



PRUKSA
HOLDING

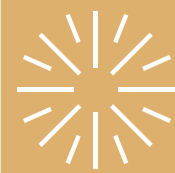
Sustainability Report 2024

Enriching People's Lives.
Live Well Stay Well.

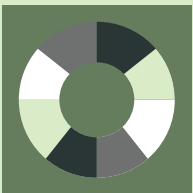




Enriching people's lives.
Live well Stay well.



We seek to deliver “Live Well, Stay Well” solutions to enrich healthy living experiences, create joyful lives, and build a more sustainable community





Contents

Message from the Corporate Governance and Sustainable Development Committee	06
Sustainability Highlight in 2024	08
Awards and Recognitions	10
About This Report	14
Stakeholder Engagement	16
Materiality of the Company	22
Governance Structure of Sustainable Development Management	25
Commitment to Building a Sustainability-Focused Organization	26
 Heart to Earth	
Heart to Earth: Caring for the Environment for a Sustainable World	32
Climate Change and Environmental Governance	33
Environmental Management	41
Energy Efficiency	44
Operational Resource, Waste, and Pollution Management	48
Water Efficiency and Wastewater Management in Business Operations	52
Biodiversity Management	56

Heart to Society

Employee Wellbeing	62
“Live well Stay well” for Community and Society	76
Safety, Occupational Health and Workplace Environment	94
Respect for Human Rights	106

Heart to Home

Economic Value Creation and Distribution	118
Customer Relationship Management for Sustainable Development	119
Promotion and Development of Innovation	132
Information Technology System and Customer Data Privacy	141
Value Chain	148

GRI Content Index	156
-------------------	-----

Message From the Corporate Governance and Sustainable Development Committee



The Power of Integrating Sustainability for Wellness Residences

Last year marked a significant advancement for Pruksa, propelling the business group toward sustainable growth. This was achieved by leveraging the strengths of each business unit within the organization, including the residential sector, healthcare division, and innovation initiatives. The aim was to create synergies that drive the business forward, guided by the principle of integrating sustainable development with corporate strategies. Ultimately, we aim to enhance the Wellness Residence for individuals, communities, and the society we serve.

In alignment with our commitment to reducing greenhouse gas emissions by 30 percent by 2030, achieving carbon neutrality by 2050, and reaching net-zero greenhouse gas emissions by 2065, these objectives aligned with Thailand's and global environmental aspirations. "Pruksa" has expanded its sustainability goals to encompass broader dimensions. These include resource management, waste, and pollution control across the real estate and healthcare business groups, reinforcing our strategy for sustainable development. Furthermore, sustainability policies and objectives have been integrated into the organization's core strategic framework under the Green to Great initiative. These objectives have also been incorporated into the personal performance indicators of executives and relevant employees, particularly in areas related to greenhouse gas reduction. As a result of these efforts, in 2024, Pruksa successfully reduced greenhouse gas emissions by 3,676 tons of carbon dioxide, equivalent to 21 percent compared to the 2022 baseline.

Path to a Great Future: Striving to Achieve the Goal of Net Zero Greenhouse Gas Emissions

The Sustainability Working Group has collaborated closely

with relevant units across each business group to draft tailored sustainability strategies. These efforts are particularly focused on reducing greenhouse gas emissions by designing operational strategies at both the organizational and business group levels. This initiative is guided by the concept of "Creating Green Portfolio through Green Innovation and Elevating to the Green Standard." This approach integrates business plans that prioritize reducing environmental impacts with sustainable innovations, ensuring continuous product and service quality enhancement. Moreover, it leverages the healthcare business's strengths in all dimensions to set new benchmarks for excellence and redefine standards of living.

• Building on the Strengths of All Business Groups Beyond Providing Housing, Delivering a Better Way of Living.

Last year, Pruksa introduced Super Luxury Homes to the market with The Palm Residences Watcharapol. The wellness residential project builds upon the success of the Pine Wellness Residences Prachachuen. This development sets a new benchmark in living standards by integrating products and services from health-related businesses under the care of Vimut Hospital and Synergy Growth Technology. Key features include advanced air circulation systems, health-conscious design and materials, comprehensive healthcare services, solar energy systems, and state-of-the-art security and convenience solutions via The Palm Concierge system. These innovations enhance the quality of living and reduce household energy consumption and greenhouse gas emissions throughout the residence's lifecycle. The project underscores our commitment to creating homes that deliver holistic well-being for individuals, society, and the environment.

• Designing and Developing Residential Buildings to Meet Thailand's First Green Building Standards.

Pruksa is dedicated to the continuous development of green innovations and technologies. Last year, we elevated residential development standards with The Palm Residences Phatthanakan project, designed following green building standards, aiming to become the first detached housing project in Thailand to be certified under the TREES-PRE HOME design standard. This certification focuses on energy-efficient homes that help reduce greenhouse gas emissions from energy use (Operational Carbon), which constitutes the largest portion of a home's lifecycle emissions. This aligns with the draft Thailand Taxonomy for the real estate and construction sectors, which prioritizes energy efficiency in residential buildings. The TREES-PRE HOME standard has also been tailored to the Thai context, ensuring homes are designed to optimize quality and energy efficiency for the country's tropical climate. Looking ahead, Pruksa plans to adopt its criteria

as the design standard for all future developments. In parallel, we are advancing innovations in construction materials by accelerating the research and development of low-carbon production technologies. This ensures we can comprehensively meet the needs of consumers, partners, and stakeholders while driving sustainable development throughout the supply chain.

• Developing the Innovations for Sustainability

Pruksa Group is steadfast in its commitment to producing Precast concrete walls with Thailand's lowest carbon dioxide and greenhouse gas emissions (Carbon Footprint). We continue to pioneer the development of innovative technologies, including integrating single-carbon technology into cement mixtures and the transition to fully utilizing efficient solar energy. These advancements enable Pruksa's precast concrete walls to remain high-quality, low-carbon products. Notably, we are the only company in Thailand whose precast concrete wall products have been awarded the Carbon Footprint Reduction (CFR) label by Thailand Greenhouse Gas Management Organization (Public Organization) which can reduce carbon dioxide emissions by up to 6 percent.

Delivering "Wellness Residence" Living for Sustainable Communities and Societies

• Accelerate Impact With PRUKSA'

In the social dimension, Pruksa actively encourages all employees to contribute to building a sharing society by participating in Impact for Good initiatives and other volunteer activities that address both social and environmental aspects. These activities are designed to be inclusive and flexible, fostering innovation and diverse approaches to volunteering. This initiative has given rise to various new volunteer opportunities for employees and residents alike, including activities such as Phi Lue Nong Khroh Saphan Happiness, Pruksa Green Plus, and Beautiful and Clear Canal. These programs provide meaningful opportunities for employees to volunteer to promote the well-being of society and the environment.

Pruksa remains committed to advancing social enterprises that enhance quality of life and foster a happy society through the Accelerate Impact with PRUKSA' project, now in its second year. This initiative supports four key social enterprise groups 1) PHARMCARE, a platform providing easy access to community pharmacies and pharmacists, which generated over 260,000 baht in income for local pharmacies and saved patients over 560,000 baht in travel expenses. 2) LABMOVE, a home blood sampling service that assists patients with mobility challenges and reduces hospital overcrowding, facilitating over 5,000 patient visits and saving 12 million baht in transportation costs. 3) WONGPAI Team, which produces BioiOchar from agricultural waste to reduce air pollution, store carbon dioxide, and prevent waste burning, capturing up to 1.8 tons of carbon dioxide equivalent per day; and 4) AGNOS

HEALTH, which utilizes Artificial Intelligence (AI) to analyze symptoms and recommend services, reducing healthcare costs for minor and severe illnesses by over 3.8 million baht and 280,000 baht, respectively.

Promoting Sustainable Development Through Responsible Management of The Entire Business Chain.

Pruksa is dedicated to driving sustainability across the entire business chain. Last year, we introduced our Responsible Procurement Policy to guide the procurement team and transparently foster mutual understanding with selected partners. Additionally, we emphasize sourcing environmentally friendly products throughout production by prioritizing certified items for their environmental impact reduction. We aim to ensure that environmentally friendly products represent 30 percent of the total procurement value in significant construction projects by 2030. To further strengthen our commitment, we are establishing a comprehensive framework for sustainable supply chain management, which includes appropriately selecting and registering partners and classifying them into key and general partners for risk assessment based on their social, environmental, and governance practices. This approach aims to elevate sustainability standards across the entire supply chain.

More Than an Award, It's Our Pride

Driven by our commitment to creating and delivering a high quality of life while being responsible to society and the environment, Pruksa has been selected by the Stock Exchange of Thailand to be included in the "Sustainable Stocks" list, achieving an AA level in the SET ESG Rating. We have also been honored with the Sustainability Disclosure Award, recognizing our comprehensive and transparent disclosure of sustainability information in the Sustainable Development Report. This award highlights our performance across three key dimensions: economy, society, and the environment. Vimut Hospital, a model for improving energy efficiency in healthcare buildings, has been upgraded to the Platinum level under the MEA Energy Award from the Metropolitan Electricity Authority. Furthermore, Pruksa Group continues its commitment to combat corruption and bribery in all forms, achieving an excellent level in the Corporate Governance Report of Thai Listed Companies (CGR), which is the highest accolade in the program. These recognitions reaffirm our dedication to conducting business that is aligned with the principles of sustainable development. Pruksa will continue to focus on fostering sustainable growth across all dimensions.



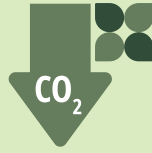
Dr. Anusorn Sangnimnuan

Chairman of the Corporate Governance and Sustainable Development Committee
Pruksa Holding Public Company Limited

Sustainability Highlight in 2024

Environment

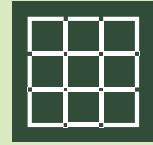
With sincerity, we strive for a low-carbon society.



Reduce carbon dioxide emissions

3,676

Tons of carbon dioxide equivalent



Promote the adoption of alternative energy sources

239,310

kilowatt-hour

Social

Demonstrating a commitment to society by creating and sharing opportunities that enhance the quality of life for those in need.



Employment

2,383

Persons



Disabilities employment

9

Persons

Governance and Economy

Committed to enhancing quality of life and well-being as a key contributor to sustainable economic growth.



Generating value and driving economic growth

20,996

million baht



Providing competitive wages and benefits

1,683

million baht



Optimize electricity
consumption within
the organization

2,895,170

kilowatt-hour
(From the installation of solar panels)



Reduce water
usage

14.7

million liters



Tree planting

35,000

trees



Total accumulated
volunteer hours of all
employees

11,783

hours



Average hours of skill
development per employee

Male

27.21

hours

Female

29.16

hours



Number of related to
social issues
complaints

0

case



Investment for
positive social
impact initiatives

6.1

million baht



Budget allocation
for employee
development

9.88

million baht



Innovations developed
or process improvement

32

ideas



Key suppliers
assessed for ESG
risks

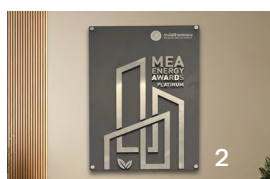
100%



Rewards in 2024

1 SET ESG Ratings

Pruksa Holding Public Company Limited (PSH) has been awarded a AA rating in the SET ESG Ratings for the Real Estate and Construction sector by the Stock Exchange of Thailand.



2 MEA Energy Award Level Platinum (Highest Rank)

Vimut Hospital has been awarded the Platinum level of the MEA Energy Award in the hospital building category. This prestigious recognition is based on three key criteria: management participation and commitment, sustainability in energy conservation and environmental practices, and energy use and savings enhancement.

3 A Plaque of Honor Recognizing Individuals Who Support of The Disabled Community.

The project "Home Care for People with Disability by Pruksa" has been continuously operating for five years. Mr. Chirasak Sihamat, Deputy Governor of Khon Kaen Province, presented this initiative at the International Day of Persons with Disabilities, held in Khon Kaen Province in 2023.

4 Outstanding Business Leader of The Year 2024

Mr. Teera Thongwilai, the CEO of Pruksa Real Estate Public Company Limited, was awarded the honorary plaque for "Outstanding Business Leader of the Year 2024" in the real estate development sector. This recognition, presented by the Foundation of the Science and Technology Council of Thailand (FSTT), honors individuals who have achieved significant success in their careers and personal lives while making valuable contributions to society.



5 The Most Powerful Brands of Thailand 2024

Pruksa Real Estate Public Company Limited has been honored with the "Most Powerful Brand in Thailand" award by the Department of Marketing at the Faculty of Commerce and Accountancy, Chulalongkorn University. This year marks the first time the real estate category has been included in the awards. The survey gathered responses from 24,000 Thai consumers aged 18 to 69, covering Bangkok, metropolitan areas, and major cities nationwide. Brands were evaluated based on four key dimensions: brand awareness, preference, usage, and image. The assessment utilized Market Share, Mind Share, and Heart Share to ensure a thorough and reliable evaluation.

6 Carbon Footprint Reduction Label Scheme

Inno Precast Co., Ltd. has received the Carbon Footprint Reduction (CFR) label for the Precast Wall, making it the first and only company in the precast industry in Thailand to achieve this from the Greenhouse Gas Management Organization (Public Organization).

7 Carbon Footprint Label Scheme

Inno Precast Co., Ltd. has received the Carbon Footprint of Product (CFP) label for three products: Precast Concrete Wall, Precast Concrete Hollow Core, and Precast Concrete Solid Slab from Thailand Greenhouse Gas Management Organization (Public Organization).





8 Asian Technology Excellence Awards 2024 ESG (ESG Tech)

Awarded by Asian Business Review, a leading Asian media outlet, recognizes outstanding projects and technological innovations across various industries. Pruksa Group received the ESG (ESG Tech) category award for its Low Carbon Pre-Stressed Hybrid Slab from Inno Precast. This innovation, which utilizes CarbonCure technology to produce precast reinforced concrete slabs, reduces construction time and onsite waste and contributes to environmental sustainability by reducing carbon emissions by 27,045 tons over two years. Additionally, it has created more than 13,000 green residential units, equivalent to planting 2,704,500 trees.

9 Asian Technology Excellence Awards 2024 Mobile - Healthcare Technology

Awarded by Asian Business Review, a leading media outlet in Asia, recognizes outstanding projects and technological innovations across various industries. Pruksa Group received the Mobile - Healthcare Technology category award for the ViMUT Application, a healthcare ecosystem platform developed by Vimut Hospital. This application enables patients to consult with doctors about health concerns from anywhere in the world, 24/7, through its Telemedicine feature. AI analyzes symptoms in detail before directing patients to specialists while facilitating medicine delivery and direct connections with insurance companies, ensuring patients have access to quality care anytime, anywhere.

10 Asian Technology Excellence Awards 2024 Emerging Technology – Health

Awarded by Asian Business Review, a leading media outlet in Asia, the award recognizes outstanding projects and technological innovations across

various industries. Pruksa Group was honoured in the Emerging Technology – Health category for its innovation, the Hip Lateral Cross Table for Patient Radiation Safety, developed in collaboration with Vimut Hospital. This new medical technique significantly enhances the quality of X-ray images of the femur, resolving grid intersection issues and reducing the rate of repeated X-rays from 60 percent to just 4 percent. Additionally, it minimizes unnecessary radiation exposure for patients by 93 percent.

11 Asian Technology Excellence Awards 2024 AI - Real Estate

Awarded by Asian Business Review, a leading media outlet in Asia, to recognize the most outstanding projects and technological innovations in each industry, Pruksa Group received the award in the AI - Real Estate category for Pruksa Holding's AI technology that helps verifies contractor payments accurately and quickly. This innovation promotes transparency, reduces duplication and payment delays, ensures accuracy for all stakeholders, and reduces staff working hours from 2,400 to 1,560 hours per year, representing a 35 percent reduction.

12 Asian Technology Excellence Awards 2024 Digital – Interior Design

Awarded by Asian Business Review, a leading media outlet in Asia that recognizes outstanding projects and technological innovations across various industries. The company received the Digital - Interior Design category award for its home decoration application developed by Wizlah Ventures Pte.Ltd This application aims to alleviate common challenges customers face during the decoration process while promoting growth in the home decoration business by expanding options available to customers through the platform.



13 Honorary Award From the Royal Forest Department

As an organization dedicated to supporting the government in rehabilitating and developing forest resources, we have launched the 'Join in Planting Trees to Restore the Ecosystem' project. In collaboration with business partners and over 600 volunteer employees, we have planted more than 100,000 trees. We are committed to maintaining and conserving a forest area of 370 rai in Huai Bong Subdistrict, Dan Khun Thot District, Nakhon Ratchasima Province. This project will be monitored and evaluated over 10 years to ensure its long-term sustainability.

14 Green Mission Honor Plaque

Presented by TOA Paint (Thailand) Public Company Limited as a Green Partner in real estate projects, collaborating to develop environmentally friendly solutions and innovations. This is achieved through the use of the "Eco-friendly Paint Expert Series," which helps reduce carbon emissions, mitigate global warming, and promote better health for residents of all ages, ensuring a higher quality of life for homeowners.

12 The Results of The Corporate Governance Report of Thai Listed Companies (CGR) 2024 Were at The "Top Quartile" Level.

Ranked in the Top Quartile of listed companies with a market capitalization $\geq 10,000$ million baht, with a 5-star rating or "Excellent" score in the 2024 Corporate Governance Assosmont by the Thai Institute of Directors (IOD).



16 TISCO PVD Best Employer Awards 2024

ViMUT Hospital Holding Co., Ltd. has received the "TISCO PVD Best Employer 2024" award from TISCO Asset Management Co., Ltd. This award recognizes companies with exceptional operations that prioritize employee well-being.



17 ViMUT Hospital Has Received the Prestigious Joint Commission International's (JCI) Gold Seal of Approval® for International Healthcare Accreditation.

JCI is a globally recognized organization based in the United States that evaluates and certifies hospitals worldwide based on quality and safety standards. This accreditation underscores ViMUT Hospital's commitment to providing outstanding healthcare services.



18 Sustainability Disclosure Award

Habitat Institute awarded Pruksa Holding Public Company Limited the Sustainability Disclosure Award in recognition of its sustainability disclosures in the 2023 Sustainability Development Report.

This award aims to encourage listed companies and business organizations members of the Sustainability Disclosure Community (SDC) to recognize the importance of disclosing operational information, encompassing economic, social, and environmental practices and ESG (Environmental, Social, and Governance) issues.



19 BCI ASIA Top 10 Developers Awards 2024

The award recognizes exceptional real estate developers who have made a significant impact on the construction industry. The Pruksa Ville Srinakarin-Bangna and Chapter One All Ramintra projects were evaluated based on their overall value, design concept, and commitment to sustainable project development.



20 Pruksa Holding Public Company Limited Received a 5-Star Rating With a Perfect Score of 100 Points in The AGM Quality Assessment for Listed Companies in The Stock Exchange of Thailand, Achieving the Highest Level of "Outstanding Role Model."

21 Best Housing Development Bangkok

This award is given to real estate developers who have demonstrated exceptional performance and received positive feedback from both customers and residents. The Plant Bangna Km. 5 - Srinakarin project was recognized for its overall value, innovative concept, design, and commitment to sustainable project development.

22 Developer of The Year 2024

This award is presented to real estate developers who demonstrate outstanding achievements and significant influence in the industry. Recipients of the award excel in developing projects and creating new services that meet market needs, while also enhancing living standards in Thailand and contributing to the creation of a sustainable and happy society.

23 Winner Best Wellness Housing Development

Awarded by PropertyGuru Thailand Property Awards 2024, given to the Pine Wellness Residence Prachachuen project.

24 Winner Best Lifestyle Housing Development

Awarded by PropertyGuru Thailand Property Awards 2024, given to The Palm Bangna-Wongwaen 2 project.

25 Winner Best Housing Interior Design (Bangkok)

Awarded by PropertyGuru Thailand Property Awards 2024, given to The Palm Residences Watcharapol project.

26 Best Housing Architectural Design (Bangkok)

Awarded by PropertyGuru Thailand Property Awards 2024, given to The Palm Residences Pattanakarn



About This Report

Pruksa Holding Public Company Limited (the Company) prepares an annual sustainable development report, which is reviewed and approved for accuracy by the Company's Board of Directors. The report is published on the organization's website to present information on the company's sustainable development initiatives that are to be aligned with the GRI Standards reporting guidelines and following the Sustainable Development Goals: SDGs. Besides, the United Nations Guiding Principles on Business and Human Rights (UNGP) address essential issues related to a company's business operations and stakeholders' expectations regarding Environment, Social, and Governance (ESG).

GRI 2-3

Scope of The Report

This report covers operations from January 1 to December 31, 2024, providing an overview of the performance and key operations of the Company and its subsidiaries across three main business groups: 1. The real estate development business for sale, represented by Pruksa Real Estate Public Company Limited ("Pruksa Real Estate" or "Pruksa"); 2. The healthcare service business, represented by Vimut Hospital Holding Company Limited ("Vimut"); and 3. The construction business, represented by Inno Home Construction Company Limited, was separated from Pruksa earlier this year. The report also includes the performance results of subsidiaries and/or other associated companies the Company has invested in.

Contact Information

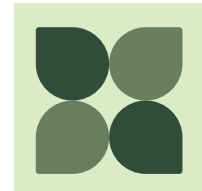
Sustainable Development Division

Pruksa Holding Public Company Limited

1177 Pearl Bangkok Building, 9th Floor,
Phaholyothin Road, Phayathai Sub-district,
Phayathai District, Bangkok 10400

Email: PSH_SD@pruksa.com

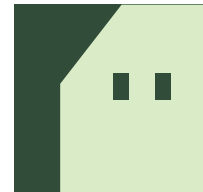
Website: www.psh.co.th





Stakeholder Engagement

Economic challenges, environmental changes, and rapid technological advancements have prompted shifts in social mobility models to serve better the needs of government, businesses, and the public sector. These challenges have also influenced changes of the Company. Consequently, it is essential to understand stakeholder's expectation when formulating business strategies and directions. This understanding allows the company to address expectation directly, solve problems effectively, and seize opportunities amid the evolving social landscape. Prukso Holding Public Company Limited and its subsidiaries, hereafter referred to as the Group Company stakeholder engagement process has been developed in accordance with AA1000 standards to ensure accurate and efficient results in policy formulation and management measures.





Stakeholder Engagement Process

Stakeholder Identification: The Group Company has considered stakeholders throughout its value chain and classified them into five types of participation as follows:

Nature of Participation	Definition	Examples of Stakeholders in the Supply Chain
Stakeholders Who Rely on the Group Company (Dependency)	Stakeholders who are directly or indirectly dependent on the Group Company's operations, products, and/or services, as well as those on whom the Group Company relies on to conduct its business.	Employees, Business Partners, Environment, Customers, Communities
Stakeholders With Shared Responsibility (Responsibility)	The Group Company may be accountable to stakeholders for various legal, financial, social, and environmental issues in the present and future.	Employees, Environment, Business Partners, Communities
Stakeholders Who Required Close Monitoring (Tension)	Stakeholders requiring close monitoring by the Group Company on economic, social, or environmental aspect.	Business partners, Communities, Employees and Environments
Stakeholders that Influence the Group Company (Influence)	Stakeholders who influence the decision-making of the Group Company on various matters.	Shareholders, Investors, Customers and Business Competitors
Stakeholders' Opinions May Lead to Impact (Diverse Perspectives)	Stakeholders whose opinions inspire new ideas and help identify innovative approaches.	Government Sectors, Customers, Employees and Business Partners

Prioritizing Stakeholders Through Evaluation By the Board of Directors and Senior Management, Considering Their Influence and Level of Interest.



The assessment results revealed that the five most important stakeholders are customers, shareholders, employees, the environment, and business partners, which include suppliers, contractors, and other business alliances.



Key Stakeholders	Feedback/Communication/ Participation Channels and Frequency	Expectations for The Group Company	The Response to Stakeholder Expectations
Customer	<ul style="list-style-type: none"> Conducting monthly customer satisfaction surveys through call centers and online channels. Maintaining daily communication through social media networks. Organizing collaborative activities with customers on various occasions Data Protection Officer. Mechanism for receiving complaints and whistleblowing. 	<ul style="list-style-type: none"> Ensuring superior product and service quality. Prioritizing safety in product usage. Addressing customer issues promptly and effectively. Protecting customer personal information and ensuring its use only with consent. Strengthening the credibility of the project developer. 	<ul style="list-style-type: none"> Developing the Good Corporate Governance Policy and the Business Ethics Code to ensure the delivery of high-quality and safe products and services. Establishing the Business Partner Code of Conduct and contractors, emphasizing honesty, integrity, and the delivery of quality and safe products and services. Establishing a Whistleblowing Policy and reporting misconduct when witnessing actions that may violate the policy, the Business Ethics Code, or the Business Partner Code of Conduct. Introducing a customer satisfaction indicator using the Net Promoter Score (NPS) and conducting monthly customer satisfaction assessments. Promoting housing innovations that prioritize safety and holistic health, alongside health-focused innovations and new products and services tailored to customer needs. Implementing Lean Process, an innovation in workflow aimed at reducing steps and time required to resolve repair tasks and issues for customers.. Appointing a Data Protection Officer to handle complaints related to stakeholders' personal data.
Shareholders	<ul style="list-style-type: none"> Hosting the Annual General Meeting of Shareholders once a year. Investor Relations Company Secretary and Compliance 56-1 One Report Mechanism for receiving complaints and whistleblowing. 	<ul style="list-style-type: none"> Fair and attractive compensation and benefits. Ensuring transparent, accurate, and equitable information disclosure. Conducting business operations focused on sustainable growth Maintaining accessible communication channels for shareholders. 	<ul style="list-style-type: none"> Developing a business strategy focused on generating recurring income, diversifying risks through investments in new businesses, and fostering sustainable growth. Establishing an Investor Relations Unit and a Corporate Company Secretary and Compliance Department to serve as transparent, accurate, and equitable communication channels for shareholders, regulators, and the public. Strengthening and clarifying the company's sustainability commitment. Publishing an investor newsletter semi-annually, covering operating results, performance, sustainability activities, and business updates. Hosting fund analyst meetings and engaging with retail investors within 1-2 days following the announcement of the company's operating results.
Employee	<ul style="list-style-type: none"> Group Human Resources and communication through various channels, such as the Engagement Line and the Line according to employee levels. Holding Management Townhall at least twice a year. Convening meeting every 3 month of the Welfare Committee with employee representatives. 	<ul style="list-style-type: none"> Providing fair and motivating compensation and benefits. Offering career advancement opportunities. Ensuring open communication with executives and supervisors. Supporting continuous development and training opportunities. Promoting innovation and technology to enhance work efficiency. 	<ul style="list-style-type: none"> Establishing fair human resource management policies and regulations, and providing incentives both within and outside the group of companies. Defining employee development policies and strategies, while encouraging career growth and cross-functional development, including the appointment of a dedicated committee to oversee these efforts. Provision of both internal and external training courses.. Setting a target for training hours as an annual employee performance indicator to promote knowledge and potential growth.

Key Stakeholders	Feedback/Communication/ Participation Channels and Frequency	Expectations for The Group Company	The Response to Stakeholder Expectations
	<ul style="list-style-type: none"> Conducting an annual employee engagement survey. Communicating important updates through internal channels every month, as well as addressing issues critical to employees as they arise. Implementing a mechanism for receiving complaints and providing tips. 	<ul style="list-style-type: none"> Fostering a safe and positive working environment. Ensuring effective, rapid, and transparent internal communication. 	<ul style="list-style-type: none"> Organizing an innovation competition within the organization. Creating a dedicated digital and innovation group to promote the adoption of innovations and technologies that enhance work efficiency and streamline processes. Establishing a safety unit responsible for the occupational health and safety of employees and contractors, and setting safety as a performance indicator at the line level.
Environment	<ul style="list-style-type: none"> Monitoring key issues and directions from national and international conferences such as TCAC 2024, COP28, and UNGA79. Analyzing trends in consumer behavior and values related to environmental sustainability. Assessing the impacts and risks associated with climate change. 	<ul style="list-style-type: none"> Contributing to the reduction of greenhouse gas emissions in alignment with government and global targets Offering environmentally friendly products and services, or using sustainable materials. Promoting awareness and encouraging the participation of employees, customers, and business partners in environmental protection efforts. 	<ul style="list-style-type: none"> Establishing a comprehensive policy for sustainable development and environmental management, encompassing all dimensions of society, economy, environment, and corporate governance Setting a target to reduce greenhouse gas emissions by 30 percent by 2030, with goals for carbon neutrality by 2050 and net-zero greenhouse gas emissions by 2065. Promoting construction innovations and the use of environmentally friendly materials. Implementing energy-saving initiatives. Encouraging social and environmental responsibility activities within the organization, incorporated as an annual employee performance indicator. Setting a target to plant 100,000 trees to restore the ecosystem.
Business Partner	<ul style="list-style-type: none"> Group Procurement and Supply Chain Management. Hosting partner meetings at least once a year. Organizing meetings between the group of companies and partners as needed. Implementing communication mechanisms with business partners via email and other systems. Establishing a mechanism for receiving complaints and providing tips. 	<ul style="list-style-type: none"> Actively listening to problems and addressing them promptly. Promoting social and environmental entrepreneurship. Supporting the sustainable development of business partners' potential and capabilities. 	<ul style="list-style-type: none"> Establishing a Business Partner Code of Conduct and ensuring clear communication to help them understand the guidelines for effective collaboration. Providing communication channels for operational guidelines, fostering engagement with business partners, and addressing their concerns for continuous improvement through procurement and supply chain groups and joint meetings with partners. Developing a green procurement policy to encourage entrepreneurs whose products, services, or production processes are environmentally friendly. Implementing the "Accelerate Impact with Pruksa" project to support social entrepreneurs. Launching the Lean Process project to address issues related to procurement documentation, work acceptance, and delayed work delivery. Creating a training plan for business partners on compliance with the Business Partner Code of Conduct and sustainable development practices. Establishing the Whistleblowing Policy for receiving complaints and reporting violations of the code of conduct or business partner ethics.

Materiality of the Company

GRI 3-I

Processes to Determine Material Topics



Step 1 Understanding the Organizational Context

Pruksa Holding Public Company Limited ("the Company") has identified key issues within its business value chain by assessing factors critical to the Company and its subsidiaries across the real estate and healthcare sectors. This includes evaluating the Company's vision, mission, business direction, corporate strategy, and issues pertinent to stakeholders. The identification process was benchmarked against GRI sector standards to comprehensively address business-related issues (Long lists). This analysis was conducted collaboratively by the Sustainability Management Committee and various departments within the organization.



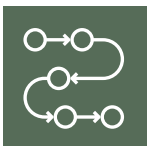
Step 2 Identify Actual and Expected Impacts

The working group analyzed various issues from the comprehensive list generated in Step 1, focusing on both actual and anticipated future impacts. This analysis was conducted regarding risk and opportunity assessment process that aligns with the Company's procedures, addressing economic, social, environmental, corporate governance, legal, and human rights dimensions. The assessment considered stakeholder expectations, then utilized data collected through questionnaires, suggestions, and complaints from different channels from the Company and its subsidiaries.



Step 3 Assess the Significance of the Impacts

The impacts identified in Step 2 was evaluated based on the Likelihood and Impact of each issue's effect regarding the Company's operations and its subsidiaries. The assessment followed the criteria outlined in the Company's enterprise risk management framework.



Step 4 Prioritize Material Issues by Impact and Review

Prioritizing the material issue according to the impact is considered important for identifying material issues, which will be compiled into formulate strategies, goals, and management approaches. The Company has scheduled a review with independent external experts to assess these issues, ensuring

alignment with GRI sector standards and the material issues identified by peer companies within the same industry.

Later, the material issues will be presented to the Executive Committee for approval. The Sustainability working team then facilitate communication with all relevant departments to develop action plans that align with the goals of each material issue. Additionally, they will prepare a quarterly report summarizing the performance of Sustainable Development (SD) for review by the Sustainability Management Committee and its related subcommittees.



GRI 3-2

In 2024, the Company reviewed and revised its material issues to align with the Company’s five-year business strategy and GRI sector standards, as well as the issues that stakeholders expect. The material issues are ranked as follows:

GRI 3-2 a

Materiality

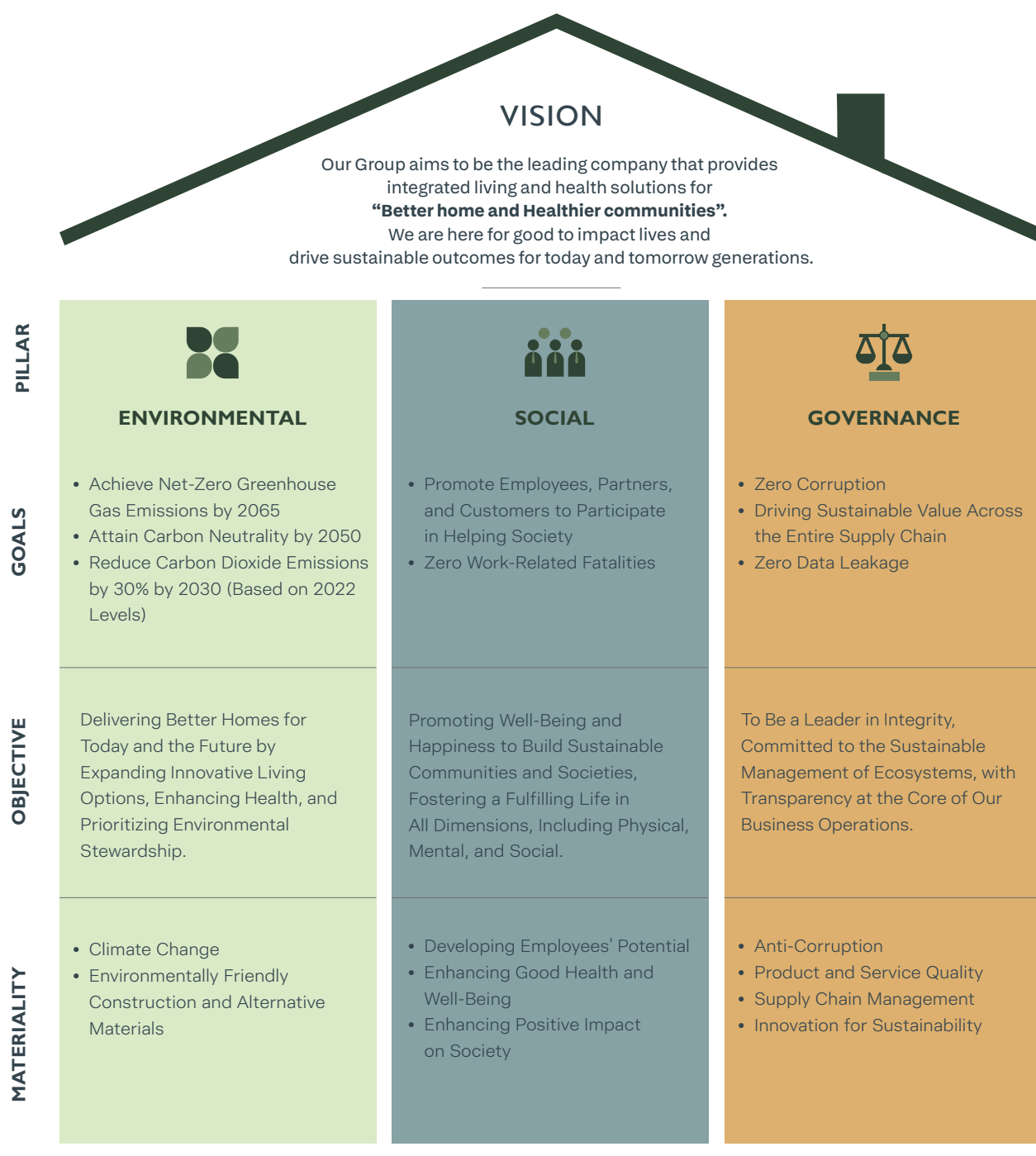


<div>E</div> <div>Environmental Issues</div> <div><div><div>* 1. Climate Change (RE) (H)</div><div>2. Energy and Resource Efficiency Management</div><div>* 3. Environmentally Friendly Construction and Alternative Materials (RE)</div><div>4. Sustainable Waste Management</div><div>5. Ecosystem and Biodiversity Protection and Restoration</div></div><div><div>* Critical issue</div><div>(RE) The Real Estate and Construction Business Group</div><div>(H) The Health and Hospital Business Group.</div></div></div>	<div>S</div> <div>Social Issues</div> <div><div>6. Treating employees and staff fairly</div><div>* 7. Developing employees’ potential (RE) (H)</div><div>* 8. Enhancing good health and well-being (RE) (H)</div><div>* 9. Enhancing positive impact on society (RE) (H)</div><div>10. Respect for Human Rights</div></div>
---	---

Strategy

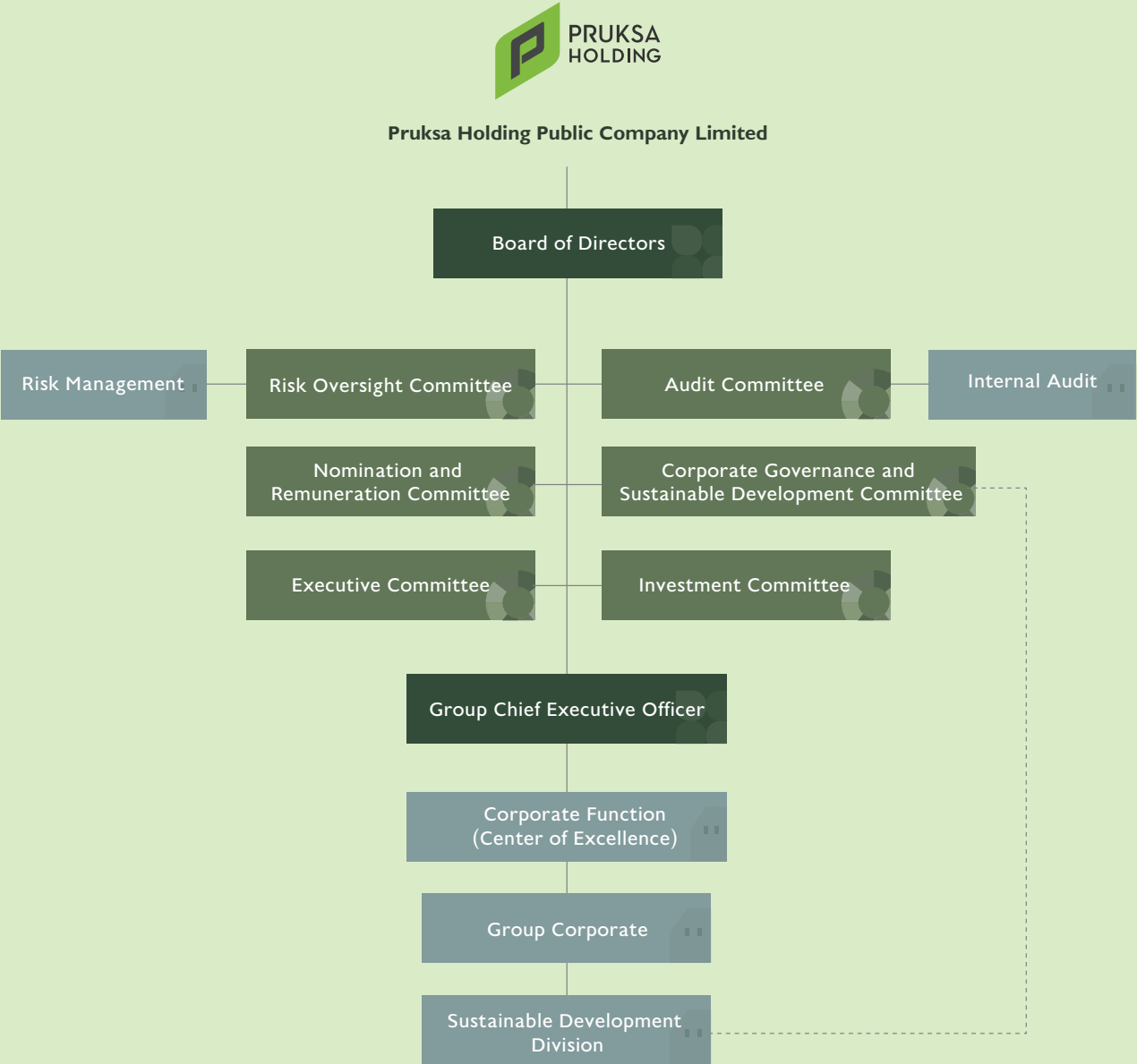
We aim to achieve net zero greenhouse gas emissions by 2065 and carbon neutrality by 2050. Our commitment is to provide a better “Home” for today and the future while exploring new, creative, and healthier housing options. We are also dedicated to considering our environmental impact as part of our sustainable development strategy.

Sustainable Development Framework



Governance Structure of Sustainable Development Management

Organization Chart



Commitment to Building a Sustainability-Focused Organization

Pruksa Holding Public Company Limited (the Company) and its subsidiaries would like to reaffirm their commitment to sustainable development and environmental management, as demonstrated in the past year. The Company aims to apply this policy effectively and consistently across its operations. The Board of Directors has revised the policy to better align with operational goals and international standards. This includes an updated approach to water and wastewater resource management, air quality improvement, and minimizing the environmental impact of the Company's operations.



GRI 2-23

Sustainable Development and Environmental Management Policy of Pruksa Holding Public Company Limited and Its Subsidiaries

Corporate Governance



Governance and Anti-Corruption



Personal Data Protection and Information Security



Innovation and Value Creation



Responsible Supply Chain Management

Promoting Social Values



Personnel Development



Driving Positive Social Impact



Promoting Health and Well-Being



Managing and Engaging Key Stakeholders



Compliance with Labor Laws and Human Rights Principles

Environment Preservation



Adapting to Climate Change



Enhancing Energy and Resource Efficiency



Promoting Environmentally and Socially Responsible Construction Practices and Alternative Materials



Implementing Sustainable Pollution and Waste Management Strategies



Protecting and Restoring Ecosystems and Biodiversity



Please scan the QR code to access the full policy.

Reinforcing the Selection of a Green Supply Chain Towards the Formulation of Policies.

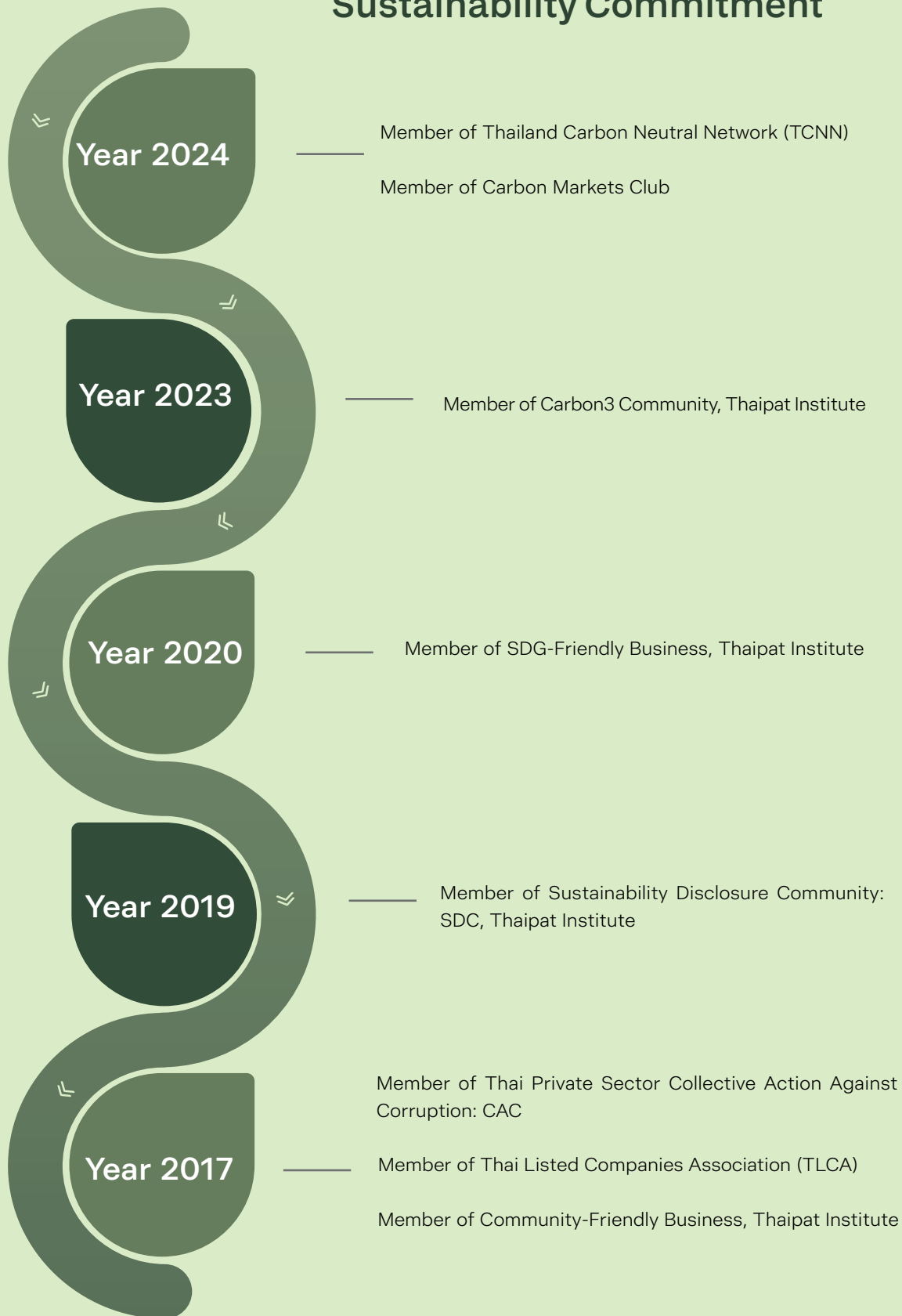
Responsible Procurement Practise

Beyond environmental responsibility, the Company emphasizes operational accountability through its procurement processes. The Procurement Committee has established a Responsible Procurement Policy to enhance efficiency and align partner selection with the organization’s strategic direction. This policy focuses on three key areas: ethical procurement and business partner management, the choice of environmentally friendly products and services across the supply chain, and the commitment to promoting and advancing the sustainable operations of business partners.



Please scan the QR code to access the full policy.

Participation in The Network for Sustainability Commitment





E

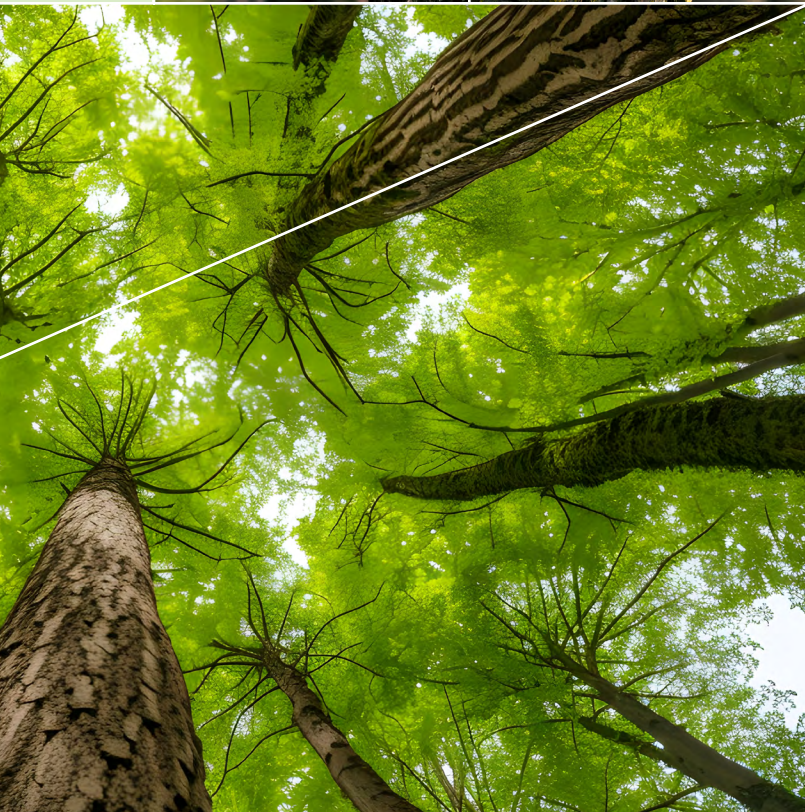


ENVIRONMENTAL

Heart to Earth

Care for Environmental Impacts
and Reduce Global Warming



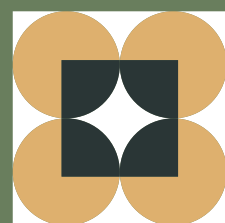


Heart to Earth: Caring for the Environment For a Sustainable World

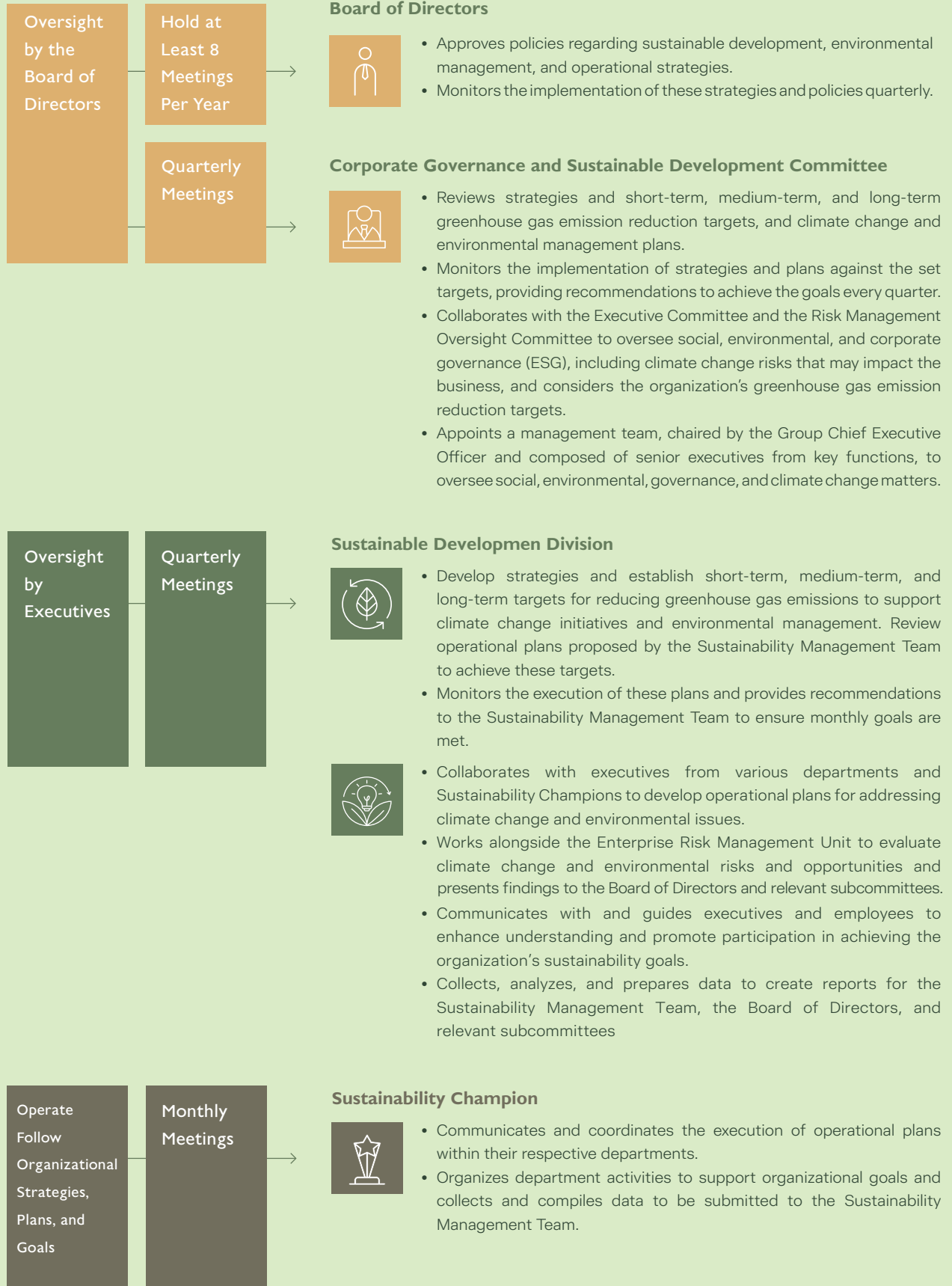
The Group Company recognizes the need for business adjustments to achieve sustainability in response to climate change and environmental challenges, representing unavoidable risks for business operators. Environmental risks can be categorized into two types: 1) Physical Risks, which involve weather and natural changes that may result in natural disasters such as floods, droughts, and rising temperatures. Such events can negatively or directly damage infrastructure, assets, production processes, and operational activities. 2) Transitional Risks aim to pertain to shifts in customer and stakeholder behavior, including consumer preferences, driven by climate change and environmental considerations. These risks can affect organizational operations through changes in national or regional policies, regulatory adjustments, and evolving carbon pricing mechanisms, among other factors.

The transition presents significant business opportunities that can lead to innovations in new-style homes, aligning with the Group "Live Well Stay Well" concept. This concept integrates innovative housing solutions, comprehensive physical and mental health care services, and thoughtfully designed homes to ensure long-term quality of life. By utilizing environmentally friendly materials and considering residents' daily lives, we can effectively respond to the Group's commitment to reducing environmental impacts and enhancing resource efficiency across our business operations. Responsibility in addressing climate change is crucial. The Group has launched new initiatives to mitigate, adapt to, and cope with climate change, all in pursuit of the organization's goal of achieving net zero greenhouse gas emissions by 2065. Additionally, the Group collaborates with partners across the supply chain to implement projects that reduce greenhouse gas emissions and promote the development of environmentally friendly products.

Throughout the past year, the Company has utilized the Taskforce on Climate-related Financial Disclosures (TCFD) risk assessment framework for analyzing risks and opportunities, including identifying actions and strategies to manage risks and create opportunities.



Climate Change and Environmental Governance



Climate Change Strategy

The Group's climate change strategy aims to achieve net zero greenhouse gas emissions through three main pillars:



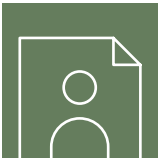
Green Portfolio

Effectively manage and develop the organization's portfolio to promote direct and indirect greenhouse gas emissions reduction, which is essential for sustainable operations.



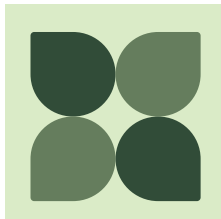
Green Innovation

Encourage and support the development of innovations that reduce greenhouse gas emissions from business operations, thereby creating added value for the organization and society.



Green Standard

Monitor progress and adjust to align with relevant sustainability standards, establishing a solid foundation for long-term sustainable business operations.



Managing the Risks and Opportunities Related to Climate Change.



The Company has assessed the risks and opportunities related to climate change affecting its business operations and financial position across its core business groups: the Real Estate Group, the Healthcare Group, and the Construction and Precast Business Group. This assessment encompasses potential risks and opportunities expected to impact different timeframes: the short-term (by 2030), the medium-term (by 2040), and the long-term (by 2050). The Company conducted a climate scenario analysis better to understand the potential opportunities and impacts on the business. This analysis examines both physical and transitional risks using the IPCC AR6 SSP1-2.6 low carbon scenario, which reflects global commitments to limit temperature rise to 2 Degree Celsius or below, and the SSP5-8.5 high greenhouse gas emissions scenario, representing a business-as-usual (BAU) approach exceeding 2 Degree Celsius. The analysis also includes considerations from the IEA Scenario.

The Climate Risk Country Profile report for Thailand, published by the World Bank Group, indicates that an average increase of 1 degree in ambient temperature could lead to a rise in electricity demand of 0.5% to 8.5%. Consequently, a temperature increase of more than 2 Degree Celsius could significantly affect the organization's overall energy demand. In response, the Group has evaluated these changes' likelihood and potential impact according to our standard risk management process and in alignment with the TCFD operational framework.



In 2024, the main risks and opportunities related to climate change and the measures to manage these risks are outlined as follows:

Assessment of Risks Associated with Climate Change

Type of Risk	Issue	Explanation	Risk Management Measures	Risk Level
Physical Risk	Flooding	<p>Acute type, Duration: Short term</p> <ul style="list-style-type: none"> • Damage to construction projects can lead to delays and disruptions in precast factory production, ultimately resulting in failure to deliver to customers on time. • In flood-prone areas, this can cause decreased asset and real estate values. Additionally, construction insurance and property insurance costs may rise, further impacting financial stability. • Flooding can render certain areas unusable, resulting in financial losses and negatively affecting the health and safety of employees and contractors. 	<ul style="list-style-type: none"> • Develop a business continuity management plan to address various potential disasters and conduct annual reviews and exercises of this plan. • Acquire construction insurance as well as building and property insurance. • Equip facilities with infection prevention tools and implement disease prevention measures in hospitals in accordance with international standards. • Create policies and measures to ensure comprehensive care for employees. 	
Physical Risk	Water stress	<p>Chronic type, Duration : Medium and long term</p> <ul style="list-style-type: none"> • Water scarcity can increase operating costs associated with sourcing water and enhancing water efficiency. • Properties located in areas with high water stress may be subject to stricter regulations regarding water efficiency. • Concerns arise over decreased property values in areas at risk of water scarcity. • Availability of water for residential use. 	<ul style="list-style-type: none"> • Provide appropriate reserve water sources • Improving water efficiency 	
Physical Risk	Temperature rising	<p>Chronic type, Duration: Medium - and long-term risk</p>	<ul style="list-style-type: none"> • Adjust indoor temperature settings in offices and hospitals to maintain comfortable environments. • Provide appropriate protective clothing and safety equipment • Establish comprehensive policies and measures to support the well-being of employees. 	

Type of Risk	Issue	Explanation	Risk Management Measures	Risk Level
		<ul style="list-style-type: none"> Rising temperatures can lead to higher operating costs, as they increase energy consumption and create a greater demand for cooling in buildings. The company estimates that a 1°C rise in average annual temperatures could result in more than THB 2 million in additional cooling or air-conditioning expenses each year. There could be impacts on the health and safety of employees and contractors, particularly those working outdoors in construction or manufacturing settings. Heat stress may also affect worker productivity. 	<ul style="list-style-type: none"> Raise roofs and create open areas to improve ventilation. 	
Transition Risk	Shifting consumer behavior towards selecting more environmentally friendly products and services.	<p>Time period: Short-term risk</p> <ul style="list-style-type: none"> Consumer demand for homes that prioritize long-term quality of life, energy efficiency, and environmental sustainability has compelled the company to revise its home design concepts and enhance product quality. To attract consumers and establish a strong brand image, the company is developing a new brand that embodies the principles of sustainable development. Failure to adapt swiftly could compromise its competitiveness in the market. Moreover, the lifestyle challenges posed by rising global temperatures, dust, and natural disasters may impact customers' physical and mental health. In response, the company is adjusting its home design concepts to incorporate holistic healthcare features. 	<ul style="list-style-type: none"> Designing residential and hospital buildings with a focus on the Passive House concept, which saves energy, utilizes low-carbon materials, and promotes a high quality of life for clients. Creating energy-efficient homes, including the integration of a low-energy house project that employs an active airflow system for ventilation and the installation of solar panels in the premium brand project, "The Palm." Implementing Carbon Cure technology to enhance the strength of concrete while minimizing cement usage. Using low-carbon materials in construction, such as green cement and heat-reflective paint. Collaborating with business partners to develop low-carbon precast innovations. Providing health service packages at discounted rates to enhance benefits for residents and ensure long-term care 	

Type of Risk	Issue	Explanation	Risk management measures	Risk level
Transition Risk	Government policies and measures to reduce environmental impacts	<p>Time period: Short-term and medium-term risks</p> <ul style="list-style-type: none"> There are emerging trends in government policy changes, including stricter building standards, carbon tax systems, internal carbon pricing mechanisms, and various regulations that impact costs and business models, such as the Climate Change Act. The Company anticipates that, in the short to medium term, the carbon tax may lead to adjustments in collection measures exceeding 50 million baht. Disclosure requirements imposed by capital market regulators. 	<ul style="list-style-type: none"> Aim to achieve net zero greenhouse gas emissions by 2065 and carbon neutrality by 2050. Implement sustainable development and environmental management policies. Disclose sustainable development information in compliance with the requirements set by the Securities and Exchange Commission, Global Reporting Standard (GRI), and Task Force on Climate-related Financial Disclosures (TCFD). This includes preparing for future adherence to international standards on environmental financial reporting and other related guidelines. Collaborate with business partners on joint actions to reduce greenhouse gas emissions. Partner with the Mae Fah Luang Foundation for joint reforestation efforts. 	
	Technological changes that support greenhouse gas emissions reductions	<p>Time period: Medium and long term risks</p> <ul style="list-style-type: none"> The expenses associated with transitioning to higher-emission technologies. Increased tax liabilities. 	<ul style="list-style-type: none"> Conduct feasibility studies for low-carbon technologies, including the integration of current and future organizational operations. My HAUS - Smart Home is a home assistant designed to enhance the housing experience, making people's lives easier and more convenient. It encompasses a wide range of areas, including IoT, electronic devices, developers, property management, healthcare, information inquiries, and more. 	

Time period: Short term (by 2030), medium term (by 2040) and long term (by 2050)

Risk Level  High Risk  Medium Risk  Low Risk

Assessment of Opportunities Related to Climate Change

Types of Opportunities	Explanation	Preparing for Opportunity	Risk Level
Developing Products and Services and Accessing New Markets	<ul style="list-style-type: none"> Developing innovative low-carbon products and services that currently have few or no competitors in the market. This approach enhances competitiveness, strengthens the brand image, and increases the economic value of the Group's offerings. Gaining access to new technologies and materials to further advance the business and improve operational efficiency. Addressing consumer demand for environmentally friendly products and services with a positive social impact. 	<ul style="list-style-type: none"> Introducing Carbon Cure technology to enhance the strength of concrete while minimizing the use of cement. Collaborating with business partners to develop low-carbon precast innovations. Offering health service packages at discounted prices to benefit residents and provide long-term care. Establishing an X-Team working group to create concepts for building homes that promote a good and sustainable quality of life. Developing homes that meet TREES-PRE HOME standards. 	
Efficient Use of Resources	<ul style="list-style-type: none"> Implement measures to prepare for upcoming government policies and regulations, which will help minimize risks and reduce operating costs. Utilize resources and energy efficiently to lower operating expenses. Enhance the health of employees and communities through effective waste management practices. 	<ul style="list-style-type: none"> Aim to achieve zero greenhouse gas emissions by 2065 and carbon neutrality by 2050. Reuse natural resources, such as water, and recycle waste materials in the precast manufacturing process. Engage external experts to conduct verification and registration of green products. Install energy-saving equipment in hospitals and monitor its performance. Establish a task force to oversee activities and technologies that promote the efficient use of energy and resources. 	
Access to Sustainable Financing	<ul style="list-style-type: none"> Easier access to green financing sources, such as loans, debt instruments, and bonds, from the banking sector and capital markets, with lower financing costs. 	<ul style="list-style-type: none"> Adjusting business strategies and models to prioritize the delivery of environmentally friendly products and services while promoting the concept of "Live well stay well." Establishing partnerships with both domestic and international business partners who specialize in the development of low-carbon materials, through investments in joint ventures. 	

Opportunity Level  Low Opportunity  Medium Opportunity  High Opportunity

Indicators and Targets

Pathway to Net Zero Greenhouse Gas Emissions

Greenhouse Gas Emission Reduction Targets (Absolute GHG Emissions Scope 1 and 2)



Reduce greenhouse gas emissions by

10%
by 2025.



Reduce greenhouse gas emissions by

30%
by 2030.



Achieve carbon neutrality

CO₂
by 2050.



Achieve

net zero
greenhouse gas emissions by 2065.

Reduce greenhouse gas emissions by
3.8% annually

Financial Indicators Related to Climate Change



Sustainable Procurement Value

652
million baht in 2024

Non-Financial Indicators Related to Climate Change



Solar cell installation in residential common areas and hospitals to promote renewable energy use.

100%
by 2026



Selection of low-carbon materials for constructing the main structure.

30%
by 2030

Environmental Management

Our Success



Reduced CO₂ emissions by

3,676

tCO₂ eq, which is equivalent to planting 3,492 trees.



Installed solar cells generating

239,310

kilowatt-hour



Reduced water consumption by

14.7

million liters.



Reduced electricity usage by

2,895,170

kilowatt-hour

Performance Enhancements for the Next 1-5 Years



Set environmental goals and a pathway towards becoming a carbon-neutral organization across all operations.



Promote the efficient use of energy and ensure resource utilization is optimized.



Elevate environmental development into a sustainable green organizational culture.



Environmental Operations

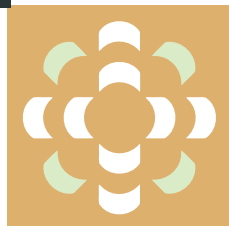
The world is currently facing an unprecedented environmental crisis, characterized by issues such as Climate change, air pollution, degradation of natural resources, and rising greenhouse gas emissions. These challenges result from economic activities tied to urban and industrial development. The expansion of businesses in the real estate and healthcare sectors significantly contributes to the utilization of natural resources, exerting a direct impact on the environment.

Simultaneously, the growing global trend toward sustainability has gained recognition from countries worldwide, driving businesses to adapt their practices. For instance, the European Green Deal, an initiative by the European Union, aims to reduce greenhouse gas emissions with a target for Europe to become carbon-neutral (Net Zero Carbon) by 2053. Additionally, the Carbon Border Adjustment Mechanism (CBAM) introduces carbon taxes on products with high emissions during production. Many countries, including Thailand, have also instituted carbon tax policies to encourage businesses to take responsibility for their environmental impacts on communities. Thailand is actively working to reduce greenhouse gas emissions from businesses and industries through market mechanisms such as carbon credit trading and voluntary greenhouse gas reduction

programs (T-VER). This highlights the importance of businesses showing their environmental responsibility to society by taking proactive actions to meet legal requirements and the expectations of investors and consumers. Organizations that fail to adapt may lose their competitive edge and face significant business risks over time.

Real estate is crucial in reducing greenhouse gas emissions and promoting sustainable infrastructure. This is accomplished by efficiently utilizing natural resources like water, energy, and construction materials during production to maximize benefits. Similarly, healthcare services must prioritize environmental sustainability by effectively managing medical waste and preventing harmful ecological contamination.

Pruksa Holding, a leader in real estate and healthcare services, recognizes the importance of adapting to global sustainability trends and implementing measures aligning with these goals. We are committed to minimizing environmental impact while balancing business growth and conserving natural resources. We aim to enhance the quality of life for consumers and communities in an environmentally sustainable manner.



Environmental Management Approach

Our organization is committed to conducting business to minimize environmental impact and promote the enabled use of natural resources. This commitment is reflected in our comprehensive policy framework and operational guidelines, which are consistently applied in all areas of our operations.

1. Environmental Impact Assessment and Risk Management

The company continually assesses environmental concerns and the potential impacts of its operations across all business groups. This approach allows for targeted risk reduction and negative environmental impacts are effectively mitigated. Additionally, the company develops preventive and control measures to address these issues efficiently.

2. Process and Operational Management

The company is dedicated to developing environmentally friendly business processes that comply with legal requirements, international standards, and stakeholder expectations. It promotes the efficient use of materials and natural resources, reduces waste generated from production processes, and ensures effective waste management practices.

3. Energy Efficiency

The company prioritizes energy conservation at all levels, from design focusing on energy-saving principles to adopting technologies and innovations that reduce energy consumption.

4. Promotion of Circular Economy

Pruksa emphasizes waste reduction, resource efficiency, and using environmentally friendly materials to fulfil its long-term commitment to minimizing environmental impacts.

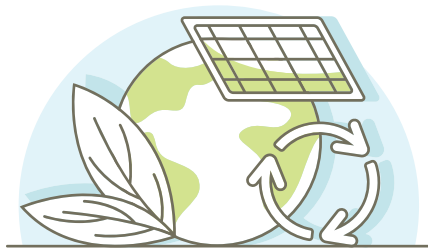
5. Awareness Building and Participation

The company aims to raise environmental awareness among employees, partners, and stakeholders through various activities and training programs. It also promotes collaborative product development with partners and supports community engagement to encourage sustainable environmental care.

6. Monitoring and Reporting

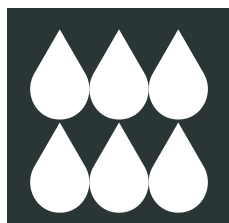
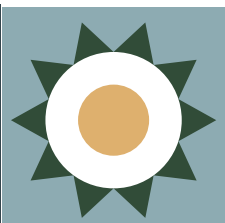
The company provides transparent tracking, monitoring, and reporting on its environmental performance. It discloses relevant information to the public and stakeholders to ensure transparency and accountability.

Through these approaches, Pruksa is dedicated to becoming a leader in real estate and healthcare services development through various approaches. The company strives to balance business growth with environmental stewardship, aiming to create a sustainable quality of life for consumers, communities, and society in the long run.



ZERO

Complaints related to environmental issues and No environmental fines



Energy Efficiency

Our Success



Solar panels installed on community center buildings and hospitals account for

67%



Total electricity consumption from alternative energy sources amounts to

239,310

kilowatt-hour



Electricity consumption rate decreased by

14.72%

(compared to the baseline year 2022).

Performance Enhancements for the Next 1-5 Years



Promoting renewable energy use by installing solar panels

Target:
Achieve

100%

solar panel installation in common areas of residential developments, wastewater treatment systems, and hospitals by 2026.



Reducing electricity consumption

Target:
Decrease electricity consumption rate by

15%

by 2026
(compared to the baseline year 2022).



Obtaining eco-friendly and sustainable design certifications

Target:
Develop

10

environmentally friendly and energy-efficient housing projects by 2026.

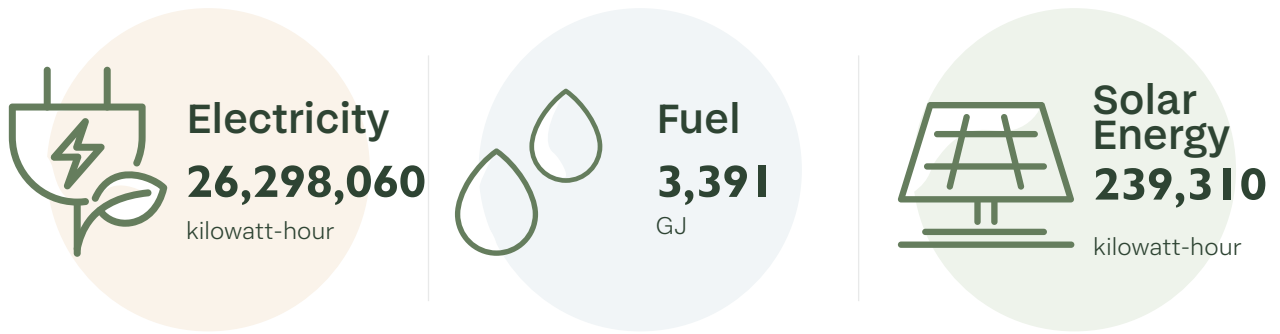


Expanding efficient energy use initiatives across subsidiaries

Over the past year, the company has committed to enhancing energy efficiency through various ongoing projects and sharing energy management knowledge across its subsidiaries. The lessons learned from successful projects have been disseminated within the group to promote efficient energy use on a broader scale. As a result of these efforts, energy consumption has decreased by 28.21% compared to the baseline year, primarily due to the increased use of solar energy in operations. Additionally, improvements were made to the electrical systems in various buildings, and the quality of energy data was carefully reviewed as part of the company's greenhouse gas (GHG) inventory process. The company has achieved international certification under ISO 14064-1 (GHG Inventory) and complies with the standards established by Thailand Greenhouse Gas Management Organization (Public Organization) for the Carbon Footprint Organization (CFO). Furthermore, the company has actively promoted the development of energy-efficient homes certified under the TREES-PRE HOME standard, resulting in a 58%^[1] reduction in household energy consumption.

^[1] Compared to the energy consumption of a typical household.

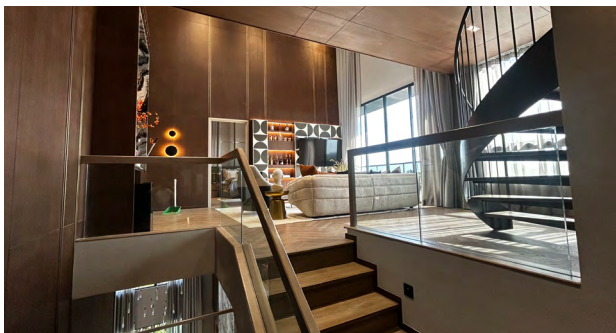
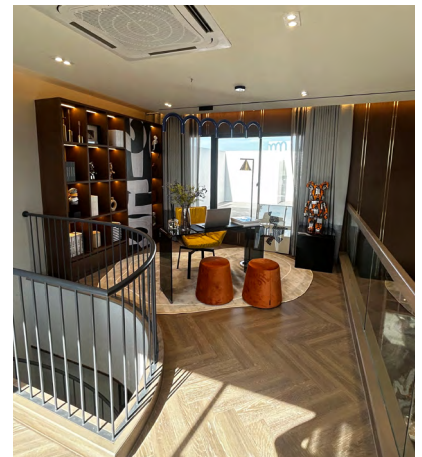
Total Energy Consumption in 2024



Energy Projects and Activities

TREES-PRE HOME: Energy-Efficient Homes – A Standard for Well-Being

Pruksa is dedicated to continuous innovation and the development of green technologies. In the past year, Pruksa achieved a significant milestone in residential development standards, as demonstrated by the success of The Palm Residences Pattanakarn Project. This project is Thailand's first and only residential development to be certified under the TREES-PRE HOME standard by the Thai Green Building Institute. The TREES-PRE HOME standard aims to create energy-efficient homes that reduce greenhouse gas emissions associated with household energy use, known as Operational Carbon. This phase represents the largest energy consumption in a home's lifecycle, as identified in a Life Cycle Assessment (LCA). The standard aligns with the draft Thailand Taxonomy for the real estate and construction sectors, which emphasizes the importance of residential energy efficiency. Designed specifically for the Thai context, the TREES-PRE HOME standard optimizes energy performance for the country's tropical climate. Pruksa plans to increase the number of projects certified under this standard and adopt its criteria as the baseline design concept for all future residential developments. Additionally, Pruksa is accelerating research and development into low-carbon materials to advance sustainable building solutions that meet the needs of consumers, partners, and stakeholders. This project will help drive progress throughout the entire supply chain.



Energy Management Project: Implementing Best Practices From Award-Winning Energy-Efficient Buildings Across the Organization

Last year, Vimut Hospital was honored with the prestigious MEA Energy Award in the Platinum category for energy-efficient buildings, which is the highest level of recognition. It was also recognized as a model hospital for energy management, highlighting its success through effective planning and operational practices. In response to this achievement, the Sustainability team developed a strategy to gather insights from Vimut Hospital's success and adapt them to the specific needs of other units within the organization. The team from Vimut Hospital provided guidance throughout the implementation process, with the goal of expanding energy management successes across the group. The first step in this project was to extend the energy management program to Vimut-Theptarin Hospital. The Sustainability team conducted an energy management assessment of the hospital's building to analyze its baseline energy efficiency. The findings indicated that several pieces of equipment needed improvement. The team also plans to examine usage behaviours related to various equipment to develop a comprehensive system enhancement plan.

Energy-Efficient Building Development Process

1. Analysis of Energy Usage Behaviour Within the Building

- Analyse the energy consumption patterns of electrical equipment in the hospital, considering operating hours and the on/off cycles of the equipment. Additionally, observe and evaluate the behaviour of patients and visitors using hospital services.
- Collect historical electricity usage data to identify peak and off-peak periods, considering factors that may contribute to these patterns, such as internal and external environmental conditions.
- Identify areas that require improvement to explore potential energy-saving strategies. Estimate the expected reductions in energy consumption and assess the overall impact of these measures.

2. Prioritizing Activities

- After analysing areas for improvement and identifying potential energy reductions, the next step is to prioritize activities. Start with actions that offer significant energy savings or require a minimal budget, depending on the organization's current context.
- Implement the planned activities and record the results.

3. Smart Data Collection and Visualization Technology

- Data recording through an intelligent data collection system, developed in-house to analyze building energy efficiency with over 95% accuracy

Green Leaf to Green Live: Beyond Business, Delivering Alternative Energy for All Thai People



Pruksa Holding promoted the Green Leaf Energy brand, a new business managed by Synergy Growth, in the solar rooftop market. The brand's concept is: "Promoting sustainable clean energy for every residence and business, with a commitment to making clean energy accessible to all Thai citizens." Green Leaf Energy offers a comprehensive range of services that include selling, installing, and maintaining solar rooftop systems. The company aims to become a leader in clean energy innovation for residential properties.

Green Leaf Energy's solar roofing solutions utilize the latest technology in both production and installation, making them adaptable to various roof conditions. The system features innovative micro-inverters certified according to international standards from the United States, along with an option for a String Inverter system, which is a leading brand from China. The solar panels used are tier 1, signifying their reliability and the high standards upheld by the manufacturers. In addition to this, Green Leaf Energy provides a 2-year installation guarantee and a 25-year guarantee for the solar panels' energy production, ensuring maximum value and benefit for customers. Furthermore, Green Leaf Energy offers financial planning services for customers who apply for loans to install solar rooftop on homes in Pruksa's residential projects. This project aims to make clean energy more accessible to homeowners in Pruksa communities, reduce electricity expenses, and contribute to both personal and societal sustainability.



Last year, Green Leaf Energy successfully installed solar panels for various businesses within the group, including hospitals, factories, residential projects, and individual customers, totalling an installation capacity that exceeded 1.4 megawatts. The company remains committed to delivering clean energy to every home and every Thai citizen.

Operational Resource, Waste, and Pollution Management

Our Success



Recycled waste amounting to

4,538,505

kilograms,
divided into:

WON Plus Project: 2,302 kg

Business Operations Waste:

4,536,203 kg



Reduce waste generation

2,107,000

kilograms



Increased the use of low-carbon materials to

14%

of the primary construction materials in the main structure

Performance Enhancements for the Next 1-5 Years



Environmental
Pollution Management

Goal:

Reduce landfill waste by

5%

by 2026.



Elevate construction waste management as a criteria in the supplier selection process



Low-Carbon Material
Selection

Goal:

Use low-carbon materials for

30%

of the primary construction structure by 2030.



Reduce the impact of air pollution to ensure it does not exceed the regulation.





Resource Management Approach

Pruksa Holding acknowledges that the construction and real estate industry relies heavily on large quantities of various resources. Therefore, it is crucial to implement measures for controlling the sourcing of materials used in construction. This ensures that these materials are of high quality, sourced efficiently, and have minimal environmental impact. Over the past year, the company has introduced a responsible supply chain management policy to promote the selection of environmentally friendly materials. The purchasing department has integrated this policy by assigning “Value Scores” to suppliers that utilize environmentally friendly manufacturing processes or products. Additionally, the company has set a target to increase the use of low-carbon materials in its main structural construction work to 30% by the year 2030.

Delivering Homes With Low-Carbon Materials

In addition to selecting low-carbon materials for construction, Inno Precast, under the management of the Pruksa Group, continuous research and development is being conducted to create low-carbon precast walls for the market. These walls are Thailand’s first precast product to receive the Carbon Footprint Reduction (CFR) certification from the Greenhouse Gas Management Organization, achieving a 6% reduction in carbon dioxide emissions. Furthermore, two additional products have received the Carbon Footprint Product (CFP) certification: hollow-core and solid slabs. This investment commitment to developing low-carbon products throughout the entire supply chain.

All homes in Pruksa’s projects are constructed using Inno Precast’s panels, helping to reduce embodied carbon emissions. This outcome stems from developing low-carbon precast wall products, underscoring Pruksa Group’s intention to lead the low-carbon housing market. With continuous development across the entire supply chain, Pruksa is confident that this effort will help the company achieve carbon neutrality in the future.

Waste Management Approach



Office Group

Waste management at the Pearl Bangkok head office is overseen by the Human Resources department and managed by the office cleaning staff. Over the past year, the sustainability task force has actively promoted the daily recording of waste quantities, categorized by type, to establish a database and reduce the amount of waste sent to landfills. Additionally, efforts have been made to raise awareness about the importance of waste segregation through communication campaigns directed at both employees and cleaning staff. This project aims to ensure that everyone takes responsibility for waste management and contributes to achieving sustainable outcomes.



Construction and Real Estate Group

- **Waste Reduction:** Pruksa Holdings is dedicated to minimizing waste during the construction process. This commitment involves careful calculations of material and equipment usage, as well as the adoption of innovative construction techniques that reduce waste generation. By focusing on waste reduction, we can effectively control costs.
- **Proper Waste Segregation:** We have implemented measures within our construction group to ensure that waste is classified by type for proper disposal. Designated areas for waste segregation are established at each project site.
- **Recording Quantities:** We have systems in place to track the weight of waste by category at every project site. This data serves as a database for evaluating waste amounts and will be used to drive improvements in various aspects in the future.



Hospital Group

The hospital group places great importance on waste management. Waste is carefully segregated into categories, including infectious, hazardous, general, recyclable, and strictly recycle waste. Designated storage areas are used for different types of waste, and all disposal activities are clearly documented. There is also a strong emphasis on selecting cleaning staff, who play a crucial role in waste management. As part of the hiring process, candidates must complete a hazardous waste management training course. Once employed, they receive additional training specific to the hospital's waste management standards. This comprehensive training ensures that operations align with safety and hygiene standards, reducing the risk of infection for cleaning staff and preventing any potential issues related to waste handling.



Factory Group

Waste Management:

Inno Precast is committed to managing waste in compliance with legal requirements and with consideration for environmental impact. The company has a systematic waste management process, such as assigning waste codes to categorize different types of waste and ensuring they are handled appropriately. Additionally, the amount of waste generated is recorded by code for reporting to relevant authorities, providing sufficient data for analysis to identify better waste management strategies. This data is also used to improve the manufacturing process and minimize waste.

Process Improvement to Reduce Waste:

Concrete and steel are the main types of waste in the precast industry. To manage waste from manufacturing, Inno Precast has invested in machinery that allows them to cut steel bars to the desired size and use welding techniques to create structures as required. This method reduces steel waste during production. Additionally, water used for cleaning concrete is stored in tanks, mixed with normal water, and reused in the washing process, ensuring no water from operations is discharged into natural sources.

Reducing Waste Sent to Landfills:

The precast factory is highly dedicated to maximizing waste reuse. Concrete scraps are typically collected by contractors for landfilling, while metal scraps are sold to be recycled. Not only production waste is reused—food scraps (food waste) are also repurposed as animal feed, with contractors purchasing them for livestock feeding.

The Volume of Waste Generated From Business Operations in 2024:



Recyclable
Waste:

4,536,203
kilograms



General
Waste:

433,870
kilograms



Hazardous
Waste:

112,790
kilograms



Waste Management Activities

“Won Plus Recycle” Project Year 5

The “Won Plus Recycle” project builds upon the previous “Won” initiative by enhancing the operational process through an internal innovation contest held in 2023, which will continue into 2024. This project, initiated by the Energy Group, employs the Design Thinking process to improve waste management. Moreover, we have collaborated with 18 additional environmental partners to ensure that our operations become more efficient and capable of handling a wider variety of waste types, all to address environmental challenges and promote sustainable development.

Under the Won Plus Recycle project, the company has engaged 31 villages in the Bangkok metropolitan area in waste separation. We have expanded the waste categories to include four types: glass bottles, plastic bottles, films and stretchable plastics, and electronic waste. Our partnering company, Recycle Day, collects and transports the sorted waste to over 18 suitable disposal sites. This initiative has successfully encouraged and supported more than 9,666 households in participating in waste reduction efforts, tackling urban waste problems, and effectively mitigating environmental pollution.



Results of the Wan Plus project can be read in the CSR Activities section.

Water Efficiency and Wastewater Management in Business Operations

Performance Enhancements for the Next 1-5 Years



Water Resource Management in Business Operations

Goal:

Reduce the amount of water withdrawn from external sources by

3%

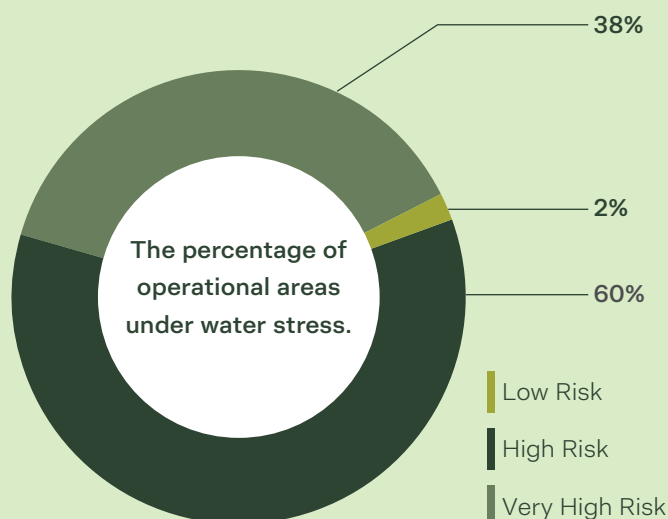
by 2026.



Enhancing Water Management Measures

Water Stress Assessment Results in Operational Areas

The company utilizes the Aqueduct tool developed by the World Resources Institute (WRI) to evaluate annual water stress levels in all regions where it operates, including its real estate and healthcare businesses. Water stress levels are categorized into five classifications: low, low-medium, medium-high, high, and very high, based on Aqueduct's definitions. For areas identified as having high or very high water stress risk, priority measures are implemented to mitigate potential impacts. In contrast, regions with lower levels of risk are managed appropriately. The distribution of water stress levels across our operational areas is as follows:



Water Resource Management Approach

Pruksa Holding recognizes the critical importance of water resources, especially in the face of challenges posed by climate change. The company has developed policies focused on water resource management, with a goal of reducing water consumption by 3% (compared to the base year of 2022) by 2026. This commitment ensures that all aspects of business operations prioritize efficient water use, such as selecting water-saving fixtures in offices and encouraging employees to value water conservation. Moreover, the various business sectors within the group have tailored these water management policies and goals to align with their specific operations



Construction and Real Estate Group

Although the construction and real estate groups use less water in their operations, Pruksa recognizes that efficient water use and systematic wastewater management will benefit the environment and surrounding communities. For its new projects in 2024, the company has implemented the following measures:

- Consider installing water-saving fixtures and smart faucets in office areas and common spaces of projects.
- Develop and explore methods to recycle water, such as utilizing treated wastewater for reuse.
- Collaborate with partners and allies in research and development to create materials or products that promote water conservation.
- Use precast concrete construction technology to reduce water consumption.

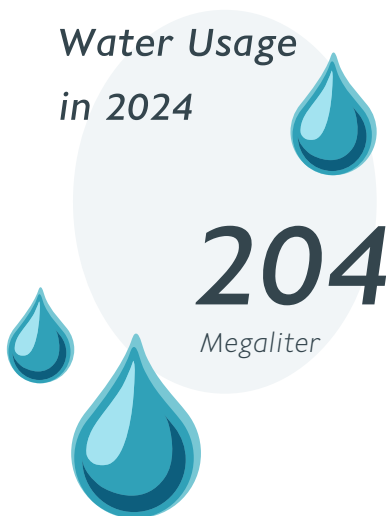


Hospital Group

Vimut Hospital has taken significant steps to manage water use effectively within its building. Recognizing that hospitals are complex facilities where water consumption varies due to factors such as the cooling system, equipment cleaning, and the needs of patients, the hospital understands the importance of comprehensive water management. It is also essential to manage the wastewater system, focusing on both the quality of the wastewater and controlling the volume of water released, to minimize negative impacts on surrounding communities. This presents a considerable challenge in management. In response, the building team responsible for optimizing the hospital's operations has developed and implemented the following plans:

- Conduct a thorough review of the water management system throughout the building to assess potential risks that could lead to fluctuations in water usage and identify strategies to mitigate those risks.
- Prioritize and implement projects aimed at improving water management efficiency, while closely monitoring the progress and outcomes of these initiatives.

Water Usage in 2024



Responsible Wastewater Management

Wastewater management from business operations is another crucial responsibility that all organizations must recognize and strictly comply with regulations. This demonstrates responsibility and creates sustainable environmental benefits for society. The company's construction business group emphasizes responsible wastewater management by installing an automatic water stirring system to prevent water stagnation in treatment ponds. This helps maintain stability in the wastewater treatment system, ensuring that treated water meets legal quality standards before being discharged into external communities. Additionally, the company has repurposed quality-treated water for other benefits, such as watering plants and lawns in the surrounding project areas.

However, discharging wastewater from large buildings into public water sources requires careful planning to release appropriate volumes to prevent potential impacts on the broader community. For this reason, Vimut Hospital has constructed large retention ponds as part of their wastewater management system to ensure quality and efficiency before releasing water into external community areas.

Water Management Projects and Activities



“Ready-to-Use Paint, No Water Required” - A Joint Research and Development Project With Sustainability Partners

Pruksa has continuously focused on innovating and developing construction innovations in both processes and construction material quality. In the past year, the Group successfully collaborated with TOA Paint (Thailand) Public Company Limited to develop TOA Shield Expert 2-in-1 water-based paint. Pruksa initiated the research and development of Expert product line with TOA after identifying that the traditional paint system often faced quality control issues due to incorrect water mixing ratios by onsite workers or water contamination. Together, they developed the innovative TOA Shield Expert 2-in-1 ready-to-use paint system that requires no water mixing and includes a built-in primer. This innovation simplifies workers' tasks, enabling faster completion with higher quality results. Additionally, it helps reduce the consumption of natural water resources, plastic containers, and petroleum products. The paint also helps reduce costs for Pruksa homeowners by lasting approximately 10 years before requiring repainting, reflecting the company's serious commitment to developing homes that meet both residential needs and environmental sustainability.



Which has reduced
construction water usage by

125,387 liters

River Well Campaign

The River Well Campaign highlights Pruksa Group's commitment to water resource management. Initiated by the Group in 2018, this project has been running continuously for seven years up to the present. (For more details, please refer to the Customer Relationship Management section.)



Vimut Hospital Building Water Management Projects

Vimut Hospital is committed to comprehensive development of building systems efficiency, including energy management, water usage, and building safety systems. This led the Facilities Department to initiate a building management project with monitoring tools, analysis capabilities, and dashboard visualization through the SMART HOSPITAL Management system* (Further information on the SMART HOSPITAL Management system can be found in the Innovation section.) The system was developed by in-house building engineers and is now entering its second year of continuous operation.

Under this system, the building's water management system connects to all water systems throughout the building, monitoring incoming water volume, reserve water tank levels, and wastewater volume. Sensors have been installed in all six reserve water tanks, connected to an IoT system that provides real-time water level data to the platform. The system also sends notifications through the LINE application when water levels change, allowing staff to be promptly aware of changes during each time period. If abnormal water usage is detected, staff can immediately investigate and address the issue, effectively reducing water leakage and waste. Additionally, the sensor system helps reduce accident risks for staff who previously had to manually check water levels in the reserve tanks.



Biodiversity Management

Our Success



No development projects were undertaken in natural conservation areas.

Performance Enhancements for the Next 1-5 Years



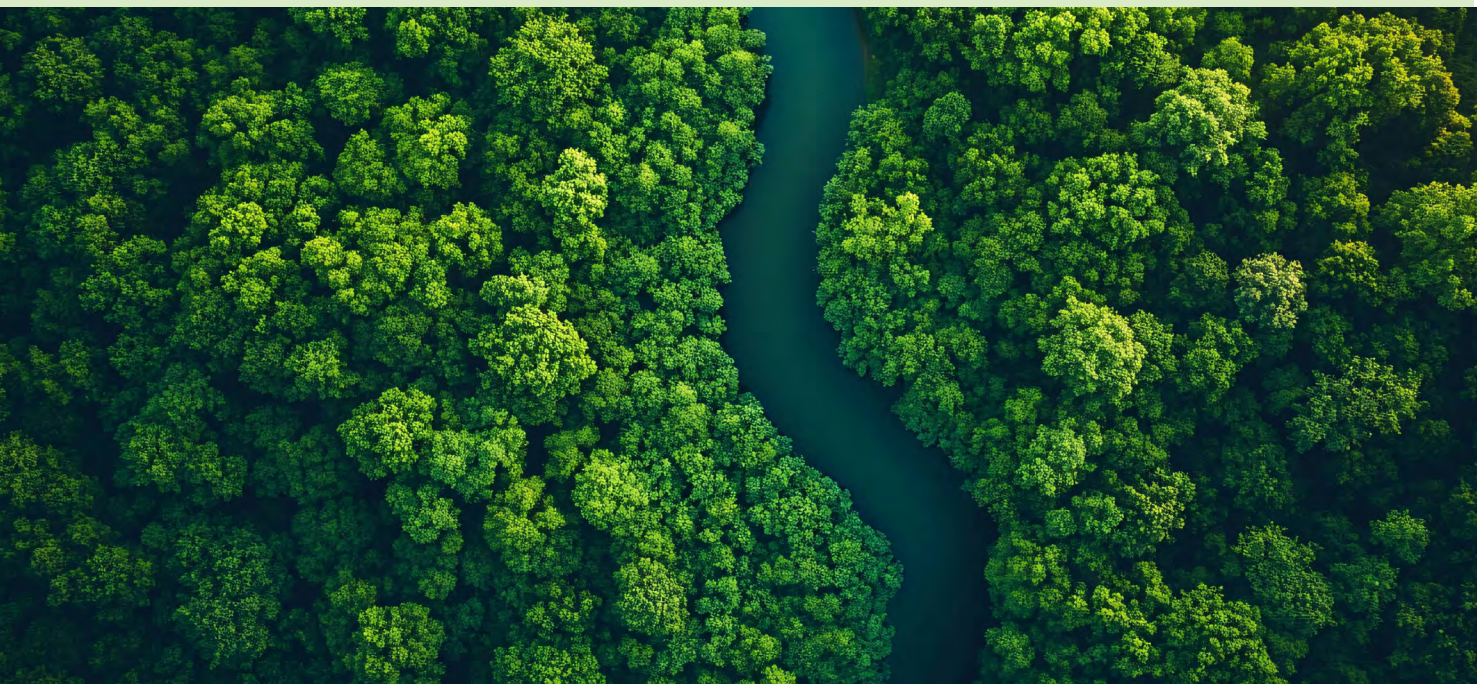
Avoiding Impacts on Biodiversity

Goal:

No development projects in natural conservation areas, such as reserved forests, mangroves, national parks, and wildlife sanctuaries.



Increasing green space in village projects through environmental activities with residents



Biodiversity Management Approach

Biodiversity is an essential aspect of social responsibility that requires collaboration among all stakeholders to protect, conserve, restore, and maintain environmental balance. The Group recognizes that ineffective management of natural resources can lead to significant negative impacts on ecosystems, affecting human livelihoods and contributing to the extinction of endangered species. The real estate industry poses potential risks of ecological harm in various ways. Therefore, the Group is dedicated to promoting sustainable environmental quality for society. This commitment aligns to provide homes that enhance the well-being of both consumers and communities. Pruksa prioritizes environmental quality, ensuring that every phase of its operations from planning and design to construction is conducted with careful consideration to minimize or eliminate potential ecological impacts. Additionally, the Company has integrated biodiversity into its sustainable development and environmental management policies. The Group's operational guidelines for biodiversity management are as follows:

Policy Development:

Develop policies encompassing the protection and restoration of ecosystems and biodiversity under sustainable development and environmental management policies.

Impact Mitigation:

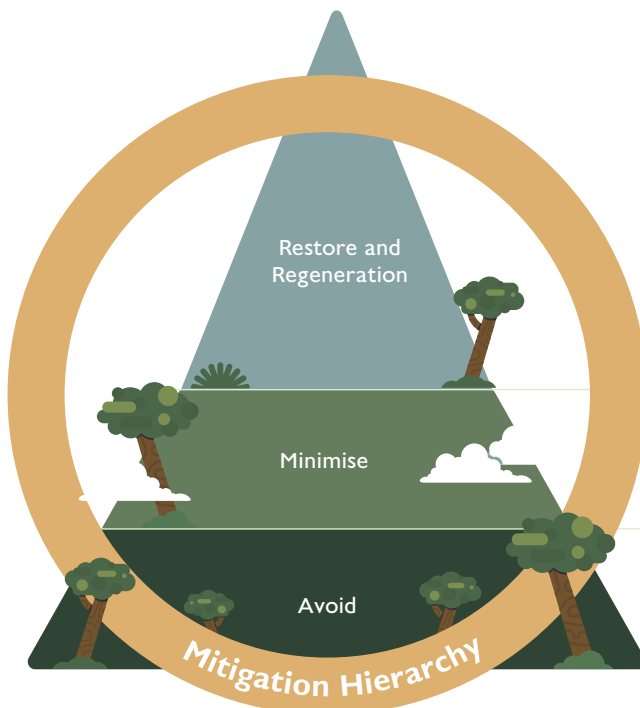
Promote the systematic application of the "Mitigation Hierarchy" principles to reduce biodiversity impacts in areas surrounding the projects.

Measures:

Adhere to relevant laws and regulations in establishing measures for biodiversity management, such as selecting project development areas in compliance with urban planning laws and allocating green spaces within projects.

Network Building:

Foster collaboration with stakeholders to encourage comprehensive biodiversity-related activities.



Principles of The "Mitigation Hierarchy"

- Develop plans for the development and maintenance of project areas.
- Promote the planting of native plant species within project areas.
- Support activities to increase green spaces within projects, such as the Pruksa Green Plus, which invites residents to plant trees in public areas of the project.
- Implement activities to restore aquatic ecosystems, such as the Clean Canals and Clear Water project, which organizes volunteers to help dredge and clean canals around project areas.
- Promote reforestation activities in collaboration with various organizations, such as the Community Forest Project by the Mae Fah Luang Foundation and the 370-Rai Reforestation Project in partnership with the Forest Department.
- Conduct environmental impact assessments and preliminary site surveys.
- Monitor and control operations to minimize pollution, including noise, dust, and wastewater.
- Implement policies to ensure compliance with applicable laws and regulations.
- Avoid project development in areas of natural conservation or zones protected by local and international laws.
- Design project developments to harmonize with and enhance the surrounding environment.

Outstanding Achievements

370-Rai Reforestation Project With the Royal Forest Department

Pruksa has been actively involved in the ongoing care of over 370 rai of forest land in Huay Ban Bong, Dan Khun Thot District, Nakhon Ratchasima, for the second consecutive year. This effort includes planting more than 100,000 trees in the area. At the beginning of the year, a survey was conducted to assess the survival rate of the planted trees, with the support and cooperation of over 30 volunteers. The survey revealed that the survival rate of the trees in the project is as high as 75%. This success can be attributed to implementing a drip irrigation system and planting sesame trees between plots to enrich the soil. Continuous site visits and monitoring have also significantly impacted this achievement. Additionally, in the middle of the year, an event was organized to replace over 30,000 trees damaged by drought. This activity involved the cooperation of more than 360 volunteers, who assisted in planting replacement trees and removing weeds that were obstructing tree growth.

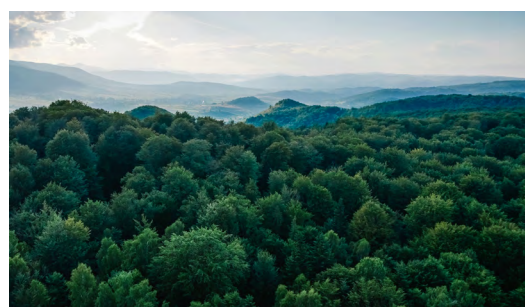


Community Forest Project With the Mae Fah Luang Foundation

Pruksa has partnered with the Mae Fah Luang Foundation on a carbon credit management project aimed at sustainable development. This project focuses on restoring and conserving community forests, with a target area of over 300,000 rai. Last year, Pruksa contributed to monitoring and verifying project data in community forests in Chiang Mai Province. The team explored ways to collaborate with local communities and data verifiers while conducting surveys to assess the biodiversity of these forests.

The Mae Fah Luang Foundation has registered seven sub-projects with the Thailand Greenhouse Gas Management Organization (TGO), encompassing 75 communities across four provinces: Chiang Rai, Chiang Mai, Amnat Charoen, and Yasothorn. These projects cover a total area of 96,511.38 rai.

As a result of this project, a fund has been established for wildfire prevention. This fund addresses one of the primary threats to forest ecosystems and the ongoing air pollution caused by smoke in various regions of Thailand. This fund promotes preventive measures, encourages community patrols to monitor and prevent wildfires, and raises awareness within the community to ensure sustainable forest management.



Pruksa Green Plus Year 2 Project

For the second consecutive year, the Company has continued its efforts to create a better community environment within Pruksa's residential projects. Last year, activities took place at three locations: Pruksa Avenue Srinakarin-Nam Daeng, Pruksa Avenue Theparak-Muang Mai, and Pruksa Avenue Pattanakarn. Residents and employee volunteers participated in planting over 400 trees in communal and public areas within these projects. This project aimed to increase green spaces, improve air quality, and serve as a natural barrier against dust and smoke which are two significant contributors to poor air quality today. As a result, residents and neighbouring communities experienced enhanced access to better air quality, while also contributing to the biodiversity of both the project areas and their surroundings.

Read more information about the project in the section on community activities.



River Well Campaign

River Well Campaign is a remarkable project aimed at protecting and restoring aquatic ecosystems. The project's activities include dredging canals, removing waste and aquatic weeds, and introducing EM balls to combat water pollution. This pollution can lead to air pollution and unpleasant odors that negatively impact the health of nearby residents. Additionally, the project addresses waste management in water sources, which helps alleviate flooding issues. By improving water quality in the canals, the project fosters the growth and natural reproduction of aquatic life. Residents and volunteers who have participated in the project's activities have responded positively, leading to widespread support from the surrounding communities. As a result, the company has committed to continuing River Well Campaign indefinitely.



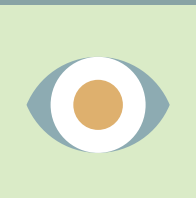
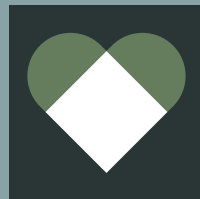
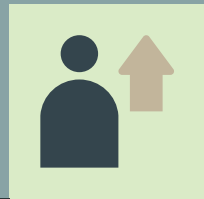
Read more information about the project in the section on Customer Relationship Management section.

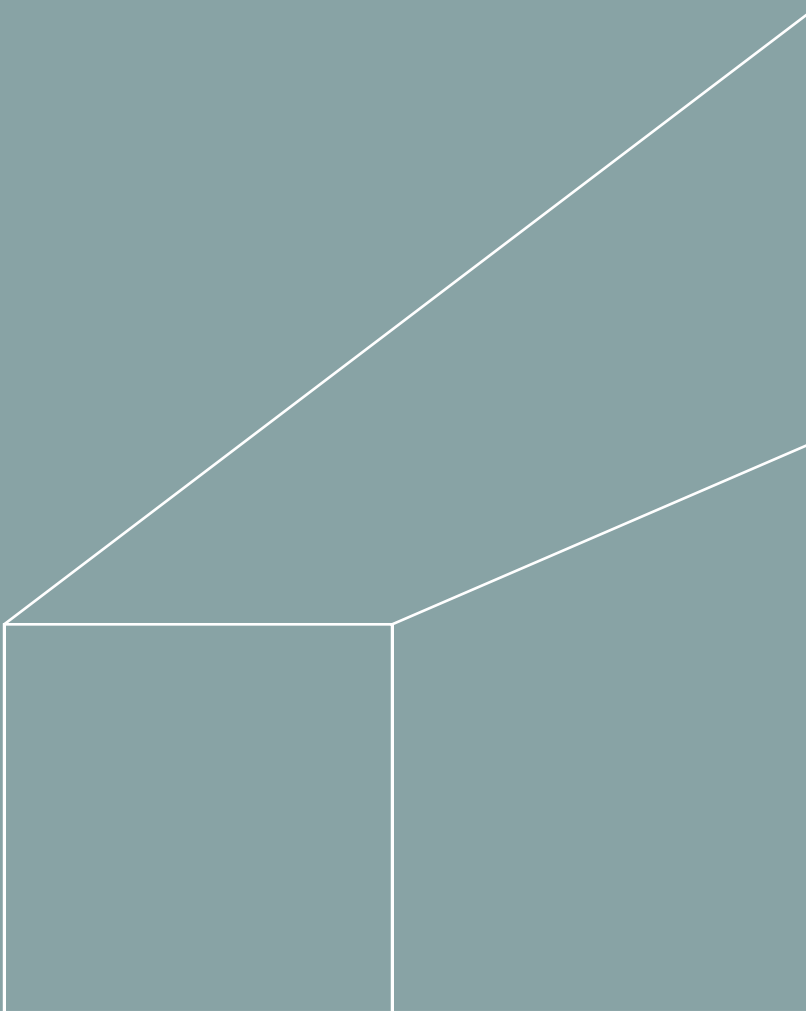
S

SOCIAL

Heart to Society

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





Employee Wellbeing

Our Success



95% of employees participated
in the organization's employee engagement assessment

with the employee engagement score in 2024 at 82.47%, compared to the target of 85% in 2024. In addition, every department will prepare an annual employee engagement development plan and continuously develop it yearly, compared to the 2024 target of 85%.



The voluntary resignation rate of
talented employees in 2024
decreased by
3.6%
compared to 2023



99% of employees participated in
activities benefiting society and
the environment. The total number
of good deeds employees do is
11,783
hours
an average of 13.06 hours
per person annually



Total number of disabled
employees employed
9
people



Total number of new graduates
employed
7
people



The average number of training hours for employees, including offline and online

Male	Female
27.21	29.16
hours per person per year	hours per person per year

Operational Enhancement Over a Period 1-5 Years

Human resources are central to the operations of Pruksa Holding Public Company Limited. Therefore, the company is dedicated to enhancing the potential of its employees in alignment with its goals, vision, and mission. This commitment ensures that personnel are aware of changes and prepared to navigate the diverse aspects of the business. The aim is to deliver the message of “Live Well, Stay Well” to employees, customers, society, and the environment while upholding the organization’s values that everyone embraces. The company has established the following guidelines to promote the potential of its personnel:

- Design and develop employee potential to extend the organization’s values into practice, which will create behaviours that reflect the competencies of each group of employees and be used to determine learning guidelines that promote employees’ competencies at all levels.
- IDP Provide an Individual Development Plan (IDP) to extend employees’ developed potential and enhance their Mindset, Toolset, and Skillset to understand concepts, see approaches, and plan their own and their team’s development in a systematic and efficient manner through the IDP tool.
- Focus on developing employee skills through promotion and support of learning in internal and external training courses using the 70:20:10 blended learning method, a curriculum designed and developed in collaboration with leading consulting companies and executive development institutes for use in training executives and employees. The



70:20:10 blended learning method is 70% learning from experience or doing, 20% learning from others, and 10% self-learning or attending training to apply theoretical knowledge to practice and create change. Project-based learning will help students understand blended learning better. The company, therefore, organizes Design Thinking and Innovation Projects for the entire organization, which will help employees at all levels to be more open-minded and creative and dare to do new things continuously, leading to treating customers with understanding and care.

- Develop new leaders (Executive Coaching) to be ready for change and challenges, which will help meet the growth of the business group. In addition, the company also organizes a Mentoring Program that will allow mentors and mentees to exchange knowledge and opinions through the transfer of knowledge, expertise, and experience, as well as providing advice and recommendations to each other. This will help expand the perspectives of various management aspects that can be applied to their work in the future.
- Creating new necessary skills (Reskill) and strengthening existing skills (Upskill) where employees can learn by themselves (Self-learning) in the form of E-Learning through appropriate platforms such as Virtual Seminars and Blended Learning that can respond to various self-development needs, including being able to extend learning skills from online formats to learning directly from expert speakers to enhance employees’ learning experiences and be able to apply them in the work process more efficiently.



Pruksa Core Values

The organization's values are crucial in fostering a shared culture and beliefs among employees, influencing their behaviors to reflect the company's personality. The company consistently communicates these values to its workforce, ensuring all employees understand and adhere to the same practices. An assessment is conducted at least once a year to reinforce this understanding. Additionally, the organization's values are incorporated as a component of the annual performance indicators for employees at all levels. The company's values consist of 5 key factors as follows:



Employee Development Strategies and Policies

Fair Employment Practices

The Company adheres to the principle of being an ethical and good governance organization in recruitment and hiring. The selection of individuals for various positions in the organization will be carried out fairly, considering the appropriate qualifications of the positions along with the applicant's educational qualifications, experience, knowledge, abilities, and good moral conduct. In such a selection process, the Company respects the honor and dignity of everyone equally, without discrimination based on gender, sexual diversity (LGBTQ+), age, race, religion, skin color, physical disabilities, or political values. Such recruitment and hiring processes must be within the framework of the law, and there must be no use of child labor or forced labor. If any person or agency violates, the Company has a clear channel for filing complaints regarding labor practices to receive complaints from executives and employees. The Company is ready to be fair to all parties and protect employees who file complaints regarding labor practices as specified. All complaints received by the Company will be considered reasonably by the Human Resources executives or the committee appointed

by the Company to consider such complaints, including reporting such complaints to the Company's Human Resource Development Committee and keeping the information confidential.

Employee Privacy⁴⁰³⁻³

The Company values personal freedoms and is committed to protecting them from violations relating to disclosing or transferring personal data. We have established a policy to safeguard the personal information of job applicants and employees at all levels. All employees must comply with the Personal Data Protection Act B.E. 2562 and any related secondary laws regarding data protection. To ensure safety, we employees' personal maintain employees' data, including biographies and health information. The use of this data will align with the specific purposes for which the data owner has provided consent and will be carried out in good faith for the benefit of the public following the applicable laws.

Welfare Committee in Business Establishments

The Company encourages employees to participate with the Company's management through the

election of a Welfare Committee, which is representative of the employees in negotiating and discussing with the employer to provide appropriate welfare. The Welfare Committee consists of 6 members with a term of 2 years. The duty is to inspect, control, and supervise the welfare provided by the employer to the employees and to offer opinions and guidelines for giving welfare that is beneficial to the employees. In addition, the Welfare Committee is responsible for consulting and jointly reviewing welfare, benefits, and regulations that affect the employees. The discussions will be held every 3 months, and the committee will prepare a report or propose a resolution of the meeting to the Company's Human Resource Development Committee for consideration to maximize the benefits for all stakeholders.

No party notified the other party of its intention to change the terms of employment conditions in 2024. Therefore, no written request has been submitted to the other party.

- **Workforce planning for achieving Work-Life Balance and Organization's Success**

The Group Company aligns its workforce planning with the business plan and operational strategies to achieve organizational goals. The Company will prepare reports detailing the types and performance of its core employees, identifying the skills necessary



for business operations. Additionally, the reports will specify the skills and employee types that the business still requires, along with a future workforce forecast. This forecast will encompass the entire company while categorizing information by employee type and specifying the required qualifications such as knowledge, expertise, skills, and experience.

The Company recognizes that each employee has unique circumstances and lifestyles influenced by various factors, such as family care responsibilities, evening studies, the distance between home and work, and heavy traffic conditions. The Company has implemented flexible working hours to accommodate these differences, allowing employees to adjust their schedules to fit their daily lives better. Employees can work up to 8 hours daily, provided their working hours do not impact the Company's operations. Additionally, the Company promotes workplace flexibility by encouraging employees to

work from home two days a week. This approach reduces commuting time, enhances work efficiency, and decreases environmental pollution from travel. Ultimately, these initiatives help the Company strive toward creating a prosperous and happy society.

- **Support of Living Expenses for Well-being**

The company is committed to enhancing the quality of life for employees at all levels. To support this, it provides financial assistance to employees working on real estate projects, who often face higher commuting costs than those at the head office. Additionally, employees assigned to projects in the provinces can claim financial assistance for rental expenses, helping to ease their financial burden.

- **Ensuring equal social opportunities through employment.**

The Company firmly believes that honest work and occupations are a security for the lives and families of disadvantaged groups. They also create pride and value for themselves, their families, and society. In 2024, the Company employed 9 disabled people, with compensation based on their positions and job descriptions. The Company did not use physical disabilities to pay lower compensation than other employees in the same position. In addition, the Company has collaborated with the Social Innovation Foundation to support the employment of 12 disabled people in their local areas to work in public benefit organizations, such as Nong Saeng Subdistrict Health Promotion Hospital, Ban Haet District, Khon Kaen Province, 1 person as an assistant clerk; Non Sombun Subdistrict Health Promotion Hospital, Ban Haet District, Khon Kaen Province, 1 person as a cleaning assistant; and Ban Na Udom School, Dong Lan Subdistrict, Si Chomphu District, Khon Kaen Province, 1 person as a housekeeper. This provides disabled people with income and the opportunity to work to help society in their local areas near their residences. In hiring all disabled people, the Company complies with all legal employment conditions, including wages, working hours, and scope of work.

The company has set employee care as part of its business ethics policy, covering employee treatment, human rights, respect, and fair and equal labor practices. You can learn more about business ethics on the company's website.



Please scan the QR code to access the information



Performance Appraisal

The Group Company evaluates each employee's performance individually, covering 100% of employees following the Performance Management System (PMS) guidelines. This evaluation process includes reviewing work goals and discussions between supervisors and team members once a year, called Agile Conversations. The outcomes of these evaluations are linked to annual compensation and bonuses. The evaluation criteria are divided into 2 main categories:

1. Performance according to the guidelines discussed and agreed upon with supervisors, determining employee performance indicators cascading from the organization's strategy to the department and employee in order. In 2024, the organization set key results for all employees participating in activities for 4 hours per person per year to return happiness to society, such as reforestation activities and volunteer work, which is considered a promotion of employees in the Impact for Good dimension.
2. Behaviour that reflects the 5 values of the group of companies, where supervisors are responsible for communicating the evaluation results and discussing with employees to find improvement aspects together.

Enhancing Employee Engagement

"Pruksa" places importance on creating a good work experience for employees (Employment Experience) to align with the goal of sustainable well-being. Therefore, the company has implemented the following strategies to enhance the work experience for employees:

- Working through a more efficient process or system results in faster and more convenient work.
- Increase internal communication channels, such as organizing town halls for each subsidiary company.
- Providing opportunities for employees to meet and talk in a friendly manner with Group Chief Executive Officer.
- Participating in various company activities, such as Impact for Good (planting trees in various areas), Team Bonding activities, etc.
- Receiving various training courses both onsite and online via SkillLane, etc.
- Received good health care, from annual health check-ups, provided group health insurance rights to employees and their families, received treatment or used services at hospitals in the network with special discounts, including using the Naluri health care application free of charge.

The Company believes that the above actions are part of creating a good experience for employees because employee engagement creates a positive experience, as well as a sense of commitment, dedication, and attention to work, which will lead to the creation of practical work delivered to the organization and being able to coexist in the organization sustainably and happily.

The Company conducts employee engagement surveys for the organization every year. In 2024, the Company conducted a self-assessment of employee engagement with the organization using a newly developed questionnaire, which can be compared with the previous year's results, and employees can express their opinions without identifying themselves. The questionnaire consists of 5 sections as follows:

PART 1 Employee Engagement, including 3 topics as follow



Employee Engagement

- Live Well Stay Well
- Sense of Belonging & Pride
- Willingness to Contribute with Heart & Effort

PART 2 Personal Factor (Perceived) including 12 topics as follow



Personal Factor

- Relationship with Supervisor: RS
- Relationship with Colleague: RC
- Work-life Integration: WI
- Clear Accountability/Empowerment: CA
- Internal Communication: IC
- Challenge Work: CW
- Development Opportunity: DO
- Career Growth: CG
- Performance & Feedback: PF
- Good Governance: GG
- Diversity Management: DM
- Corporate Social Responsibility: CSR

PART 3 Corporate Values including



Corporate Values

- Customer Empathy – quality as a core
- Drive for Synergy
- Impact for Good
- Forward Thinking
- People First – Trust, Respect and have Fun

PART 4 Happiness Index in 5 aspect as follow



Happiness Index

- Recognition
- Well-Being
- Relationship with Colleagues
- Feedback
- Holistic Growth

PART 5 Branding

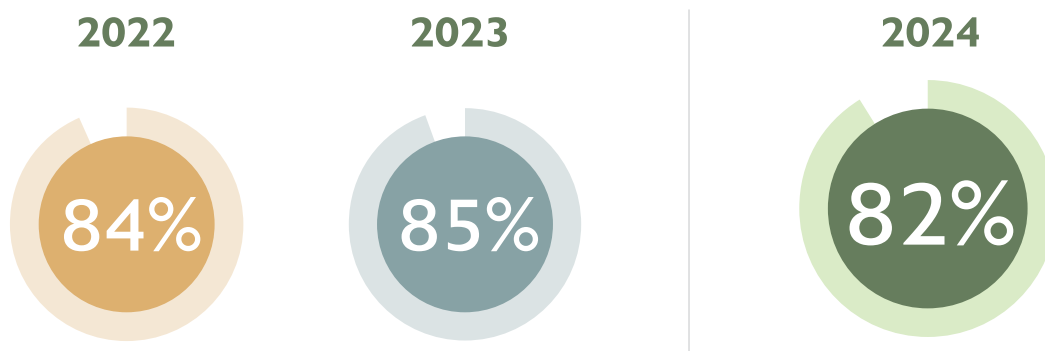


Employee Engagement Score 2024



95% of all employees participated
in the survey.

Employee Engagement Score: Employee Well-being, Happiness and Engagement
with the Organization



Objective for 2024: Achieve an employee engagement score of at least 85%



Employee Welfare

The Company is committed to enhancing the quality of life for all employees within the organization. This commitment is reflected in the company work rules and regulations, which ensure that the fundamental rights of employees are never lower than the standards established by labor law. Additionally, the Company has defined employee rights exceeding labor law's mandated employee rights. For instance, employees are entitled to annual leave, which they can begin to use proportionately in their first year of employment, even if they haven't completed a full year. Employees are also granted five days of paid sick leave each year. Furthermore, male employees are allowed to take sick leave when their spouse gives birth. The Company offers flexible working hours to accommodate individual employees' daily lives, if work hours do not exceed eight hours per day. Ensuring a safe working environment to protect employees and their property is also a top priority for the Company. Moreover, employees receive fair compensation and benefits aligned with the economic landscape and the Company's performance. Most welfare benefits are allocated based on the employee's position, while the employee's workplace determines a small portion.

General Welfare for Employee*

- All permanent employees receive health insurance and group life insurance, which includes coverage for life insurance, accident insurance, and permanent total disability insurance. Employees are entitled to outpatient (OPD) medical treatment up to 30 times yearly. An annual health check-up is provided for all employees, which takes place once a year. Details on the health check-up will be provided separately.

Company	Employee		Spouse and Children	
	No. of Employee	Life Insurance Fund	No. of Employee	Life Insurance Fund
Pruksa Holding Public Company Limited	347	437,816,088	205	65,700,000
Pruksa Real Estate Public Company Limited and Subsidiaries	597	441,258,900	444	107,400,000
Inno Home Construction Company Limited	549	335,782,416	460	92,000,000
Total	1,493	1,214,857,404	1,109	265,100,000

* Welfare information is currently limited to the real estate business group. The system is undergoing enhancements to integrate data from the healthcare business group for comprehensive reporting in the future.

- Welfare such as living expenses, gifts in case of illness when hospitalized, or in case of death of an employee's spouse, father, or mother, they will receive a wreath to pay respect to the deceased. In addition, there are scholarships for employees' children based on good academic performance and GPA according to the specified criteria. And give gifts at the wedding ceremony to employees
- Welfare for purchasing housing, receive special discounts when buying houses, townhouses, and condominiums of the company



- For other benefits, the company has awards for employees who have worked for 10 and 20 years. In addition, there are benefits for vacation, leave during birth months, sick leave, leave for military service, maternity leave, and a monthly phone allowance. Including the New Year's festival, there are gifts for employees, etc.
- The company has expanded the scope of welfare for employees' families to cover the LGBTQ+ group, such as allowing sick leave to undergo gender reassignment surgery, giving the right to purchase group insurance for spouses at special prices, the same as the employee's legal spouse, giving gifts at the wedding ceremony to cover same-sex couples.
- The company still maintains the Work from Home (WFH) policy, which encourages employees to work from home 1-2 days a week as needed to increase flexibility in work. This is done by changing the working style through online systems, such as online meetings, online document approval, and E-Learning training.
- There are appropriate and motivating compensation, such as commissions and bonuses.
- Executives can buy shares for listed company employees through the Employee Joint Investment Program (EJIP).

Employee Welfare in Project Sites and Precast Factories

- Financial aid will be provided to alleviate the burden of travel expenses and compensate for the increased hardships faced by employees working at project sites compared to those at the head office.
- We will help with housing rent to help reduce the financial strain on employees who frequently transfer their work locations. This includes support for employees at the Prukisa Precast factory in the suburbs, where travel conditions are more challenging than at the head office.

Benefits for Precast Factory Employees Only

- Diligence allowance is an incentive for disciplined employees to come to work on time, not be absent, and not take leave throughout the month.



GRI 403-6

Employee Health and Well-Being

The Company prioritizes the overall health of its employees by addressing their physical, mental, and financial well-being. The company believes employee well-being is built on good health, leading to increased efficiency and a vibrant working atmosphere. Pruksa has several subsidiaries specializing in healthcare, including Vimut Hospital, Vimut-Theptarin Hospital, Ban Mor Wimut Clinic, and various wellness business groups. This focus on employee healthcare is a key highlight of Pruksa, enabling employees to access services conveniently and affordably with special discounts and healthcare offerings. For instance, Vimut Phaholyothin Hospital provides a 30% discount for Pruksa Holding Public Company Limited employees and its subsidiaries for outpatient medical treatments, while inpatient treatments offer 30% to 50%. Additionally, employees can enjoy a 5-10% discount on dental services and special healthcare promotion programs on various occasions. Moreover, the range of medical and healthcare services deals has been expanded to include temporary employees, contract employees (Outsource), and their families.

The Company facilitates employees to use healthcare services from doctors and specialists in all dimensions, both proactive (focusing on prevention) and reactive (focusing on consultation) via the Naluri Application free of charge, covering the following services:



- Providing knowledge through online seminars by doctors and specialists once a month, such as techniques for taking care of one's mental health to be strong, dealing with various problems, eating correctly according to nutritional principles, techniques for caring for and consulting with others, exercising correctly, losing weight properly and being healthy
- Providing regular onsite 1:1 counseling services by psychologists
- Providing consultation services on various matters by doctors and specialists, including psychologists, nutritionists, fitness coaches, money coaches, obstetricians, and pharmacists, which are conversations via chat or phone calls from the Application
- Organizing various competitions within the organization to encourage employees to use the Application more and promote healthcare, such as the PSH Steps Challenge

- In addition, all employees receive annual health check-ups, mainly for operational departments at risk of occupational diseases and accidents. The company has also established appropriate and comprehensive care measures for all employee working conditions, as follows:

- Assess the health impact of risk factors and employee work activities and arrange for pre-employment health check-ups for construction sites, including factory employees who may be affected by noisy and dusty environments, which put them at risk of respiratory diseases. In addition, protective masks and first aid kits are provided at the workplace.
- Assign employees to have annual health check-ups based on risk factors by occupational physicians to monitor the impact caused by the work environment and plan preventive measures.

GRI Work-Related Ill Health Data of 2024

No. of fatalities as a result of
work-related ill health



0

Employee

No. of recordable
work-related ill health



0

Employee

(Results from the employee health examination show no indications of work-related illnesses among the company's



- Employee Retirement Plan

The Company has a long-term plan for employees to prepare for retirement, starting from the beginning of their employment by establishing a provident fund and encouraging employees who have passed their probationary period to apply for it voluntarily. They can choose the contribution rate to the fund from 5-15% of their monthly salary. The Company will contribute money to the fund for employees at a rate based on their length of employment to create financial security for employees upon retirement. Employees will receive this provident fund when they no longer work or resign from the fund without leaving their jobs. In addition, the Company has a policy to retire employees when they reach the age of 60 and will no longer be employees on February 1 of the following year. The Company pays compensation following the labor law and gives 1 baht of gold to employees as a thank you for their dedication and hard work for the Company for a long time.

In addition to helping employees in the form of money or assets, the Group also organizes training to provide knowledge on tax planning, saving money, and life after retirement.

- Listening to employees' voices

In addition to the welfare committee dedicated to enhancing employee well-being, the Group values employee feedback. To facilitate this, there are multiple channels for employees to share their opinions, including Town Hall events held twice a year, an Employee Engagement Survey, and other surveys that encourage participation. Employees can also report information or share their thoughts through various communication channels.



Employee Training and Development

The company promotes employees to be knowledgeable and capable in line with the company's goals and strategies, including the company's PSH Values, in being quality workers with a good attitude towards the company to retain capable employees with the organization in the long term, resulting in the company's sustainable growth and progress. It also prepares employees to be leaders amidst various changes that may occur in the present and future. In addition, it has set guidelines for training and personnel development, which are derived from surveys and analysis of employee needs in each group, with a commitment to continuously develop employees' potential and capabilities so that employees can work efficiently and achieve their goals, both in their current and future positions.

In this regard, employee development is designed to match job positions, such as the management and sales groups, by enhancing essential skills in each category through learning, such as the People & Culture category, equipping them with people skills, personnel development management, and organizational culture. The Customer Centricity category further develops important skills that focus on customers as the center, ready to respond to customer needs beyond expectations, etc.

70:20:10 Employee Training and Development Model

70	20	10
Experiential Learning	Learning From Others	Formal Learning
Development patterns emerge from work experience and problem-solving in real work situations. This can occur through daily tasks, new assignments, or projects that require learning and practicing various skills to achieve success. Examples of such roles include serving as a Project Leader for Design Thinking, Dataiku, Social Enterprise Projects, or acting as a Mentor in a Mentoring Program.	Learning from others can take many forms, including Coaching from supervisors, receiving Feedback from mentors or colleagues, and observing the work of others. Peer reviews and seeking input from teammates are also valuable ways to gain insights. Additionally, Shadowing experts can enhance understanding, while team meetings can serve as a platform for collaborative learning. Executives often receive mentoring from the board of directors, which is known as Board Mentoring.	Learning can take various forms, including traditional methods such as seminars, classroom training, and workshops, as well as company-specific training programs. Additionally, external training opportunities are available. Nowadays, online learning has become increasingly popular, offering options like Virtual Online Training (live online classes) and E-Learning Courses from leading providers. This allows employees to access over 1,000 courses to enhance their skills and knowledge.

The Training and Personnel Development Division has created tools to enhance employee knowledge and potential, tailored to meet the needs of different employee groups, in accordance with the 70:20:10 model.

Additionally, in line with the policy and strategy for intensive employee development, The company has prepared a variety of employee training and development courses in all forms, including courses by internal trainers, external trainers, and online courses from SkillLane. Employees are encouraged to propose courses they are interested in or that will help them develop the skills necessary for their roles. The following courses are among the most important offered:

Featured Training Program: The Master Class

Participating Employees: All Levels of Employees

Total of 17 courses, 19 batches, both Onsite and Online

Total number of regular employees participating: 1,385 Accounting for 59% of all employees

Summary of Course Objectives and Contents

To transfer knowledge by senior executives in both Functional Skills and Soft Skills from specialized expertise, as well as create inspiration for work, create understanding of origins, ways of thinking and doing business, including developing knowledge of work processes between agencies, such as the course on tips for buying land for real estate leaders, the course on changing lives by conquering challenging goals, the course on developing projects like a professional, so that Tao Kae Noi can succeed, the course on providing good service to customers through Customer Touchpoint, and Talk to Inspire on the topic of Lifelong Learning, adjusting and learning for growth, etc.

Expected Outcome

Establish a sustainable learning organization by offering courses that share senior executives' knowledge of functional and soft skills. These courses aim to inspire employees, who are the target audience, and promote effective knowledge management within the organization. This knowledge management approach should genuinely reflect the expertise and experiences of Pruksa's workforce, embodying the essence of the "Pruksa Way."

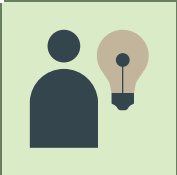
Employee's Benefits

1. The right to choose topics for learning that interest you.
2. Understand the origins, thought processes, and work methods of executives from different business sectors.
3. Be able to apply and develop this knowledge in your own work.



“Live Well Stay Well” for Community and Society

Pruksa is committed to delivering “Live Well Stay Well” living solutions to everyone in society while striving to create comprehensive positive impacts on communities and society across multiple dimensions, including health, environment, quality of life, access to income sources, and career and skills development opportunities. At Pruksa, we have established guidelines for delivering well-being and happiness through attentive listening to feedback from all sectors, implementing solutions, prevention measures, monitoring, and quarterly reporting to the Executive Committee, Sustainable Development Management Committee, and Corporate Governance and Sustainable Development Committee. Furthermore, we have organized various initiatives under our Corporate Social Responsibility programs, Customer Relationship Enhancement projects, and social enterprise support programs under “ACCELERATE IMPACT WITH PRUKSA.” In the past year, Pruksa has conducted outstanding and diverse activities that effectively address communities’ needs, society, and all stakeholders in a comprehensive and inclusive manner.



Guidelines for Delivering Live Well Stay Well to Communities and Society

GRI 413-1

Listening to Community Feedback

Pruksa emphasizes the Group's requirements by conducting comprehensive site surveys of the project surroundings before starting construction. The survey covers environmental conditions in different dimensions, including natural resources, local way of life, and public space usage. The company then designs construction projects to appropriately align with community contexts. For large-scale projects with negative environmental impacts on communities, Pruksa takes a proactive approach by establishing Community Relations Working Groups to conduct weekly community visits and engagement sessions to gather feedback through discussions and exchanges with community members, resulting in comprehensive input from all stakeholder perspectives. Besides, Pruksa also established direct communication channels with each community through LINE application group chats, enabling 24-hour access for feedback, complaints, and concerns. This approach facilitates rapid, targeted communication and allows for potential impact recovery. Customers and stakeholders can also report issues through the company's Call Center at 1739.

In the past year, Pruksa has received complaints about community impacts through surveys, LINE groups, and the hotline 1739, reflecting our proactive approach in closely engaging with community concerns. All complaints received through our community relations channels were successfully resolved, achieving a 100% resolution rate. Furthermore, Pruksa continuously monitors the implementation of solutions and incorporates these complaints into our impact assessment process to develop preventive measures and design activities that promote sustainable coexistence with communities and society.

Channels for Complaining Impacts to The Community, Society and Environment



Community Relations Representative



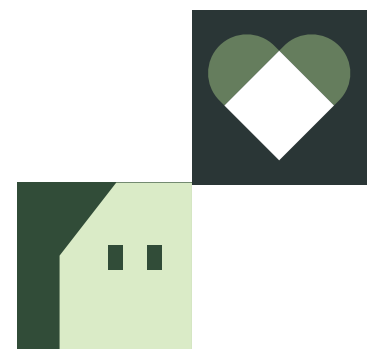
Call Center 1739



LINE Group for Communicating with Communities Around the Project Area



Complaint and Whistleblowing Channel via Website



Project and Activity for Community and Society

Our Success



Complaints related to environmental issues

0

complaint



99%

of Employee

Participated activities for society



12,768

pieces

Of clothes to be reused via the project Your Leftover, Give Life



Promote waste separation
31 projects, totaling

9,666

families



Gathering

13

Home for Disabled People
By PRUKSA
Total 47 houses within 6 year



Stakeholder

2,060

people
Assess to knowledge and medical services

Operational Enhancement Plan for the Next 1-5 Years



Promote social impact initiatives driven by the collective force of employees, business partners, and customers



Enhance quality of life and advance health knowledge development within communities



Raise awareness and support environmental conservation efforts in communities

Impact Assessment and Preventive Measures

Impact	Preventive Measures
Dust	<ul style="list-style-type: none"> Install solid fencing around construction areas and utilize canvas or netting barriers around buildings, extending throughout the height of structures under construction to contain dust dispersion. Enforce vehicle speed limits for material transport within project areas, especially in community zones and construction sites, to prevent hazards and minimize dust dispersion. Clean truck wheels before vehicles exit construction sites. Inspect tools, machinery, and vehicles regularly to ensure optimal performance and prevent soot or smoke emissions. Implement regular sweeping or washing of soil and sand debris around project entrances, exits, and surrounding areas. Water spraying should be applied on temporary project roads to reduce dust dispersion.
Noise	<ul style="list-style-type: none"> Install temporary movable noise barriers surrounding buildings during structural construction phases. Set up 2.4-meter-high metal sheet fencing around pile drilling equipment. Deploy canvas or netting barriers around buildings, extending throughout the height of structures under construction. Schedule noise-generating construction activities exclusively between 08:00-17:00 hours, Monday through Saturday.
Vibration	<ul style="list-style-type: none"> Implement advance notifications of pile drilling schedules to surrounding residents. Utilize pile drilling methods instead of pile driving to minimize vibration and potential damage to adjacent buildings. Suspend all vibration-generating activities during nighttime hours.
Falling Materials	<ul style="list-style-type: none"> Mandate the installation of canvas or safety netting around buildings to prevent falling objects. Require complete coverage of construction material transport vehicles with tarpaulins throughout transportation routes to prevent material spillage.
Wastewater and Sewage Treatment	<ul style="list-style-type: none"> Monitor and supervise wastewater quality and sewage management. Provide adequate gender-segregated sanitary facilities for construction workers, utilizing prefabricated wastewater treatment systems with septic-anaerobic filtration and aeration capabilities that meet standard effluent quality requirements. Conduct monthly monitoring of treated wastewater quality from the prefabricated treatment systems throughout the construction period.
Spotlights Illumination During Nighttime Work	<ul style="list-style-type: none"> Restrict spotlight usage to extended construction periods only, such as during concrete pouring and foundation work that requires continuous operation. Operations should not extend beyond 20:00 hours and only when authorized by construction permitting authorities. Direct spotlights and lighting fixtures inward toward the project site, with installation points not exceeding the height of the temporary fence or 6 meters.
Community Safety Regarding Life and Property from Our Labor/Worker	<ul style="list-style-type: none"> Locate workers' accommodation outside the project construction area to minimize population density impact on surrounding areas. Install CCTV cameras within the construction site and along project boundaries, with security personnel stationed throughout the construction area. Require all personnel to always display identification badges and prohibit weapons or dangerous materials onsite.

Project “Won Plus Recycle” Year 5th

Waste Segregation Campaign Across 31 Housing: Creating Livable Environments for a Sustainable World

On its 31st anniversary, the Company reinforced “Live Well Stay Well” commitment by launching the “Won Plus Recycles” Project, the collaborative initiative for creating a sustainable world. This project was implemented with housing juristic entities and 18 environmental partners, including Recycle Day Thailand TPBI Public Company Limited, SCG Chemicals Public Company Limited, Titan Innovation Co., Ltd., and BS Glass Recycling Co., Ltd. The campaign engaged residents from 31 Pruksa projects, encompassing over 9,666 households, by encouraging them to separate waste into four categories: glass bottles, plastic bottles, film and stretchable plastics, and electronic waste. These materials are then properly channeled into recycling processes. The initiative aims to reduce landfill waste volume, contribute to global warming mitigation, and create sustainable living environments.



2,302^{kg.}
Amount of waste recycled



Carbon dioxide absorption

8,203
kgCO₂eq



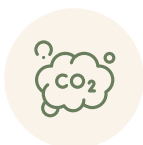
Equivalent to planting trees

859 trees

“PRUKSA GREEN PLUS” Year 2nd

Enhancing Environment, Creating the World of “Well-Being and Happiness”

Pruksa Green Plus is an initiative that supports the goal of achieving Carbon Neutral of the Group by planting 400 trees, Yellow Bells tree across Pruksa Avenue projects, including Srinakarin-Narm Daeng, Theparak-Muang Mai, and Pattanakarn. This initiative promotes environmental sustainability and rejuvenation while aligning with our corporate culture through the “Impact for Good” activities under the ESG framework. It reflects our commitment to our ‘Live Well, Stay Well’ mission by engaging residents, community members, and Pruksa Holding employees in collective environmental actions.



Carbon dioxide absorption

3,600
kgCO₂eq



Creating a better quality of life for

7,981
person



Dust and Air Pollution Capture

560
kg/year



Oxygen Demand Capacity

800
people/year



Impact for Good Activity

For the second consecutive year, the Company organized the “Impact for Good” tree planting activities to create green spaces that enhance oxygen production and reduce carbon dioxide emissions. These activities took place in the Huay Bong and Nong Krat sub-districts of Dan Khun Thot district, Nakhon Ratchasima province. This initiative contributes to reducing global warming and promotes sustainable “Live Well Stay Well” within the community.



Carbon dioxide absorption

41,400

kgCO₂ eq



Number of employees
participating in the activity

360

People



Number of trees planted

4,600

Trees



Inno Precast Backyard Activity Year 2nd

Inno Precast Factory in Lam Luk Ka and Navanakorn, a subsidiary of Pruksa Holding, promotes the development of sustainable ecosystems and environments that foster “Well-being and Happiness.” The company encourages business partners and employees to participate in tree planting activities, including fruit trees (the Kaew Kamin mango variety), flowering plants (Ixora and Wrightia), fertilizing, weeding, and stingless beekeeping within factory premises. These initiatives aim to expand green spaces and reduce carbon dioxide emissions in surrounding areas, contributing to better well-being.



Number of employee
participating in activity

264 people



Number of tree planting

586 trees



Carbon dioxide absorption

5,274 kgCO₂eq



Tree Planting Activity to Commemorate INHC Anniversary

Inno Home Construction Company Limited organized social impact activities for employees to commemorate its first anniversary on November 1, 2024. The initiative included planting trees to expand green spaces and reduce carbon emissions across four locations in Bangkok and its metropolitan area: Buddha Monthon Park, Buddha Monthon Hospital Elderly Care Center, Pruksa Avenue Namdaeng, and Thotsamintra Phirom Public Park.



Number of employee
participating in activity

235
people



No. of planting trees

750
trees



Carbon dioxide absorption

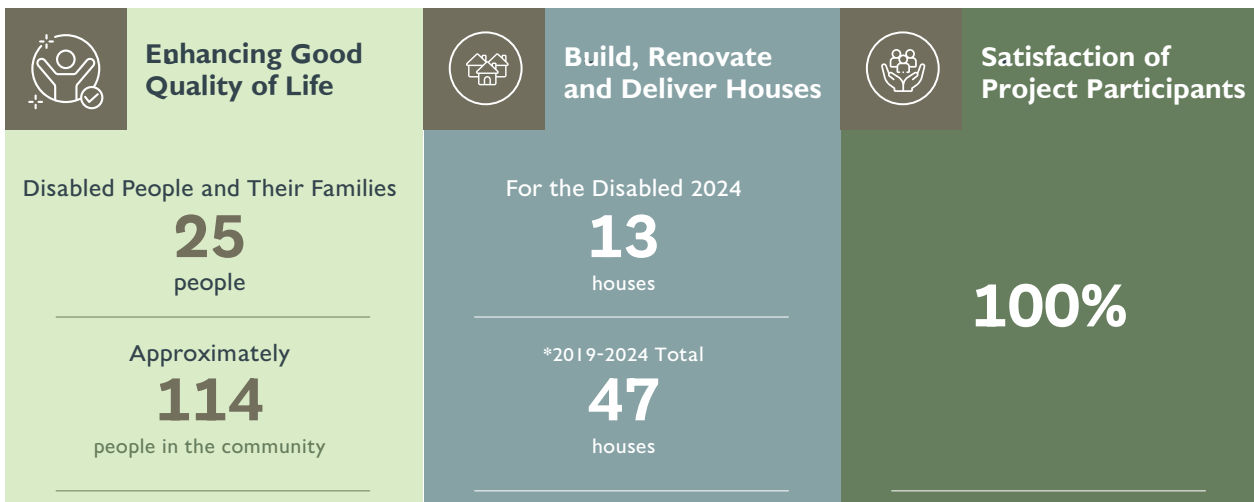
6,750
kgCO₂eq

Society and Health Promotion

Home for Disabled People By PRUKSA Year 6th

Pruksa Holding and its subsidiaries including Vimut Hospital and Inno Home Construction have continued the “Home for Disabled People By PRUKSA” project for the sixth consecutive year. The project’s primary objective is to renovate and construct new homes for people with disabilities, providing them with appropriate, safe living spaces that accommodate their individual needs and varying disabilities, enabling them to live more comfortably. The initiative also supports career opportunities for people with disabilities, promoting improved quality of life, self-reliance, and dignified participation in society. In 2024, the project completed the renovation and construction of 13 houses for people with disabilities in Khon Kaen and Chiang Mai provinces.

The project “Home for Disabled People By PRUKSA” has received support from public and private organizations, including the Social Innovation Foundation, Sirindhorn Hospital Khon Kaen, Chom Phu Muan Jai Club, Ministry of Public Health, Ministry of Social Development and Human Security, and other local agencies. These organizations have integrated their diverse expertise in areas such as housing needs assessment, prioritization of assistance, and promotion of access to government services and welfare benefits, contributing significantly to the project’s success



The Project “Your Leftovers, Give Life”

In collaboration with the Mirror Foundation, the Group invites residents of the Pruksa project to donate clothes and used items. The items will be distributed to underprivileged individuals and sold at low prices, and the proceeds will support the Mirror Foundation’s objectives.

This initiative enhances the quality of life in our community and promotes environmental sustainability. By reusing these items, we create job opportunities and reduce waste. Additionally, any items that cannot be sold will be appropriately disposed of as fuel, ensuring we minimize environmental pollution.



No. of Reused clothes

12,768

Pieces



Reduce carbon dioxide emissions

89,372

kgCO₂eq



Equivalent to planting

9,930

trees



Net Promoter Score: (NPS)
Your Leftovers, Give Life

100%



Enhancing better quality of life
for families of Pruksa
Total

62,747

projects

Total 202 houses

Social Return on Investment (SROI) 1 : 23

In 2024, Pruksa continued its ongoing support for the Mirror Foundation by organizing donation drives to assist disadvantaged individuals affected by severe flooding in the Northern region, which caused widespread and acute damage to local communities. In collaboration with the Pearl Bangkok building, the Group launched a campaign to encourage employees from affiliated businesses, including Vimut Hospital and Vimut-Theptarin Hospital, and the public to donate essential living supplies, medical equipment, and medicines for urgent distribution to flood victims.

Empower Lives – Better Well-Being

Pruksa prioritizes creating a high quality of life for individuals and communities, particularly those who require opportunities, such as people with disabilities and other vulnerable groups. By providing them with chances to build careers and become self-reliant, Pruksa aims to enhance their quality of life. This approach helps these individuals lead fulfilling and dignified lives within society.

The company has launched the Empower Lives – Better Well-being project to address this need. This initiative aims to create opportunities within the community by collaborating with social agencies and foundations. It will allow these organizations to set up booths at Pruksa events to promote and sell their products at no cost. The proceeds will support the organizations’ missions and objectives while providing individuals under their care with opportunities to showcase their skills and pursue career paths.



Foundation Participating in the Project

Universal Foundation for Persons with Disabilities



The Mirror Foundation



The Project “Vimut Volunteer - Cataract Surgery for Free”

Vimut Hospital, in collaboration with the Phaya Thai with the support of the “Vijitpongpun Fund,” has launched the “Vimut Volunteer For Cataract Surgery” project, which offers free surgical procedures. Eligible recipients receive treatment from specialist physicians. This initiative is designed to provide healthcare to community members living in the Phaya Thai district, which surrounds Vimut Hospital. There are also plans to expand the program to serve individuals from other areas who require cataract surgery.

No. of People Who Received Cataract Surgery

20
People

30
Eyes





The Project “Vimut Asa: Donating Medical Supplies, Medicines to The Underprivileged”

Vimut Hospital and Vimut-Theptarin Hospital have collaborated with the Master's Degree Association for Kasetsart University Executives on the Ex-MBA KU project. Together, they are donating medicines and medical supplies and collecting essential items for the Karunyavesm Center for the Protection and Development of the Disabled in Chonburi Province. This initiative aims to help those in need and provide opportunities to others in society while also promoting a positive image as a leading hospital.

The Project “Vimut Asa: Health Check-Up for Employees of Phaya Thai District Office and Bedridden Patients in Phaya Thai District Community”

Vimut Hospital, in collaboration with Labmove and Innoquest, organized free health check-ups for the staff of the Phaya Thai District Office and bedridden patients in the Phaya Thai community on Wednesday, October 16, 2024, at the Phaya Thai District Office. The initiative aimed to promote the well-being of district staff, who are integral community members, while also giving back to society. This effort is part of a broader goal to enhance happiness and overall well-being for everyone involved.



วิมุตอาสา

“ตรวจสุขภาพกลุ่มลูกจ้างสำนักงานเขตพญาไท”

และผู้ป่วยติดเตียงในชุมชนเขตพญาไท โดยไม่เสียค่าใช้จ่าย

กำหนดการ

7:00 น. - 9:35 น. : รับลงทะเบียนและตรวจสุขภาพเบื้องต้น (วัดความดันโลหิต, วัดอุณหภูมิ, วัดชีพจร, วัดระดับน้ำตาลในเลือด, วัดระดับไขมันในเลือด, วัดระดับคอเลสเตอรอล, วัดระดับวิตามินซี, วัดระดับวิตามินอี, วัดระดับวิตามินเค, วัดระดับวิตามินบี, วัดระดับวิตามินซี, วัดระดับวิตามินอี, วัดระดับวิตามินเค, วัดระดับวิตามินบี)

9:35 - 9:45 น. : ตรวจสุขภาพเฉพาะโรค (โรคเบาหวาน, โรคความดันโลหิตสูง, โรคไขมันในเลือดสูง, โรคคอเลสเตอรอลสูง, โรควิตามินซีขาด, โรควิตามินอีขาด, โรควิตามินเคขาด, โรควิตามินบีขาด)

9:45 - 10:00 น. : ตรวจสุขภาพเฉพาะโรค (โรคเบาหวาน, โรคความดันโลหิตสูง, โรคไขมันในเลือดสูง, โรคคอเลสเตอรอลสูง, โรควิตามินซีขาด, โรควิตามินอีขาด, โรควิตามินเคขาด, โรควิตามินบีขาด)

วันที่ 16 ตุลาคม 2567

เวลา 7:00 - 12:00 น. ณ ห้องประชุมชั้น 4 สำนักงานเขตพญาไท

การเตรียมตัวก่อนเข้ารับการตรวจสุขภาพ

- งดรับประทานอาหารและเครื่องดื่ม (ยกเว้นน้ำดื่ม)
- งดออกกำลังกายหนักๆ (ยกเว้นการเดิน)
- งดดื่มแอลกอฮอล์ (ยกเว้นน้ำดื่ม)
- งดสูบบุหรี่ (ยกเว้นน้ำดื่ม)

สอบถามข้อมูลเพิ่มเติม โทร 02-079 0000 ต่อ 4998

02-079-0000

“The Global Handwashing Day”

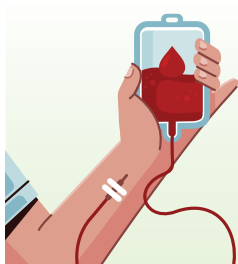
Vimut Hospital organizes campaign activities to enhance awareness of proper handwashing techniques. This initiative aims to educate service recipients and hospital personnel on the importance of hand washing 6 steps to ensure safety and reduce the spread of germs.



No. of People Who Received Health Check-Ups

150 People





249 People

Employees and the broader community have expressed interest in contributing to blood donation.



Give Blood, Give Lives, Give Forever

Vimut Hospital, in collaboration with the National Blood Center of the Thai Red Cross Society, regularly invites employees from Pruksha Holding Group and the public to participate in quarterly blood donation drives. These ongoing initiatives aim to help patients awaiting blood transfusions at hospitals nationwide.

Theptharin Diabetes School Year 8th

Vimut-Theptharin Hospital and the Fight Diabetes Foundation jointly organized training sessions to enhance self-care knowledge for diabetes patients, enabling them to manage their condition appropriately. The program provides a comprehensive understanding of the disease and guidance for daily lifestyle management. This initiative helps reduce both healthcare costs and caregiver burden. Furthermore, diabetes patients can build a sustainable society through increased social participation, resulting from improved health and quality of life.



No. of diabetics, relatives and caregivers who have received training

239 People





Open House Project for Observation and Teaching, Year 39th

Vimut-Theptarin Hospital continues the mission that has been upheld since the establishment of Theptarin Hospital, which is committed to developing skilled personnel in the multidisciplinary field of diabetes care. The hospital aims to empower diabetic patients to manage their own health by providing them with knowledge and understanding of the disease and guidance on appropriate daily behaviors. This proactive approach helps prevent complications and minimizes the occurrence of related health issues from the outset.

Besides, Vimut-Theptarin Hospital organizes activities to share knowledge and work experiences among its staff through open houses. These events allow multidisciplinary teams, including students from various hospitals and educational institutions, to observe and learn. The goal is to disseminate knowledge and increase the number of individuals capable of caring for diabetic patients. This initiative not only helps prevent diabetes but also benefits society at large. By enabling patients to control their diabetes effectively, the hospital reduces treatment costs and alleviates caregiving burdens. Ultimately, this effort promotes diabetes self-management, allowing patients to maintain good health and quality of life while contributing positively to the community.



45 Students

Students No. of students in the NCDs diabetescare vocational program



266

No. of multidisciplinary personnel caring for diabetes and NCDs



The Project Smile Silver Society

Vimut-Theptarin Hospital, in collaboration with the Thai Health Promotion Foundation (ThaiHealth), has established an activity center for the elderly. The center encourages seniors to leave their homes and participate in physical activities, reducing loneliness and promoting both physical and mental well-being. This initiative enhances the quality of life for elderly individuals while also helping to reduce the stress experienced by family caregivers, ultimately establishing best practices for promoting wellness among the aging population.



1,061 Elderly

No. of elderly people joining the network

ACCELERATE IMPACT WITH PRUKSA SEASON 2

Promoting Social Enterprise for Sustainable Growth
Co-Creating Communities, Building a Society of “Live Well Stay Well”



Following the success of ACCELERATE IMPACT WITH PRUKSA Season 1, which created a tangible positive social impact and garnered significant interest from social entrepreneurs, PrukSA remains committed to developing and expanding the project. The company continues to seek Thai entrepreneurs who share the goal of building a sustainable society of Live Well Stay Well, aiming to expand business growth and create positive social impact together.

For Season 2, the company focuses on supporting four social enterprises that align with three main business objectives:

1. Promoting physical and mental well-being
2. Reducing inequality and enhancing essential employment skills

3. Reducing carbon emissions and promoting sustainable use of natural resources

In Season 2, each participating business received a grant of 600,000 baht from PrukSA Holding Public Company Limited, with additional funding support from the “Vijitpongpun Fund.” The supported social enterprises gained opportunities to learn from the management team and sustainably expand their businesses through a startup incubation program designed to enhance personnel capabilities. Throughout the project, volunteer speakers and experts from PrukSA Group companies provided consultation and guidance for social enterprise development.



Total Social Impact Value

15.27 Mn.

4 Sustainable Social Enterprises



Pharmcare Group Co., Ltd.

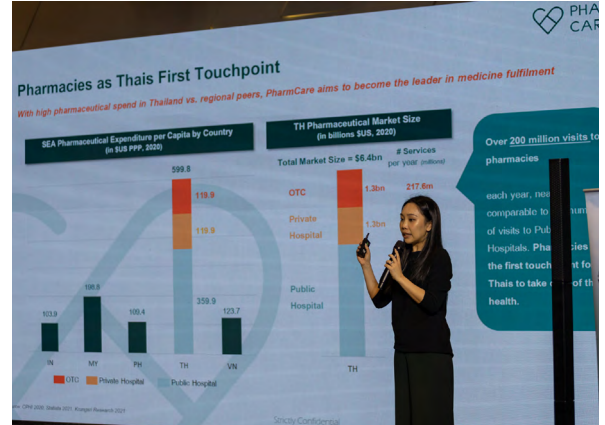
PHARMCARE is the developer of a Telepharmacy platform that enables community members to access quality pharmacies conveniently, quickly, and cost-effectively through consultation with community pharmacists. The platform also helps promote sustainable growth and revenue generation for community pharmacies.

The PHARMCARE project has expanded its services to residents in four Pruksa projects, providing quick access to community pharmacies and pharmacists through direct patient-pharmacist connections. During the three-month implementation period, the project delivered over 800 services, representing a 70% increase in service delivery. This success supports the goal of promoting sustainable and stable income for community pharmacies and pharmacists.

Social Impact Value During Project Participation

PHARMCARE helps patients save on healthcare costs through reduced travel expenses and provides quick access to treatment while also increasing revenue for pharmacies located near communities. When evaluated in terms of monetary value, the impact can be categorized as follows:

- Patients saved over 560,000 baht in healthcare-related transportation expenses.
- Local community pharmacies experienced increased revenue of over 260,000 baht.



PHARM CARE | ฟาร์มแคร์
บริการให้คำปรึกษา แพทย์ เภสัชผ่านออนไลน์ พร้อมส่งยาถึงบ้าน

ฟรีค่าจัดส่งครั้งแรก!
พิเศษเฉพาะ ลูกบ้านพฤษภาคม

✓ จัดส่งยาทันที
✓ รับยาภายใน 1 ชม.

SCAN ME!

ใส่ใจเพื่อทั้งชีวิต อยู่ดี มีสุข

Business Opportunities With the Group Company

PHARMCARE team has joined forces with digital health experts to develop their business model, while also collaborating with Livewell Pharmacy under Synergy Growth's supervision, which offers a comprehensive 24-hour healthcare platform. This partnership aims to enhance access to pharmaceutical technology services for various Pruksa communities, promoting and improving the well-being of residents.

Labmove provides home blood collection services performed by licensed medical technicians who then deliver the samples to the patient's affiliated hospitals. This service facilitates easier access to healthcare services for patients and reduces hospital travel time, particularly addressing the needs of elderly individuals and those with mobility limitations.

Throughout its participation in the project, Labmove has continuously improved its service network expansion methods to comprehensively accommodate more patients across various areas. This resulted in a 25% business growth within three months.



Social Impact Value for One Year Period:

- Reduced transportation costs for 5,000 bedridden patients, representing a value of over 12 million baht
- Prevented income loss for patients' relatives by eliminating the need to take leave from work, saving 5.5 million baht annually
- Reduced hospital travel by more than 150,000 kilometres per year
- Decreased hospital blood collection congestion by 40 patients per day
- Reduced staff working hours by 3,750 hours annually
- Achieved a 90% satisfaction rate among patients and their relatives

Business Opportunities With the Group Company

The Labmove team collaborates with experts from Vimut Hospital, Vimut-Theptarin Hospital, and InnoQuest in conducting clinical diagnostic and medical laboratory business within the Pruksa network. This partnership provides close consultation and guidance, promoting preventive healthcare in sample communities through convenient access to public health services and quality and standardized care. The goal is to sustainably enhance Thai people's quality of life, fostering well-being and happiness.

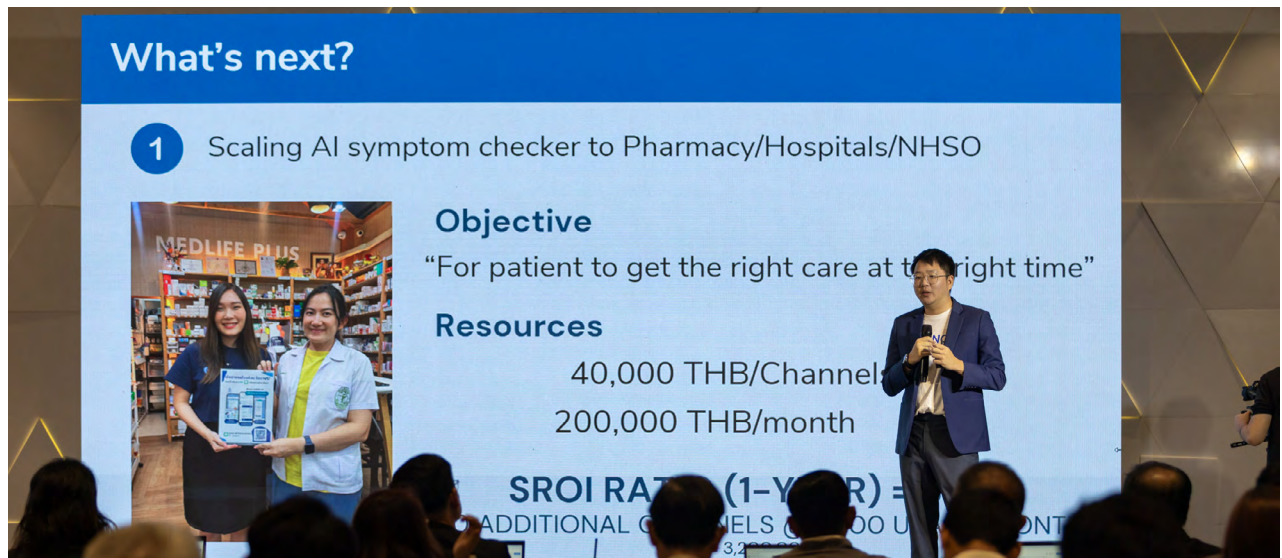
WONGPHAI, the Biochar manufacturer, a biochar product made from agricultural waste from bamboo-growing communities. The product is efficient in use, environmentally friendly, generates carbon credits, and creates economic value for communities.

Through participation in this project, WONGPHAI has expanded its business and increased positive impacts on communities and the environment by producing 6 tons of Biochar daily. When properly processed, 1 ton of Biochar can sequester up to 1.8 tons of carbon. Additionally, WONGPHAI plans to develop, create value, generate income, and further reduce chemical fertilizer usage in the agricultural sector.

Projected Social Impact Value Over One Year

WONGPHAI's involvement in the project is anticipated to create over 2.5 million baht in positive economic, social, and environmental impacts. The initiative also contributes to the reduction of carbon dioxide emissions and PM 2.5 dust generated by agricultural activities. Additionally, participating in the project has motivated WONGPHAI to enhance its production processes through improvements in furnace technology, with the goal of increasing agricultural yields in the future.





Agnos Health Co., Ltd.

Agnos Health is a developer of medical AI technology that analyzes symptoms and guides patients to appropriate healthcare facilities and services. This helps reduce hospital patient congestion, particularly in public facilities, while increasing timely access to medical services. Agnos Health has evolved into a Smart OPD Platform, a business expansion under hospital collaboration projects that enables patients to access medical services more efficiently and conveniently through hospital LINE Official Accounts. This represents a business expansion that will continue to benefit society in the future, helping patients and reducing some workload for hospitals and medical personnel.

Projected Social Impact Value Over One Year

Agnos Health is projected to reduce both travel time and transportation expenses to hospitals by more than 3.8 million baht for green-level patients—those with mild symptoms who do not require hospitalization.

In addition, it can lower healthcare costs for red-level patients by enabling timely access to treatment before their conditions escalate to critical levels. This helps

avoid costly medical procedures such as surgeries or inpatient admissions, resulting in estimated savings of over 280,000 baht.

Furthermore, the initiative supports the local economy by generating more than 1.6 million baht in cumulative income for pharmacies located near patients' residences.

Business Opportunities With the Group Company

The Agnos Health team collaborates with digital experts to enhance their application-based services while receiving promotional support and medical guidance from the Thonglor Well Holding Company Limited. This partnership aims to reach a broader target audience and help reduce hospital congestion and waiting times for medical services.



Please scan the QR code to access the information



Total support funds for sustainable social development of

2.4 million baht

Pruksa's mission extends beyond housing development to *“Creating a better life”* for Thai society.

The *“Accelerate Impact with PRUKSA”* project demonstrates our commitment, care, and dedication to generating opportunities, creating value, and enhancing lives within society and communities for sustainable and tangible growth. Through this initiative, we strive to elevate the quality of life and genuine happiness for all Thai people.

Safety, Occupational Health and Workplace Environment

Our Success



ISO 45001 : 2018

International Occupational Health and Safety Management Certification Year 2nd
(Occupational Health and Safety Management System)



Total
1,984
Employees

Participated the physical and mental health promotion project by applying through the Naluri application.



100

Comply compliance with laws concerning safety, occupational health, and the working environment.



4,069^{GRI 403-5}
People

Employees and Contractors receive training in safety, occupational health, and the working environment.



ZERO

Employees and contractors who died while working
(Target is Zero)^{GRI 403-5}



3

cases*

Employees who are injured at work and need to stop working.
(Employee: Lost-Time Injuries Frequency)



0

cases

Contractors injured at work and need to stop working
(Contractor: Lost-Time Injuries Frequency)



0.6

Lost Time Injury Rate of Employee
(Employee: Lost-Time Injuries Frequency Rate: LTIFR)



0

Lost Time Injury Rate of Contractor
(Contractor: Lost-Time Injuries Frequency Rate: LTIFR)

100% of partners receive safety training before starting work on the company premises.



Total

1,313 Employees



Total

3,492 Contractors

* The Company has recognized this issue and has enhanced risk assessment for accidents to identify the true Root Cause, develop preventive measures, and use these cases as learning examples for other projects to prevent recurrence. The management places great emphasis on this matter and requires monthly reporting to the Executive Committee.

Operational Enhancement Plan for 1-5 Years

Safety Policy covers the following safety goals:

The number of serious incidents that cause the project to stop working for more than 3 days is

“ZERO”

The number of serious accidents resulting in death is

“ZERO”

90%

of construction projects have appropriate safety management (Safety Management Performance)



Develop safety standards in collaboration with business partners by incorporating safety requirements into employment contracts and providing training to the Company's and partners' supervisors to ensure readiness, understanding, and compliance with requirements before working in the Company's premises.

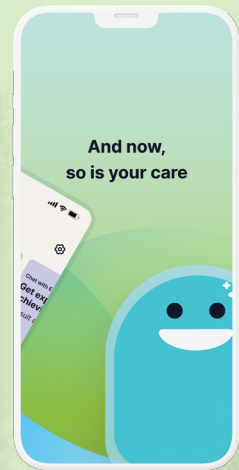
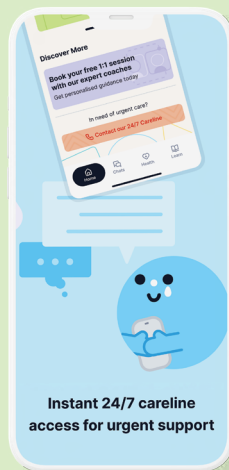
Goal:

100%

of business partners receive safety training before commencing work on Company premises.



Promote integrated physical and mental health care through the Naluri application (Preventive Care).



Safety Operation Guidelines

Safety, occupational health, and work environment are critical to the Company's business groups, particularly in real estate, healthcare, and construction sectors. These areas face risks of unexpected incidents that could impact the lives and property of employees and their families, project operations, and the Company's image, potentially affecting customer and social confidence. Moreover, incident prevention is especially crucial for the healthcare business as it affects licensing and various assessments under JCI (Joint Commission International Accreditation Standards for Hospitals) and Healthcare Accreditation (HA) standards.

The company, therefore, cares and is committed to taking care of its employees holistically so that they are happy, enjoy working, can create quality work, and deliver value to the organization in the long run by creating a suitable and safe working environment covering all dimensions, including improving the quality of life of employees and their families and taking care of and providing assistance to employees' families if an unexpected event occurs during work. The company has set a plan to assess the safety risks that may arise in every construction project that is under construction and new projects that have just started construction to comprehensively assess the safety risks that may occur, which is by the following process:

GRI 403-2

1. Risk Assessment: The assessment must cover all operational areas, community activities, and social psychology to develop plans for reducing and controlling safety risks.
2. Risk Identification and Prevention: Safety risk issues are translated into core safety rules to establish guidelines for employees and contractors to follow.
3. Compliance Promotion: Develop safety systems in collaboration with business partners, provide training to partners' supervisors to understand the Company's safety systems, and require partners to verify equipment readiness before entering work areas.
4. Monitoring and Reporting: The Operations Department monitors compliance with safety systems, while the Safety and Occupational Health Department reviews these results to report to the Safety Committee and Executive Committee monthly and to the Risk Management Committee quarterly. This includes proposing development, and improvement plans to achieve zero accidents and remedial plans for employees and families in case of unexpected incidents.

In its safety operations, the Company applies the Plan, Do, Check, and Act (PDCA) process to manage safety systems, enabling effective problem resolution while continuously monitoring, developing, and improving the system. Additionally, the Company requires employees to undergo health screenings based on their potential risk exposure groups to prevent short-term and long-term health issues that may affect employees.



Real Estate, Construction and Precast Business

The Company has established a policy on safety, occupational health, and working environment following the guidelines approved by the Group CEO. It has also prepared a manual on safety at work and entering the construction site in 4 languages to cover foreign workers of all nationalities. The details in the manual include regulations that employees and subcontractors must strictly comply with, such as dress code and wearing of protective equipment. It emphasizes that employees and subcontractors must be responsible for their safety and that of others. It must comply with the law, including safety management systems such as OHSAS 18001 and ISO 45001. The Company provides budget and resources for preventing accidents and incidents, including occupational diseases, for all employees as appropriate. In addition, the Company requires subcontractors to provide safety equipment for their employees, as specified in the contract, and subcontractors must strictly comply with the Company's policies. Business partners in the healthcare business group must obtain a specific license or permit. They must show the Company that the license or business license or the license for such products and services is still valid and can be used in making every contract.

The Occupational Safety Committee collaborates with the Safety Division to ensure compliance with policies and manuals. This includes training employees and subcontractors, checking the completeness and

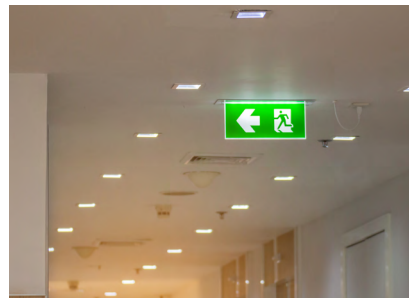
readiness of protective equipment, and regularly assessing working environment factors such as heat, light, noise, chemicals, bacteria, and viruses to ensure they meet legal standards. The committee also collects accident statistics. Data must be reported to the Safety Report Online system at varying frequencies depending on the division and job level. For instance, supervisors must report weekly, while project managers and chief engineers must submit reports monthly. These reports are then presented to the Executive Committee each month, along with a development and improvement plan to reduce work-related accidents to zero. In the event of an incident, the compensation plan for affected employees and their families will be submitted to the Executive Committee for consideration. Additionally, the Safety and Occupational Health Division must conduct inspections once a quarter.

The Company has developed an online safety report system for incident monitoring and reporting, with communication and usage instructions provided to employees and subcontractors from their first day of work. Additionally, the Company conducts drills and basic first aid training, including Cardiopulmonary Resuscitation (CPR), for employees and subcontractors to handle serious accidents such as fires, ensuring they can appropriately and promptly provide initial safety measures for themselves.



Healthcare Business

The company follows Joint Commission International Accreditation Standards for Hospitals (JCI), which encompasses international patient safety policies and goals, access to care and continuity of care, development of quality and safety standards for healthcare facilities, infection prevention and control, and facility management and safety. The hospital's Safety and Quality Department must monitor, measure, and report safety-related statistics against targets to hospital management and the Executive Committee at least once a month. Furthermore, the company adheres to hospital accreditation (HA) standards to ensure the highest quality medical services and safety. This emphasizes patient needs and safety in terms of both treatment efficiency and appropriate environment. The standard also promotes collaboration among all personnel to achieve maximum and consistent treatment outcomes. This reaffirms our commitment to patient and social responsibility, builds stakeholder trust, and is crucial in strengthening the organization's foundation for long-term sustainable development.



Worker Participation, Consultation, and Communication on Occupational Health and Safety

The Company has established a Safety Committee comprising representatives from both employers and employees to jointly determine policies, review the Company's safety plans, and consider various safety activities. Communication is conducted through multiple channels, including email and Safety Talk sessions, which utilize One Point Lesson (OPL) for weekly discussions and awareness building with employees and subcontractors. Additionally, Site meetings are held monthly with employees and subcontractors.



GRI 403-3

Occupational Safety, Health, and Work Environment Promotion Activities

- Providing education about preventing and addressing Computer Vision Syndrome (CVS), a condition caused by prolonged computer screen exposure, including workplace environment optimization. This involves maintaining appropriate office lighting levels, positioning computer screens away from windows to avoid glare, and providing ergonomically suitable chairs.
- Implementing proper ventilation systems in office buildings, workplaces, and construction site worker camps to prevent Sick Building Syndrome (SBS), a condition resulting from poor air circulation in enclosed workspaces with inadequate ventilation.
- Conducting monthly meetings and site inspections by the Safety Committee and safety officers.
- Implementing the "Safety Management Performance" system to monitor operations and assess safety trends comprehensively across construction projects, factories, and installations.
- Promoting safety awareness through training, signage, promotional videos, communication via LINE application, email, and Safety Talk sessions before work commencement.
- Establishing emergency notification procedures (Call Tree) following business continuity management guidelines and scheduling emergency drills ensures employees and subcontractors understand their roles, responsibilities, and procedures during emergencies.



- Regular safety risk assessments should be conducted, and results should be submitted to relevant executives for acknowledgment and further development or prevention measures (GRI 403-2).
- Maintaining COVID-19 prevention measures in offices, construction sites, and worker camps, including designated quarantine areas under the Bubble and Seal measures, which includes ATK testing before entering work areas.
- Regular drug testing of employees and subcontractors by external agencies to prevent risks of crime and illegal activities.
- Regular monitoring of workplace environmental conditions, including air quality, water quality, dust levels, noise levels, lighting, and odors in work areas, is recommended to prevent potential impacts on employees and surrounding communities.
- Requiring wastewater treatment from construction sites and hospitals before discharge into external water sources.
- Weekly inspection of machinery and work equipment, with inspection tags affixed as evidence of completed checks.
- Organizing safety competitions to promote proactive safety measures, with quarterly awards for outstanding safety performance given to units like Inno Home Construction and Inno Precast.



- Implementation of the Safety Leadership program to develop good safety consciousness among employees, with executives and supervisors setting safety examples, and applying Leader Key Success practices to other Inno Home Construction projects.
- Development of Safety systems in collaboration with business partners, starting from the hiring process, including contract attachments and training for partners, particularly their Headmen, to ensure understanding of the Company's safety systems and enable knowledge transfer to subcontractors.



Employee Wellness Activities Promoting Physical and Mental Health

- The Company provides annual health check-ups for all employees and offers group health insurance for employees and their family members. In addition to essential benefits, employees and their families receive special privileges at Vimut Hospital, including free private room accommodation for inpatient services and a 30% discount on medical expenses when exceeding the employee health insurance coverage limit.



- Implementation of the Naluri application to promote employees' physical and mental well-being. The application enables employees to have private conversations with psychiatrists. Mental health coaching training is provided by Naluri coaches to manager-level supervisors and above, equipping them with basic psychological support skills to assist their team members and colleagues. This ensures that employees maintain good health from the inside out. Additionally, the Company provides nutritionists with personalized healthy eating recommendations and fitness trainers to guide daily exercise routines, promoting employees' physical and mental well-being.

GRI 403-2

Employee and Subcontractor Engagement in Occupational Safety, Health, and the Work Environment

The Occupational Safety, Health and Work Environment Committee consists of 19 members, with at least 50% appointed and nominated from operational level employees and management representatives to perform the following duties:

1. Develop occupational safety, health, and work environment policies for the establishment to propose to the employer.
2. Formulate guidelines for preventing and reducing accidents, hazards, illnesses, or work-related disturbances, including workplace safety issues, and propose them to the employer.
3. Report and recommend measures or guidelines for improving working conditions and environment in compliance with workplace safety laws to the employer, ensuring the safety of employees, contractors, and external parties who work at or use services in the establishment.
4. Promote and support workplace safety activities within the establishment.
5. Review the establishment's occupational safety, health, and work environment manual to provide recommendations to the employer.
6. Conduct workplace safety practice surveys and report findings at every committee meeting, including workplace accident statistics.
7. Review training programs or plans related to workplace safety, including role and responsibility training for employees, supervisors, executives, employers, and personnel at all levels, to provide recommendations to the employer.
8. Establish a system requiring all employees at every level to report unsafe working conditions to the employer.
9. Monitor progress on matters proposed to the employer.
10. Submit annual performance reports to the employer, including problems, obstacles, and recommendations regarding the Safety Committee's duties after one year of operation.
11. Evaluate the establishment's workplace safety performance.
12. Perform other workplace safety duties as assigned by the employer.

The Company communicates and provides opportunities for employee representatives to suggest preventive measures regarding safety, occupational health, and work environment risks. The Company also welcomes feedback from subcontractors during safety, occupational health, and work environment training sessions, as well as through various communication channels such as Safety Talk, Safety Monthly Meeting, suggestion boxes at project sites, etc.



Emergency Response Drills

The Company provides annual basic firefighting and Cardiopulmonary Resuscitation (CPR) training and has established evacuation team leaders. More than 50% of all employees have completed the training, exceeding legal requirements. Regular emergency response drills are conducted to reduce risks and ensure employees can follow procedures correctly. In 2024, the Company provided Automated External Defibrillator (AED) training at the factory.



Emergency Safety Measures

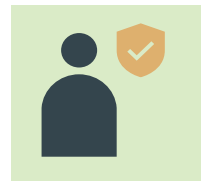
- Install Chlorofluorocarbon (CFC)-free fire extinguishers every 20 square meters in easily accessible areas, with clear signage for quick access when needed.
- Provide emergency lighting systems and emergency exit signs for evacuation guidance during incidents.
- Install backup flashlights at all emergency exits.
- Place Safety Signs at various points.
- Design appropriate fire escape routes to enable prompt employee evacuation during fires.
- Install automatic fire/smoke alarms in as many rooms as possible.
- Maintain appropriate ready-to-use fire extinguishers installed near chemical and/or fuel storage areas.
- Install "No Smoking" or "No Fire" warning signs in chemical/fuel storage areas.
- Ensure electrical wiring in offices and fuel storage areas meets international electrical standards for insulated cables.
- Regularly inspect emergency response equipment to ensure operational readiness.
- Designate evacuation leaders at various points for emergency situations.
- Provide annual basic firefighting training to ensure employees can properly use emergency response equipment. GRI 403-5
- Conduct annual drills for emergency response, first aid, and fire evacuation.
- Provide Automated External Defibrillators (AED) in factory areas, including regular training.
- Establish an Incident Response Team (IRT) to manage emergencies and conduct annual emergency response drills.



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

Prevention Measures for High-Risk Work

- Executives conduct quarterly safety inspections at construction projects to demonstrate safety leadership and closely evaluate project safety.
- Assess risks and hazard indicators in work activities and ensure safe working environments.
- Establish and enforce safety rules, with third-party verification and monthly reporting.
- Regular safety inspections by employees and weekly safety training for all workers.
- Conduct monthly safety monitoring meetings.
- Install temporary electrical systems at construction sites, including automatic ELCB circuit breakers to prevent electrical shock and overload, design safe electrical systems in worker housing, and implement maintenance standards using lockout systems.
- Implement Safety Work Permit system standards to control safety before, during, and after high-risk work activities, including working at heights, hot work, confined space work, and excavation, ensuring standardized safety practices across the organization.
- Conduct health checks based on risk factors, monitoring work activities that may impact good health.
- Update work standards and establish penalties for non-compliance with safety standards, applicable to both the organization and business partners, with requirements included in contract appendices.
- Hold meetings and consultations with business partners to discuss potential risk prevention strategies.



Safety in The Use of Raw Materials, Materials, Equipment, and Chemicals

- The Company selects raw materials that are not harmful to customers and workers, such as materials and furniture free from polluting volatile compounds (VOCs) like Formaldehyde.
- The Company controls chemical storage through classification and educates employees about Safety Data Sheets (SDS) for various chemicals, with clear labelling according to company procedures and standards.
- The Company conducts supplier audits to ensure raw materials meet company standards.





Respect for Human Rights

The company prioritizes respect for human rights by establishing operational guidelines that align with laws, regulations, and international principles outlined in its Human Rights Policy. This policy adheres to the 10 principles of the UN Global Compact, which encompasses the Universal Declaration of Human Rights (UDHR).

The company is committed to communicating with and treating all individuals with respect, dignity, and equality, without discrimination against any stakeholders and vulnerable groups. This commitment extends beyond differences in physical or mental conditions, race, nationality, place of birth, ethnicity,

religion, gender, language, age, skin color, education, social status, culture, traditions, or any other factors. The scope includes stakeholders and vulnerable groups who may be impacted by operations that could potentially violate human rights, both in the company's direct business activities and throughout its business value chain, such as employees, women and children, persons with disabilities, business partners, suppliers, and foreign workers. The company considers it essential that business partners, regardless of their relationship type with the company, should consider and act in alignment with these principles.

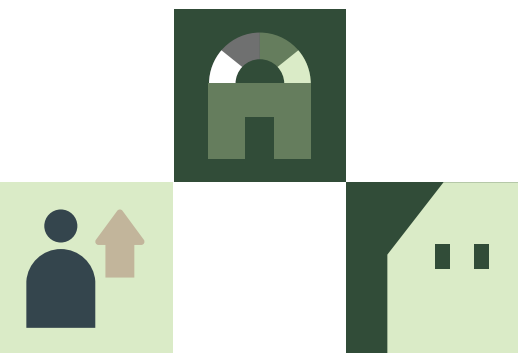




Equal and Non-Discriminatory Treatment of Stakeholders

1. Employee

The Company values employee feedback and has established various communication channels, including one-way communication methods such as email and announcements, as well as two-way communication formats like Townhall meetings, Welfare Committee establishment, HR Engagement Team formation, and annual employee engagement assessments. These evaluation results are used for development and improvement, leading to better outcomes in the future. In the past year, department heads were required to create communication and relationship-building plans with their subordinates. If any opinions or suggestions regarding employee care in the Company and its subsidiaries require improvement, supervisors must promptly inform Human Resources personnel.



2. Suppliers and Contractors

The Company assigns representatives from its Procurement and Supply Chain departments, both in the Company and its subsidiaries, to maintain good relationships with suppliers and contractors. Each year, they must plan visits with suppliers and contractors through both online and offline channels. The results from these discussions are summarized in reports for management review. Additionally, the Company communicates supplier and contractor evaluation criteria in advance and facilitates discussions by inviting relevant parties to acknowledge issues and jointly develop solutions when improvements are needed.

3. Community

The company is committed to engaging with the surrounding communities before starting real estate projects. This includes installing announcement boards and conducting opinion surveys. Additionally, the company strictly adheres to construction regulations to minimize dust, noise, and other factors that could impact the community's rights during construction. Community members can submit complaints directly to the Board of Directors and the Audit Committee if they encounter issues affecting their individual or collective rights. These complaints are thoroughly reviewed to find collaborative solutions and are presented to the Company's Board of Directors, the Audit Committee, and relevant subcommittees for further consideration.



Performance in 2024

Conducted comprehensive human rights assessment and due diligence in two primary business segments, including



Construction
and real estate



Healthcare

Covering processes in procurement, supply chain, construction, marketing, customer relationship management, and human resources.



100%

Human rights should be a core topic in both new employee orientation and annual training programs, with a target participation among all permanent employees.



Communicate and provide training of permanent employees in subsidiaries.

100%



Conduct human rights assessments of new suppliers.

100%

Operational Enhancement Plan for 1-5 Years



Complete human rights assessments for 100% of all suppliers and conduct onsite due diligence of key suppliers

100%

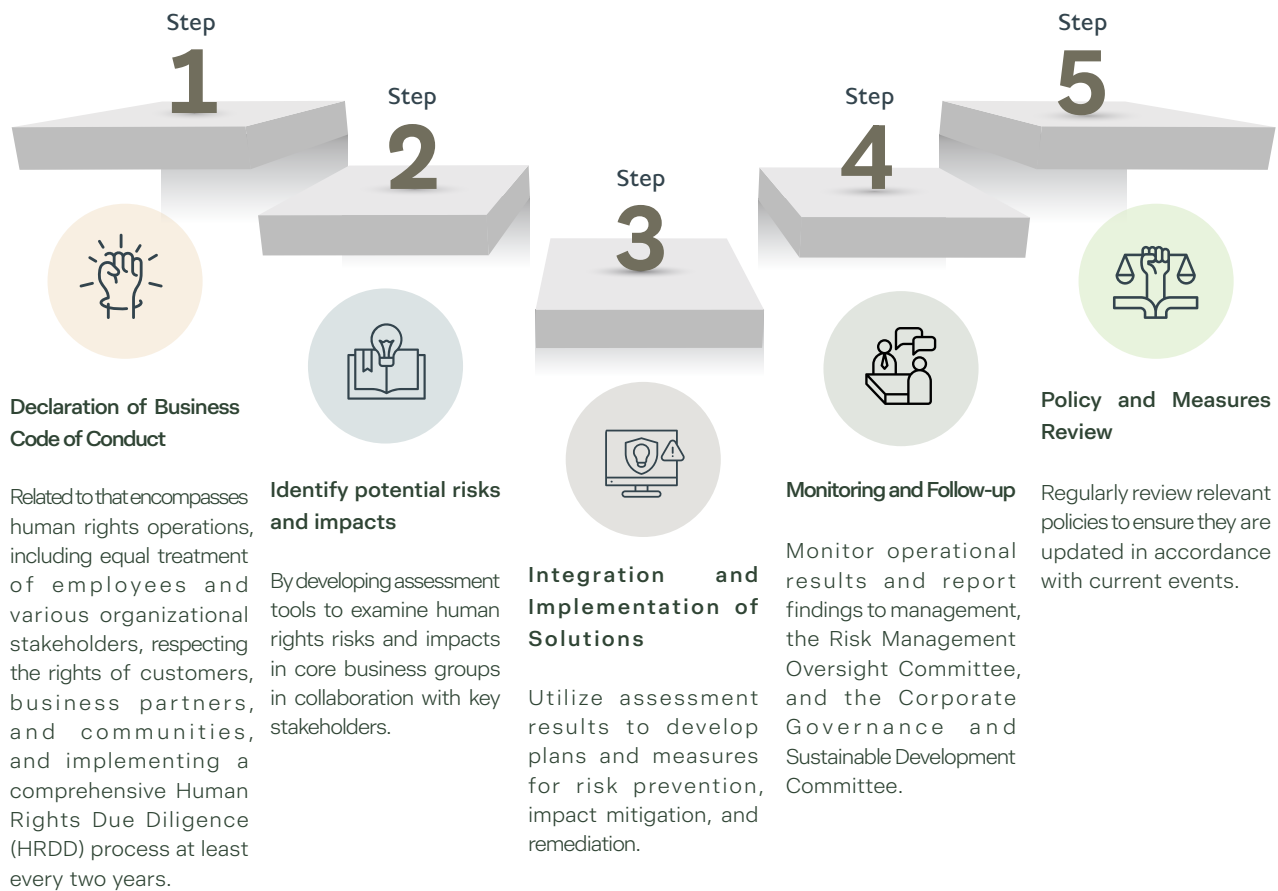
by 2029.



Review human rights policies and measures at least

Once annually

Human Rights Due Diligence Process



Human Rights Risk Assessment Results 2024



Percentage of tier-1 suppliers assessed for human rights risk

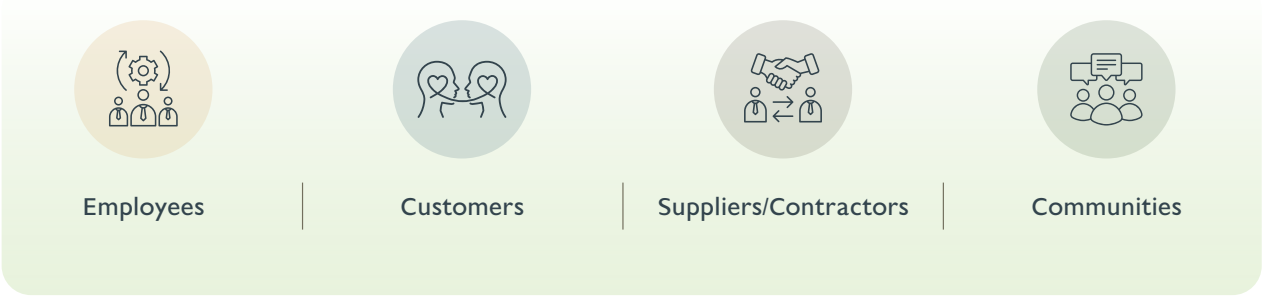
100%



Percentage of companies in the real estate and construction and healthcare sectors assessed for human rights risk

100%

Key Stakeholder Groups Assessed for Human Rights



Comprehensive Human Rights Due Diligence Process

Pruksa Holding and its affiliated companies conduct business while adhering to human rights and ethical principles. The Sustainability Department is mandated to conduct comprehensive human rights due diligence at least every two years to ensure that Pruksa treats all stakeholders equally without discrimination, regardless of physical or mental differences, race, place of birth, ethnicity, religion, gender, language, age, skin color, education, social status, and culture. This practice encompasses all relevant stakeholders who may face incidents or risks of human rights violations from operations. The Sustainability Department reports result quarterly to the Corporate Governance and Sustainable Development Committee and the Risk Management Committee.



1) Identifying Risks and Impacts

Pruksa requires identifying human rights risks by including key stakeholders such as customers, employees, direct suppliers, contractors, and communities. This assessment covers threetwo primary business groups: Real Estate, construction, and Healthcare. It addresses both labor rights and non-labor rights issues that have occurred or may occur in the future, as detailed below:

Risk Assessment Regarding Labor Issues Carried Out For:



Labor Rights Protection



Employment Conditions



Safety and Occupational Health



Child Labor and Modern Slavery



Discrimination Based on Gender, Religion, Race, and Other Factors



Freedom of Association



Restriction of Freedom of Expression



Protection of Migrant Workers' Rights

Non-Labor Human Rights Risk Issues



Violation of Land Rights or Forced Relocation



Environmental and Safety Impacts Around Business Operation Areas



Prioritization of Personnel, Worker, and Customer Health and Safety



Fraud/Corruption



Dust and Air Pollution



Violation of Privacy Rights and Personal Data Rights



Consumer and Customer Product and Service Safety



Access to Remediation



Waste and Toxic Waste Management

2) Assessing Severity and Likelihood

The Company assesses the scope and potential impacts of business activities on all relevant stakeholders through a comprehensive evaluation of severity, impact scope, remediation capability, and likelihood of risk occurrence. This approach enables the Company to address issues systematically and effectively by prioritizing concerns and establishing efficient and systematic prevention and remediation plans.

3) Integrating and Acting on Findings

The company has incorporated the results of its human rights impact assessments into its policies, management systems, and operational processes. This integration aims to develop preventive measures and minimize potential impacts. Five significant risk issues were identified based on the human rights due diligence conducted in 2024. As outlined below, the company has established risk prevention and management measures to mitigate these potential impacts.

Significant Risks	Measures of Risk Prevention and Risk Management
Labor Protection	<p>Employment Policy and Regulations.</p> <p>No gender differences, political beliefs, or religions are included in determining compensation and other benefits.</p> <p>A welfare committee is established to listen to employee voices on welfare, compensation, and other matters that benefit employees. Any issues that are agreed upon will be developed to improve employee care.</p>
Safety and Occupational Health	Educate and train executives, contractors, and business partners to remain continuously informed. Organize an annual comprehension assessment and establish a channel for receiving complaints and providing information.
Environmental and Safety Impacts Around Business Activity Areas	<p>Providing appropriate tools and equipment for employees with disabilities by:</p> <ul style="list-style-type: none"> Assessing the risks from the work responsibilities of each business line to determine appropriate welfare, such as accident insurance, health insurance, and life insurance with different coverage, and covering employees' families. Determining employment policies and regulations, procurement policies, and contracts for hiring contractors and business partners. Continuously communicating and training executives, construction contractors, and business partners. Determining regulations for selecting business partners and providing an evaluation form for every new business partner. Planning to investigate facts onsite in the central business partner group, specifying channels for receiving complaints/providing information.
Prioritizing the Safety and Health of Our Employees, Workers and Customers	<ul style="list-style-type: none"> Establish a safety policy and work procedures. Establish policies and practices related to patient treatment and referral procedures. Comply with the requirements of safety laws related to each business group and stipulate them as regulations in the contract for hiring contractors and business partners to comply with the minimum standards for safety and health according to the law and the work procedures of the Company and its subsidiaries, such as the provision of protective equipment. Organize a monthly meeting of the Occupational Safety, Health, and Environment Committee.

Significant Risks

Measures of Risk Prevention and Risk Management

- Communicate and train executives, contractors, and business partners to be continuously informed and 100% complete.
- Require relevant executives to monitor, inspect, and report accidents and incidents to the Executive Committee once a month, along with preventive measures to prevent recurrence in the future and remedies.
- Select quality business partners and establish a manual for house construction and a manual for medical services to deliver quality and safe products and services to customers.
- Arrange for quality inspection of products and services before delivery and provide insurance for damages from products and services.
- Practice the Business Continuity Plan (BCP).
- Establish a 24-hour emergency notification system and assign the Occupational Health and Safety Committee of the Real Estate and Construction and Precast Business Groups and the Quality Control Unit of the Hospital Business Group to immediately monitor and resolve such emergencies.

Violation of Privacy and Rights of Personal Data Owners

- Establish a policy in the Code of Conduct and Business Partners and a policy on protecting customer personal data that complies with legal provisions.
- Establish a committee, unit, and personnel responsible for protecting personal data.
- Establish a Data Protection Officer (DPO) to receive complaints in cases of suspicion that personal data may be leaked via the 1739 call center and email dpo-office@pruksa.com.
- In cases where it is necessary to hire outsourced employees, the contract will specify that employees of the service provider company and the company itself must keep customer and patient data confidential or provide a Non-disclosure Agreement (NDA) before hiring.
- Conduct an IT risk assessment and prevention measures, such as defining data access rights according to the importance and hierarchy of data, specifying passwords to log in to the machine, performing penetration testing, and working in a closed environment, including defining guidelines for destroying important documents.
- Communicate and train executives, contractors, and business partners to be continuously aware of this.
- Do not disclose trade secrets between each other.

Remedial Mechanisms

The Company prioritizes addressing the impacts of its business activities on affected parties by following the principles of fairness and transparency. Remediation efforts are tailored to the nature of the violation, the incident's location, and the available remedial mechanisms. These mechanisms may include compensation, rehabilitation, and corrective actions. The Company is committed to managing these impacts sustainably and fostering long-term trust and collaboration with all stakeholders.



In 2024

There were no incidents

or complaints regarding human rights violations.

Human Rights Awareness Activities

Welfare for LGBTQ Employees

In the previous year, Pruksa introduced a comprehensive set of benefits for LGBTQ+ employees to celebrate the Marriage Equality Act. These benefits ensure equal rights without discrimination based on gender and include initiatives such as providing a 1-baht gold wedding gift for employees of all genders, granting sick leave for gender reassignment surgery, allowing the use of restrooms following gender identity and expression, offering medical expense discounts at Vimut Hospital for partners irrespective of gender, and providing scholarships for employees' biological and adopted children, among others.



ESG Day 2024: Everyone Matters

The Company organized the ESG Day 2024 event under the theme “Everyone Matters,” focusing on promoting equal human rights. Held on the 4th floor of the Pearl Bangkok Building, the event was also live-streamed to enable remote participation, reaching over 800 employees via in-person and online channels. The event featured various engaging activities, including interactive games centered on human rights issues and several activity booths. These included the Nong Mee Claw Machine booth, the Anti-Corruption Fun Wheel booth, the LIVEWELL product booth, and the Wan Plus Recycle booth. Additionally, coaches from Naluri delivered a health-focused lecture, with DJ Pee Aoi Napaporn Traiwittayakun serving as a guest speaker during the Club ESG Day. The lecture, “This Job Requires Strength: Work-Life Integration, Creating Success at Work and in Life,” was well-received by attendees. As part of the event, employees were encouraged to submit TikTok clips related to Environment, Social, and Governance (ESG) themes for a chance to win prizes totaling over 18,000 baht. The initiative received enthusiastic participation from employees across the organization.



Site Visit Activities “Impact for Good with CG”

The company’s sustainability units, which include the Corporate Governance, Internal Audit, and Sustainability Departments, collaboratively organized the “Zone Visit Knowledge Sharing” activity. This initiative aimed to meet and exchange knowledge with operating units involved in the village project and was conducted eight times, covering eight zones in Bangkok and its surrounding areas. The activity also focused on promoting the company’s anti-corruption efforts, respect for human rights, and sustainability initiatives. Lectures highlighted the importance of understanding human rights issues in personal and external contexts. Participants were encouraged to take a stand against forced labor, child labor, and illegal employment while also promoting welfare by following labor laws. This way, employees who work closely with contractors or workers can effectively monitor and help prevent human rights violations. The project provided lecture content that was accessible and comprehensible for all participants, which garnered significant interest from those who attended the activities.

Complaints and Whistleblowing

The company has implemented the Whistleblowing Policy for handling complaints and providing tips regarding violations of its Business Code of Conduct and the Business Partner Code of Conduct on Human Rights. This policy includes mechanisms to protect the confidentiality of complainants and informants. Details about submitting complaints and providing tips are available on the company’s website and have been communicated to all relevant parties.





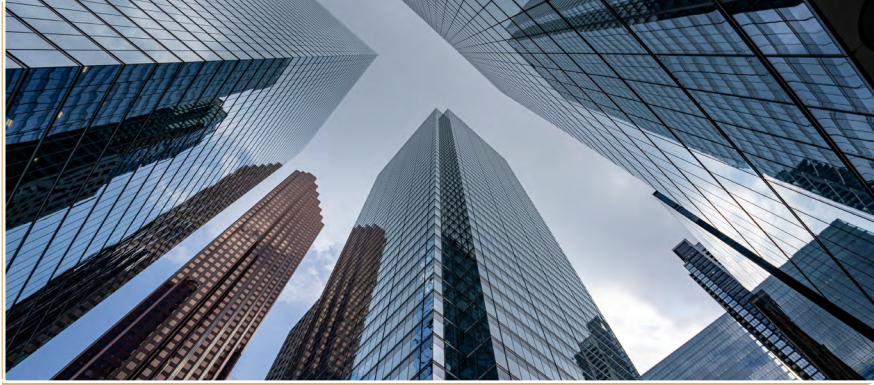
GOVERNANCE



Heart to Home

Care for Good Quality of Life
and Wellbeing

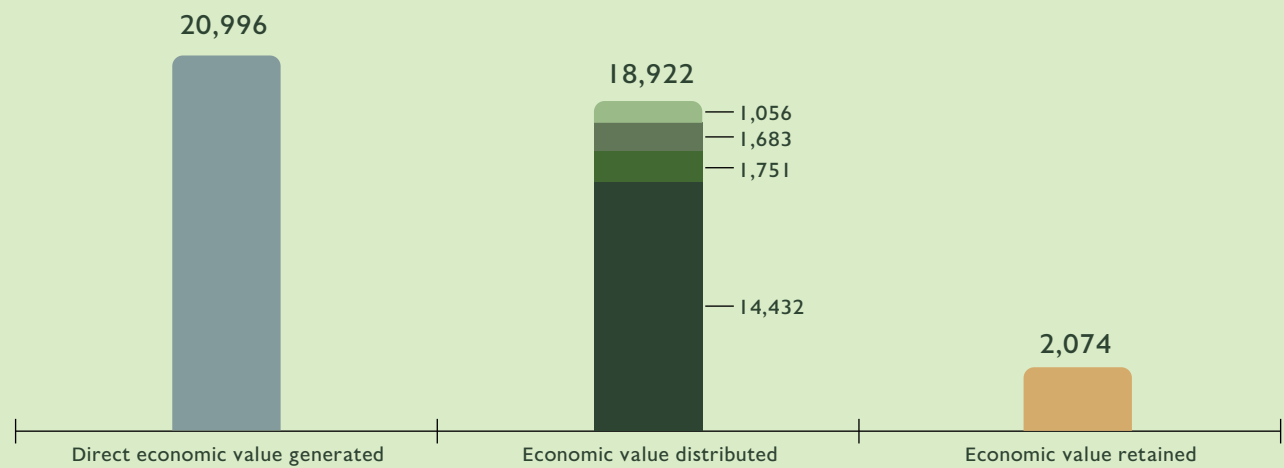




Economic Value Creation and Distribution

Direct Economic Value Creation and Distribution

Unit: THB million



Direct Economic Value Generated

20,996

THB million

Revenues

20,996

THB million

Economic Value Distributed

18,922

THB million

Operating Costs

14,432

THB million

Employee Wages and Benefits

1,683

THB million

Payments to Providers of Capital

1,751

THB million

Payments to Government

1,056

THB million

Economic Value Retained

2,074

THB million

Source: Consolidation Financial Statement 2024 and the Sustainability Performance Data 2024.

Customer Relationship Management for Sustainable Development

Our Success



“Excellent” brand referral rate

39%

Net Promoter Score: NPS
(Target 32%)



Average Net Promoter Score:
NPS for Activities Enhance

“Excellent Relationships”

80%

(Target 32%)

New projects have been established to enable residents to collaboratively assist those who are socially disadvantaged.



1

Your Leftovers,
Give Life Project



2

Empower Lives
Live Well Stay Well



467 Activities

The activities to promote relationships for sustainable development

Enhancing Operations Over the Next 1-5 Years



Foster ongoing activities to manage relationships effectively.








Broaden the scope and enhance efforts to include all project types, encompassing initiatives in provincial areas.



Encourage environmental initiatives to boost resident participation.

Customer Relationship Management Framework

Pruksa provides its residents with a happy and healthy living experience. The company strives to create the best living environment through consistently delivering high-quality products and services while promoting Live well stay well within the community. Over the past year, Pruksa has established a framework for managing relationships with its residents, aligning with its sustainability policy's core practices. This policy addresses various aspects of life, including quality of living, environmental impact, social responsibility, and the promotion of both physical and mental health, catering to the diverse lifestyles of its residents to ensure harmonious and sustainable coexistence. To strengthen customer relationships, Pruksa has organized various activities and offers special privileges to its residents. Here are the details:

				
<p>Caring for Quality of Life and Well-being (Heart to Home) by Delivering Quality Residences.</p>	<p>Caring for the Environment Impact (Heart to Earth) To Help Prevent the Climate Change.</p>	<p>Caring and Providing Good Opportunities. (Heart to Society) To Better the Lives of the Disadvantaged.</p>		
Customer Relationship Management Framework				
			"Be aware of Maintaining Good Physical Health"	"Be aware of Mental Health Awareness"
Pruksa Contact Center 1739	River Well Campaign	Your Leftovers, Give Life Project	Caring for the Health of the Residents	Buddhist Almsgiving Ceremony
"Saijai" Chatbot AI		Pruksa Care for All	Pruksa Smile & Sweat	Special days, Special You
Home Warranty Reminder		Join Market, Joy Festival	Love Me, Love My Pet	Special Privilege, Special Channel
Voice of Customer Award		Empower Lives Live Well Stay Well	Eliminate Mosquitoes Project	

Customer Relationship Management Activities

1. Caring for Quality of Life and Well-Being

Pruksa has a full-service information center, or Pruksa Contact Center 1739, ready to provide services via telephone by staff trained to provide professional services. In addition, the company also has various contact channels, including email, letters, social media, and the website www.pruksa.com, to support customer needs and to facilitate customers in choosing the most convenient and fastest contact channel according to their preferences. In 2024, the company received a Net Promoter Score (NPS) score of 88 percent, higher than the target of 32 percent. The main factors that led to the score exceeding the target were creating a good impression on customers by providing service-minded services, understanding customer needs, and following up and coordinating well. The staff was polite and willing to provide services.



Net Promoter Score (NPS)

88%

(Target 32%)



Pruksa Contact Center 1739

In addition, Pruksa Contact Center provides quality services according to international standards. It is managed by an agency certified by ISO27001, a standard for personal data protection, to ensure that the personal data of Pruksa residents will be well taken care of and protected. The center also helps reduce the risks of Pruksa Group businesses.



Rewards & Recognition



PSH Personal Data Protection Act (PDPA) Team

1.2 "Saijai" Chatbot AI

"Saijai" is an AI chatbot designed to communicate with residents and provide information about products and services related to the project. It operates on three platforms: the website pruksa.com, Facebook via Pruksha Family Club, and Line under the username @Pruksha. Officially launched in 2024, it has garnered an impressive Net Promoter Score (NPS) of 60 percent, surpassing the target of 32 percent. Users have expressed satisfaction with the chatbot's convenience, speed, ability to understand human language, and provision of accurate, sufficient, and up-to-date information. Additionally, it integrates with various systems to create a one-stop service.

Furthermore, "Saijai" allows customers to schedule visits to the project, report repair issues, arrange appointments with repair technicians, and register for the company's various promotional activities. If customers prefer to speak directly with staff, the chatbot provides an easy connection to personnel, enhancing the experience for homebuyers and residents for seamless experience.



Net Promoter Score (NPS)

60%

(Target 32%)

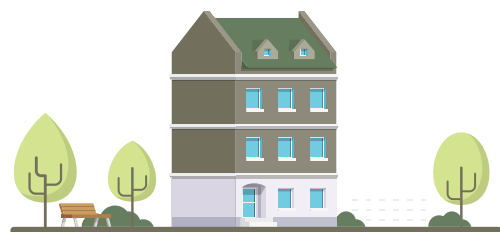


Silver Medal Award for Innovation Project 2023 "Saijai chatbot AI." This was created from extensive customer needs research, along with continuous testing and development.

1.3 The Notification of Ending Home Quality Warranty

The company is launching a proactive project to build confidence among residents by notifying them of upcoming inspection and repair services before the expiration of their 30-day warranty. This pilot project will run for three months, from October to December 2024, including 77 participating projects.

Initial results from the pilot indicate a high level of resident satisfaction, with a Net Promoter Score (NPS) of 76%, significantly exceeding the target of 32%. Residents have expressed appreciation for the professionalism demonstrated throughout the project. Additionally, this initiative is expected to strengthen the relationship between residents and Pruksha. Starting January 1, 2025, complete services will be available to all projects Pruksha manages.



Net Promoter Score (NPS)

76%

(Target 32%)

Residents feel more engaged and professional, which strengthens the relationship between them and Pruksha.



1.4 "Voice of Customer Award"

The implementation of items 1.1 to 1.3 has resulted in a high level of resident satisfaction, leading them to contact the company to express their appreciation and request that the management acknowledge this commendable behavior. The "Voice of Customer Award" is presented to employees who have received compliments from residents. This award recognizes their

dedication to their duties and their care for the residents, showing that the company values their efforts. The goal is to encourage employees to work diligently and happily in a sustainable manner, while serving as good role models within the organization. In 2024, the Voice of Customer Award project was launched for the first time, and a total of 14 employees were honoured with awards.

2. Caring for the Environment Impact.

2.1 River Well Campaign

The River Well Campaign is a project that aims to create a sustainable environment for PrukSA residents and the surrounding communities. It has been continuously implemented for the 7th year, starting from 2018-2024, to promote a good quality of life for PrukSA residents and community members, free from complaints about toxic pollution caused by wastewater around the community. The results of the operation last year showed that the main goals set continuously from the previous year were achieved.

In 2024, PrukSA, in collaboration with Inno Home, organized a volunteer event that brought together 291

employees and stakeholders, including government agencies, business partners, and residents. The group participated in a clean-up effort, collecting 18 tons of garbage, weeds, and other waste materials. They also worked to clear mud that had blocked water drainage and placed EM balls into the canal to treat wastewater. This initiative aimed to promote a better quality of life for PrukSA residents. The projects involved in this operation included PrukSA Avenue Srinakarin-Bangna, PrukSA Avenue Sukhumvit-Bang Pu, Baan PrukSA 145 Rama 2 (3), PrukSA Ville 107/5 (Pracha Uthit), The Connect 38 (Ram Intra Km. 8), and The Connect 62 Petchkasem 69, which together serve a total of 6,454 households.



Waste Collected

18 Tons



Total

291 Participants



Promote a Good Quality of Life

6,454 Families

From

6 Projects

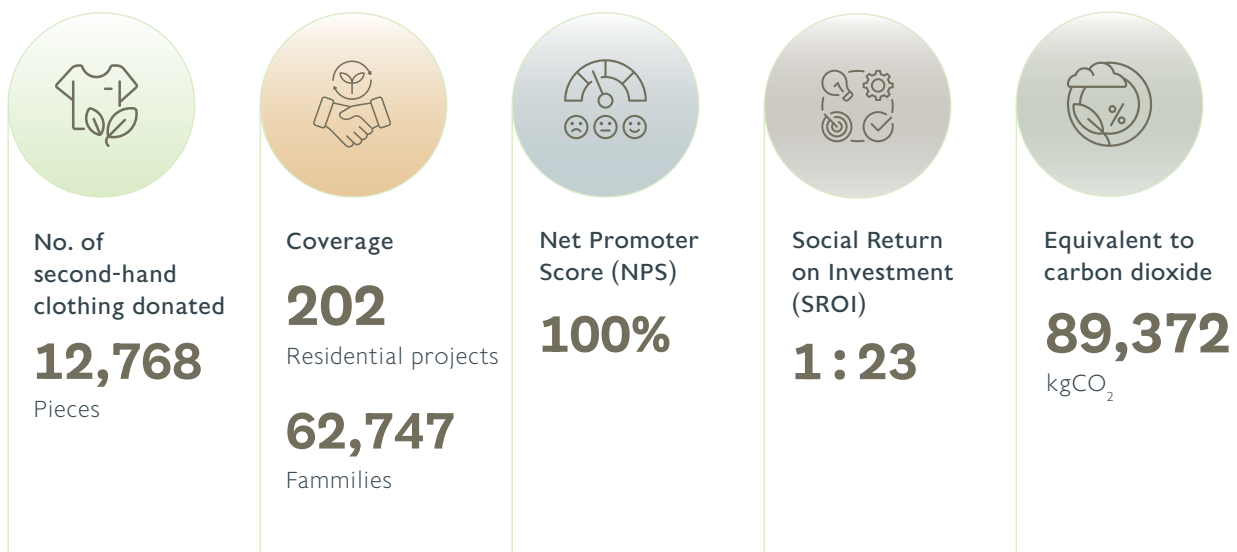


3. Caring and Providing Good Opportunities for the Society

3.1 “Your Leftovers, Give Life Project”

Pruksa and the Mirror Foundation organized the activity “Your Leftovers, Give Life Project” to campaign and invite residents to donate clothes and leftover items to pass on to the underprivileged. Some items will be sold at a low price to raise money to support society by the objectives of the Mirror Foundation. This will result in jobs from hiring labor to sort items and provide opportunities for people to start second-hand clothing businesses, leading to a mechanism to drive the economy jointly. However, some items that cannot be used will be used to produce fuel, which is considered a 100% management of items and does not cause items to go to waste. In 2024, the first year of the operation, 202 projects have been completed, covering 62,747 households, and more than 12,768 pieces of second-hand clothing have been passed on.

The results of the operation from the activity, Your Leftovers, Give Life Project, not only create satisfaction for the villagers and help promote the economy but also help increase the positive environmental impact of reducing the use of natural resources in the production of new clothes.



3.2 Pruksa Care for All

In addition to inviting Pruksa residents to donate items to help the underprivileged, as reported above, the company also places importance on natural disaster situations, such as the flooding in the North that caused damage to people in the area. The company, together with Pearl Bangkok Building, campaigned to invite employees and the general public to donate items to help those affected by the disaster, which received cooperation from all sectors and was able to collect 3 truckloads of items necessary for living, including



medical supplies and medicines from affiliated businesses such as Vimut Hospital and Vimut-Theptarin Hospital. All items were sent through the Mirror Foundation to be urgently delivered to those affected.

The cooperation in delivering items to those affected by the emergency sparked love and unity among employees and people in the Ari area, leading to the “Brother and Sister Request @Pearl” project, which acts as a center for collecting kindness to distribute assistance to society continuously and sustainably.



No. of “flood relief items” **3** Trucks

3.3 Join Market, Join Festival

This activity aims to promote “Good Living and Happiness” while fostering a strong community among Pruksa residents. It provides a platform for residents, Pruksa employees, affiliated companies, and partners to set up shops for buying, selling, and exchanging products. Additionally, participants can engage in activities that encourage good living in a warm and friendly environment. In 2024, two events were held at the Pruksa Avenue Sukhumvit-Bang Pu and Pruksa Avenue Bangna-Wongwaen projects. These events served as prototypes for similar activities planned for the coming years.



Net Promoter Score (NPS)
75%

No. of participants (2 times)

966
Participants

Number of
resident-owned
shops
38
Shops

Number of
employee-owned
shops
15
Shops

3.4 Empower Lives

Pruksha continues to be committed to caring for society and continuously intends to provide opportunities to those in need or vulnerable groups. In 2024, the Foundation for Society was opened to participate in setting up booths to offer products and services at Pruksha events free of charge and to support public relations. Hence, Pruksha residents know the foundation's operations, products, and services. The event was held 3 times at Pruksha Avenue Theparak-Muang Mai, Pruksha Avenue Sukhumvit-Bang Pu, and Pruksha Avenue Bangna-Ring Road.



The Mirror Foundation has opened a second-hand clothing/books shop and accepts donations.



Be mindful of society and provide good opportunities - Be aware of maintaining good physical health

The event was well-received by the Mirror Foundation and the Foundation for the Disabled. In addition to generating income for the foundation, it also provided vocational skills training for the underprivileged so they could have a place to sell products and services. It also helped create pride in the feeling of equality with other people for the disadvantaged in society. In addition, the event also impressed Pruksha residents and made them happy because they participated in creating opportunities and a culture that can grow strongly and sustainably together.



Mitor
Foundation

Supported Foundations

Universal Foundation
for **Persons with Disabilities**



*Be mindful of society and provide good opportunities -
Be aware of maintaining good physical health*

3.5 Caring for the Health of The Residents

This is an ongoing activity. In 2024, the access format has been adjusted to suit each group of residents in each segment for maximum satisfaction of residents and to meet the business objectives as follows:

1. Prukha provided space for subsidiaries to set up booths to present health products and services at 2 events held at Prukha Avenue Sukhumvit-Bang Pu and Prukha Avenue Bangna-Wongwaen.
2. Promoted/publicized for residents to receive health check-up services at Vimut Hospital and Lab Move at Baan Mor Vimut.
3. Vimut Hospital provided Health check-up services for residents at The Plant Rangsit-Klong 4 and Phasorn Bangna-Wongwaen 2 projects.
4. Coordinated with village health volunteers (VHV) to facilitate providing gold card services to residents. Visited and encouraged residents who were patients.



3.6 Prukسا Smile & Sweat

Prukسا's mission is to promote well-being and happiness by improving residents' physical and mental health by organizing activities that create smiles, laughter, and energy burn through various forms of exercise that have been selected for residents of all ages. In 2024, Prukسا promoted good health for residents by organizing 21 exercise activities, such as swimming lessons, aerobics, football, and petanque.

All activities received great interest from residents, and the team saw the benefits of promoting good health through exercise. Thus, the Prukسا Smile & Swea project was included as a good project that Prukسا will continue to implement in the future.



Total

21

Projects



Swimming teaching

10

Projects



Aerobic dance

7

Projects



Football

3

Projects



Petanque

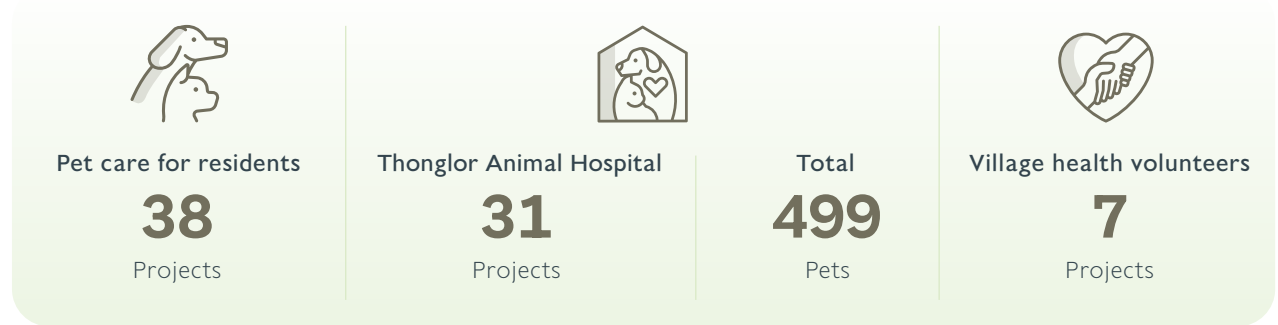
1

Project



3.6 Love Me, Love My Pet

Pruksa is dedicated to promoting the well-being and happiness of its residents, and it has a strong commitment to pets as vital members of the community. To support residents' and their pets' physical and mental health, Pruksa has launched the "Love Me, Love My Pet" initiative. This program offers free pet health check-ups, consultations, and expert advice on proper pet care from veterinarians and a team of specialists from Thonglor Animal Hospital. In 2024, Pruksa successfully provided health services to 499 pets belonging to its residents, encompassing 31 projects. Additionally, Pruksa has partnered with village health volunteers (VHVs) to conduct mobile health check-ups for residents in seven more projects, ensuring that all Pruksa residents enjoy the best possible living experience.



3.8 Eliminate Mosquitoes Project

Mosquitoes are responsible for serious illnesses that can be fatal. To address this issue, Pruksa has organized the "Eradicate Evil Mosquitoes" initiative, which aims to prevent mosquito-related diseases in high-risk areas for residents. This effort involves coordinating with village health volunteers (VHVs) to spray mosquito repellent. In 2024, a total of 11 projects have been implemented, providing healthcare support to 3,239 families.



Project
completed
11
Projects

Protect residents from
getting sick and dying from mosquitoes.

3,239
Families



Be aware of societal needs and create good opportunities - Prioritize mental health awareness

3.9 Buddhist Almsgiving Ceremony

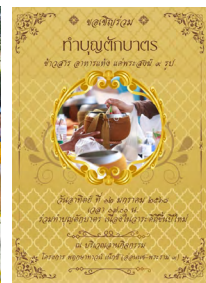
Prukسا recognizes the importance of maintaining both good mental and physical health. To promote this, we have organized the “Making Merit by Offering Alms to the Monks” activity, inviting residents to make merit, listen to sermons, and receive blessings from monks. This initiative aims to enhance auspiciousness in life and encourages the application of Buddhist teachings in daily activities. Participating in this activity fosters a sense of contentment among residents and helps them build strong relationships, support one another, and live together happily and harmoniously within the community. In 2024, Prukسا successfully organized a total of 26 alms-offering events.



No. of projects that organized activities

26

Projects



3.10 Special Days, Special You

Most Prukسا residents have families consisting of members of diverse genders and ages. Recognizing this diversity, Prukسا sees the opportunity and importance of organizing activities that pass on valuable traditions from generation to generation while allowing the new generation to share their experiences. These activities will occur on significant days throughout the year, such as Children’s Day, Songkran Day, Buddhist Lent Day, Loi Krathong Day, and Halloween. The goal is to strengthen love and understanding within families and foster good relationships within the community. In 2024, a total of 63 projects will be organized.

Important days **63** Projects



Children's Day

14 Projects



Songkran

22 Projects



Buddhist Lent Projects

6 Projects



Halloween

8 Projects



Loi Krathong

13 Projects



3.11 Special Privilege, Special Channel

Pruksa and its subsidiaries and partners have selected various privileges to deliver to residents to comprehensively meet all aspects of living, health care, and lifestyle. In 2024, the company has added more communication channels for receiving privileges to ensure that all residents will receive comprehensive information and can choose to use it as they wish. The most popular channel for residents and the one that is most accessible to residents is the village Line, which the Property Management department manages.

Experts will screen privileged information before it is communicated to residents to ensure that residents receive a special experience and can use it comfortably without worrying about data leakage or unclear advertising. In 2024, the company communicated privileged information to residents in 11 activities.



Communicate
information to residents

11

Activities

วิมุตอาสา

“ตรวจสุขภาพลูกบ้านทุกคน ให้ อยู่ดี..มีสุขภาพดี”

โรงพยาบาลวิมุตร่วมกับพวกษาเรียลเอสเตท ขอเชิญลูกบ้านพวกษาเข้ารับบริการตรวจสุขภาพ
ในวันเสาร์ที่ 14 ธันวาคม 2567 เวลา 7:00-12:00 น. ณ คลินิกบ้านหมอวิมุต รังสิตคลอง 3

**จำนวน 100 ท่านแรก
โดยไม่มีค่าใช้จ่าย**

สแกนเพื่อลงทะเบียน
เข้ารับบริการตรวจสุขภาพ

รายการตรวจ

ตรวจหาความสมบูรณ์เม็ดเลือด	Complete Blood Count (CBC)
ตรวจระดับน้ำตาลในเลือด	Glucose (Fasting)
ตรวจระดับไขมันคอเลสเตอรอลในเลือด	Cholesterol
ตรวจระดับไขมันไตรกลีเซอไรด์	Triglyceride
ตรวจระดับไขมันในเลือด (ชนิดดี)	HDL-Cholesterol
ตรวจระดับไขมันในเลือด (ชนิดไม่ดี)	LDL-Cholesterol
ตรวจการทำงานของไต	Blood Urea Nitrogen
ตรวจการทำงานของไต	Creatinine (Plus eGFR)
ตรวจการทำงานของตับ	AST (Aspartate Aminotransferase) (SGOT)
ตรวจการทำงานของตับ	ALT (Alanine Transaminase) (SGPT)
ตรวจกรดยูริก	Uric Acid

เตรียม
บัตรประชาชน

งดน้ำ-งดอาหาร
อย่างน้อย 8-10 ชม.
ก่อนมาเจาะเลือด

มอบพิกผ่อน
ให้เพียงพอ

สวมเสื้อแขนสั้น
เพื่อความสะดวก
ในการเจาะเลือด

หากท่านต้องการ
ยาลดความดัน ให้ทาน
ตามปกติ ห้ามหยุดยา

02-079-0000

vimuthospital | @vimuthospital

มอบสิทธิประโยชน์แก่ ลูกบ้านพวกษา

รายการสิทธิประโยชน์

- ส่วนลดค่าเช่าคอนโด 10% - 25%
- สิทธิไม่พักค้าง (ราคา 500 บาท (ราคาเช่าปกติ 990 บาท))
- ค่าพลาสมาสุขภาพ (ไม่คิดค่าใช้จ่าย) ในเขตพวกษา และพื้นที่ใกล้เคียง (เฉพาะบ้านวิมุต)

หมายเหตุ : สถานะพวกษา สามารถขอรับสิทธิประโยชน์ได้ และบ้านและคอนโดอื่นในเครือ

หมดเขตวันที่ : 31 ธันวาคม 2567

vimut-theptarin
@vimut-theptarin
02-348-7000

อยู่บ้าน ก็คุยกับ

แพทย์เฉพาะทางได้ ฟรี!

**ลงทะเบียนเพื่อ
นัดหมายปรึกษาแพทย์**

@vimuttelemed

Medicine Delivery
บริการจัดส่งยา
ถึงบ้านคุณฟรี

Quick Call
ปรึกษาแพทย์
ฉุกเฉิน

Tele-Specialist
ปรึกษาแพทย์
เฉพาะทาง

บริการปรึกษาแพทย์ออนไลน์ ฟรี
หมดเขต 31 ธันวาคม 2567

CALL CENTER
02-079-0000

ส่วนลดพิเศษ เฉพาะลูกบ้านพวกษา

รับโค้ดส่วนลด 15%

สูงสุด 1,000 บาท

(เมื่อซื้อครบ 500 ขึ้นไป)

สำหรับซื้อเฟอร์นิเจอร์ และของแต่งบ้าน

พวกษา 31 ธันวาคม 2567

ดาวน์โหลดแอปพลิเคชันได้ที่

App Store | Google Play

Promotion and Development of Innovation

Our Success



Invented and developed by employees for products and services development

32 Innovative Project



Budget for improving and developing digital technology and innovation

9.8 Million Baht



Lean Waste Walk



Reduced procurement process lead times and waiting times by

49%

(Lean for Procurement)



Reduced backlog of repairs by

66%

(Lean for House Repair Service)



An Innovative service with fast, accurate, and understands users

Sai Jai AI Chatbot



Developing AI innovation for symptom screening via Line Official Account @ViMUT Telemedicine and @Vimut hospital

Improvement Performance for 1-5 Years



Encourage the adoption of digital tools within the organization to maximize their benefits.



Enhance the digital skills of employees across all departments.



Organize a Digital Hackathon to foster innovations that can be implemented within the organization.



Improve efficiency in the organization's work processes by leveraging digital technology.

Innovation encompasses more than just information technology; it includes pursuing new business models, market exploration, and developing sustainable practices that are crucial for achieving sustainable business growth in a constantly evolving global environment.

Innovation and Digital Transformation Framework

In 2024, the Company will continue to prioritize and support innovation and process development based on three key concepts to deliver products and services that promote “Live well, Stay well” for customers.

1. Lean and Automated Process

The company has been enhancing internal processes by applying Lean Continuous Improvement principles. This involves reducing unnecessary work steps and minimizing waste to boost work efficiency. As a result, we can create more excellent value in the products and services we deliver to customers, giving the company a competitive edge and generating profits.

2. Innovative and Digitally Capable People

Along with internal teams, the Digital and Innovation Group has organized training sessions under the Innovative Thinking Design course. This initiative aims to strengthen our culture and develop personnel capabilities in innovation and digital skills. Participants learn to utilize various digital tools and engage in an innovation contest project to enhance work efficiency and meet customer needs. Our goal is for employees to apply the knowledge and skills they acquire to create innovative products and services that better align with customer expectations while also improving operational efficiency and addressing challenges through innovative concepts, technology, and digital tools.

3. Integrated and Insightful Data

The Company has set strategies to drive policies in the management, structuring, and storage of big data to achieve the Company's goal of becoming a data-driven organization and to support the processing of data received from both inside and outside the organization in an orderly and standardized manner. It also helps to facilitate searching and using it, especially in in-depth analysis, as well as promoting and organizing discussions between departments to exchange data and support the use of artificial intelligence technology as a tool for analysis, which will be beneficial for business decision-making, strategic planning, and plans, as well as improving the efficiency of organizational management, work, and internal processes.



The Company continues to develop itself towards becoming a data-driven organization that can use insights for strategic decision-making and improve the efficiency of organizational management. It has also expanded the use of Machine Learning and Artificial Intelligence (AI) to various Business Units, resulting in more than 15 Machine Learning development projects already implemented this year. In addition, the Company has also expanded projects to the Real-Estate Group's sales team, the Vimut Hospital nursing team, and Inno Precast Company to establish a big data structure to prepare for the organization's data processing and analysis using AI, which will support strategic decision-making.

Creating a data-driven organizational culture is another important factor that will help the Company become a data-driven organization. Therefore, the Company has continuously supported and promoted the creation of a data culture for its personnel since last year so that personnel can analyze data and use it for decision-making more effectively, as well as apply and further develop technology in the work process. In addition, the Company has continuously organized training on using analysis tools and applying Generative AI for its personnel since last year to increase work efficiency and quality.



The Company places importance on efficient data management and always considers customer data's security. Therefore, the Company has appointed a committee and working group on data governance and personal data protection (Data Governance & Personal Data Protection Council) and organized Data Steward training for representatives of all departments to ensure that data throughout the organization is well-governed. In addition, knowledge of being a data owner has been provided to expand awareness and understanding of data management to various departments so that data management is continuously efficient and can maximize the benefits of data.



Product and Service Innovation Towards Open Innovation

1. Sai Jai AI Chatbot: Innovation to Meet All Customer Needs, Connecting All Services to One Stop Service.

"Sai jai" or Chatbot AI, an innovation developed by employees who won a silver medal from the Innovation Project 2023, has been further developed for practical use in business operations, officially starting its service in early 2024. Sai Jai Chatbot AI is applying artificial intelligence technology to communicate by providing product information and services to residents and those interested in the village project. It gives access channels on more than 3 platforms: the website pruksa.com, Facebook: Pruksa Family Club, and Line @Pruksa, which is currently popular and has a usage rate close to that of the Call Center, and has received an Net Promoter Score (NPS) score of 60%.



Sai Jai has been designed as a customer information center and is connected to various related systems. In addition to providing information on products and services, it can also make appointments for customers who wish to visit the project, including receiving repair reports or making appointments with technicians, providing information, and registering for various activities and campaigns. In addition, Nong Jai can immediately connect with officers if customers want to talk directly to officers. This convenience creates a good experience for those who want to buy a house and residents who wish to receive after-sales service to One Stop Service seamlessly (Seamless experience).



2. AI Symptom Screening: Developing an Innovative Hospital With Intelligent Patient Screening Using AI

- **Vimut Hospital is revolutionizing medical services by using AI technology to screen for symptoms**

Vimut Hospital has partnered with Agnos Health Co., Ltd., a startup from the Accelerate Impact with Pruksa Season 2 social enterprise promotion project and an expert in medical artificial intelligence. They have integrated AI into the symptom screening process to assist in evaluating patients' symptoms before scheduling an appointment with a doctor or consulting online. This enhancement improves and accelerates access to medical services for users. The service is available through the hospital's official Line account, including ViMUT Telemedicine and Vimut Hospital, and can be accessed 24 hours a day.

Agnos AI symptom screening has been continuously developed, tested, and improved in accuracy by medical specialists in 26 fields. It can screen patients' symptoms at 3 levels:

Green (Self-care): Patients with basic symptoms who can still take care of themselves. They can use the medicine delivery service and receive advice from a pharmacist without making an appointment to see a doctor.

Yellow (Seek-medical advice): Patients with moderate symptoms. They will be advised to consult a doctor online or make an appointment for further diagnosis.

Red (Emergency care): Patients with severe symptoms must be admitted immediately.



The application of AI in the patient screening process reduces the repetitive workload of staff, improves communication efficiency, provides more targeted consultation, and increases flexibility in providing services outside of business hours. This collaboration is essential in developing modern medical innovations, adding value to hospital services, and meeting the needs of patients in the digital age who emphasize convenience, speed, and privacy. It is also part of the elevation of Vimut Hospital to become a full-fledged Smart Hospital.

- **Enhance collaboration on medical innovation at the national level**

Vimut Hospital collaborated with the Neurological Institute, Department of Medical Services, and Agnos Health to further develop the patient screening system into AN AN Bot. This AI medical chatbot provides consultation and answers basic questions from patients to increase the efficiency of staff services. It is scheduled to be launched in early 2025. The Vichitra Phongphan Scholarship supports this development.

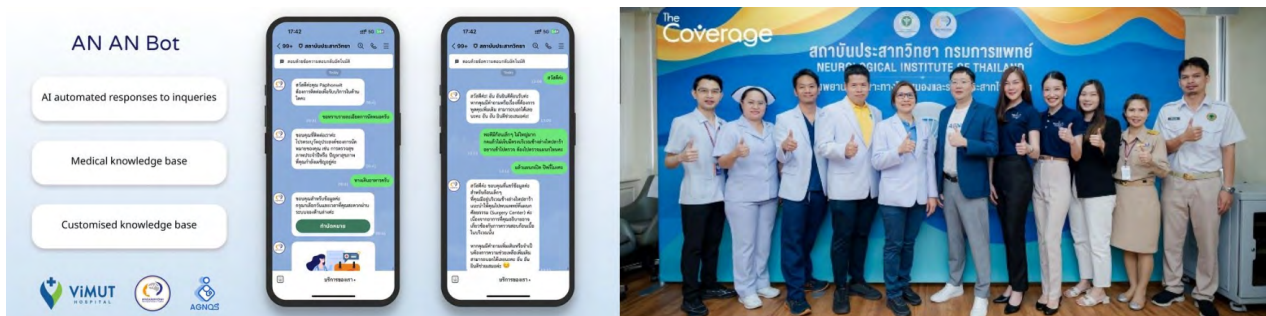
This collaboration aims to reduce the workload of medical personnel by using an AI bot to help screen patients. The bot will answer basic questions and systematically manage patient messages, enabling staff to provide urgent care more efficiently. It will also enhance the experience for service users by offering convenient and fast services through connections to other online communication channels of the Neurological Institute. The AI bot can also link data from various social media platforms such as LINE OA and Facebook Messenger. This integration will increase patients' convenience when making appointments, checking

service information, and receiving notifications about symptoms or side effects while ensuring data security in compliance with Personal Data Protection Act (PDPA) standards.

The highlights of the AN AN Bot system include:

1. A precise and customizable medical database for each hospital.
2. Centralizing patient data in one place, from appointment scheduling to post-consultation advice.
3. Merging all online channels into a single platform (Omni-channel).

The main goal of implementing AI in Thailand's health services is to enhance user satisfaction, reduce waiting times for care, and strengthen the overall efficiency of the public health system for the long term.



Developing Innovators for Sustainable Organizations: Closed Innovation

Lean Waste Walk Project

In 2024, the company focused on continuously improving its procurement process (Lean for Procurement) and its repair process (Lean for House Repair Service). These enhancements led to a 49% reduction in average working time and waiting time for related processes. Additionally, the overall backlog of repair work decreased by 66%.

In 2025, the plan is to expand the project's implementation to subsidiaries. The goal of this initiative under the Lean concept is to minimize problems and defects in business operations caused by complex and difficult work processes. This improvement aims to enhance customer service and employee efficiency, ultimately increasing customer satisfaction and referral rates, as measured by the Net Promoter Score (NPS).

Performance of the construction business from the implementation of the Lean Waste Walk project in 2024



No. of pending repairs for horizontal properties decreased from before the project implementation

66%

Design Thinking Boot Camp for Business Innovation

The Company recognizes the importance of understanding customer needs and pain points. To facilitate this, it has driven sustainable business innovation through the Design Thinking Bootcamp for Business Innovation project. In 2024, significant progress was made.

1. Internal Coach Development

The Company selected 16 representatives from various departments to undergo training as Design Thinking trainers, which resulted in a total of 32 expert trainers. These trainers learned the design thinking process, as well as teaching skills, tool usage, and practical problem-solving strategies relevant to business development.

2. Design Thinking for Business Innovation Project

The company organized training for 47 employees involved in strategic business development, with support from senior executives acting as consultants. During the training, the employees learned about and practiced the Design Thinking process, which includes five key stages: understanding customers (Empathy), analyzing problems (Define), generating ideas (Ideate), creating prototypes (Prototype), and conducting tests (Test).

The Valued Result:

From the said project, the company has developed 8 innovative business ideas which have been applied to increase operational efficiency and meet customer needs, such as developing products and housing projects to meet the needs of new generation consumers such as Gen Y and Gen Z, improving customer satisfaction

through package design that meets both physical and mental needs, creating opportunities in the medical business to meet the needs of new generation consumers better, and developing distribution channels and opportunities for precast concrete products.

This project reflects the company's commitment to creating a culture of innovation driven by customer care and understanding, as well as business development consistent with sustainable growth.



Innovation Contest Project 2024: Inspiring Creativity for Sustainability

Fostering an innovative culture for organizational growth

The Company understands that innovation is essential for driving sustainable growth. By listening to challenges, analyzing them, experimenting, and creating new solutions, we can develop better products, services, and work processes. To support this, the Company has launched the 2024 Innovation Contest Project (Innovation Program for Process Innovation), encouraging employee participation across departments in organizational change. Employees will have the opportunity to form cross-functional teams and select suitable innovation tools, such as Design Thinking, DMAIC, LEAN, or PDCA, to design and develop solutions that address the needs of our customers and the organization. The innovation efforts will be divided into 2 main categories:

Product and Service Innovation:

Developing products and services that more effectively meet customer needs while also promoting environmental sustainability, safety, and enhancing the corporate image.

Process Innovation:

Enhancing work processes to minimize waste, improve quality, lower costs, and achieve more efficient outcomes.

This year, employees in the group presented a total of 24 innovation projects, each generating tangible, positive impacts in both financial and non-financial aspects. Examples of successful projects include:

Sustainability Innovation:

- Sustainable Event Project focuses on incorporating sustainability concepts into event planning. It aims to minimize waste materials and create opportunities for residents to sell their products at the event.
- Precast Product Improvement Project involves the development of heat-resistant precast walls designed to maintain indoor temperatures. This innovation helps reduce energy consumption in a sustainable manner

The Use of Digital Technology

- Elden Precast Inventory & Rack management program: Using AI tools to track product status, which can display status immediately and accurately, with notification system to the Line application, can reduce employee working hours by more than 65%.
- Mortgage Dashboard: A system that helps reduce working time by using digital tools such as BI reports or AI to improve sales processes..

Health Services Development

- Costumer Relation Project: Improving the patient treatment process to enhance satisfaction and minimize recurrence chances.

The innovation contest project highlights the company's dedication to fostering a creative organization that fulfils customer needs and creates value for employees and society. This initiative supports employees' freedom to think and experiment, which is a worthwhile investment in developing their potential. Ultimately, this approach will help drive the organization toward future success.

Generative AI In terms of creating a data-driven organizational culture (Data-Driven Culture), the company has continuously supported and promoted the creation of a data-using culture for its personnel in the organization to enable them to analyze data and use it for decision-making more effectively, as well as to be able to apply and further develop the use of technology in the work process. The company has continuously organized training on using data analysis tools and applying Generative AI for personnel since last year to increase work efficiency and quality.



Data-Driven Corporate Culture

The company actively promotes the use of data in its business operations by providing a centralized support team to advise on the systematic management of data using technology. This initiative aims to establish standards and reduce employee workload through tools like Looker Studio, Dataiku, Power BI, and other AI solutions. These tools enhance data management capabilities for marketing and operations departments, leading to more efficient processes.

Additionally, the company has organized workshops led by internal instructors to facilitate understanding and access to these tools, aiding in employee development. Courses offered include “Data Analytics with Looker Studio” (Basic & Advanced), “Data Analytics with Dataiku” (Project-Based Users), “Generative AI Foundation for Newcomers,” and “Generative AI Tools Update for Work.” These workshops have garnered significant interest, with participation exceeding the target by more than 104%.



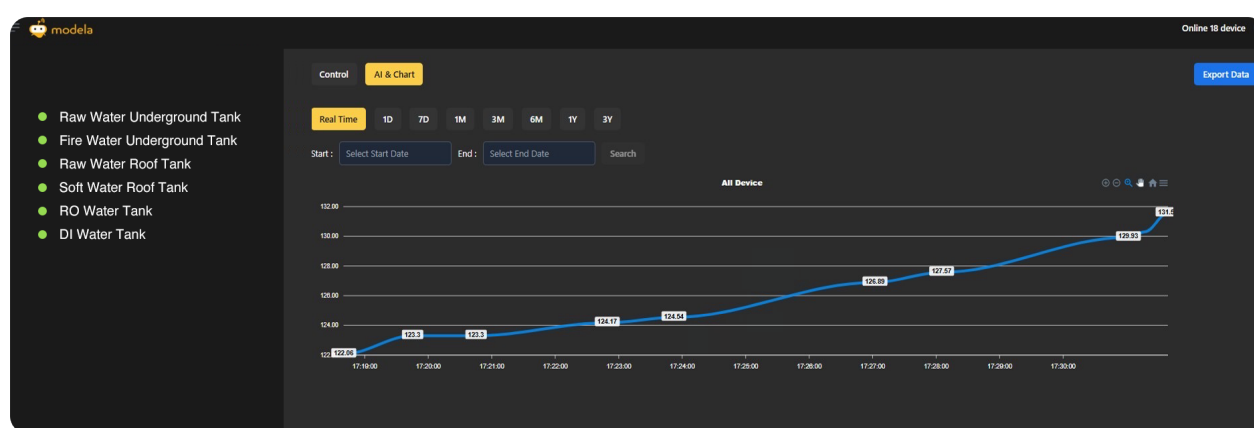
SMART HOSPITAL Management: Hospital Engineering and Safety Management System

Vimut Hospital (ViMUT) has created the SMART Hospital Management System, a comprehensive engineering and safety management platform developed by its internal team. Using the DMAIC (Define, Measure, Analyze, Implement, Control) methodology, the team analyzed various issues to design the system with a focus on improving efficiency and minimizing risks associated with building engineering operations. The system features five essential dashboards to facilitate these goals.

- **Reliability Management:** This system oversees the reliability of medical infrastructure and equipment, focusing on asset management, chiller plant monitoring, predictive maintenance, and minimizing the risk of failures in engineering systems.
- **Risk & Quality Management:** A dashboard designed to manage risks and service quality, such as risk management in line with JCI (Joint Commission International) standards and analysis of events that may affect patient safety.
- **Cost Efficiency Management:** A system that effectively controls and manages costs, such as the hospital's energy efficiency and resource management.
- **ESG & Environmental Management:** A dashboard on sustainability (ESG), including net zero emissions and environmental management in the hospital, such as waste reduction and green energy management.
- **Staff Utilization Management:** A system that effectively manages human resources, such as roster monitoring and staff performance assessment, to meet hospital needs.

In addition, the working group has continued to develop capabilities and increase work efficiency by connecting 19 IoT (Internet of Things) systems to 14 sub-dashboards to provide real-time access to data and reduce the risk of harm from staff accessing data in risk areas. If there is any abnormal change in data from the set values, an intelligent notification will be sent via the Line application (Line Notify Warning Alarm). In addition, a new application has been developed for mobile phones and browsers to facilitate staff in recording data and accessing data analysis without limits.

However, the SMART Hospital Management system is limited to the development team and related staff only to prevent data leakage and risks arising from data errors. The completeness of the SMART Hospital Management system plays an essential role in driving JCI (Joint Commission International) certification. It is a necessary factor behind receiving the MEA ENERGY AWARD 2023 PREMIUM level. It is also an essential variable in driving sustainable operations, both in terms of being a reliable database and leading to energy conservation. As a result, Vimut Hospital reduced energy consumption by up to 6% compared to the set target this year.



Information Technology System And Customer Data Privacy

Our Success



No case of a hacker or other malicious party breaking into the company's information technology system.

ZERO



No cases of customer personal data leakage

ZERO

*Target is equal to zero



100%

All employees comply with the Personal Data Protection Act 2019.



100%

All employees are informed of the Personal Data Protection Act (PDPA)



100%

All employees are provided with information technology security.

Improvement Performance for 1-5 Years



ISO/IEC 27001 certification, which is an Information Security Management Systems.



Establishment of an information technology security through Security Operation Center.



Establishment of a personal data disclosure via Consent Management Platform (CMP).

Guidelines and Measures for Safety Operations

The Company has established a Data Governance and Personal Data Protection Council and a Working Team chaired by the Group CEO. This committee and working team consist of senior executives from all relevant departments. Their responsibilities include conducting gap analyses and developing plans or measures to address identified gaps. Additionally, they play a key role in driving technology and innovation initiatives that are in line with the framework for overseeing and protecting the Group's information technology systems and data protection. This framework is shaped by relevant standards, including ISO27001 and the Personal Data Protection Act B.E. 2562 (as amended). The council and working team also collect and prepare performance reports, which are presented regularly to subcommittees and/or the Board of Directors. They are responsible for creating communication plans and training employees and business partners within the Group. This aims to enhance knowledge, understanding, and awareness of safeguarding information technology systems and personal data. Furthermore, they are tasked with planning for potential incidents that could lead to breaches or violations of security measures (Information Security Incident Management) and the leakage of personal data.



The Company places the highest importance on protecting the personal data of its customers, employees, and visitors. Therefore, it has announced the appointment of a Data Protection Officer (DPO) for the Real Estate Business Group for Pruksa Real Estate Public Company Limited in 2021 and an additional appointment for the Pruksa Holding Group (Hospital and Synergy Growth Co., Ltd.) in 2023, with the following roles and responsibilities for supervision as prescribed by law:

1. Provide guidance and opinions to data controllers and processors on implementing the Personal Data Protection Act (PDPA).
2. Oversee and inspect the organization's collection, use, and disclosure of personal data.
3. Manage activities to promote personal data protection within the organization, including training sessions to educate staff about the Personal Data Protection Act (PDPA) and raise awareness about the correct and safe use of personal data in compliance with the Personal Data Protection Act (PDPA).
4. Serve as the central coordination point for relevant parties, particularly the Personal Data Protection Committee.
5. Maintain a record of the organization's data processing activities as documented by the data controller (Record of Processing Activities: ROPA).
6. Uphold the organization's confidentiality while performing duties.



The data governance framework and policy have been disseminated to employees for general study via the company's email and intranet channels, which cover contents ranging from defining the governance structure, Governance Structure, defining Data and Dataset Standard, Data Lifecycle Management, Data Category, Data Classification, Data Prioritization, Data Access and Operations, Data Quality and Data Quality Management, maintaining Data Security and Data Protection, and Audit and Assessment.

In addition, performance indicators must achieve the goal of zero data leakage, which has been proven to be true (Zero Data Leakage), including continuously receiving ISO27001 certification. In addition to the governance policies and structures, the Group's current measures also cover the following measures:



Please scan the QR code to access the Personal Data Protection Policy.

1. Organizational Measures

The internal document storage system is crucial for managing important documents. It includes the Document Center system, which establishes standards for document storage, classifies confidentiality levels, maintains a control register, and determines storage periods. These measures are designed to reduce the risk of losing important documents. The system supports both digital (soft copy) and printed (hard copy) formats.

- A central unit oversees and manages all essential documents, centralizing the storage of documents for the entire group of companies.
- All departments within the organization participate in risk assessments regarding data management, ensuring accuracy and security (Data Governance), compliance with the Personal Data Protection Act (PDPA) (Compliance Management), and strategies to prevent data leakage, including measures to respond to data breaches (Data Breach Response).



2. A Contemporary Meeting Portal System that Has Been Certified to Meet World-Class Security Standards.

The Group has chosen a convenient and secure digital management service system by using Convene for important board and working group meetings. The system has been certified for security standards from ISO27001 (Information Security), ISO27017 (Cloud Security), ISO27018 (Privacy Protection), and the Amazon Web Services (AWS) cloud security system.

Under the Convene meeting system, the responsible person can set the rights of individuals to access, edit, and download data by document classification, specify watermarks on documents, and check access and any actions on the meeting system via the Administrative Log. In addition, the system can automatically sign out (Session Timeout and Sign-In Retries) when it has not been used for a specified period and restrict access to meetings and meeting documents by setting passwords for the board, executives, or limited individuals. In addition, data on the Convene system will be stored on a cloud system certified to internationally recognized security standards due to the ability to set multi-level encryption access codes.

3. Setting Password for Personal Computer Access

The Group requires employees to set a password for personal computers and to lock the screen or enable Sleep Mode when not in use. This helps prevent unauthorized access to important data or personal information.



Inspection, Testing and Risk Assessment

The Company has determined that the system used in the service must be inspected and assessed for security risks at least once a year, including testing system access, data penetration to find weaknesses (Penetration Testing and White Hacker), and examining system vulnerabilities (Vulnerability Assessment) at least once a month. The inspection results must be reported at the monthly meeting to the Deputy Managing Director of Digital and Innovation Group, Risk Management Group, and/or the Committee and Working Group on Data Governance and Personal Data Protection.

4. Personal Data Leakage Procedures



5. Preventing External Programs Installation

The Company prohibits employees from installing external programs independently. Employees are required to inform the IT department to install such programs on their behalf. They must provide a written explanation of their needs and requirements for the installation and obtain approval from their supervisors each time.

6. Employee Orientation and Training

The Company has made IT security and personal data protection a mandatory introductory course for employee orientation. All employees are required to complete the training and pass an understanding assessment. Over the past year, 100% of employees completed the training. Additionally, there is annual communication and evaluation to reinforce these concepts. In 2024, all regular employees participated in the training and passed the assessment with a 100% success rate. Looking ahead to 2025, the training course will be expanded to include key business partners.

7. Complaint Channels in Case of Data Leakage

The Board of Directors has approved a policy for receiving complaints and whistleblowing concerning all violations of the Code of Conduct. This includes issues such as the leakage of personal data, confidentiality breaches, and the protection of whistleblowers. The policy outlines notification channels and fact-finding processes. Whistleblowers can disclose their identities or remain anonymous, per the Company's policies regarding consent for the disclosure of personal data.

For Any Concerns, Please Contact the Data Protection Officer (DPO) at the Following:
(Data Protection Officer: DPO)
Phone: 02 080 1739
Email: dpo-office@pruksa.com



8. Measures for Collecting and Accessing Customers' Personal Data

- The Company has established internal regulations and policies following the Personal Data Protection Act B.E. 2562 and/or subordinate laws related to protecting personal data to assure the owners of personal data that the Company collects, uses and discloses will be protected and maintained following the law. All employees in every department that collects, uses, records, or discloses all types of personal data, such as data of project-interested persons, customer data, employee data, personal data of business partners, and other personal data, must strictly comply with this policy. The guidelines for practice are as follows:
 - Collection, use, or disclosure of personal data shall be collected only as necessary under legitimate purposes or where there is a legal basis for the processing and shall not be used for purposes other than those notified and consented to by the personal data owner. A record of processing activities (ROP) shall be kept.
 - Prohibitions on collecting personal data shall not be collected from sources other than the owner of the personal data directly, and sensitive personal data shall not be collected without explicit consent.
 - Personal data shall be stored and destroyed to prevent loss. Access, use, change, modification, or disclose personal data shall not be prohibited without authority or inappropriately, including the prohibition of reuse of documents containing personal data, such as copies of ID cards, and personal data shall be deleted or destroyed after the storage period has expired, including deleting or destroying personal data that is not relevant or beyond the purpose of collection, and evidence of deletion or destruction shall be recorded every time.
 - Data security measures shall require the IT unit to be responsible for establishing technological measures to prevent loss and specify access, use, change, modification, or disclosure of personal data and preparing a report to measure the results of such protection and determination.

Performance of Information Technology and Personal Data Security

Personal Data Protection Act (PDPA) Training

The Company has organized training sessions on the Personal Data Protection Act (PDPA) for all employees across various business groups, including real estate, healthcare, and affiliated companies under its management. This initiative promotes a strong corporate culture centered around protecting personal data. The training was well received, with over 1,046 employees participating, representing 95% of the total employee. The primary goal of the training was to enhance employees' understanding of their rights and responsibilities as owners and custodians of personal data.

In addition, the training emphasized correct practices in working with personal data to reduce the risk of data leakage or breach in various ways, as well as other problems that may affect the organization's operations. It also helps build confidence in the security of personal data for customers when deciding to use the Company's products and services.

PDPA: Communication to Enhance Personal Data Security Awareness

The Company values personal data protection and has comprehensively understood the Personal Data Protection Act (PDPA). This knowledge is shared through various media, including videos and visual presentations, distributed to all employees via accessible channels such as email and the Line application.

Over the past year, the Company has created five videos and visual materials that cover essential topics. These include the legal principles related to the Personal Data Protection Act (PDPA), prohibited actions by the Company, potential risks that may lead to personal data breaches, guidelines for addressing personal data breaches, and advice on safely using ID cards to prevent fraud.



100%

**of Employees are
Informed About Personal
Data Protection.**

Value Chain

Our Success



100%

of critical suppliers have been communicated
with and signed the Code of Conduct



100%

of critical Tier I suppliers have
been assessed for sustainability
risks and completed a
self-assessment of their
sustainability practices



Achieved savings of

652 THB million

from effective
procurement policies



Total complaints related to
repairs decreased by

23%

Compared to 2023

Operation Improvement for the Next 1-5 Years



100%

Critical Tier I Suppliers receive onsite
training on socially and environmentally
responsible business practices,
including good corporate governance.



100%

of new suppliers sign the Business
Partner Code of Conduct.



Organize a quarterly Safety
Awards competition.



Improve penalties and
safety measures to be
stricter.

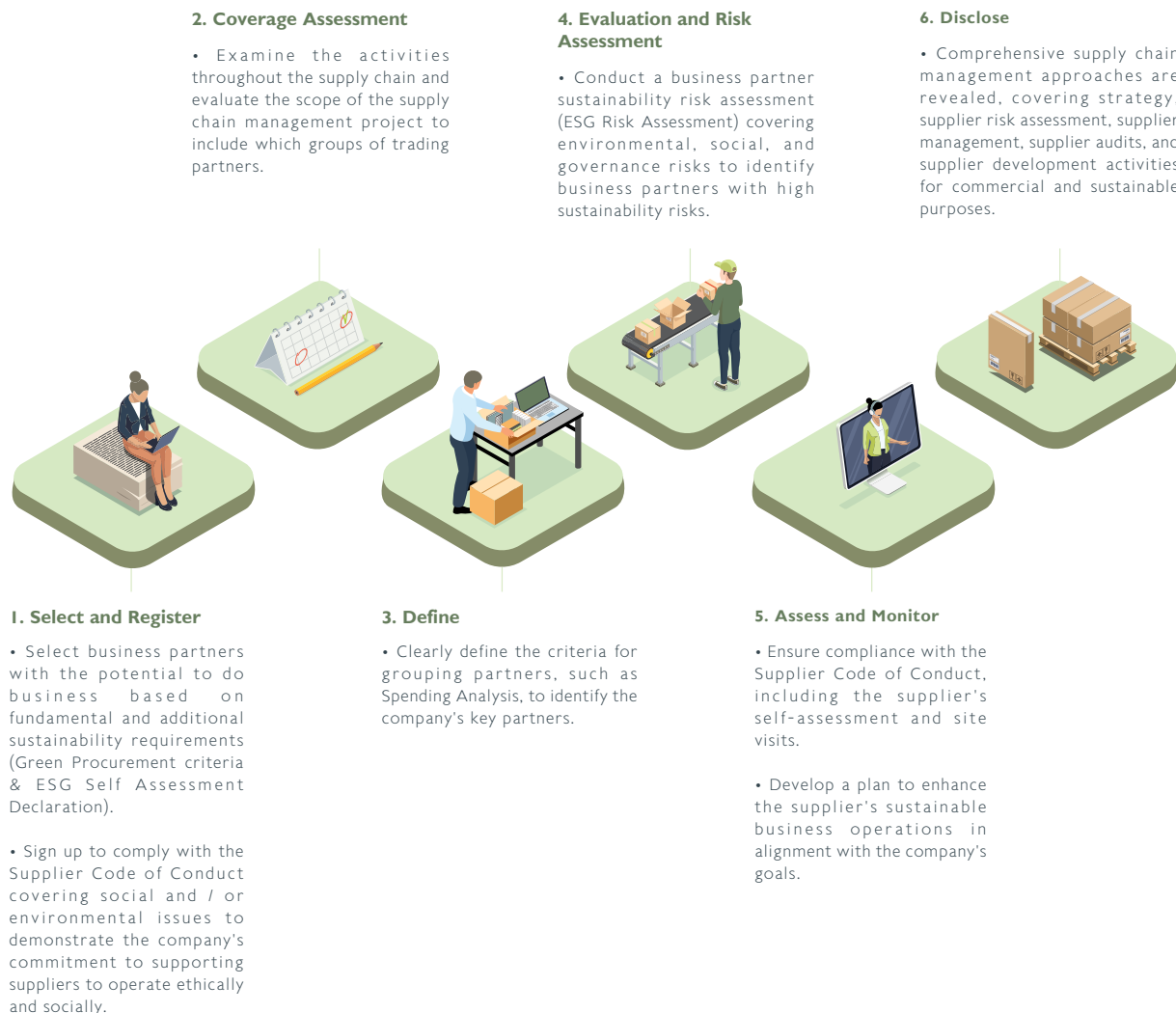
Prukha Holding Public Company Limited has implemented ISO 9001:2005 standards in its supply chain management. This ensures that business partners and alliances within the Company and its subsidiaries undergo a fair selection process. These partners are expected to operate in accordance with relevant laws and agreements, deliver quality work that meets established standards, and maintain a business concept that aligns with the Company's approach.

Procurement Operations Framework

The Company prioritizes the Sustainable supply chain management framework that aligns with the principles of good corporate governance and a commitment to social and environmental responsibility. We are dedicated to developing management systems for our business partners and allies. To achieve this, the Company has implemented sustainable supply chain management principles based on the UN Global Compact, tailored to fit our business context. This includes selecting and registering business partners, assessing and evaluating their capabilities, identifying key customers, and monitoring ongoing measurements. We also emphasize transparency by disclosing relevant information to enhance the potential and efficiency of our business partners.

In 2024, the Company established a Business Partners Code of Conduct and communicated it to all business partners and affiliates across all business groups and subsidiaries. This initiative ensures that all sectors adhere to ethical standards, environmental considerations, and social responsibility under unified guidelines. The Code addresses key sustainability issues, including avoiding conflicts of interest, combating corruption, upholding human rights, and promoting environmental management. This effort aligns with the Company's commitment to fostering a sustainable and harmonious society across all dimensions.

Sustainable Supply Chain Management Framework



The company has implemented a responsible procurement policy to emphasize its commitment to ethical practices in procurement. This includes prioritizing the quality and safety of users, as well as environmental sustainability. The policy also guarantees that the company conducts assessments and audits of its partners throughout the entire business chain.

Responsible Procurement Policy



Ensure ethical procurement and manage business partners by supervising their compliance with the Company's Business Partners Code of Conduct.



Procurement of materials, products, or services that prioritize user quality, safety, and environmental sustainability.



Effective management of sustainable business partnerships involves implementing quality processes for selecting business partners.

Performance Results Aligned With the Code of Conduct for Business Partners and The Responsible Procurement Policy

The Board of Directors has established a Business Partner Code of Conduct and communicated this to all partners and allies. This code applies to all business sectors of the Company and its subsidiaries. All business partners and allies must review and sign the code to acknowledge their understanding. The Code of Conduct outlines practices for transparent business operations, reliability, delivery of quality products and services, respect for human rights, a focus on employee safety and health, and environmental responsibility. The Company has tasked the Procurement and Supply Chain Department with promoting awareness of the Code of Conduct among business partners and allies. They will ensure all partners acknowledge their commitment to adhere to these guidelines strictly.

Additionally, the Company has revised its procurement

policies and supplier selection procedures. Special consideration will be given to manufacturers that produce environmentally friendly products and use sustainable production processes. Quality, compliance with laws, product safety, and pricing will also be essential in selecting new and existing business partners when contract renewals occur. To prevent greenwashing, the Company has assigned the Procurement and Supply Chain Department, the Sustainable Development Department, and the Internal Audit Department to collaborate on a plan for random inspections of partners and allies. This will ensure that those claiming to offer environmentally friendly products or services meet the standards.



Please scan the QR code to access the Business Partner Code of Conduct.

The company has announced the Business Partner Code of Conduct and communicated it to our partners and allies. As a result, we have decided to develop this policy into an operational plan to achieve tangible results. This plan has been implemented over the past year as follows:

We assigned the procurement team to assess all tier-1 suppliers, focusing on environmental, social, and corporate governance issues. The assessment results revealed that:

- 100% of organizations operate legally and obtain the necessary licenses (if required).
- 100% have measures to treat wastewater before releasing it into natural water sources and promote waste separation within the organization.
- 100% establish a policy framework and employment regulations that respect human rights, including prohibiting child labor and illegal employment. They ensure compensation and employment conditions comply with legal standards, implement safety and hygiene measures according to industry standards, and promote respect for diversity while preventing sexual harassment.
- 00% have policies or measures in place to combat corruption.
- 14% are manufacturers or distributors of environmentally friendly products, such as low-carbon precast panels and products certified with the Carbon Footprint Label.
- 10% have sustainability policies and measures in place and are recognized as sustainable stocks by the Stock Exchange of Thailand.

Note:

- Tier 1 suppliers are manufacturers or provide services directly to the organization.
- Non-Tier 1 Suppliers are manufacturers or provide services to Tier 1 Suppliers.
- Critical Tier 1 Suppliers are major manufacturers or provide services directly to the organization.

- General Non-critical Tier 1 Suppliers means general suppliers who are manufacturers or provide services directly to the organization.
- Critical Tier 1 Suppliers are major manufacturers or provide services to Tier 1 Suppliers.

Supplier and Partner Relationship Management

The company offers opportunities for all potential business partners and allies to have quality products and services and meet the qualifications outlined in the procurement policy. This initiative aligns with the company's commitment to ethical business practices, promoting fair competition, and preventing trade barriers. The company does not depend on any specific business partner to minimize risks and ensures a transparent and auditable selection and approval process. This approach aims to reduce the likelihood of conflicts of interest that could lead to corruption.

The company values strong relationships with its business partners and allies. To manage these relationships effectively, the company has established guidelines that are available on the company's intranet. Each year, the procurement and supply chain department conduct an online survey to gather partners' feedback regarding their satisfaction with the company and to collect suggestions for improvement. The survey results are summarized and presented to the executives, who use this information to develop plans addressing the concerns raised by partners and allies.

Additionally, the company organizes activities with its partners and allies at least once a year. These events share essential information, including plans for utilizing various products or services, communication channels with procurement and supply chain officers, updates on new operating processes of the company and its subsidiaries, and the latest Code of Conduct for Business Partners. This ensures that partners and allies are well-informed and can prepare effectively for collaboration with the company and its subsidiaries.

To address complaints from business partners and allies, the Company has established a standard complaint submission channel that aligns with its complaints and whistleblowing policy, along with that of its subsidiaries. Additionally, the Company has designated the Business Partner Relations Management Unit to handle these complaints. This unit has developed guidelines to ensure the complaint receiving and management process is transparent and can be audited effectively.

GRI 308-1

Assessing Business Partners and Allies to Enhance Quality

The company prioritizes sustainable development across all areas of its operations. In addition to evaluating compliance with the company's and its subsidiaries' sustainability policies, monitoring the development quality is also a crucial concern. Consequently, a user unit has been tasked with assessing the quality of products or services received from business partners or allies during and after delivery. Clear criteria have been

established and communicated to all users, business partners, and allies in advance to facilitate this process. These criteria will be incorporated into the company's and its subsidiaries Vendor List system, ensuring that the organization can consistently uphold its standards for quality and sustainability.

However, if the product or service quality assessment results are lower than the specified standards, the Company will invite the business partner or business partner to acknowledge the problem and discuss it together to find a solution. The Company will give them time to improve according to the suggestions from the assessment. After that, the correction results will be followed up on again. If the business partner or business partner cannot improve to meet the agreed criteria, the Company will have to proceed following the relevant procurement policy. In addition, if any non-transparent or corrupt actions are found in the operations, the Company will take legal action and remove the business partner or business partner from the blacklist.

The results of the above quality assessment will be used to compare with other business partners or to make decisions in the next procurement process or contract renewal, with strict consideration of quality and compliance with the Company's sustainability policy.



Evaluating the Social, Environmental, and Corporate Governance Risks Associated With Business Partners and Associates



The company is committed to building long-term relationships with its business partners. It believes that good sustainability performance will lead to sustainability throughout the supply chain, reduce ESG-related risks for business partners, promote efficient resource management, and create new opportunities for businesses.

Pruksa Group expects business partners to understand, monitor, and improve the organization's sustainability performance. It also expects business partners to identify new opportunities to collaborate to create sustainable practices that cover the entire supply chain.

1. New Supplier Selection

The Company uses business and sustainability criteria to select potential partners to join as new vendors. These partners must meet essential and additional sustainability requirements, known as Green Procurement Criteria. This includes signing the Business Partner Code of Conduct, which addresses social and environmental issues, reflecting the Company's commitment to promoting ethical and socially responsible practices among its partners. Partners will be added to the Approved Vendor List (AVL) only after they fully comply with all necessary processes to become new partners.

2. Supplier Monitoring

The Company emphasizes the importance of monitoring risks and promoting sustainable operations among our current partners listed in the Approved Vendor List. To facilitate this, we have organized two types of assessment forms:

1. **Self-Assessment:** This form is intended for general major partners (Non-Critical Tier 1) and critical partners who do not engage in direct business with the Company (Critical Non-Tier 1 Suppliers).
2. **ESG Risk Assessment:** This form is designed for major partners that are directly significant to the Company (Critical Tier 1 Suppliers).

In 2024, the company will continue to monitor compliance with the Supplier Code of Conduct, focusing on key environmental, social, and governance (ESG) issues in alignment with its objectives. The company will conduct onsite ESG assessments to evaluate adherence to these standards and maintain regular communication with Critical Tier 1 Suppliers. This communication will update emerging ESG risks and monitor efforts to improve in various areas. Suppose any non-compliance or corruption is identified in health and safety, environmental practices, procurement, quality control, or site management. In that case, the company will gather information to take appropriate action.

3. Understand and Manage ESG-Related Risks for Significant Suppliers

The Company places importance on managing ESG risks with key partners and has taken action to create awareness and understanding as follows:

3.1 Supplier Screening

The Company conducts supplier screening annually to classify customers based on their business activities, including Critical Tier 1 suppliers, Critical Non-Tier 1 suppliers, and General Non-Critical Tier 1 suppliers. Criteria for evaluating and defining key partners are as follows:

- High-Volume Suppliers
- Suppliers of critical components
- Manufacturers of non-substitutable products or services

In the healthcare business, there are additional specific criteria:

- Suppliers in the life-saving drug group

In 2024, there are significant suppliers as follows:

Partner Type	Number of Partner
Critical Tier 1	123
Non-Critical Tier 1	2,301
Total 1	2,424

3.2 ESG Risk Assessment for Business Partners and Partners

The company emphasizes the importance of ESG (Environmental, Social, and Governance) risk assessment for its business partners and allies. As such, it requires all major partners classified as Critical Tier 1, Non-Critical Tier 1, and Critical non-Tier one partners who do not directly engage in business with the company to prepare a sustainability assessment. This assessment aims to evaluate compliance with ethical business practices and promote awareness of sustainability initiatives among partners. The assessment criteria will be tailored for both new and existing partners. The evaluation will focus on corporate governance's environmental, social, and economic aspects. The risk factors identified in the assessments will be categorized accordingly.



Environmental Risk

- Environmental Management
- Climate Change
- Natural Resource Management and Utilization
- Waste Management
- Environmental Compliance and Laws



Social Risk

- Employee Health and Safety
- Human Rights and Labor Practices
- Community Engagement



Economic and Corporate Governance Risks

- Board Structure, Independence and Accountability
- Ethics and Code of Conduct
- Economic Performance and Corporate Governance
- Supply Chain Management
- Data Privacy, Security and Management

The Procurement and Supply Chain Division, along with the Sustainable Development Division, will gather the assessment results, analyze them, and rank the risks, which can be categorized into:

Risk Level	Operational Guidelines
Low	Onsite ESG Assessment every 2 years
Medium	Onsite ESG Assessment once a year
High	Onsite ESG Assessment at the workplace immediately

The results of the supplier sustainability self-assessment will inform the supplier's capacity-building plan regarding sustainability, which includes planning for the Onsite ESG assessment. If the audit results indicate non-compliance with the supplier code of conduct or reveal significant deficiencies in ESG performance, the company will follow up on the findings and the status of any necessary corrections until they are fully addressed. Suppliers and business partners must mitigate material risks and prepare corrective action plans within the specified timeframe.

In 2024, the team conducted a supply chain risk management assessment for Critical Tier 1 suppliers, which will be detailed in the following sections:

Risk Level	Total
Low Risk Partners	107
Medium Risk Partners	16
High Risk Partners (Significant)	-

ESG Risk Assessment for Business Partners and Partners "No High Risk Partners" and "No Economic Risks" arises from the Company's partners, such as the risk of relying on a few partners, the risk of receiving substandard products/services, etc.

3.3 Developing the Capacity of Business Partners in Sustainability

The company is dedicated to enhancing the capabilities of its suppliers, enabling them to incorporate both basic and sustainability requirements into their business operations. This commitment includes organizing Supplier Day events, providing sustainability training, and offering operational support and comprehensive technical assistance programs. These initiatives aim to improve suppliers' understanding and ability to operate sustainably. Ultimately, this approach will mitigate risks in the supply chain and foster better cooperation and sustainability among future suppliers.

Outstanding Partner Capacity Development Project

The Company is dedicated to promoting sustainability among its business partners, particularly within the real estate sector's supply chain. To achieve this, the Company has organized knowledge-sharing activities through online training courses focused on sustainability. These courses aim to provide business partners with a comprehensive understanding of sustainable business development and inspire them to enhance their practices towards sustainability, benefiting themselves, the environment, and society. The online training will cover essential topics, including the definition of sustainability, its importance in business, and strategies for developing sustainable practices.

In the healthcare sector, the Company emphasizes the development of its business partners by assisting them in obtaining certifications, such as Hospital Accreditation (HA) and Joint Commission International Accreditation (JCI). These certifications are crucial for improving the quality and safety of services provided by the organization. The healthcare business group is committed to collaborating with its partners to promote sustainable quality development.

In 2024, Vimut Hospital received accreditation from both HA and JCI standards. This recognition confirms the hospital's commitment to enhancing service quality across all areas, including patient care, staff training, and other services. It also certifies the quality and safety of the organization's operations. Additionally, fostering partnerships creates valuable collaborations between the hospital and its business partners, enabling the exchange of knowledge and best practices for maintaining service quality. The organization's leaders must prioritize and encourage participation from all sectors in the quality development process to effectively and sustainably achieve the goals set by HA and JCI standards.

Promoting Human Rights in Business Partners and Allies

Over the past year, the company has enhanced its human rights due diligence regarding its business partners and allies throughout the supply chain in all three core business groups. This diligence addresses issues such as the use of underage workers, legal foreign labor, modern slavery, customer confidentiality, and other safety measures. This initiative is a new practice that complements the strict rules outlined in an appendix to the procurement contract and a letter of business ethics. All partners will receive communication about these documents and must sign them to acknowledge their understanding and commitment.



From a comprehensive human rights assessment conducted in 2024,

The company found no incidents

Related to human rights violations

INHC Sports Day: Building Lasting Relationships with Partners

Inno Home Construction Co., Ltd. (INHC), one of the Pruksa Group companies, organized the "INHC Sports Day" activity to strengthen close relationships with over 40 business partners and employees through various sports competitions and creative activities, such as futsal, share the ball, relay race, and tug of war. The activity also received cooperation from over 20 business partners who set up booths, provided food, and provided entertainment for participants. The atmosphere was filled with fun and friendship.

In addition to the fun, the activity also provided an opportunity for employees and business partners to talk, exchange work experiences, and create a deeper understanding. The relationships formed from this activity not only created current ties but also served as an important foundation for solid cooperation and promoted sustainable business collaboration.



GRI Content Index

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021							
2-1	Organizational details		16-20, 296				SDG 8, 16
2-2	Entities included in the organization's sustainability reporting	14					
2-3	Reporting period, frequency and contact point	14					
2-4	Restatements of information	14					
2-5	External assurance						
2-6	Activities, value chain, and other business relationships		30, 194				SDG 9
2-7	Employees			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			SDG 8, 10
2-8	Workers who are not employees			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			SDG 8
2-9	Governance structure and composition	25	124	https://www.psh.co.th/en/about-us/management-structure/organizational-chart			
2-10	Nomination and selection of the highest governance body		128, 155				
2-11	Chair of the highest governance body		154				

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
2-12	Role of the highest governance body in overseeing the management of impacts	128	Board of Directors Charter: https://www.psh.co.th/storage/content/corporate-governance/corporate-policy/charters/20200227-psh-charter-board-directors-en.pdf CGSD Commitee charter : https://www.psh.co.th/storage/content/corporate-governance/corporate-policy/charters/20231222-psh-charter-cg-committee-en.pdf				
2-13	Delegation of responsibility for managing impacts	25	137				
2-14	Role of the highest governance body in sustainability reporting	14					
2-15	Conflicts of interest	159	Business Code of Conduct: https://www.psh.co.th/storage/content/corporate-governance/corporate-policy/code-of-conduct/20240527-psh-code-of-conduct-en.pdf				
2-16	Communication of critical concerns	160	Whistleblowing Channel: https://www.psh.co.th/en/contact-us-whistleblower-hotline/whistleblowing-channel				
2-17	Collective knowledge of the highest governance body	155	Good Corporate Governance Policy: https://www.psh.co.th/storage/content/corporate-governance/corporate-policy/code-of-conduct/20231122-psh-cg-policy-en.pdf				
2-18	Evaluation of the performance of the highest governance body	155					

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirement(s) Omitted	Reason	Explanation	
2-19	Remuneration policies	136, 138-141					
2-20	Process to determine remuneration	138,155					
2-21	Annual total compensation ratio	141	Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				
2-22	Statement on sustainable development strategy	6-7					SDG 16
2-23	Policy commitments	27	Business Code of Conduct: https://www.psh.co.th/storage/content/corporate-governance/corporate-policy/code-of-conduct/20240527-psh-code-of-conduct-en.pdf				
2-24	Embedding policy commitments	6-7, 27					
2-25	Processes to remediate negative impacts	160	Whistleblowing Channel: https://www.psh.co.th/en/contact-us-whistleblower-hotline/whistleblowing-channel				
2-26	Mechanisms for seeking advice and raising concerns	160	Whistleblowing Channel: https://www.psh.co.th/en/contact-us-whistleblower-hotline/whistleblowing-channel				
2-27	Compliance with laws and regulations	No material non-compliance with laws and regulations					
2-28	Membership associations	28					
2-29	Approach to stakeholder engagement	18-21					

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
2-30	Collective bargaining agreements	64-65					
Material topics							
3-1	Process to determine material topics	22					
3-2	List of material topic	23					
Biodiversity							
3-3	Management of material topics	57					SDG 12, 13, 16, 17
304-1	Operational sites owned	56					
304-2	Significant impacts of activities products and services on biodiversity	57					SDG 14, 15
304-3	Habitats protected or restored	58-59					
304-4	IUCN Red List species and national conservation list species	56					
Value Addition and Growth Expansion of Sustainable Economy							
3-3	Management of material topics						SDG 12, 13, 16, 17
201-1	Direct economic value generated and distributed	120					
201-2	Financial implications and other risks and opportunities due to climate change	36-40					SDG 13, SDG 15
201-3	Defined benefit plan obligations and other retirement plans	72					
201-4	Financial assistance received from government	Did not financial assistance received from government					
Energy Efficiency							
3-3	Management of material topics	43-44					SDG 12, 13, 16, 17
302-1	Energy consumption within the organization	45		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			SDG 7, 12, 13

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirement(s) Omitted	Reason	Explanation	
302-2	Energy consumption outside of the organization	45		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
302-3	Energy intensity			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
302-4	Reduction of energy consumption	44		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			SDG 7, 12, 13
302-5	Reductions in energy requirements of products and services	45-47					SDG 7,12, 13
Water Efficiency and Water Recycling in Business Sectors							
3-3	Management of material topics	63					SDG 12, 13, 16, 17
303-1	Interactions with water as a shared resource	62					SDG 6, 12
303-2	Management of water discharge-related impacts	63					SDG 6, 14, 15

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
303-3	Water withdrawal			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
303-4	Water discharge			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
303-5	Water consumption	63		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
Greenhouse Gas Emissions Reduction and Climate Change Mitigation							
3-3	Management of material topics	35-40					SDG 12, 13, 16, 17
305-1	Direct (Scope 1) GHG emissions			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			SDG 13

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirement(s) Omitted	Reason	Explanation	
305-2	Energy indirect (Scope 2) GHG emissions		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				SDG 13
305-3	Other indirect (Scope 3) GHG emissions		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				
305-4	GHG emissions intensity		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				
305-5	Reduction of GHG emissions	41					
305-6	Emissions of ozone-depleting substances (ODS)		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				SDG 13

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
Waste Control in Business Process							
3-3	Management of material topics	49-50					SDG 12, 13, 16, 17
306-1	Waste generation and significant waste-related impacts	50					SDG 12, 13
306-2	Management of significant waste-related impacts	48-50					SDG 12, 13
306-3	Waste generated			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
306-4	Waste diverted from disposal			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			
306-5	Waste directed to disposal			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
Supplier Performance Evaluation on Environment							
3-3	Management of material topics	149					SDG 12, 13, 16, 17
308-1	New suppliers that were screened using environmental criteria	153					SDG 12, 13
308-2	Negative environmental impacts in the supply chain and actions taken	154					SDG 12, 13
Occupational Safety, Health, and Working Environment							
3-3	Management of material topics	94					SDG 12, 13, 16, 17
403-1	Occupational health and safety management system	94					SDG 3, 8
403-2	Hazard identification, risk assessment, and incident investigation	96,101					SDG 3, 8
403-3	Occupational health services	71, 99-100					SDG 3
403-4	Worker participation, consultation, and communication on occupational health and safety	98,101					SDG 3, 8
403-5	Worker training on occupational health and safety	94		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			SDG 3, 8
403-6	Promotion of worker health	71, 100					SDG 3
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	94, 103					SDG 3, 8

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
403-8	Workers covered by an occupational health and safety management system		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				SDG 3, 8
403-9	Work-related injuries		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				
403-10	Work-related ill health		Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				
Promotion and Development of Employee Potential							
3-3	Management of material topics	73					SDG 12, 13, 16, 17
404-1	Average hours of training per year per employee	62	Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf				SDG 4, 8
404-2	Programs for upgrading employee skills and transition assistance programs	73-74					

GRI Standard	Page number(s) and/or direct answers.			Omission			SDGs Mapping
	Sustainability Report 2024 (page no.)	56-1 One Report 2024 (page no.)	Website	Requirment(s) Omitted	Reason	Explanation	
404-3	Percentage of employees receiving regular performance and career development reviews			Sustainability Performance Data: https://www.psh.co.th/storage/content/sustainable-development/sustainability-performance-data/2024/psh-sustainability-performance-data-2024-en.pdf			

Pruksa Engagement with Community and Society

3-3	Management of material topics	77					SDG 12, 13, 16, 17
413-1	Operations with local community engagement, impact assessments, and development programs	79-93					SDG 1, 11, 17
413-2	Operations with significant actual and potential negative impacts on local communities	79		Whistleblowing Channel: https://www.psh.co.th/en/contact-us-whistleblower-hotline/whistleblowing-channel			SDG 1, 11

Supplier Performance Evaluation on Society

3-3	Management of material topics	149					SDG 12, 13, 16, 17
414-1	New suppliers that were screened using social criteria	153					SDG 8, 12
414-2	Negative social impacts in the supply chain and actions taken	154					SDG 8, 12

Customer Privacy

3-3	Management of material topics	120					SDG 12, 13, 16, 17
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	121, 141, 143					SDG 16



