize (Thailand, Malaysia, Singapore and Indonesia) with the highest number of steps, totaled 1,163,721 steps.

Furthermore, the Company Group arranged medical teams from leading hospitals to provide health check-ups to all levels of operational and executive employees for good occupational health in the workplace. This includes risk reduction of diseases and accidents at work by setting proper security measures that cover all working conditions of employees as follows:



GRI 403-10

## Medical History of Occupational Health in 2023

**0** person  
of employees who pass away due to illness

- ⦿ Evaluate health impacts caused by risk factors and employees’ work activities.
- ⦿ Before starting construction projects, arrange health checks for employees in the factory who might be affected by dust and noise with a risk of getting respiratory disease. Prepare a supply of dust masks and first-aid kits.
- ⦿ Provide employees with an annual health check-up by occupational physicians in accordance with risk factors to follow up impacts from working environment and make prevention plans.
- ⦿ Set ATK random checks before starting work.

Regarding COVID-19 Prevention and Control Measures, although the present situation has been in a normal condition, the Company Group keeps proactive prevention measures for employees and suppliers or construction contractors such as giving face masks to all employees, keeping social distancing, allowing Work from Home, placing hand sanitizers in strategic zones at the Company, sale offices and construction sites. This includes temperature screening before entering the workplace, as well as setting supplier selection criteria, testing for COVID-19 among workers who will work with the Company, giving random ATK checks before starting work and planning to confront with emergencies.



### Employee Retirement Planning

The Company Group understands that making an urgent retirement plan is not only suffering, but also stressful. Sometimes, even early preparation could not be in time. The group therefore makes a long-term plan at the beginning of employment by establishing the Provident Fund (PVD) and encouraging employees who pass the probation to voluntarily subscribe to the fund. Members can choose to contribute 5 - 15% of their monthly salary to the PVD. The Company tops up funds for employees in line with their year of service to provide them with financial stability in retirement. Employees will receive the savings when they retire or withdraw from the fund while still working. In addition, the Company sets the retirement age of 60 years under the retirement policy, and the termination of employment shall be effective on 1 February in the following year. The Company pays compensation to retiring employees in accordance with labour laws and gives them 1-THB gold (equal to 15.244 grams) as a token of appreciation for their many years of service and dedication to the Company.

Apart from giving help to employees as money or assets, the Company Group allows employees to consult internal staff on tax planning and life after retirement. If external organisations offer any training course on preparation before retirement, employees can take a leave and get paid for the course.

### Listening to the Voice of Employees

Aside from the Welfare Committee as the representative of employee welfare improvement, the Company Group pays attention to communication with employees in terms of important issues regarded as key steps of the organisation, including matters that possibly affect employees. Devices and channels are offered such as Intranet, E-mail, announcements on billboards in headquarters, office buildings of the Hospital Group, branch offices in housing projects.

Additionally, the Management Town Hall is organised at least twice a year for employee acknowledgement by inviting executives from all lines of work, together with CEOs, to declare visions, business profits of the previous year and strategies for the following years. In the event, employees are able to ask those administrators questions or directly give opinions.



### Training and Career Development

The Company encourages employees to increase knowledge and capacity in accordance with its goals and strategies. This includes appropriate qualifications, quality performance and good attitude towards the Company. The aim is to retain talented employees to stay with the organisation as long as possible. Such a condition helps drive the Company forward and prepare employees to be a leader of changes at present and in the future.

Additionally, the Company makes an approach to training and employee development, acquired by surveying and analysing employee needs in each group, with a determination to further develop employee potential and capability continuously. The Company also supports employees to work effectively and reach the set goal in the present and future position by developing employees in line with their positions, such as salesperson group, construction worker group.

#### Development Model Training and Career Development 70:20:10

# 70

#### Experiential Learning

A development type originated by working experiences and actual problem-solving practices from routine jobs, new assignments or projects that require knowledge and skill in all directions to achieve the goal, such as being a project leader of Design Thinking, Dataiku, Total Quality Management, Social Enterprise Project

# 20

#### Learning From Others

Learning through surroundings such as Coaching by managers; Feedback by supervisors, mentors or those related to work; Observing; Peer Reviewing; Shadowing an Expert; Internet Learning; Online Courses; Micro Learning, or occasional team meetings to learn from each other, for example, administrators get advice from Board Mentoring

# 10

#### Formal Learning

Familiar standard learning through different channels, such as seminars, class training sessions, workshops, training programmes required by the Company, external training attendances, or online learning via Virtual Online Training and E-Learning Course by leading companies that offer employees more than 300 programmes

According to the 70:20:10 Model, the Training and Development sets tools for employee knowledge management and potential development in several categories to meet each employee group's needs.



The Key Training and Development Programmes From the Implementation of the Employee Development Policies and Strategies

Programme:

How to Make Innovations at Work

Participated Employee Groups (Business Unit/Department)

All employees of the organisation have the right to attend the programme.

Number of full-time employees attending 96%

A Brief of Programme Objectives and Contents

- 1. To understand how to make innovations at work that affect working performance, such as reduction of working processes or hours, innovation that helps minimise investment cost or generate income to the organisation.
- 2. To create innovation at work and apply it for real results through different procedures from inventing, prototype testing, collecting feedback and creating a prototype at the final stage.

Profits Acquired by the Company	Benefits Acquired by Employees
Examples of innovations in the previous year: The After Sales Financial Service System is the common platform that provides residents with knowledge of housing refinance and links the residents’ need for refinance to alliance banks. This includes suggestions and choices to help customer groups that have problems on loan application with the banks. After launching the platform, the rate of successful refinance increased to 40-50% out of the outstanding loans that residents had applied with the bank, accounting for 4.9 THB billion in total. Meanwhile, the Company acknowledged income every 5% of achievement from the residents that refinanced successfully, accounting for 13 THB million.	1. Related employees had an increase in income from a shared commission of selling houses. 2. Employees that use the platform services, 70%, gain success in housing loan application.

“Live well Stay well” for Community and Society

One aim is to deliver “Live well Stay well” and create more sustainable communities. We realise the importance and establishment of community and society engagement under the concept of Environment, Society and Governance (ESG). The Company pays attention to the community’s opinions by jointly setting measures and prevention procedures, as well as solving environmental problems in different issues. This includes reporting to the Executive Committee, the Sustainable Development Committee and the Corporate Governance and Sustainable Development Committee in every quarter.







## 1. Dust

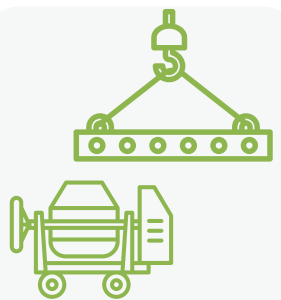
The Company follows up and checks air quality via the app Air4Thai developed by Pollution Control Department, including from Air and Noise Quality Surveillance Group, Air Quality and Noise Management Bureau, Environment Department, Bangkok. If particles less than 2.5 microns diameter, known as the PM2.5, exceed the standard in project sites, demolition, digging, excavation, land filling, compaction and material handling shall be terminated immediately.

To prevent PM2.5 diffusion from any activity, such as construction and transportation, the Company has installed misting water nozzles on fences around the construction site, including floors of buildings under construction. Other operations are keeping spraying water during operations that cause dust, spraying water on temporary roads on project sites at least 4 times a day, as well as arranging wash areas to remove dirt, mud and other contaminants from wheels and building materials before leaving the site for Ram Inthra Road. Along the route used for handling operations, workers are assigned to remove dirt or debris falling off vehicles.

## 2. Noise

Regarding Noise Pollution Control Measures, the Company implements rules that allow construction work during 8 am - 5 pm (Mondays - Saturdays). Operations such as cleaning the construction site or storing equipment shall neither cause a noise nor take later than 6 pm to process. If continuous or overtime work is required, the operation shall not be over 8 pm for 3 days/week. The construction must be permitted by related construction organisations, and residents shall be acknowledged at least 7 days in advance.

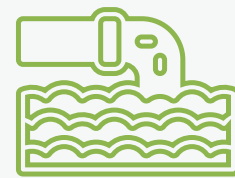
Additionally, temporary 6-meter metal sheets are installed along the construction site's borders before levelling grounds until the construction work is completed. The sheets' noise reduction capacity is evaluated and compared with the equivalent of Steel, 24 ga, 0.64 mm and Transmission Loss 18 dBA.



## 3. Vibration

The Company designates a security inspection of landslide movement with prevention systems by using an inclinometer to measure and detect small levels of ground creep at least once. If retaining wall movement is found, surveillance measures must be strictly followed.

Before starting any construction, project representatives, nearby building owners and contractor representatives shall inspect nearby of which the owners give consent to record date and time with signing for acknowledgement. A list of inspector names shall be attached in the inspection report. After the foundation is finished, the nearby buildings shall be reinspected to compare before-and-after conditions and see whether there is any difference. If damage is found, a negotiation shall be discussed for maintenance afterwards. During the construction, people who receive any impact can make complaints via the Company's communication channels at all times as staff is assigned to get the complaints and process the case to find solutions as quickly as possible.



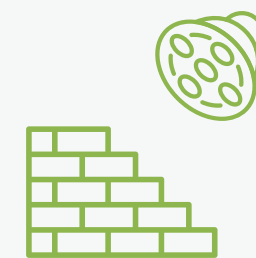
## 4. Wastewater and Sewage Treatment

To protect the ecosystem and biodiversity that could affect environments and communities around the construction site, Pruksa keeps doing surveillance inspections by checking the quality of wastewater and sewage in line with the Company's measures. This includes the arrangement of sufficient men and women toilets for construction workers, together with a septic anaerobic filter compact system that helps treat wastewater effectively and eliminates greywater as designated in greywater measures. The aim is to remove impurities from wastewater due to workers' activities and bunkhouses before releasing it to public waterways.

Additionally, the Company follows up the inspection of wastewater quality from the compact system once a month throughout the construction period in accordance with details cited in Environmental Impact Assessment (EIA). If it is found that wastewater does not reach the standard, an inspection shall be activated, and the septic anaerobic filter compact system shall always be improved to function effectively.

## 5. Night Shift Spotlight Impact

For safety reasons during working on night shifts, the project site shall turn on spotlights only in case that the construction takes overtime. Pouring concrete and making foundations necessarily operated nonstop, for instance, shall not take later than 8 pm to process. The construction, moreover, must be permitted by related state and local agencies.



## 6. Anxiety over Life and Property Safety due to Construction Workers

The Company locates workers' bunkhouses outside the construction site to reduce impacts on population density in the area. Close-circuit cameras are installed in and around the project, together with on-site security guards. Before entering the site, all employees, outsiders and workers are required to register and present belongings to officers. An employee ID card shall be carried at all times. Weapons or hazardous materials are prohibited in the area.

## 7. Waste Room Location

The Company has moved the waste room, previously located behind the building near community areas, to the front of the project site. The purpose is to prevent environmental impacts on the site, as well as reducing odour and scenery impacts on nearby neighborhoods.





## Complaint Management Processes to Prevent Impacts on Community, Society and Environment

GRI 2-26



Complaint  
Channels

- Pruksa Contact Centre 1739
- www.pruksa.com
- Facebook Pruksa Family Club
- Live Chat
- Project staff

- All maintenance requests are recorded in Customer Service System and applied for making appointments with customers.



Maintenance  
Requests



Maintenance  
Operations

- The Company completes the maintenance as requested in the order until customers are satisfied before signing to finish the job.

- Monthly summary reports are made to conclude complaints and customer satisfaction scores before being proposed to related executives and departments for quality development of products and services.



Summary  
Reports



Customer  
Satisfaction  
Evaluation

- The Company makes a customer satisfaction survey on completed maintenance services, record scores and customer opinions to improve the services.



**2023**  
Number of Social  
Complaints

**ZERO**



GRI 413-1

## Sustainable Community and Social Engagement through “Accelerate Impact with PRUKSA” Project

Accelerate Impact with PRUKSA Project was established in 2022 with determination to be part of driving society and lifting Thais’ quality of life through investment. This includes knowledge and capacity sharing among the Company, subsidiaries and social enterprises, together with business connections (More information of the project can be found in the report topic).

Since 2022, Pruksa has been determined to establish “Live well Stay well” housing through the Accelerate Impact with PRUKSA Project by supporting social enterprises, granting scholarships to develop entrepreneurs’ skills, giving consultations and tools to enhance business, as well as building and extending networks. The main purpose is to help entrepreneurs further develop business sustainably. This includes an opportunity of being alliances with Pruksa to jointly develop quality of life for people, society and environment that make positive impacts on society.

The Accelerate Impact with PRUKSA Project Season 1 focused on strengthening two issues: (1) income inequality reduction and (2) elderly care to gain new purposes in later life. Up to 70 applicants were interested in joining the project. Four business startups: Buddy Homecare, Local Alike, findTEMP and Vulcan Coalition, passed the selection process and incubated their business until expanding positive impacts on society sustainably.



# Accelerate Impact with PRUKSA Season I Project 2022 – 2023

Enhancement of Businesses That Create Positive Impacts on Society and Environment



**4 Businesses**



**5.1 THB million**

Grants for Social Enterprises



## Buddy Homecare:

A business that helps solve problems of underprivileged older people and hilltribe children



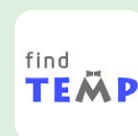
Disadvantaged youth get scholarships and works.

**26 persons**



Neglected elderly receive healthcare and better wellbeing.

**78%**



## findTEMP:

A platform that links services between part-time employees and entrepreneurs



Giving part-time employees opportunities to get jobs

**increased by double**



**480,000 THB**

Income increase during programmes



**Receiving investment**

Getting granted investment funds under Pruksa Corporate Venture Capital Fund



**Creating job opportunities for 140 cases**



## Local Alike:

A startup that offers tourism business by emphasising community development

Generating income and promoting tourism to local communities



**40 local communities**



**Income 350,000 THB**



## Vulcan Coalition:

A social business that enlivens disability employment by driving AI technology



People with disabilities are more employed.

**100 persons**



Generating income for people with disabilities

**12,000,000 THB million**







According to the success of startup businesses in Season 1, the Company has moved forward to continue the ACCELERATE IMPACT WITH PRUKSA Season 2. The aim is to drive society and lift up Thais' quality of life sustainably and continually. A budget of more than 3 THB million was granted, coupled with knowledge development, capacity enhancement in the Company, subsidiaries and social enterprises. This includes network development and business interconnection that meet the following issues:

- 1) Good Health and Well-Being
- 2) Uplifting Living Quality
- 3) Decarbonization & Circular Economy

In Season 2, 70 social enterprises joined the project. Four entrepreneurs were selected as follows:

1. **Agnos Health:** Agnos Health Company Limited is an app developer that helps analyse disease symptoms and evaluate risks, including how to handle them. The aim is to minimise doctors' burden in case of little illness and reduce medical expenses.
2. **PHARMCARE:** The Pharmcare Group Company Limited develops the platform "PHARMCARE", a smart assistant that helps people to access good healthcare and qualified drugstores with experienced pharmacists ready to give advice. This includes health service that allows users to get a health checkup and basic diagnosis without any charge.
3. **Labmove:** The Labmove Company Limited offers at-home blood collection service by technical technologists to reduce hospital density. Patients neither stay in a long queue nor wait for a long time due to convenience of blood collection.
4. **The Wongphai:** Wongphai Company Limited helps communities that need to discard bamboo waste, as well as solving environmental problems on acid soil in agricultural land plots by producing Biochar from agricultural waste to reduce greenhouse gas emissions and generate income in communities.



On the day of unveiling this report, the ACCELERATE IMPACT WITH PRUKSA Season 2 was in the stage of business incubation. The project's success will be reported in the Sustainable Development Report 2024.



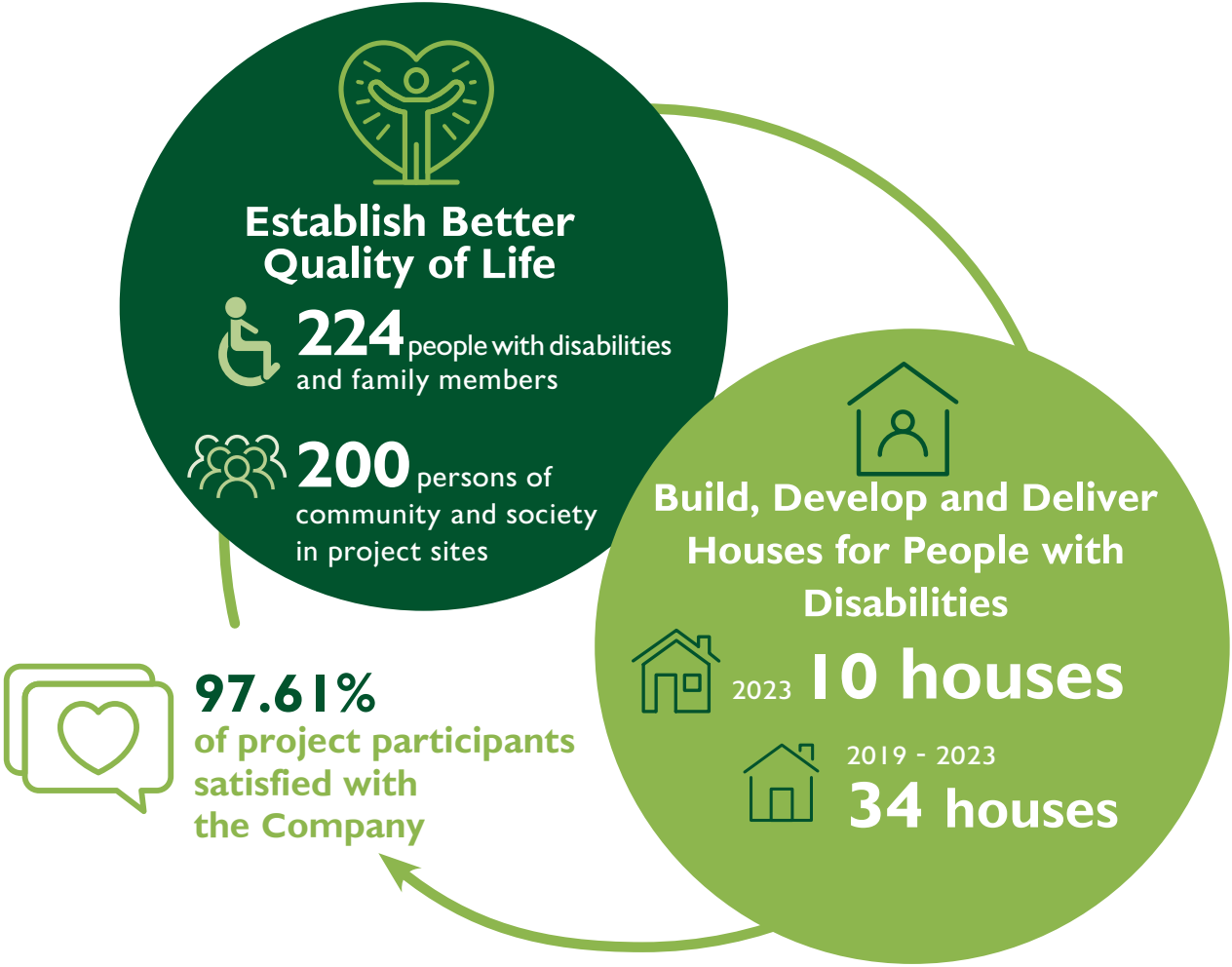
# “Home for Disabled People by PRUKSA” Project

In 2023, Pruksa Holding Public Company Limited has continued holding the “Home for Disabled People by PRUKSA” Project for the fifth consecutive year with alliances from government agencies, private sectors, community leaders and ViMUT Hospital, together with network partners that participate in developing and delivering 10 houses for people with disability in Chiangmai and Khon Kaen. The purpose is to enhance good quality of life and “Live well Stay well”. This includes supporting people with disabilities to gain a sustainable quality of life. During the past five years, the Company has already delivered 34 houses to those people.



- The success of “Home for Disabled People by PRUKSA” Project in the past five years is achieved by co-operations and collaborations of various parties from government agencies, private sectors, community leaders, ViMUT Hospital and network partners as follows:
- Social Innovation Foundation, Sirinthorn Hospital, Khon Kaen
  - Chompoo Mounjai Service Centre for People with Disability
  - Ministry of Public Health
  - Ministry of Social Development and Human Security
  - Department of Provincial Administration
  - Ban Si Bun Rueang Tambon Health Promoting Hospital, Saraphi District - SAO Tha Phra, SAO Kham Pom and SAO Hin Tang
  - Subdistrict Municipality Kan Lueang and Subdistrict Municipality Non Sa-at
  - Community Organisations Development Institute (Public Organisations)
  - Community Organisations Councils

These organisations have integrated various expertise and collaborated collecting data on housing problems of people with disabilities in different areas, prioritising support of building and improving houses for people with disabilities, equally enhancing service and welfare accessibility of government and encouraging those people to earn a living for themselves and their families, all of which fulfill a good quality of life and “Live well Stay well” wellbeing.





## PRUKSA LIVE Healthier RUN Happier 2023 Project



Caring for health enhancement among employees in Pruksa Holding Business Groups, suppliers, partners, customers and people, Pruksa organised a charity run “PRUKSA LIVE Healthier RUN Happier 2023” to promote good health and provide social assistance. The running activity was held by companies in Pruksa Holding Business Groups and other partners, 13 companies in total, with sponsor booths in a beautiful and ambient garden at Nong Bon Water Sports Center. The event was filled with smiles of all runners. Regarding the net income, the Company and executives donated 150,000 baht to the Foundation for the Disabled under the patronage of HRH Princess Srinagarindra Boromarajajonani to help vulnerable children acquire a good quality of life and live in society equally. The activity “PRUKSA LIVE Healthier RUN Happier 2023” is another power that drives society to grow sustainably and reaches the goal of health enhancement, as well as perfectly strengthening ways to build a good community for “Live well Stay well”.

“What is gained from running, apart from good health, is smile, care and inspiration.”



## Live well Stay well by PRUKSA HOLDING Project

In this age, people have different needs and lifestyles. “Home” should be not only a residence but also a beginning of good quality of life, an inspiring place and a power that rejuvenates our life. The perception is in harmony with Pruksa’s main concept “Live well Stay well” that delivers “Happy Factors”: Good Life, Good Health and Good Society. As such, the Company provides good experiences through the heartening activity “Live well Stay well by PRUKSA HOLDING” to ensure that every life at Pruksa “Live well Stay well.” The event was divided into several zones that enhanced wellness and quality of life to fulfill everyone’s lifestyle. Activities were designed to make residents happy physically and mentally via food & beverage services, food trucks or basic health checkups by Senera ViMUT Health Service. All activities received a warm welcome from many Pruksa residents that participated in the event.

Apart from delivering happiness, Pruksa is aware of creating value for the society through activities that encouraged residents to take part in building a good environment, such as reducing carbon dioxide emissions with the business partner Thai Wah Public Company. This includes the composting machine Maeko that showcased a one-stop model of organic waste decomposition by turning food waste or biological waste, such as fruit peels, grass clippings and leaves to compost at home easily. A variety of games were also arranged to provide both knowledge and fun.



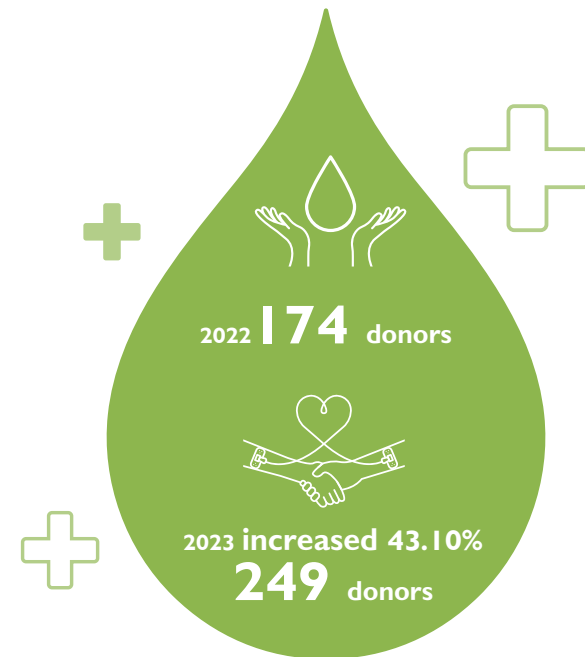


## Blood Donation Activity

Pruksa has paid attention to supporting Thai society to reach international Sustainable Development Goals on health and wellbeing enhancement through Blood Donation Activity by continually collaborating with National Blood Centre, Thai Red Cross Society. The mission is to arrange blood sufficient for patients in hospitals across the nation.

The Blood Donation Activity is organised every year by encouraging healthy employees and people to donate blood four times a year or every three months. Since 2023, blood donations have been made for the second consecutive year at ViMUT Hospital affiliated to Pruksa Holding. The number of blood donors have increased since 2022 from 174 to 249 persons, confirming the power of voluntarily minds that give importance to helping patients in need all over the country.

## Number of Blood Donors



## ViMUT X Made by Heart: THE ART OF CELEBRATION

Many children with autism and learning disability have been raised by families and schools with love and inspiration. Such care helps them overcome the terms “disabled” or “unprivileged” and enables them to grow, learn and live independently by themselves. Pruksa believes that if supported by society equally, those children shall be able to develop and apply occupational skills to generate income for themselves and their family members, living a life in society steadily and gracefully.

Accordingly, ViMUT Hospital affiliated to Pruksa Holding opened an art space “The Art of Celebration” by Made By Heart – a leading group of art therapy – to enhance physical and mental development of children, especially those with special needs. The therapy used art techniques that motivated children to express feelings, ideas and abilities with a free mind. Autistic young artists and project teachers were invited to organise a creative art exhibition and set up booths selling quality products. The event also created an experience of visiting a hospital to service users by making them calm, happy and pleasant from seeing the exhibition and participating various activities, such as painting, colouring and drawing during New Year Celebration 2024.







## NCDs Buster Project

The lifestyle of Thais gradually increases the risk of non-communicable diseases (NCDs), especially in the workplace where people spend most of their time each day. With several limitations, many organisations do not have appropriate health management. Consequently, alliance health organisations join hands to offer healthcare leadership programme, as well as persuading government agencies and private sectors to create workplace healthcare leaders.

Theptarin Hospital, together with Thai Health Promotion Foundation (Thai Health), conducted the project “NCDs Buster” – a programme on NCDs prevention – for sustainable and good quality of life. The activities comprised training sessions that created leaders of lifestyle adjustment (i.e. Organisational Health Ambassadors). This includes the support of equipment, knowledge, experts and apps that helped the health ambassadors do activities, make invitations, strengthen preventions and adjust behaviours to reduce NCDs risks among organisational members with proper methods. In the first batch (October - December 2022), 19 Health Ambassadors from 10 organisations passed the training and returned to present projects to win NCDs Buster Awards in June 2023.



**19 employees**  
(from 10 organisations)  
were trained to be  
Organisational Health  
Ambassadors to reduce  
NCDs risks.

## Theptarin DM Academy

Pruksa joins hands with Theptarin Hospital to emphasise the concept “Live well Stay well” by extending projects of Theptarin DM Academy established in 2017. The purpose is to “treat diabetes with knowledge” by organising training programmes that provide diabetic patients with knowledge of self-care through the activity Diabetes Self-Management Education and Support (DSMES). Patients, families and caretakers can access self-management education and learn seven self-care skills of diabetes: disease, medicine, food, exercise, emergency self-management, insulin follow-up and diabetic complication surveillance, for a good quality of life.

The objective is to encourage diabetic patients to take care of themselves by changing their lifestyles happily and sustainably, as well as controlling diabetes without any complications. At present, Theptarin DM Academy offers several programmes to give knowledge to diabetic patients, caretakers, medical staff and interested people. The activity was organised once a month. In 2023, 267 diabetic patients and caretakers passed the programmes.



**267 persons**  
diabetic patients and  
caretakers gained self-care  
knowledge.





## “Know the Risk. Avoid Diabetes” Project

Theptarin Hospital, collaborating with Fight Diabetes Foundation, organised the “Know the Risk. Avoid Diabetes” project – a caravan that provides knowledge and raises awareness of diabetic factors. The event included a promotion of using Continuous Glucose Monitoring devices for diabetic patients and families. The aim was to prevent diabetes among teenagers by visiting different areas to give knowledge to high school students in Bangkok and people living in two Khlong Toei Communities. The activities were listening to lectures on diabetes by the medical team of Theptarin Hospital, doing a questionnaire to know DM risk scores, fasting blood sugar levels and exercising with yoga to stretch muscles.



**7 Schools 2,025 Persons**

The number of high school students that learned and avoided diabetes risk



**2 Communities 125 Persons**

The number of people in Khlong Toei Communities that learned and avoided diabetes risk



Scan QR Code to evaluate DM Risk <https://fightdiabetes.or.th/dm/>

## Sharing Work Experience through Open House

Theptarin Hospital built a model of diabetes care as a multidisciplinary team for Thailand determined to create research studies, innovations and medical staff, as well as transferring knowledge to people. The team was comprised of national and international students from health institutions or others. The purpose was to meet social requirements through study tours related to visions and policies. This included inviting health administrators to share knowledge, concept and work experience on diabetes care by Theptarin Hospital.



**206 persons**

The number of students and multidisciplinary teams in Thailand and abroad learned and did study tours at the hospital.



GRI 403-1

# Safety, Occupational Health and Workplace Environment

## Success in Year 2023



### ISO 45001:2018

International certification for the second consecutive year on Occupational Health and Safety Management System



100%

Following laws related to safety, occupational health and workplace environment



GRI 403-5

100%

Employees trained on safety, occupational health and workplace environment



GRI 403-10

0 Case

Employees that get ill at work (Target: Zero)



GRI 403-5

0 Person  
(Target: Zero)

Employees and contractors that pass away at work



3 Cases\*  
(Target: Zero)

Employees with Lost-Time Injuries Frequency



9 Cases\*\*  
(Target: Zero)

Contractors with Lost-Time Injuries Frequency

GRI 403-8

## Number of Employees and Contractors Under Safety, Occupational Health and Workplace Environment Management



Employees: 1,834 persons



Contractors: 4,843 persons

\* Recognising those matters, the Company maximises risk assessments on accident cases to find the real Root Cause for making prevention measures, as well as taking them as case studies for other projects to prevent repeat incidents. The executives regard the issue as extremely important and assign to report it to the Board every month.

\*\* The number of incidents increased as factory construction contractors were first added in 2023.

GRI 403-5

## Enhancing Work Performance within 1 - 5 Years



### Target: 1,000 Employees

join the Integrative Physical and Mental Care project via the app naluri.

In 2023,

**700 employees**

joined the project.



“ZERO”

Deadly Accidents



0.37

Injury Frequency Rate (I.F.R.)



Scan QR Code to access the website of naluri.

Safety, occupational health and workplace environment are important to the Company’s all business groups, especially real estate, hospital and construction. Any risk caused by incidents has an impact on employees, families, project operations, corporate images, including customer and social trust. In hospital business, incidents are considered significant to obtaining licenses and inspections in line with JCI or Joint Commission International Accreditation Standards for Hospital.

The Company is determined to look after employees with a holistic view for the sake of their happiness, enjoyment at work and long-term return of values to the organisation. This covers the establishment of proper and safe working environments, enlivenment of wellness among employees and families, including compensation apportioned to the families if unexpected incidents occur.





## Approaches to Safety, Occupational Health and Workplace Environment Management System



### Real Estate Business Group, Construction and Precast

The Company launches the Safety, Occupational Health and Workplace Environment Policy approved by Group Chief Executive Officer, which includes the Workplace Safety for Construction Sites Manual translated into four languages for migrant workers. The content covers regulations, such as Personal Protective Equipment (PPE) equipment that requires employees and subcontractors to apply for their own safety and other people's. The manual also comprises legal practices and Safety Management System, such as OHSAS 18001 and ISO 45001. In this respect, the Company grants budgets and resources to prevent work-related accidents, incidents and diseases as appropriate. In the subcontractor contract, the Company shall arrange the PPE equipment for the subcontractor's workers and strictly follow the policies. Partners involved with hospital business that require a specific permit or license shall present the Company any valid business license or certificate of products and services for a contract renewal.

The Occupational Health and Safety Committee collaborates with the Safety Unit to ensure that employees and those of subcontractors follow policies and manuals. The committee shall regularly provide them with training programmes and inspect work equipment for operational readiness and safety. The duty includes setting standards for work environments, such as heat, lighting, noise, chemical, bacteria and virus in compliance with legal regulations. The committee shall gather statistics of occupational accidents and report them to the Board of Directors at least once a month, together with development and implementation plans to reduce accidents down to zero. Compensation plans for employees and their families shall be proposed to the Board for consideration when any accident occurs. <sup>GRI 403-4</sup>

Regarding safety inspection and notification, the Company develops a report system via Safety Report Online that confers and explains instructions to employees and subcontractors on the first day of operations. Major incident drills, such as fire and practices on Cardiopulmonary Resuscitation (CPR), are provided to employees and subcontractors.

### Hospital Business

The Company operates business based on Joint Commission International Accreditation Standards for Hospitals that cover policy formulations on International Patient Safety Policies and Goals; Administrative Accessibility and Continuous Supervision; Safety and Quality Health Standards Development; Infection Prevention and Control; Facility Management and Safety. In this respect, after comparing to the goals, the Safety and Quality Health Unit shall follow up, evaluate and report safety statistics to hospital administrators and the Board of Directors at least once a month.



### GRI 403-3

#### Safety, Occupational Health and Workplace Environment Activities

- Provide knowledge to prevent Computer Vision Syndrome (CVS), a symptom resulting from prolonged use of computer screen. Make workplace environment appropriate by creating proper lighting in offices and buildings. Position the desk so the monitor faces away from windows. Arrange chairs with suitable height.
- Install an appropriate ventilation system for office buildings, offices and labour camps at construction sites to prevent Sick Building Syndrome (SBS) or the symptom of illnesses related to poor air quality or improper working conditions in the building where people work.
- Arrange meetings and area officer worksite inspections by the Occupational Health and Safety Committee and officers every month.
- Apply the "Safety Management Performance" system to follow up operations and safety tendencies that cover construction projects, factories and installations.
- Make public relations to raise awareness for safety through training programmes, signs or PR video clips via the LINE app, email and Safety Talk before starting an operation.
- Set the process of emergency notification or Call Tree in accordance with Business Continuity Management (BCM). Arrange drills to make employees and subcontractors understand roles, duties and procedures in case that emergency occurs.
- Evaluate safety risks regularly. After the evaluation, report related executives the results to make them acknowledge and find development approaches or solutions. <sup>GRI 403-2</sup>
- Maintain Preventive COVID-19 Measures in offices, construction sites and labour camps. Arrange places for labour quarantine in accordance with the Bubble and Seal measure that covers random ATK testing before entering operational areas.
- Detect substance abuse among employees and external contractors regularly to prevent risks of crimes and illegal activities.
- Regularly check workplace environments such as air quality, water quality, Particulate Matter (PM), noise level, lighting and smell in operational areas to prevent an impact on employees and communities nearby.
- Regulate rules to treat wastewater of construction sites and hospitals before releasing it to public waterways.
- Inspect machines and work equipment every week. Use tags or stickers to track the inspection.
- Organise safety competitions to promote active safety. Bestow prizes to organisations that have excellent safety performance every quarter for Inno Home Construction Company Limited and Inno Precast Company Limited.



## Physical and Mental Health of Employee Activities

- Annual employee health checkups are provided, including group health insurance for employees and family members.
- The app Naluri is applied to enhance physical and mental employee wellbeing by allowing employees to have private talks with psychiatrists, together with nutritionists that give personalised advice on healthy eating and trainers that provide recommendations on daily exercise. Training programmes by Naluri mental health coaches are offered to upper-level managers to develop counselling skills in helping junior teams and colleagues.



- Set up a system for all levels of employees to report unsafe working conditions to the employer.
- Follow up the progress of issues proposed to the employer.
- Give the employer annual operational reports that specify problems, threats and suggestions on the Occupational Health and Safety Committee's performance after holding the office for one year.
- Evaluate occupational health and safety performance of the organisation.
- Perform safety work in other tasks assigned by the employer.

The Company communicates and gives the chance to employee representatives for the opportunity to suggest ways to prevent safety risks, together with subcontractors' opinions. This includes safety, occupational health and workplace environment training programmes through different channels, such as Safety Talk, Safety Monthly Meeting, project suggestion boxes.



## Participation with Employees and Contractors in Safety, Occupational Health and Workplace Environment

The Occupational Health and Safety Committee comprises 19 members appointed and nominated from not less than 50% of operational employees and executive representatives <sup>GRI 403-2</sup> to do duties as follows:

- Set the Safety, Occupational Health and Workplace Environment Policy and propose it to the employer.
- Propose to the employer the measures to prevent/reduce accidents, incidents and illnesses which include nuisances caused by employee performance and workplace unsafeness.
- Report and suggest the employer on measures or approaches to improve workplace environment in compliance with workplace safety laws for employees, contractors and outsiders that work or use services in the Company.
- Enhance and support the Company's workplace safety activities.
- Consider Safety, Occupational Health and Workplace Environment Manual to propose opinions to the employer.
- Inspect workplace safety operations and report results, including statistics of occupational accidents, in Safety, Occupational Health and Workplace Environment Committee Meetings.
- Examine workplace safety projects and training plans, including those related to safety rules, duties and responsibilities among employees, supervisors, executives, employees and staff at all levels, to give the employer recommendations.



### GRI 403-5 Emergency Drills

The Company organises training sessions on basic firefighting and Cardiopulmonary Resuscitation (CPR) every year, as well as appointing evacuation team leaders. Over 50% of employees, more than prescribed in law, passed the training. Regular emergencies are held to reduce risks and ensure that employees can follow each step correctly. In 2023, the Company implemented the training of Automated External Defibrillators (AED) use at factories.



#### GRI 403-3

### Safety Measures for Emergency

1. Install CFC-free fire extinguishers every 20 square meters in convenient places with clear signs when urgently necessary.
2. Arrange the emergency lighting system and exit signs to guide employees to safety during an emergency.
3. Supply spare torches at all emergency exits.
4. Place safe signs in several zones.
5. Design appropriate escape routes that help employees escape quickly in the event of a fire.
6. Install fire/smoke detectors in as many rooms as possible.
7. Install proper ready-to-use fire extinguishers in areas where chemicals and/or flammable materials are stored.
8. Place No Smoking or Warning Flammable signs in areas where chemicals and/or flammable materials are stored.
9. Electric cables used in the office and storage of flammable materials shall be the hook-up wire in accordance with IEC Standards.
10. Regularly check emergency equipment to ensure that it is functional.
11. Set up evacuation leaders at all zones in case of emergency.
12. Provide a training programme on basic firefighting every year to ensure that employees use emergency equipment correctly <sup>GRI 403-5</sup>
13. Conduct emergency, first aid and fire drills every year.
14. Install the automated external defibrillator (AED) in plant areas and practice how to use it regularly.
15. Establish the Internal Recovery Team (IRT) to manage incidents and practice emergency plans every year.



#### GRI 403-3, 403-7, 403-9

### Hazard Prevention in High-Risk Work

- Executives make inspection visits to check safety in construction sites every quarter, as well as building safety leadership and evaluating project safety.
- Assess risks and specify hazards during operation for workplace safety.
- Set strict rules, inspect them with the Three Lines of Defense and report results every month.
- Assign staff to conduct safe checks regularly and provide knowledge to workers every week. <sup>GRI 403-5</sup>
- Arrange monthly meeting to follow up safety issues.
- Set up a temporary electric system in construction sites. For example, install the Earth Leakage Circuit Breaker (ELCB) system to prevent electric shock, short circuit and overload. Design safe electric systems in worker bunkhouses. Set standards of electric maintenance by using the Log Out system.
- Use the Safety Work Permit system for high-risk jobs such as working at height, working in heat, working in confined spaces and drilling works, to keep operations safe before, during and after any process, including workers and work equipment.
- Have health check-up specific to occupational risk factors by following up working activities that give a positive impact on wellbeing.
- Improve working standards and set punishment in case of safety violation, restricted to the organisation and suppliers. For suppliers, such regulations shall be attached with the contract.
- Arrange meetings to discuss with suppliers about risk prevention measures.





GRI 403-9

Safety in Using Raw Materials, Material, Equipment and Chemical

- The Company uses raw materials that do not harm customers and workers, such as materials and furniture without Volatile Organic Compounds (VOCs) like formaldehyde.
- The Company controls the chemical storage with classification systems and provides employees with knowledge of Safety Data Sheet (SDS) in chemicals, as well as placing clear signs in accordance with the Company’s regulations and standards.
- The Company conducts a supplier audit by inspecting materials and equipment to acquire quality raw materials that meet the Company’s requirements.

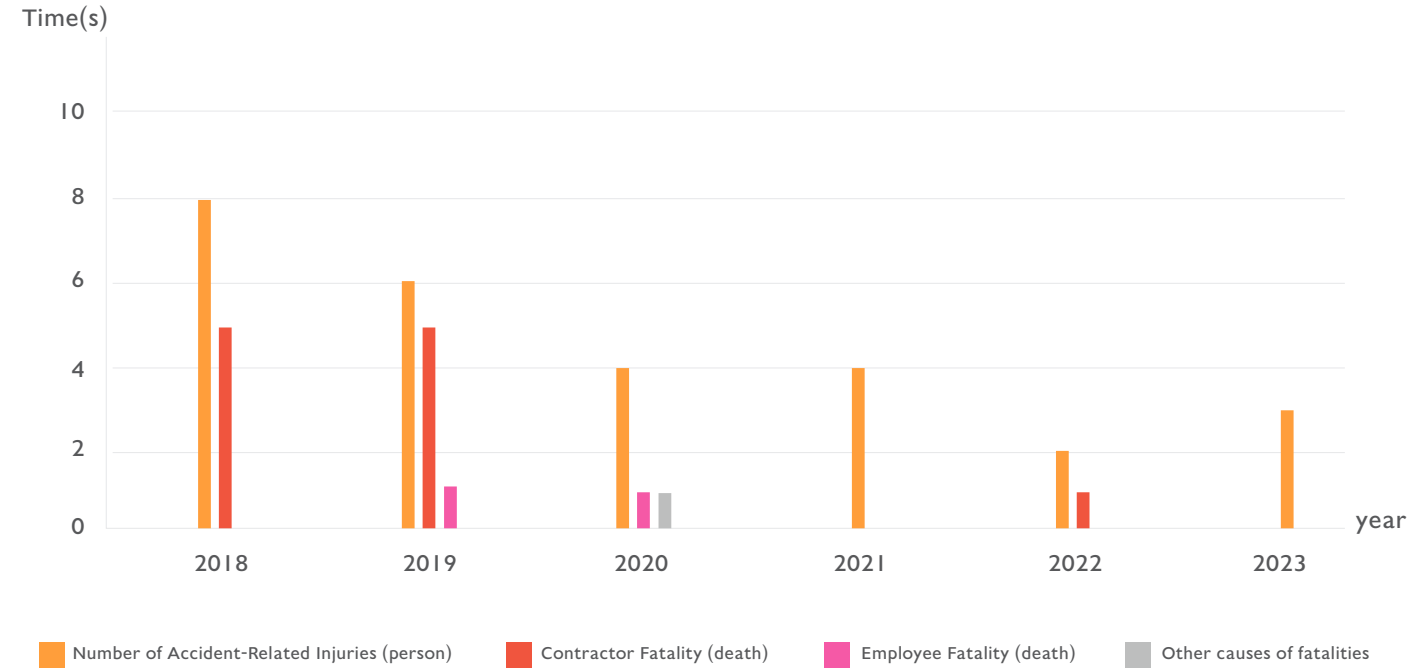
GRI 403-9, 403-10

Summary of Injury and Illness Cases at Work

Cases		2023		2022		2021		2020	
		Employees	Contractors	Employees	Contractors	Employees	Contractors	Employees	Contractors
Injuries at work	All recorded injury rate	0.36	0.57	0.38	0.05	0.70	0.20	0.58	0.10
	Lost-time injury rate	0.36	0.57	0.38	0	0.09	0.15	0.09	0.10
	Severe injury rate (death excluded)	0.18	0.00	0.38	0	0	0.05	0	0
	Deadly injury rate	0.00	0.00	0	0.05	0	0	0.09	0
Illnesses at work	All recorded illness rate	0	0	0	0	0	0	0	0
	Lost-time illness rate	0	0	0	0	0	0	0	0
	Deadly illness rate	0	0	0	0	0	0	0	0

Notes: One case per 1,000,000 working hours

Statistics of Accidents at Work during 2018 - 2023

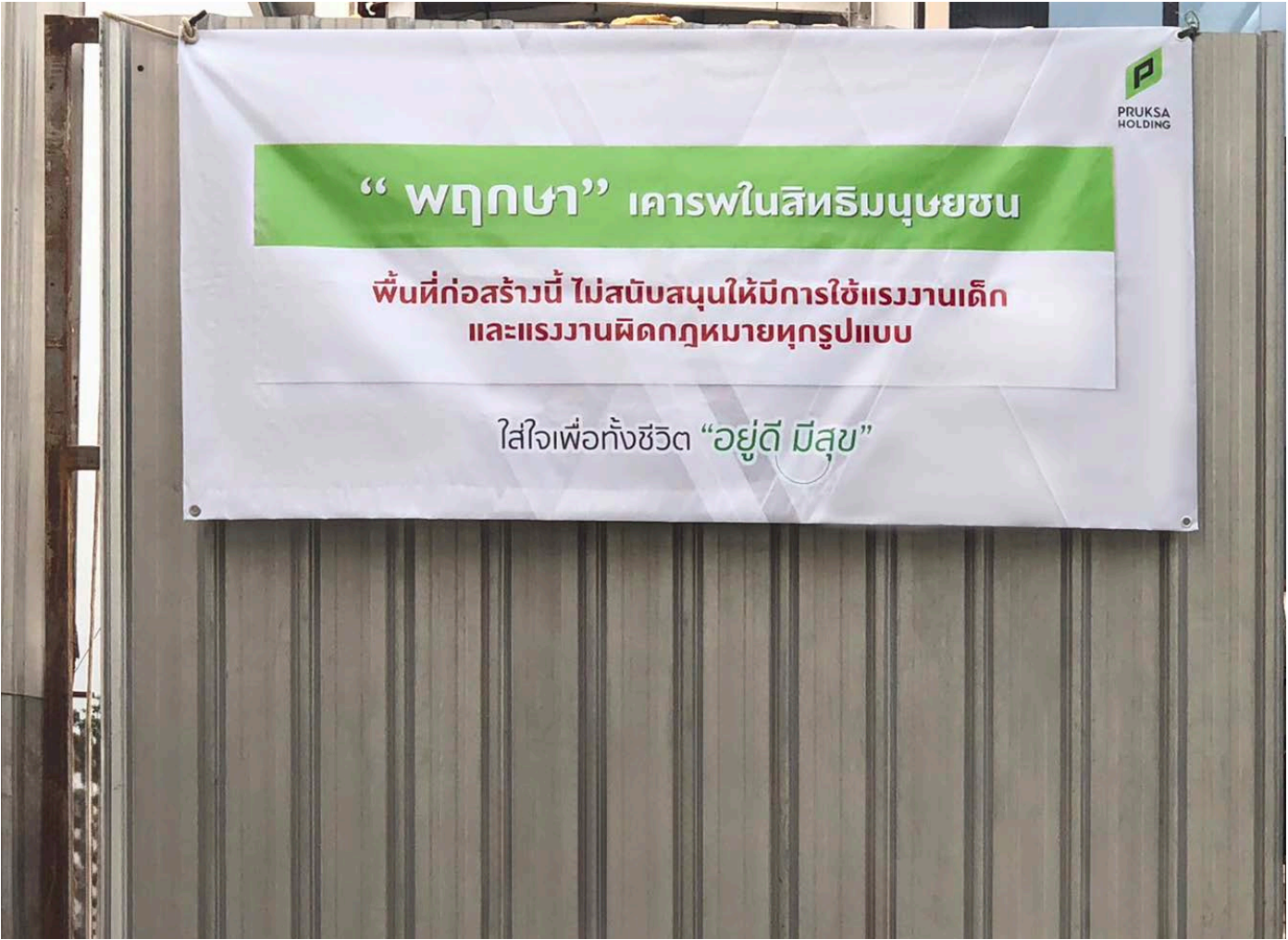


GRI 418-1

Human Rights

The Company pays attention to human rights by setting operational approaches in line with laws, regulations and international principles, following UN Global Compact’s 10 Principles, Universal Declaration of Fundamental Freedoms and Universal Declaration of Human Rights (UDHR).

The performance is based on paying respect, honour and equality towards each other without discriminating against stakeholders or vulnerable groups despite differences of appearance, mind, ethnicity, nationality, birthplace, race, religion, gender, language, age, skin colour, education, social status, culture, tradition and whatever matters. The issue covers stakeholders relevant to operational risks that might directly violate human rights in business operations. Those related to the value chain, such as employees, children, women, disabled people, business partners, suppliers and migrate workers, are included. Any partner that does business with the Company, no matter what the relation is, shall be considered and treated unidirectionally.





## Fair and Unidirectional Treat to Stakeholders

### 1. Employees

The Company pays attention to the voice of employees by setting communicative channels: one-way such as E-mail and announcement; and two-way such as holding Town Hall meetings, appointing Welfare Committee, organising HR Engagement Team and arranging evaluation of employee engagement once a year to further develop the organisation. Last year, the Company assigned the head of each working line to make plans that communicated and built a good rapport with subordinates. In case that there is any opinion or suggestion related to employee care in the Company and its subsidiaries, or recommendations on development, the head needs to report them to HR officers without delay.



### 2. Suppliers and Contractors

The Company assigns procurement and supply chain employees in the Company and its subsidiaries to plan on paying online and offline visits to suppliers and contractors each year. Results of discussions are reported to executives. To set criteria for evaluating suppliers and contractors, the Company gives information beforehand and jointly discusses in case that some issues need to be improved by inviting related parties to acknowledge problems and find solutions together.

### 3. Community

The Company makes an announcement and survey in the community before starting real estate projects, as well as setting construction regulations as prescribed by law to control dust, noise and other matters that might violate the community's rights during the construction. The community is allowed to lodge an appeal to the Board of Directors and the Audit Committee in case that their rights are breached. Such an appeal shall be considered together to find solutions and proposed to the Board of Directors, the Audit Committee and/or subcommittees for consideration.



## Performance in Year 2023



**APPROVED**

“Regulations on Respect for Human Rights”  
in Code of Business Ethics and  
Business Partner Code of Conduct  
by Board of Directors



**3 Core Business Groups**  
(Real Estate, Construction & Precast and Hospital)  
**Evaluate and audit on entire issues related to Human Rights**

Accumulating for more than 95% of income and asset spent in all business operations that cover processes of procurement, supply chain, construction and marketing, including customer relationship and human resource management



**100%**

of new and full-time employees  
that passed training programmes



**100%**

of Human Rights Assessment  
among new suppliers



Operation Plan within 1 - 5 Years



Human Rights Due Diligence Process





Human Rights Risk Assessment 2023



Significant Risks	Measures of Risk Prevention and Risk Management
 Nonexploitation of child abuse, forced labour and modern slavery	<ul style="list-style-type: none"><li>Set the issue in the employment policy, procurement policy, construction contract and supply agreement.</li><li>Communicate and arrange training for executives, contractors and suppliers to be acknowledged regularly.</li><li>Make regulations of supplier selection and conduct evaluations of new suppliers.</li><li>Make plans for on-site inspections in the group of main suppliers.</li><li>Provide channels for receiving complaints/whistleblowing.</li></ul>
 Treat employees with respect for individual rights and freedoms	<ul style="list-style-type: none"><li>Communicate and arrange training for executives, contractors and suppliers to be acknowledged regularly.</li><li>Arrange comprehension assessments annually.</li><li>Provide channels for receiving complaints/whistleblowing.</li></ul>
 Paying attention to personal data protection	<ul style="list-style-type: none"><li>Set the issue in the policy on Code of Business Ethics and Business Partner Code of Conduct, including the policy on customers' personal data protection, in accordance with legal provisions.</li><li>Appoint committees, divisions and employees responsible for personal data protection.</li><li>Assign Data Protection Officer (DPO) to receive complaints in case personal data might be breached via Call Center 1739 and E-mail: dpo-office@pruksa.com</li><li>In the case of hiring outsourced employees, conditions are specified in the contract with the service company that needs to secure private data of customers and patients or sign Non-disclosure Agreement (NDA) before employment.</li><li>Arrange IT assessments and risk prevent measures such as setting the right of access in accordance with data significance and classification, login password, closing environment, including regulations for document destruction.</li><li>Communicate and arrange training for executives, contractors and suppliers to be acknowledged regularly.</li><li>Protect each other's trade secrets.</li></ul>
 Manage appropriate compensation and welfare in line with duty, responsibility and physical condition	<ul style="list-style-type: none"><li>Set the issue in the Employment Policy and Work Rules.</li><li>Discussion of gender differences, political beliefs and religions shall not come into play as elements in determining compensation and benefits.</li><li>Appoint the Welfare Committee to listen to the employee voice in terms of welfare, compensation or other matters beneficial to employees, especially related to employee care.</li><li>Evaluate risks owing to duties in each business line to set appropriate welfare, such as accident insurance, health insurance and life insurance that cover different limits of indemnity and probably extend to family members.</li><li>Arrange proper working equipment and devices for employees with disabilities.</li></ul>



Significant Risks	Measures of Risk Prevention and Risk Management
 <p>Legal employment and prohibition of slavery and forced labour</p>	<ul style="list-style-type: none"> <li>Set the issue in the employment policy, procurement policy, construction contract and supply agreement. Organise a daily meeting with related parties to follow up performance and inspect facts in case that policies and regulations are broken.</li> <li>Communicate and arrange training for executives, contractors and suppliers to be acknowledged regularly.</li> <li>Conduct evaluations of new suppliers.</li> <li>Make plans for on-site inspections in the group of main suppliers.</li> <li>Provide channels for receiving complaints/whistleblowing.</li> </ul>
 <p>Concern with safety and health of employees, workers and customers</p>	<ul style="list-style-type: none"> <li>Set the issue in the safety policy and work regulations.</li> <li>Make policies and guidelines related to procedures and processes of medical treatment and patient transfer.</li> <li>Follow safety regulations prescribed by law related to each business group. Set the issue as a requirement in the construction contract. Suppliers shall follow low-level occupational health and safety regulations in accordance with laws, including procedures of the Company and subsidiaries such as Personal Protective Equipment (PPE) management.</li> <li>Appoint the Division of Occupational Health and Safety (OHS) specifically.</li> <li>Communicate and arrange training for executives, contractors and suppliers regularly by 100%.</li> <li>Assign relevant executives to follow up and inspect accidents and incidents, as well as reporting them to the Board of Directors once a month. This includes setting measures of recurrence prevention and compensation.</li> <li>Select qualified suppliers. Make manuals of house building and medical services to provide customers with quality and safety of products and services.</li> <li>Arrange quality control of products and services before shipment. Provide shipping insurance for products and services.</li> <li>Conduct Emergency Code drills and exercises.</li> <li>Organise 24-hour SOS Call Point system. Assign the OHS Division of real estate business, construction and precast business, including the QC Division of hospital business, to follow up and solve any emergency case immediately.</li> </ul>

“

GRI 418-1

In 2023, neither incident nor complaint related to human rights violations was found.

”

## Human Rights Awareness Activities



Promote understanding of LGBTQ via a video clip by experienced psychiatrists at Mental Health Centre, ViMUT Hospital.



\*Scan the QR Code to watch ViMUT Hospital's video clip that gives counseling services on establishing "Resilience Quotient"



To raise employees' awareness of equality, "Pruksa Pride Walkway" was held to encourage employees to express ideas and give "Live well Stay well" to people in their own way.

## Complaints/Whistleblowing

The Company sets the policy to receive complaints and whistleblowing in violation of the Code of Business Ethics and Business Partner Code of Conduct on human rights. A mechanism to protect complainants and whistleblowers, including confidentiality, is conducted, publicised on the Company's website and conveyed to related parties to be acknowledged.



SCAN ME

\*Scan the QR Code to access Complaint and Whistleblowing Policy



# G

## GOVERNANCE



## Heart to Home

Care for Good Quality of Life and Wellbeing

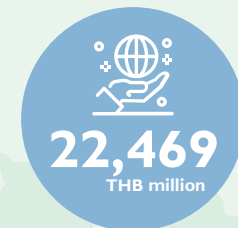




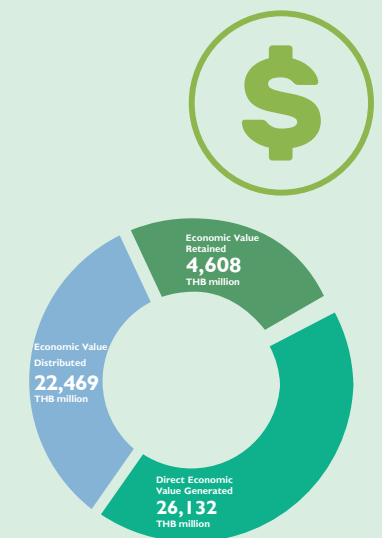
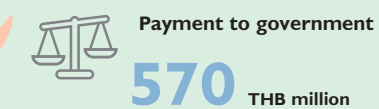
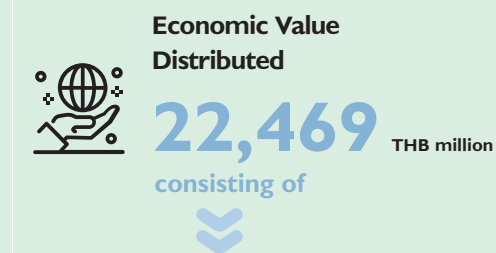
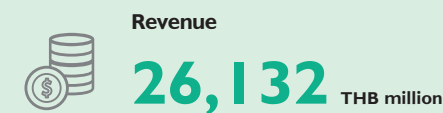
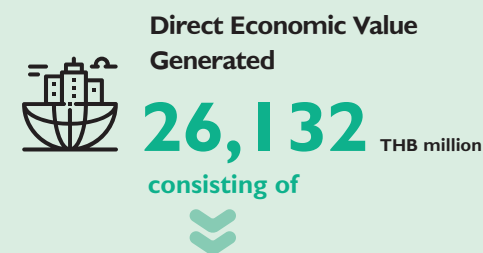


GRI 201-1

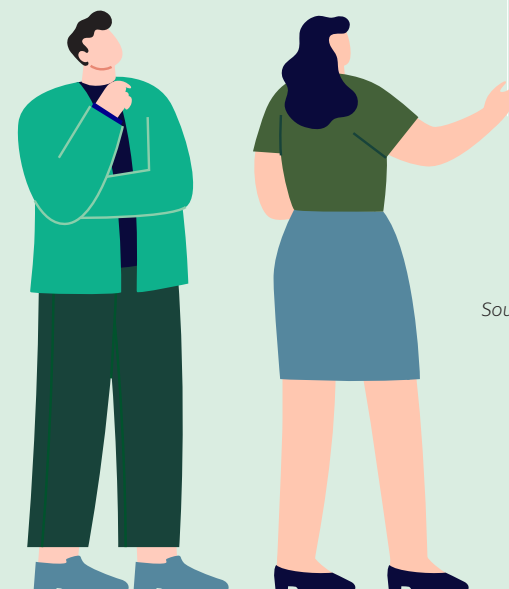
## Economic Value Creation and Distribution



### Direct Economic Value Creation and Distribution



Source: Consolidation Financial Statement 2023





# Innovation Promotion and Development

## Success in Year 2023



**158**  
INNOVATIONS

are developed and work processes are improved by more than 1,000 Pruksa employees



**1%** REDUCTION IN OPERATIONAL COSTS

by improving complex and inflexible work processes



**16,000** MAN-DAYS

are decreased by Lean Procurement



**16.2** THB million

Budget for improvement and development of digital technology and innovation

## Under Lean Waste Walk Project



Investment

**8,700** THB million

from Corporate Venture Capitals in 12 projects to develop innovations and create more economic value to the Company Group



**47%**

of CarbonCure used in pre-cast manufacturing

- Reducing 5% of cement content
- Decreasing 1,618 tons of carbon dioxide per year
- Reducing costs by 3.5 THB million

## Operational Enhancement within 1 - 5 Years



**100%**

of all organisational operations is extended to improve complex and inflexible work processes under Lean Waste Walk Project

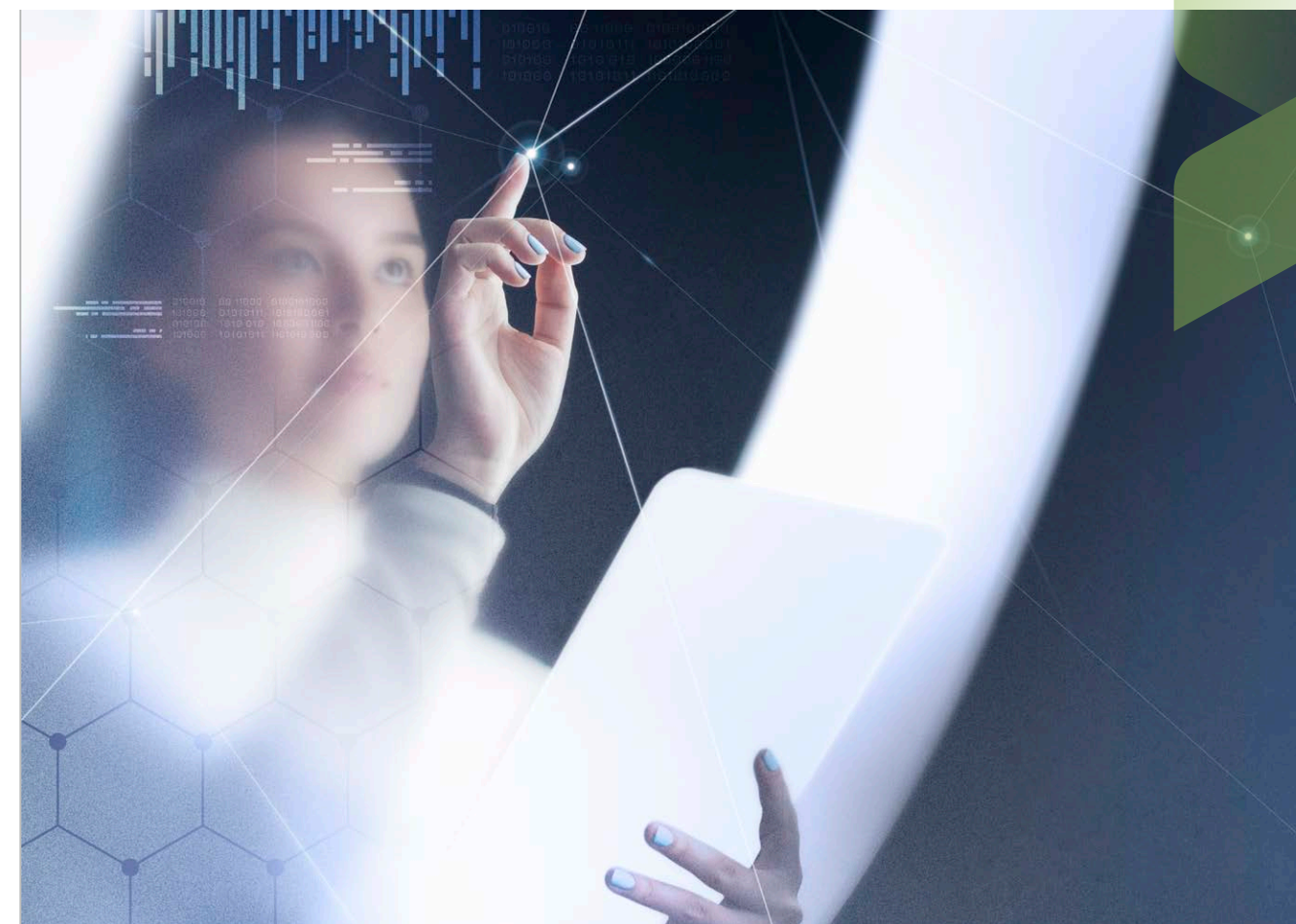


Develop and connect the system

**iClaim**

for full-scale in-patient treatment

**Innovation means not only information technology but also search for new business models, survey of new markets and sustainable practice development, all of which are required for long-term growth and sustainability in the changing world.**



The Company Group is determined to apply innovation and technology in enhancing competitive advantage, value and internal processes to meet customer and stakeholder needs. To build competitive advantage, innovation and digital technology, such as Artificial Intelligence, help analyse data that leads to more effective operation and reduces operating expenses, as well as increasing products and services that respond to operational directions of the Company's business groups. Nonetheless, innovation development requires resource support, both financial and non-financial, including employee knowledge development to catch up with technology and confront all changes.

The Board of Directors establishes Digital and Innovation Department directly subjected to Group Chief Executive Officer, having Deputy Group Chief Digital and Innovation Officer push forward to make strategies and plans that cover economy, society and environment in line with the Company's vision and mission. This includes the establishment of organisational culture that allows employees to participate in developing work and business innovations. Regarding cyber security management, plus personal and confidential data protection, an ad hoc committee was appointed to give reports directly to the Board of Directors. The committee is comprised of the Group Chief Executive Officer as the chairperson and executive officers as members to supervise and follow up the operation, as well as making communication plans for board members, executives and employees. The Data Governance and Personal Data Protection Council and Office were also appointed to jointly move forward concrete and practical performance and communication.



## Digital and Innovation Transformation @ Scale



The Company set four strategies to drive innovation and digital transformation in accordance with “Live well Stay well” as follows:

### 1. Lean and Automated Process

The Company Group aims to enhance internal work processes in order that products and services are quickly delivered to customers by applying the Lean Concept as a framework for analysing and improving procedures. The purpose is to minimise work processes that do not create product and service values, as well as decreasing waste to increase work efficiency and continually support development. This is integrated with an application of technology in processes and procedures to make them automated and more effective. Such a concept helps reduce unnecessary costs and expenses, resulting in an increase in profit and competitive advantage.

### 2. Sustainable and Smart Technology

The Company Group is determined to find smart and sustainable technology by following the Company’s Core Values “Customer Empathy as a Core” to emphasise a search of technology that meets business and user needs. The aim is to increase value and work efficiency. The Group focuses on the application of sustainable technology to develop work processes and maximise competitive advantage, as well as reducing impacts on environment and society, establishing resource and energy efficiency, diminishing waste and wastewater, including improving quality of life and environment.





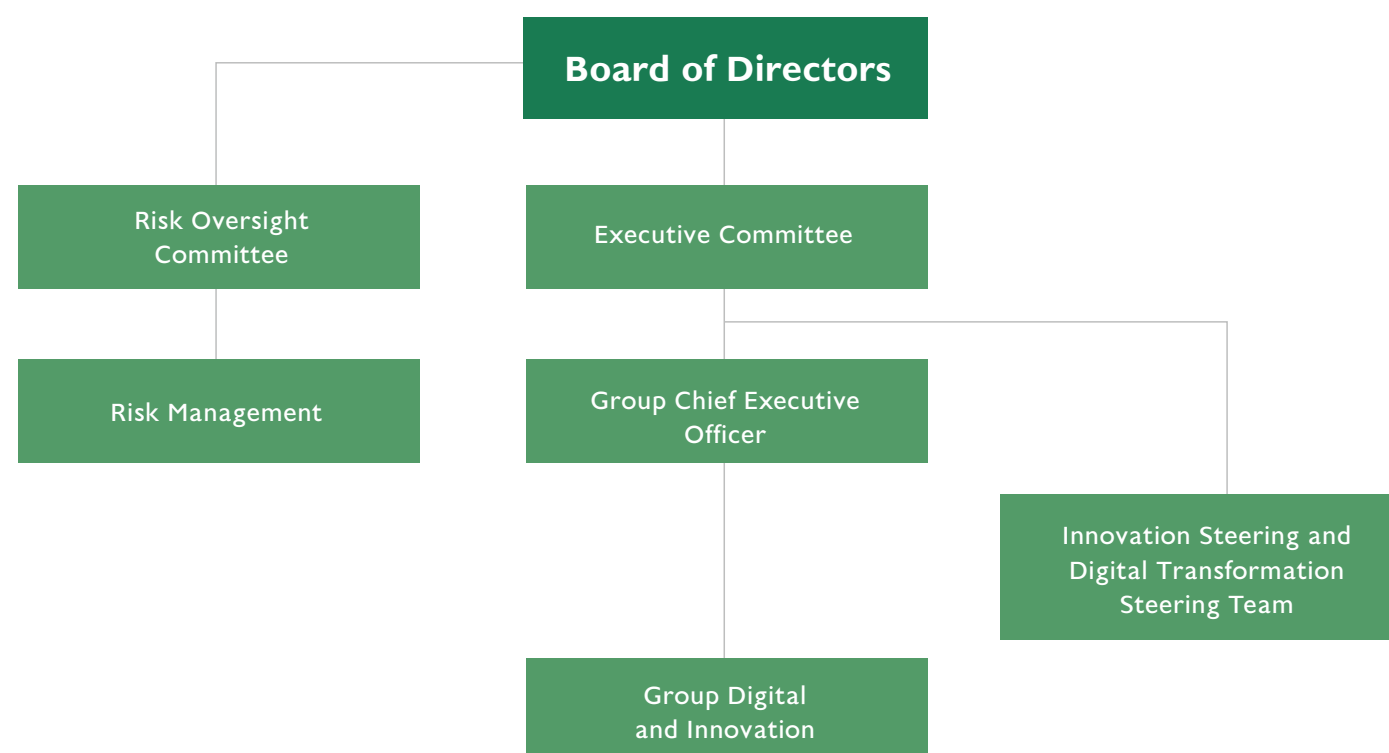
### 3. Innovative and Digitally Capable People

The Group Digital and Innovation collaborates with internal units to promote the organisational culture and employee potential development in terms of innovation and digital technology. This is operated by offering training programmes on design thinking for innovation, providing knowledge of digital tool usage and organising Innovation Awards to increase work efficiency and boost customer satisfaction. In this respect, employees can apply such knowledge and skills to create product and service innovations that better meet customer requirements. This includes an increase in work efficiency and problem solution through the concept of innovation, technology and digital tool.

### 4. Integrated and insightful Data

Aiming to be a data-driven organisation, the Company sets strategies to support policy, management, structure and storage of Big Data by standardising internal and external data from different sources to be easily accessible and searchable for usage and in-depth analysis. The Company arranges and promotes discussions and data exchanges across units, as well as using Artificial Intelligence to conduct in-depth analysis for making business decisions, strategies and plans. This includes improvement of organisational management efficiency, work performance and internal process.

#### Innovation and Digital Transformation Governance Structure

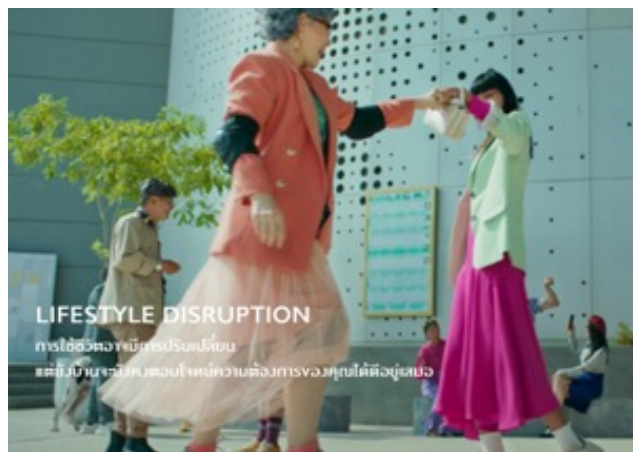


The Innovation Steering and Digital Transformation is a governance framework of mechanisms to check project operations, ensuring that the Company's strategies and goals are in harmony. The Company manages risks and resources efficiently through collaborations of CEOs, Executive Committee and Board of Directors. The process begins with setting directions, prioritising operations, providing supervision, following up work performances, regularly reporting results to Executive Committee and Board Meetings, as well as setting productivity as a Key Performance Indicator for the Group Digital and Innovation. Executives and employees from different groups are gathered as the Innovation Steering & Digital Transformation Working Group to drive the issue and exchange ideas.

*\*This Governance Structure is adjusted in accordance with the Company's size, culture and business group. The important matter is a form of governance that promotes internal collaboration, open communication, innovation culture and flexibility.*



## The Innovation Product and Service for Sustainable Living



*A house, which pays attention  
to all details of living  
for today and tomorrow.  
To deliver “Live well Stay well”  
for everyone.*

A combination of housing innovation, healthcare and technology, subsidised by the Company’s business groups, is granted to all residents for sustainable quality of life: namely Non-Step Floor that prevents slip risk and supports wheelchair use in the elderly or those who need travel wheelchairs; Ventilation System that allows air flow and reduces dampness; Shock Absorption Floor that minimise injury severity due to residents’ falls; and Telemedicine or online doctor appointment, an app that allows residents to access basic medical services and consultations from qualified doctors at Vimut Hospital anywhere anytime, covering medication delivery according to medical diagnosis with convenience and safety guarantee.

### MyHaus: Smart Home Innovation that Enlivens Life at Your Fingertips

The MyHaus app is the centre that provides residents and legal entities with in-home safety and convenience via several systems: IOT (Security & Smart Home) that controls electronic devices in the house with one app; Visitor Management that helps screen visitors; Facility Booking to book facilities on project sites; Repair Management that gives house maintenance notifications and allows Juristic Person Office to make appointments with mechanics; and Community that creates space for communication among residents. Additionally, the MyHaus app is linked to Clickzy, a retail e-marketplace affiliated with Pruksa, that offers products and services with one-stop shop.

### GOAL



**Use 100% of  
water-saving  
sanitary ware  
as building  
materials  
for housing in  
2026**

## Open Innovation

The Company has expanded investment diversification plans for the growth of main businesses. This includes investment strategies under Corporate Venture Capital (CVC) through investment in PropTech, HealthTech and Social Enterprise of 12 collaborative projects, in total more than 8,700 THB million.

Additionally, the Company collaborates with government agencies and other external companies to enliven economic values in terms of innovation. In other words, it is the transition from the traditional operation that focuses on investment and construction to the new one that combines the strength of the Company’s business groups with the capacity of startups in the country and abroad, including business alliances in all sectors.

### Investment in Low-Carbon

#### Precast Manufacturing Business

This is an investment with CeEntek Private Limited Company, a leading manufacturer of Nano-Engineered Ultra-High Performance Concrete (UHPC 2.0TM) in Singapore. CeEntek is the only manufacturer and distributor that invents UHPC 2.0TM and owns its patent right for general construction usage. The innovation increases the efficiency of manufacturing costs and decreases the costs up to 297% of US dollars per cubic meter when compared to the previous costs. Such operation helps increase the competitive advantage of Pruksa’s real estate and construction groups by reducing 10% of cement use per one precast-slab production, or approximately 41-50% per house. The UHPC 2.0TM also minimises 99% of Carcinogenic Material use, compared to that of traditional concrete slabs, and consumes only one-third of water in the traditional precast-slab manufacturing.

The UHPC 2.0TM innovation has neither Silica Fume nor Quartz Flour – the substances that have negative impacts on the inhaler’s health and release greenhouse gas emissions during the UHPC manufacturing.





## Investment in CarbonCure Innovation

Since April 2023, Pruksa is the first manufacturer in Thailand that has applied CarbonCure, an innovation from Canada that produces low-carbon precast concrete. CarbonCure is the technology that captures and reuses carbon dioxide emitted in the air by injecting it into concrete slabs during precast manufacturing processes for housing construction. The technology helps reduce carbon emissions in the atmosphere and minimise 4-6% of cement usage.

In 2023, the purchase order and installation of precast slabs manufactured with CarbonCure was 1,065 THB million, accumulating for 1,618 tonnes of CO<sub>2</sub> reduction.

## Collaboration with findTEMP Platform to Enliven “Part-Time Employee” Quality

findTEMP is a platform for entrepreneurs that search for qualified part-time employees, minimising labour costs, employee selection processes and training sessions. The platform is suitable for new-generation employees that look for flexibility and new working experience with more challenges. The aim is to solve labour problems of restaurant entrepreneurs that require part-time skilled and well-trained employees urgently or in advance. Apart from that, the platform helps entrepreneurs manage wages in accordance with restaurant conditions at a certain period. The recruitment and employment of part-time employees helps reduce cost by 10% - 15%. With the Company’s investment, the Users Interface is developed to better meet users’ experience.

The Company reinforces development of work systems such as human resource management and compensation systems. This includes marketing expansion to other industries apart from restaurant business, such as warehouse management business, logistics business and transportation business. The expansion comprises home services in which the Company has invested at present and in the future, such as health service and real estate. Since the findTEMP was unveiled, the employment rate is increased, more than 420,000 positions are hired, more than 500 entrepreneurs become users, and profits are generated by 10 THB million per month.



Scan QR Code to access Pruksa Everyone Matters Ep.4 findTEMP

## Closed Innovation

### Pruksa Innovation Program

The Company pays attention to cultivating the organisational culture that focuses on operations with active innovation. This includes work process adjustment for more effective gains with new working concepts and technology applications. Employees are encouraged to participate in creating innovations of products and services in order that new profits and work innovations are generated through the following type of contests:

1. **Value-Based Innovation** is operated under the creative and developmental concept of products and services that meet customer needs. This includes improvement of old products and services by emphasising value creation for customer satisfaction as well as enhancing society, community, environment, safety, technology, human resources, good corporate governance, corporate image, etc.
2. **Process Innovation** is conducted under the creative and developmental concept of new work processes or improvement of existing ones as well as reducing process waste, costs, working hours, including increasing productivity.

## Pruksa Employee Participation in 2023 Innovation Project



158 Innovations



More than

1,000 employees

## Design Thinking Boot Camp for Business Innovation

The Company Group pays close attention to active learning and understanding of customer pain points by organising employee development projects through Design Thinking to continually develop business, as revealed in 2023 projects below:

1. **Internal Coach:** In March 2023, 16 representatives from different groups were invited to participate in training programmes on Design Thinking and Trainer-Skill Development to transfer knowledge to employees in the future. The participated group was given an opportunity to learn about tools, methods and experiences for training, as well as getting recommendations on business development through Design Thinking processes.
2. **Design Thinking for Business Innovation:** In June - September 2023, more than 70 employees whose interests and duties were related to strategic business development were selected to join Design Thinking for Business Innovation in which CEOs were advisors. The participants practised how to work as a team, as well as learning through testing and understanding of Design Thinking processes. The focus was on building a deep understanding of customers in terms of Empathy, Define, Ideate, Prototype and Test. The feedback was brought to develop ideas on enhancing and expanding business to CEOs. According to the outcomes, the Company can apply eight key areas of business innovation to further develop business and make work processes more effective; for instance, new products and housing quality development, technology application to increase residents’ living comfort, creation of understanding to better suit consumers in medical business.



### Lean Waste Walk Project

Following Lean Concept, the objective of Lean Waste Walk project aims to reduce problems and errors in doing business, caused by internal complex and difficult processes. Such troubles have an impact on customer service and employee performance – a factor that affects customer satisfaction, Net Promoter Score (NPS) and Turnover Rate.

The Lean Waste Walk project covers (1) procurement process, (2) maintenance process and (3) Bill of Quantities (BOQ) and budgets. In the first two years, customer groups of real estate, construction and precast businesses were mainly focused. More information can be found in the 56-1 One Report.

### Performance Productivity in 2023 of Construction Business through Lean Waste Walk Project



The number of incomplete works in horizontal property, reduced in 2022

**76%**



The voluntary turnover rate in the 2<sup>nd</sup> half of the year reduced from that in the 1<sup>st</sup> half of the year

1<sup>st</sup> Half of the Year **15.30%**



2<sup>nd</sup> Half of the Year **9.55%**



### ViMUT Telemedicine: Online Doctor Consultation

**Telemedicine** or Virtual Medication offers free service of online doctor consultations that consumers can acquire medical advice via VDO Call from experienced specialists in all fields. This includes a service that delivers medication and medical supplies directly to your home with pharmacist recommendations, appropriate for those who have difficulties in traveling to the hospital or living in remote areas.



**2,301** persons  
Telemedicine Users in 2023



More than **2,685,291** THB  
Profits from using continual service with ViMUT Hospital



Scan QR Code to get online doctor consultation.



# Information Technology System and Customer Data Privacy



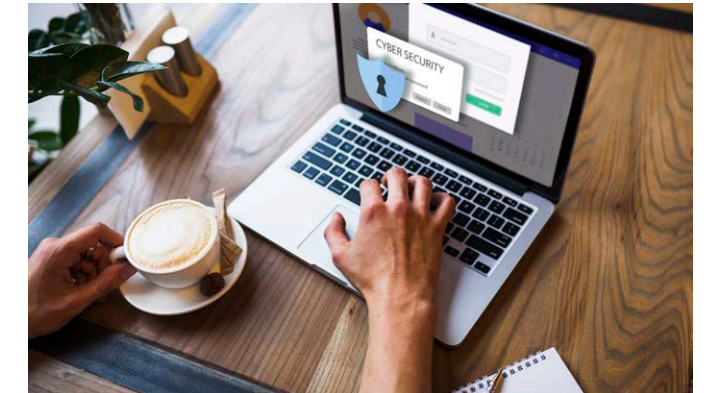
Pruksa Holding Public Company Limited is willing to apply digital technology for business benefits in Company groups by establishing Electronic Commerce or E-Commerce Business Group to connect and deal with new-gen customers' lifestyles that look for comfort. Such business is the main core that enlivens the Company's real estate and hospital business groups increase added value and better reach new generations.

In 2023, E-Commerce Business unveiled two major platforms. The first is Clickzy.com, an online retail shop that collects housing, health and beauty products of the Company's subsidiaries. The aim is to bring digital technology to strengthen Company groups, rather than acting as a general online market. The second is MyHaus, a smart home innovation that turns the customers' house into a smart home by joining and controlling electronic household devices and appliances. This includes support for maintenance and problem notification that could happen anywhere anytime. The app Myhaus is also a medium that secures safety for family members with functions connecting to home security cameras.

Regarding Hospital Business Group, the ViMUT Application is launched to provide ViMUT Hospital users with convenient services that cover all processes. The user can register and notify insurance rights in advance, as well as using the app as a guide and queue card to access and manage medical appointments. This includes making check-ins, rescheduling appointments and doing E-Payments via the online system. The user can check the status to receive each service from registration to treatment, including a queue for getting diagnosed in examination rooms, paying medical bills and picking up medicine. The app also offers the Telemedicine service or online doctor consultation that gives good experience and quality to the hospital's users.

Nevertheless, by applying such IT systems and innovations, the Company Group realises the importance of system and personal data security for customers, employees, business partners, etc. possessed and protected by the group. Therefore, apart from setting IT Security Policy and Personal Data Protection Policy published on the Company's website to communicate with stakeholders and make them acknowledged, the Board of Directors regulates the issues as roles and duties of the Executive Committee, Risk Management Committee and Auditing Committee to supervise and follow up in accordance with policies and laws related.

Additionally, the Company established Data Governance and Personal Data Protection Council and Working Team, having Group Chief Executive Officer as President together with executives in all



related groups. The council and working team have roles and duties to make gap analysis, including work plans or measures to seal the gap. The role of IT technology and innovation, complied with IT system and personal data supervision and protection frameworks, is driven through relevant standards such as ISO 27001, Personal Data Protection Act B.E. 2562 (2019 or any amendment onwards).

## Success in Year 2023



The Company's IT system violated by hackers or malicious persons/ against target (0)

**ZERO**



Number of customers' personal data breaches approved and verified  
\*Target = Zero

**ZERO**



Employees that follow Personal Data Protection Act B.E. 2562 (2019)

**100%**

## Operational Enlivenment in 1 - 5 Years



Applying key ISO Standards, such as ISO 27701 (Privacy Information Management), ISO 27799 (Health Informatics – Information Security), ISO 27017 (Cloud Security) and ISO 27918 (Projection of Personal Identifiable Information on Cloud)



Establishing Security Operation Centre



Setting Consent Management Platform (CMP) System



Scan QR Code to access Personal Data Protection Policy





First, protect the IT system and the Company Group's data made by related standards, such as ISO 27001 and Personal Data Act B.E. 2562 (2019 or before the amendment). Gather and make performance reports before proposing to sub-committees and/or the Board of Directors regularly. Make communication plans and arrange training programmes for employees in the Company Group and business partners to acquire knowledge, understanding and realisation of IT system and personal data protection. Make plans to be prepared for any incident that violates the Information Security Incident Management and causes personal data breaches.

The Company pays attention to personal data protection for customers, employers and visitors as a priority. As such, the Data Protection Officer (DPO) was appointed for Prukso Real Estate Business Group in 2021 and assigned for more Prukso Holding Groups (Hospital and Synergy Growth Business Groups) in 2023 with roles and duties as prescribed below:

1. Give suggestions and opinions to the data controller/data processing officer in line with the PDPA operation.
2. Supervise and inspect the operation of gathering, applying and disclosing the organisation's personal data.
3. Manage activities that enhance the organisation's personal data protection, for example, training programmes on PDPA to raise awareness of using personal data properly as cited in PDPA.
4. Be the centre of cooperation with those related, especially Personal Data Protection Committee.
5. Secure the Company's data processing details that the data controller makes in the Record of Processing Activities (ROPA).
6. Keep the organisation's secrets confidential when performing duties.

Regarding Data Governance Framework and Policy published to employees for general studies via the Company's emails and Intranet channels, the content covers Governance Structure in terms of structures, roles and responsibilities. This includes Data and Dataset Standard, Data Lifecycle Management, Data Category, Data Classification, Data Prioritization, Data Access and Operations, Data Quality and Data Quality Management, Data Security and Data Protection, plus Audit and Assessment.

The Group Chief Executive Officer sets indicators for the performance evaluation of the Deputy Group Chief Digital & Innovation Executive Officer. The goal is to reach Zero Data Leakage and continually get certified by ISO 27001. Apart from the Company Group's current supervision policies and structures, the following measures are made:







## I. Internal Processes

The confidential document management system is Document Centre that has standards on document storage, security classification, document register and document expiration to reduce risks and chances of losing important documents. This includes the system that supports document filing in soft-copy and hard-copy formats.

- Centralise the document storage of Company groups in the central unit responsible for controlling all important documents.
- All units of the organisation take part in Risk Assessment, Data Governance, Compliance Management and Data Breach Response.

### Meeting Management via Meeting Portal – The Advanced and Certified System with International Safety Standards

The Company Group selects the convenient and safe digital management system by applying the Convene platform to organise important Board and Working Team meetings in the organisation. The system is certified for safety standards by ISO 27001 (Information Security), ISO 27017 (Cloud Security), ISO 27018 (Privacy Protection) and Amazon Web Services (AWS).

With such a system, the responsible admin can configure user access control and permissions on managing data amendments and downloads. The system offers other services such as classifying documents, creating watermarks and checking logins or actions on the meeting management system via Administrative Log. The service includes setting Session Timeout and Sign-In Retries when meeting sessions are expired, plus managing passwords for committee members, executives or those with limited visibility or accessibility of meetings and documents. Additionally, all data is stored on Cloud Storage certified with recognisable international standards, and the Multi-Level Encryption mechanism is used for access control.



### Setting a Password for Personal Computer Accessibility

The Company Group assigns employees to set a password for PC accessibility, as well as closing the lid or putting the screen into sleep mode when any process is not run, to avoid others accessing important information and personal data.

### Inspection, Testing and Risk Assessment

The Company Group sets safety inspection and risk assessment of service systems at least once a year. This includes Accessibility Testing, Penetration Testing and White Hacker and Vulnerability Assessment at least once a month. Results shall be reported to the Deputy Group Chief Digital & Innovation Executive Officer, the Group Risk Management and/or the Data Governance and Personal Data Protection Council and Working Team in monthly meetings.

## Personal Data Breach Procedures





### External Programme Installation Prevention

The Company Group prohibits employees from installing external programmes by themselves. To do the process, the employee needs to send a request to the IT Unit and give reasons for such a requirement in a formal written document approved by the supervisor.

### Employee Orientation and Training

The Company Group sets the IT Security and Personal Data Policy as a compulsory foundation course in the employee orientation to make each employee learn and comprehend the policy. In the previous year, 100% of employees passed the training course. Furthermore, communication is managed and evaluated during the year, at least once a year. In 2023, 100% of full-time employees joined training and passed the evaluation. Regarding the 2024 work plan, the training programme will be extended to key business partner groups.

### Complaint Channels for Data Breaches

The Board of Directors authorises and announces the Complaint and Whistleblowing Policy that covers all kinds of Business Code of Conduct violations. This includes personal data breaches of stakeholders, data security, complainer and whistleblower protection, notification channels and fact-finding procedures. In this respect, the complainer and whistleblower can choose to remain either identified or anonymous.

Contact Channels: Data Protection Officer (DPO)

Telephone: 0 2080 1739

E-mail: dpo-office@pruksa.com



## 2. Customer Personal Data Storage and Accessibility

The Company sets organisational regulations and policies in accordance with Personal Data Protection Act B.E. 2562 (2019) and/or secondary legislation related to personal data protection. The aim is to build confidence among owners of personal data, ensuring that the data collected, used and disclosed by the Company shall be protected and secured as prescribed by law. All employees in units that do a process of collecting, gathering, using, recording or revealing any personal data such as interest data for projects, customer data, employee data, supplier personal data, and other personal data, are asked to follow the regulations as follows:


- Data collection, use or disclosure are conducted as necessary with legal objectives or prescribed by law. The data shall not be used for other purposes apart from notified objectives with the explicit consent of the data owner. The Record of Processing Activities (ROP) shall also be made.
- Regarding prohibitions on personal data collection, personal data shall be directly collected from the personal data owner, not from other sources. Sensitive Personal Data shall not be collected without clear permission.
- In terms of security and destruction, personal data shall be stored to prevent the loss, access, use, rectification, amendment or disclosure of data without any authority or consent. Do not reuse documents that contain personal data such as a copy of ID card. Delete or destroy personal data when the life of data period has passed, or it has become unrelated and unnecessary in accordance with the purpose of data collection. Record evidence of data deletion or destruction at all times.
- For data security measures, the IT Unit is assigned to be responsible for setting technology procedures to prevent the loss, access, use, rectification, amendment or disclosure of personal data, as well as making assessment reports on such prevention and regulation.






# Value Chain


## Success in Year 2023




**100%**  
of communication related to Supplier Code of Conduct is conducted with suppliers and partners.




**0.42%**  
of maintenance appeals in December were lower than those targeted at 0.44%.



**594 THB million**  
of the budget was saved by following the procurement policy effectively.



**100%**  
of Critical Tier I Suppliers were assessed on sustainable development and self-evaluated on regulations of sustainable development.



**44%**  
of customer satisfaction and word-of-mouth marketing via Net Promoter Score (NPS) was higher than those targeted at 26%.

## Operational Improvement within 1 - 5 Years



**100%**  
of Critical Tier I Suppliers are trained at work sites in business operations with social and environmental responsibility, including good governance.



**Safety Awards**  
are bestowed in the Safety Excellence Contest organised quarterly.



**Stricter Penalties**  
are set in safety measures.

**Pruksa Holding Public Company Limited operates Supply Chain Management in accordance with ISO 9001:2005 to ensure that suppliers and business partners in ecosystem of the Company and its subsidiaries have passed selection processes righteously. The work shall be performed as prescribed by laws and regulations, as well as being delivered with quality, safety and standardisation with the same business beliefs.**

In 2023, the Company’s Board of Directors set the Code of Business Ethics applicable to all suppliers and partners in business groups of the Company and its subsidiaries. The suppliers and partners are required to study Ethics and give an acknowledgement of signature. The Division of Management is assigned to communicate and create understandings with those suppliers and partners. The Code of Business Ethics covers business operations with transparency, trust and delivery of quality products and services, including respect for human rights, importance of occupational safety and health, environmental responsibility, etc. In this regard, all suppliers and business partners provide the acknowledgement of execution and promise to follow the regulations.

Additionally, the Company has enlivened the Procurement Policy and Supplier Selection Process by adding bonus points to the criteria for selecting new suppliers and business partners, including making renewable contracts with the existing ones. Those who generate eco-friendly products and services, or manufacturing processes and procedures concerning the environment, gain the extra points, apart from the consideration on quality, legal obedience, strength of material, safety and price. To prevent greenwashing, the Company assigns the Department of Procurement and Supply chain, together with the Department of Sustainable Development and the Department of Auditing, to make plans for randomly checking suppliers and business partners that offer such products and services.



**Scan QR Code to access Business Ethics.**

By promulgating the Code of Business Ethics, together with notifying it to suppliers and business partners, the Company sets the policy as an action plan to generate concrete outcomes resulting in last year’s operation as follows:

- The audit of Critical Tier 1 Suppliers was performed, defined from the highest turnovers among parties and trades of active suppliers during the assessment, totalling 35 suppliers. In 2024, such an audit will be extended to key business groups of suppliers and partners (Critical Non-Tier 1 Suppliers).
- 100% of main and new suppliers were requested to complete a self-assessment questionnaire sent via email, comprising sections of environment, society and corporate governance. The findings are as follows:
  - **100%** were operated in accordance with the law and legally licensed (if any).
  - **100%** followed Wastewater Treatment Standard before releasing it to natural sources, as well as adopting Waste Management and/or promoting Office Waste Management.
  - **100%** set employment policies and regulations that support respect for human rights such as abstinence of child labour and illegal employment. This included: conditions of employment and compensation payment prescribed by law; safety and occupational health policy in accordance with laws and industrial standards; respect for LGBTQ+ and non-sexual harassment.
  - **100%** regulated policies and measures of anti-corruption.
  - **15%** were manufacturers or distributors of eco-friendly products such as low-carbon precast concrete.
  - **10%** launched sustainable development policies and measures, selected as Thailand Sustainability Investment (THSI) by the Stock Exchange of Thailand (SET).

Notes:

- Direct Suppliers (Tier 1 Suppliers) are suppliers that directly produce or provide services to the organisation.
- Indirect Suppliers (Non-Tier 1 Suppliers) are suppliers that produce or provide services to Tier 1 Suppliers.
- Key Suppliers (Critical Tier 1 Suppliers) are important suppliers that directly produce or provide services to the organisation.
- Indirect Key Suppliers (Critical Non-Tier 1 Suppliers) are Key Suppliers that produce or provide services to Tier 1 Suppliers.



## Sections of Supplier Self-assessment Questionnaire



## Supplier and Partner Relationship Management

The Company sets the Code of Business Ethics that supports fair competition and protection against trade barriers. The aim is to give opportunities for competent suppliers and partners with qualified products and services that meet procurement requirements to do business with the Company and its subsidiaries. To reduce business risks, the Company shall not depend on any supplier. This includes selection and approval processes that establish transparency, as well as minimising conflicts of interest and corruption. Additionally, the Company cherishes the establishment of good supplier and partner relationships by setting Supplier Relationship Management Guidelines and publishing them on the Company's Intranet. Each year, procurement and supply chain employees send suppliers an online survey form to ask for satisfaction on doing business together or suggestion for improvement. The results are concluded, proposed to executives and turned into operational plans that implement reviews from suppliers and business partners. Regarding receipt of complaints from suppliers and business partners, apart from usual channels in accordance with Complaint and Whistleblowing Policy of the Company and its subsidiaries, Department of Supplier Relationship Management is assigned to receive complaints. In this regard, complaint handling procedure and management are set into guidelines for transparency and auditing reasons.

Furthermore, the Company organises corporate events with suppliers and business partners, at least once a year, to provide information such as product and service plans, channels to communicate with procurement and supply chain employees, new operational processes in the Company and/or its subsidiaries. The purpose is to get suppliers and business partners acknowledged and prepared to do business with the Company and its subsidiaries beforehand. Lately, the Code of Business Ethics has been addressed among those suppliers and partners to scrutinise and adhere.

## Knowledge Development and Economic-Social-Environmental Engagement Strategy for Suppliers and Business Partners

The Company has a strategy to reinforce the strength of the Company and/or its subsidiaries, including that of suppliers and business partners, in order to jointly expand business and create a win-win partnership in the long term. This includes gearing to encourage participation in community and social development, as well as making a positive impact on the environment.

Last year, the Hospital Group cooperated with leading insurance alliances to share information of products and consumer health trends, including the effectiveness of medical treatment when compared to present medical expenses. This covers each customer group's needs developed into new types of insurance products as privileges exclusively granted to customers at ViMUT Hospital. Such insurance products not only create business values with partners, but also give life without worrying to employees of the Company and its subsidiaries as the products are applicable to employees, families and intimate ones with affordable insurance premium. The insured undergoes medical treatments as IPD patient to be admitted in a private hospital room, Cozy Type, without any expense if the bill exceeds the limit. A maximum discount of medical treatment is also up to 30% if the bill exceeds the limit. In the next stage, the products will be extended to external customers.

The E-Commerce Group has shared a body of knowledge to develop a new business operation with Pundai, a partner in Corporate Venture Capital (CVC), to better suit Thais as needs and limitations in each country are different. This new business operation is originated from sharing data that analyses consumer behaviors and needs in Thailand, including required skills and capacities of online business skills. Accordingly, in the quarter 4/2023, an online business school was established to match the context of consumers and entrepreneurs in the country. The instruction includes not only how to create product presentations but also how to become a Key Opinion Leader (KOL). Moreover, digital technology has been applied to develop the business ecosystem. A team of experts is also assigned to provide employees with marketing knowledge. These actions made the turnover in the last quarter exceed 5 THB million via the affiliate platform Pundai with 300 users.







In real estate groups, construction site safety training programmes are provided to all contractors, as well as encouraging them to join tree planting activities with residents, employees and municipalities in different areas under the project “Pruksa Green Plus.” The aim is to increase green areas in project sites, build good relationships with others and emphasises determination to reach Carbon Neutrality. By the end of 2023, three activities were organised in single-house and town-house projects with 132 participants in total.

Since 2023, the Company has launched operating procedures to prevent and solve PM 2.5 problems, as well as responding to high concentration of dust at present and reducing impacts on people inside/outside the Company’s projects. Apart from campaigns aiming at internal employees, the Company has requested collaborations from partners and contractors to set measures for segregating waste properly. Moreover, waste shall not be burned in project areas of the Company, including companies of business partners and contractors. The procedure includes an inspection of trucks and vehicles with exceeding black smoke, owned by those partners and contractors.

## Promotion of Human Rights among Suppliers and Business Partners

Apart from the Golden Rule regulated in the procurement contract and code of business ethics that 100% of suppliers and business partners need to acknowledge and verify with acknowledgement of signature, the Company enlivens operations with inspections and evaluations on Human Rights Due Diligence among suppliers and business partners throughout the value chain of three main business groups. The topics include child labour undertaken by children under 18 years old, legal employment, modern slavery, legal alien labour, customer data protection and other safety measures. According to the assessment of Human Rights in Supply Chains, none of significant risks was found.

### GRI 308-1

## Supplier and Business Partner Evaluation for Quality Development

Excluding evaluation of compliance with Sustainable Development Policy of the Company and its subsidiaries quality development is required by assigning users’ departments to evaluate the quality of products and services from suppliers and business partners during and after delivery. Clear criteria are set and informed to make users, suppliers or partners acknowledged before being added in Vendor List System of the Company and its subsidiaries. If the evaluation results are lower than the scores set in the criteria, suppliers and business partners will be asked to acknowledge problems and find solutions together by giving them time to solve the problems. Then, another follow-up of results is performed. If products and services do not pass the quality criteria, procurement policy will be processed. If it appears that suppliers and business partners lack transparency or anti-corruption, they will be prosecuted as prescribed by law and blacklisted.

## Risk Evaluation on Society, Environment and Corporate Governance of Suppliers and Business Partners



The Group Procurement and Supply Chain collaborate with the Sustainable Development Unit and the Compliance Unit to evaluate risks of suppliers and business partners in different matters: society; environment; operation in accordance with laws and regulations; economy and financial status; and corporate governance. Risk Evaluation Process and Risk Ranking Criteria in compliance with impacts and possible chances are applied according to the Company’s usual methods.

In the first year, Critical Tier 1 Suppliers were evaluated despite of having high-level risks. The onsite audit was one case whereas the document audit via interviews and video calls was 34 cases, totally 35 cases accumulated for 100% of all key suppliers. It was found that the highest-level risk was the violation of construction site safety measures, corresponded to the onsite audit results revealing that such violation led to a severe accident and caused one death. Consequently, the Company gave a warning to suppliers, asked them to urgently adjust measures and followed up their operations every week until all problems were solved. According to the Procurement Policy, it is regulated that if any supplier and business partner is warned but unable to find solutions in time, they shall be transferred into a process of contract termination. Regarding risks related to law, economy, environment and society, significant findings were not found.



GRI Content Index

Statement of Use	Pruksa Holding Public Company Limited Report in accordance with the GRI Standards for the period 1 January to 31 December 2023
GRI 1 Used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE		PAGE NUMBER(S) AND/OR DIRECT ANSWERS.			OMISSION			SDG MAPPING
			SUSTAINABILITY REPORT 2023	56-1 ONE REPORT 2023	WEBSITE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
General Disclosures									
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	2-2	Entities included in the organization’s sustainability reporting	24						
	2-3	Reporting period, frequency and contact point	14						
	2-4	Restatements of information	No restatements						
	2-5	External assurance							
	2-6	Activities, value chain, and other business relationships		42-45					
	2-7	Employees			https://www.psh.co.th/th/ downloads/ sustainability-report			SDG 8, 10	
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	2-10	Nomination and selection of the highest governance body		179-180					SDG 5, 16
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	2-12	Role of the highest governance body in overseeing the management of impacts		155-156					SDG 16
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GRI 2: General Disclosures 2021	2-21	Annual total compensation ratio		168	https://www.psh.co.th/th/downloads/sustainability-report				
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	2-24	Embedding policy commitments	27-29						
	2-25	Processes to remediate negative impacts	74						
	2-26	Mechanisms for seeking advice and raising concerns	74	186	https://www.pruksa.com/ case-report/corruption				SDG 16
	2-27	Compliance with laws and regulations	No material non-compliance with laws and regulations						
	2-28	Membership associations	31						
	2-29	Approach to stakeholder engagement	16-21						
	2-30	Collective bargaining agreements	61						SDG 8
Material topics									
GRI 3: Material Topics 2021	3-1	Process to determine material topics	22						
	3-2	List of material topic	23						
Value Addition and Growth Expansion of Sustainable Economy									
GRI 3: Material Topics 2021	3-3	Management of material topics	127						
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GRI 201: Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	68						
GRI 201: Economic Performance	201-4	Financial assistance received from government	No financial assistance received from government						
Energy Efficiency									
GRI 3: Material Topics 2021	3-3	Management of material topics	30						
GRI 302: Energy 2016	302-1	Energy consumption with in the organization			https://www.psh.co.th/th/ downloads/ sustainability-report				SDG 7, 8, 12, 13
GRI 302: Energy 2016	302-2	Energy consumption outside of the organization			https://www.psh.co.th/th/ downloads/ sustainability-report				SDG 7, 8, 12
GRI 302: Energy 2016	302-3	Energy intensity			https://www.psh.co.th/th/th/ downloads/ sustainability-report				SDG 7, 8, 12, 13
GRI 302: Energy 2016	302-4	Reduction of energy consumption	47, 49		https://www.psh.co.th/th/th/ downloads/ sustainability-report				SDG 7, 8, 12, 13
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GRI 3: Material Topics 2021	3-3	Management of material topics	30						
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			SUSTAINABILITY REPORT 2023	56-1 ONE REPORT 2023	WEBSITE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 303: Water and Effluents 2018	303-2	Management of water discharge-related impacts	52						SDG 6
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GRI 303: Water and Effluents 2018	303-4	Water discharge			https://www.psh.co.th/th/downloads/sustainability-report				SDG 6
GRI 303: Water and Effluents 2018	303-5	Water consumption			https://www.psh.co.th/th/downloads/sustainability-report				SDG 6
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GRI 3: Material Topics 2021	3-3	Management of material topics	30						
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions 9			https://www.psh.co.th/th/downloads/sustainability-report				SDG 3, 12, 13, 14, 15
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GRI 305: Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions 13			https://www.psh.co.th/th/downloads/sustainability-report				SDG 3, 12, 13, 14, 15
GRI 305: Emissions 2016	305-4	GHG emissions intensity 16			https://www.psh.co.th/th/downloads/sustainability-report				SDG 13, 14, 15
GRI 305: Emissions 2016	305-5	Reduction of GHG emissions 17	46-57						SDG 13, 14, 15
GRI 305: Emissions 2016	305-6	Emissions of ozone-depleting substances (ODS) 19			https://www.psh.co.th/th/downloads/sustainability-report				SDG 3, 12
GRI 305: Emissions 2016	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			https://www.psh.co.th/th/downloads/sustainability-report				SDG 3,12,14,15

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			SUSTAINABILITY REPORT 2023	56-1 ONE REPORT 2023	WEBSITE	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
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GRI 3: Material Topics 2021	3-3	Management of material topics	30						
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts			<a href="https://www.psh.co.th/th/downloads/sustainability-report">https://www.psh.co.th/th/ downloads/ sustainability-report</a>				SDG 3, 6, 11, 12
GRI 306: Waste 2020	306-2	Management of significant waste-related impacts	50-51						SDG 3, 6, 8, 11, 12
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GRI 306: Waste 2020	306-5	Waste directed to disposal			<a href="https://www.psh.co.th/th/downloads/sustainability-report">https://www.psh.co.th/th/ downloads/ sustainability-report</a>				SDG 3, 6, 11, 12, 15
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GRI 3: Material Topics 2021	3-3	Management of material topics	28						
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	135						
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GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	91,93,94,95						SDG 8
GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health	66						SDG 3
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GRI 403: Occupational Health and Safety 2018	403-8	Workers covered by an occupational health and safety management system	90						SDG 8
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	90		<a href="https://www.psh.co.th/th/downloads/sustainability-report">https://www.psh.co.th/th/downloads/sustainability-report</a>				SDG 3, 8, 16
GRI 403: Occupational Health and Safety 2018	403-10	Work-related ill health	90		<a href="https://www.psh.co.th/th/downloads/sustainability-report">https://www.psh.co.th/th/downloads/sustainability-report</a>				SDG 3, 8, 16

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GRI 3: Material Topics 2021	3-3	Management of material topics	28						
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria 8	135						SDG 5, 8, 16
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Sustainability  
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