



4.2 Responsibility Towards the Society, Community, and the Environment in Achievement of Corporate Sustainability



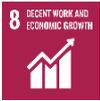
Sustainability Management Policy and Objectives

The Company has been committed to operating its business on the basis of sustainability and responsibility towards society, community, and environment, and on the basis of Company’s Ethics, Corporate Governance and Code of Business Conduct. The Company establishes vision, mission, and strategies that adopt sustainable development practices with the realisation that sustainable growth of a business must consist of visionary business operations, ability to manage the business to achieve the success of the mission, morals ethics, as well as responsibility towards the society and the environment. The Company has set up a corporate social responsibility policy for sustainable business development in accordance with the guidelines of the Social Responsibility Center, the Securities and Exchange Commission and the Stock Exchange of Thailand.

The Company conducts its materiality assessment annually, considering a comprehensive range of internal and external factors across economic, social, and environmental dimensions. This assessment encompasses both the risks and impacts pertinent to the Company, as well as the expectations of stakeholders. The Company considers the potential effects of economic, social, and environmental risks and opportunities throughout its operations and value chain. External factors influencing the identification of material issues include global trends, opinions from external stakeholders, and sustainability concerns within the industry. The material issues, their corresponding action plans, and their alignment with Sustainable Development Goals (SDGs) are delineated as follows:

Governance and Economic Dimension	Social Dimension	Environmental Dimension
<ul style="list-style-type: none"> • Corporate Governance and Business Conduct • Supply Chain Management • IT Security and Data Privacy 	<ul style="list-style-type: none"> • Customer Relationship Management • Human Resources Management • Human Rights • Social and Community Development • Health and Safety for All 	<ul style="list-style-type: none"> • Energy Efficiency and GHG emissions • Water Management • Waste Management



Material Issues	Internal	External	SDGs	Goals/Targets by 2030	Action Plans and Performance
Governance and Economic Dimension					
1. Corporate Governance and Business Conduct	✓	✓		<p>All of the Company's employees attend Corporate Governance and Code of Business Conduct training sessions.</p>	<ul style="list-style-type: none"> • The Board of Directors, on behalf of shareholders, has established various corporate governance policies and code of business conducts. • Govern and communicate to management and employees to acknowledge and comply with the policies. • Charters have been prepared by addressing the structures, rules of meeting and duties and responsibilities of each committee. • Strict compliance of corporate governance policy and business ethics for directors, executives and employees of the Company and its subsidiaries. • Communication and broadcasting the message on corporate governance and business ethics, in order to spread the understanding and knowledge to all stakeholders both inside and outside the organisation.
2. Supply Chain Management	✓	✓		<p>Contractors have an understanding of operations that have impacts on environmental and community</p>	<p>The Project Development Department prepares environmental policies as guidelines for contractor operations.</p>

Material Issues	Internal	External	SDGs	Goals/Targets by 2030	Action Plans and Performance
3. IT Security and Data Privacy	✓	✓		Continuously maintain the Company's information security in accordance with international standards.	Implementation to its IT security and data privacy standards and obtaining ISO 27001:2022 accreditation in 2023 for enhancing its IT security and data privacy standards.
Social Dimension					
1. Customer Relationship Management	✓	✓		Maintain the Customer Satisfaction score.	Customer satisfaction score at 91 percent.
2. Human Resources Management	✓			Reduce employee turnover rates and retain employees to continue working with the organization.	<ul style="list-style-type: none"> Promoting employee welfare and enhancing the quality of life in the workplace, which includes fostering a better atmosphere and environment within the office. Facilitating an environment where employees feel encouraged to express their opinions regarding work, the organization, and the workplace environment. Promoting various activities for ice-breaking and providing a platform to listen to employees' opinions.
3. Human Rights	✓	✓		Zero complaints on Human Rights issues.	Promote and push for policies to prevent violations of human rights. In 2023 there were no complaints in this regard.
4. Social and Community Development	✓	✓		Support 200 people on social and community development	Make good relationship with communities nearby the project site.
5. Health and Safety for All	✓	✓		All employees receive firefighting training and fire evacuation drills every year.	All employees receive firefighting and fire evacuation training, which makes them aware of how to deal with emergencies.
Environmental Dimension					
1. Energy Efficiency and GHG emissions	✓	✓		Decrease 2 percent of Company's GHG emissions by 2030.	<ul style="list-style-type: none"> Encouraging the use of energy-saving products and sanitary wares within the Company and its offices, such as air conditioners that do not use substances that cause the greenhouse effect, etc. Encouraging the practice of turning off air conditioners 30 minutes before the end of working hours. <p>In 2023, the Company successfully reduced GHG emissions by 3,079.1 KgCO₂e</p>

Material Issues	Internal	External	SDGs	Goals/Targets by 2030	Action Plans and Performance
2. Water Management	✓	✓		Decrease 2 percent of water consumption	<ul style="list-style-type: none"> Promoting the reduction of unnecessary water consumption in daily life activities. Encouraging the use of water-saving products and sanitary wares within the organization.
3. Waste Management	✓	✓		Decrease 2 percent of landfill waste	<ul style="list-style-type: none"> Promoting and having waste segregation within the organization and its offices. Establishing an urgent waste management plan. Encouraging the use of recycle products within the organization including materials for the Company's shareholders' meetings.

Note: Environmental Dimension are specific to the TST building which is the headquarters of the Company.

The Company encourages employees to have a sense of ethical and moral duty, thus setting forth a policy as a guideline for social and environmental responsibility and part of business process management to lead to sustainable development. In addition, the Company also focuses on transparent business practices, disclosing sensitive information in accordance with applicable laws and regulations. The Company ensures its business is auditable in accordance with the Corporate Governance Policy and Code of Business Conduct and takes into account the benefits that will occur to all stakeholders. Appropriate priorities are placed so that all parties achieve the maximum mutual satisfaction for sustainable mutual success.

In addition, the Company has formulated and announced sustainability policies, namely (1) Environmental Management Policy, to determine the direction of Company's environmental performance to ensure it is in line with the standards on international environmental data disclosure; and (2) Human Rights Policy, to represent the focus on doing business with responsibility and based on sustainable development. This includes fairly treating our customers, partners, business partners, employees and communities and respect for human rights. The Company conducts investigation and analysis of human rights in the value chain of the Group within a reasonable period as stated in the Company's business ethics and adopted the principles of respect for human rights according to the international standards as a guideline for the development of various policies in order to be consistent. Moreover, it communicates its commitment to conducting business with responsibility and transparency.

The Company has established a human rights policy with the determination to prevent situations involving human rights violations from occurring, such as discrimination, harassment, forced labor, especially child labor. The Company has no policy to employ people under 18 years of age. This can be checked from the Company's employee database.

The Company recognizes and places importance on respecting human rights. Taking into account equality and equality Inclusion of gender, race, religion, marital status, physical fitness, educational institution, status, and/or any other status that is not directly related to work performance. Including respect for individuality and human dignity. The Company recognizes that respecting and not violating human rights is one of the elements in enhancing business growth. For example, recruiting employees when an applicant submits documents that contain sensitive information, such as religion listed in the document Human Resources Department will be closed (Take a black pen and fill it with black) information about the applicant.

Under the guidance of BTS Group, the Company recognizes that respect for human rights is an ultimate corporate and human responsibility which relates to employees, customers, suppliers, and joint ventures. As business activities could either potentially prevent or support human rights violations, the Company reviews and approves our human rights policy on a regular basis. Relevant working teams from various departments also



work together every year to assess human rights risks and impacts, examine operational processes to prevent such risks and find appropriate solutions and remediation actions to brace for any impacts stemming from human rights violations. The Company ensures that we operate in line with domestic and international principles and standards on business and human rights.

Furthermore, the Company takes actions on these issues through comprehending the linkage between our business and human rights by relevant domestic and international principles and standards on business and human rights. This enables us to develop our own human rights policy, create internal procedures for impact assessment, carry out due diligence, maintain a human rights risk register, reduce identified risks, set up a grievance mechanism and report specifically on human rights.

For more information, please refer to the Environmental Management Policy and Human Rights Policy of the Company on company's website at www.rabbitholdings.co.th.

Managing the Impact on Stakeholders in the Value Chain

The Company has placed importance on the balance of benefits, accessing and respecting rights, including creating an understanding of stakeholders' expectations and operating in response to the expectations of stakeholders with fairness and transparency. The Company has defined, identified, and analysed stakeholders into categories, covering both individuals and other forms of establishments. In this regard, the Company has provided various channels for stakeholders to participate in the investigation of each topic's information and enhance understanding of all parties.

	Products and Services	Activities	Stakeholders
Financial Services	Insurance Business Rabbit Life Insurance PCL	Management of agents	1. Employees 2. Communities
		Offering insurance products and services	1. Government agencies 2. Customers 3. Civil society / media / academia
	Investment Portfolio <ul style="list-style-type: none"> • Singer Thailand PCL • Jaymart Group Holdings PCL 	Strategic partnerships to create new business opportunities	1. Customers 2. Investment community 3. Communities 4. Civil society / media / academia
		Non-Performing Loans (NPL) and Non-Performing Assets (NPA) Management Business Prime Zone Asset Management Co., Ltd.	Debt restructuring (NPL)
		Management of distressed assets (NPA)	1. Customers 2. Suppliers and contractors 3. Communities 4. Investment communities 5. Government agencies

	Products and Services	Activities		Stakeholders
Real Estate Business	Hotel Properties	Portfolio management of <u>owned</u> properties		1. Supplier and contractors 2. Investment communities 3. Communities 4. Customers
	Rental Properties (i.e., Hotels, offices, and commercial units)	Portfolio management of <u>leased rental</u> properties		1. Investment communities 2. Customers 3. Communities 4. Civil society / media / academia
	Residential Properties	Strategic partnerships to create business opportunities		1. Suppliers and contractors 2. Communities 3. Investment communities 4. Government agencies
	Other Properties	Verso International School	Strategic partnerships to create business opportunities	1. Suppliers and contractors 2. Communities 3. Investment communities 4. Government agencies
			Introducing state-of-the-art American curriculum to the Thai education system	1. Civil society / media / academia 2. Investment communities 3. Customers 4. Government agencies
		The Unicorn, Phayathai	Strategic partnership to create business opportunities	1. Customers 2. Suppliers and contractors 3. Employees 4. Communities 5. Investment communities 6. Civil society / media / academia 7. Government agencies

Managing Impacts on Stakeholders in the Business Value Chain

The Company recognises the importance of transformation, creation and promotion of innovations, which contribute to benefits and cost efficiency thereby creating values for both the society and the Company. This is aimed to ensure the Company can keep up with the pace of today's business environment. By integrating those, the Company becomes contemporary and easily accessible, as well as sustainably thriving its business. There is a policy to operate the business in order to lead the Company towards sustainable development in line with international standards, including the determination to operate the business in accordance with sustainability

strategy and that extends to cover all 3 dimensions of business operations, namely economy, society and environment. The Company has carried out missions under each dimension under the good corporate governance principles alongside building good relationships with stakeholders to create a balance for all groups.

For the economic dimension, the Company is determined to develop the business to be stable and ready for movement and changes that potentially occur on the basis of good corporate governance in accordance with the good governance principles, taking into account proper supply chain management, developing infrastructures that facilitate economic activities at the community and national levels in order to make sure they grow together



with the Company; moreover, it has formed a sustainable economic network. In the social dimension, the Company complies with and respects all legal provisions and related agreements. It respects individual rights and human rights while providing equitable employment and employee treatment, constructing a quality society and improving the quality of life for society through focus and attention. The Company affirms good employment and social participation to thrive and ensure mutual and sustainable growth of all groups of stakeholders. It pays attention to the environment and considers the negative environmental impacts of business operations and activities, as well as the efficient and effective use of resources.

Procurement of Products and Services

Key Raw Material Sourcing

Key raw materials of Company's real estate development business are land and construction materials. The Company gives priority to the location of the project, considering lands that feature potential for business and convenience for travel. For contacting the purchase of land, it is either purchased directly from the landowner or through an agent by taking into account the best interests of the Company as a priority.

For procurement of construction materials used in the Company's projects, for the most part, has been procured by the project contractors, except for certain materials that are expensive or need to be used in large quantities, or in the event where it requires to control quality and form to meet the standards required by the Company. In such case, the Company shall procure the materials by itself through the Procurement Department. This also allows the Company to enjoy benefits in managing costs of construction materials due to the large amount of purchase. In addition, the Company has implemented a policy to reduce the risk of fluctuating construction material prices by entering into a contract with the project contractor in respect of reinforced concrete materials used for the high-rise building category, as the price of this material is relatively fluctuating. The contract is to ensure that the Company shall get a fixed rate throughout the entire project, which allows the Company to control

prices and reduce risks from fluctuating material prices. In addition, as the procurement volume is large, it enables the Company to negotiate and obtain a competitive price, thus reducing costs of construction to be lower than the estimate.

In the final process, all parties involved must present information to the Board of Directors for further consideration and approval of the purchase prices prior to further operations.

Construction Procedures and Technology

The Company has placed importance on the consideration of choosing an appropriate production system in each project according to the project nature to ensure expedient process and to increase the efficiency of production competition.

In hiring contractors, the Company shall outsource contractors for all construction projects. Most of contractors are medium-sized and large-sized enterprises, depending on the size of the project. In order to get quality work that meets the standards set by the Company, the Company has rules and procedures for selecting contractors by considering their expertise, experiences, financial readiness, and responsibilities.

In this regard, the Company attaches importance to every step of the construction process, starting from the selection of experienced contractors with financial readiness and efficient teams. The Company's construction supervision team shall coordinate with the designers, consulting engineers, and contractors in a close manner. A well-known construction company shall be selected based on company profiles and compliance with required standards. During the construction of a project, the Company shall have a team of engineers and consultants to supervise the construction process to ensure compliance with all standards. There is a central regulatory body and consulting engineer to maintain the construction standards of every project and construction inspection shall be conducted by Company's designated teams throughout the entire project.

Sustainability Management in Environmental Dimensions

Environmental Policies and Practices

The Company has established an environmental management policy, which is applicable to the Company itself and its subsidiaries. The objective is to drive the concrete implementation of environmental management system and to achieve environmental goals through strict supervision and consideration. The environmental management policy has established guidelines for conducting business with environmental responsibility by reducing adverse impacts and creating positive impacts on the environment to be in line with Company's vision and mission.

The environmental management policy covers the performance of employees, suppliers, and contractors, including related stakeholders. Its subject matters are as follows:

- Complying with environmental laws, requirements, and conditions related to business and administrative activities;
- Taking environmental disputes into consideration for the selection of suppliers of goods and services as well as considering the selection of suppliers;
- Setting corporate environmental performance expectations and ensuring continual improvement in performance;
- Conducting business activities in a way that minimises direct and indirect environmental impacts through the Company's business cycle and subsidiaries;
- Promoting environmental awareness among the Company's employees and subsidiaries through training, knowledge sharing, and the development of environmental innovation practice projects; and

- Operating sustainable business activities as well as being environmentally friendly, both in terms of the positives and negatives of the products and services.

Further information can be found from the Company's environmental management policy available on the Company's website at www.rabbitholdings.co.th.

Environmental Performance

The Company is aware of environmental impacts that are currently affecting society in a wider range. It thus, encourages employees to understand and realises the importance of and take part in environmental conservation, suitably deploying the risk and environmental impact and security analysis in business processes, as well as optimising resources and energy saving in accordance with international principles such as the use of water resources, energy, and the use of materials and office supplies to achieve maximum benefits. Moreover, it provides measures to adequately manage waste and pollution during project development and encourages employees to be aware of the use of resources in everyday life. In this regard, the Company organises activities to restore natural resources and the environment, both directly and indirectly, in many forms.

In addition, the Company has set forth a policy to collect data, measure, and report environmental performance results. This covers various environmental indicators, including setting quantitative goals in accordance with the quantitative data of the given base value.

In 2023, the Company shall proceed with the said policy by collecting data, measuring and reporting environmental performance results as follows:



Energy Consumption Performance

Indicator	Unit	Performance		Target
		2022	2023	2024
Electricity consumption	MWh	3,466	3,549	3,297
Fuel consumption	Liter	689.53	477.61	477
Renewable energy consumption	MWh	-	-	-
<u>Total energy consumption</u>	MWh	3,405	3,549	3,297

Note: Calculated from the 2024 annual budget of the TST Tower building.

Greenhouse Gas Emissions Data

Indicator	Unit	Performance		Target
		2022	2023	2024
Scope 1 (Direct GHG emissions)	kgCO ₂ e	1,867.1	1,293.3	1,293.3
Scope 2 (Indirect GHG emissions)	kgCO ₂ e	1,702,159.5	1,774,145.1	1,648,170
Scope 3 (Other indirect GHG emissions)	kgCO ₂ e	1,381.1	1,409.2	1,311
<u>Total Greenhouse Gas Emissions</u> <u>(Scope1 + Scope2)</u>	kgCO ₂ e	1,704,026.6	1,775,438.4	1,649,463.3
<u>Total Greenhouse Gas Emissions (All Scopes)</u>	kgCO ₂ e	1,705,407.7	1,776,847.6	1,650,774.3

Note: Calculated from the 2024 annual budget of the TST Tower building.

Waste Management Performance

Indicator	Unit	Performance		Target
		2022	2023	2024
Waste generated (A)	Metric tonnes	81.45	85.01	81.65
Waste recycled/reused (B)	Metric tonnes	6.38	4.94	4.75
Waste disposed (A-B)	Metric tonnes	75.07	80.07	76.9

Water Management Performance

Indicator	Unit	Performance		Target
		2022	2023	2024
Water consumption (A)	Million cubic metres	0.025591	0.028455	0.027132
Water recycled/reused (B)	Million cubic metres	-	-	-
Water discharge (A-B)	Million cubic metres	0.025591	0.028455	0.027132
Water treated before discharge	Million cubic metres	0.015793	0.019655	0.017832

Note: Calculated from the 2024 annual budget of the TST Tower building.

In addition, the Company is also aware of the impacts on the community and the environment, implementing management measures to achieve sustainability for the areas, the Company has located its construction and project development as follows:

- ### Construction Activity Pollution Prevention

Before starting the construction, the respective contractor shall be awarded a LEED TOR with measures to prevent impacts of construction on the surrounding environment, especially preventing sediments from flowing with rainwater that occurs during the construction, which causes those sediments to enter the public drainage system.

- ### Development Density and Community Connectivity

Project areas are located in the city area and have access to public facilities that promote quality and living such as parks, department stores, restaurants, convenience stores, banks, etc., thereby reducing unnecessary construction and development. There shall be no expansion of the city, with reduced encroachment on natural areas, reduced use of vehicles in travelling to various public utilities, including alternative transport policies.

- ### Alternative Transportation - Public Transportation Access

Project areas must facilitate walks to public transport system, both bus stops and large rail mass transit

systems, such as BTS, so that access to the project areas can play part in reducing the use of personal vehicles in traveling.

In addition to the sustainability of the project areas in which construction and development are conducted, the Company also attaches great importance to water efficiency (Water Efficiency) within the entire project by reducing the amount of water in the building (Water Use Reduction) at every project of the Company by choosing water-saving equipment or sanitaryware to help minimise water consumption in comparison to the LEED benchmark.

The Company also takes into account the optimisation of energy performance within projects that are under construction and under supervision of the Company by using construction materials and building system equipment that are aligned with the ASHRAE 90.1 standards, which are considered as the basic materials and systems for energy-saving buildings in the United States. Furthermore, the Company provides measures to manage refrigerants within the project. The types and quantities of refrigerants used in different projects have been set to be below the LEED threshold in order to reduce the impact on the atmosphere and reduce global warming. The Company has a policy to install and use a system that saves energy in the building, such as the use of 3-layer Low-E glass walls, which helps reduce heat radiation into the building while the glass windows still allow natural light into the building to provide adequate light. Installing LED lighting is also another approach for energy saving in a building. LED bulbs do not emit UV light and emit less heat compared to traditional light bulbs, reducing the building's electrical energy loss.



Initiative	Estimated Energy Savings per Year (MWh)	Estimated Capital Investment (THB)	Estimated Cost Savings per Year (THB)
Variable Speed Drive for Motor of Cooling Tower No. 1-3	16.34	486,850	81,725

Note: Information specific to the TST building, which is the headquarters of the Company.

The Company also takes into account the use of materials and resources in decorating and constructing buildings that are environmentally friendly by having construction waste management in place, which shall be attached to each project's TOR, in order for contractors to manage the waste generated by the construction for further use, such as handling construction waste, grinding it into materials and donating it for public interest or selling scrap steel for further recycling. Moreover, the Company has a policy for contractors to purchase materials that are guaranteed by their manufacturing plants and use locally sourced raw materials.

Indoor Environmental Quality ("IEQ") is another element to which the Company has given importance by determining measures to increase the efficiency of the ventilation system (increased Ventilation), which is a design element of modern buildings in order to avoid Sick Building Syndrome and to boost the internal environment for productivity to the greatest extent possible by ventilating air into the building. This is to allow better quality air to flow into the building and remove polluted air and odors from the area. Therefore, it is a prerequisite for environmentally sustainable projects. All projects are based on the ASHRAE 62.1 standards when coming to the design of exhaust ventilation and discharge, including the use of substances with low VOCs, primers, and coatings (Low-Emitting Materials – Paints and Coatings).

The selection and installation of all indoor equipment is a factor that does not only improves the quality of the indoor environment, but also improves the well-being and hygiene of the building occupants. The equipment includes Variable Air Volume ("VAV"), air conditioning system that adjusts the air volume at the cold air nozzle

to adequately control the temperature inside the building for users' comfort and to reduce unnecessary energy usage. Highly efficient air filtration system can reduce the amount of as small as PM 2.5 dust to make the indoor air clean and fresh while the Ultraviolet-C (UV) sterilisation system can reduce germs and fungi, thus minimising risks of illnesses caused by microorganisms. Also, throughout the entire project, there shall also be an installation of a CO₂ sensor to measure the level of carbon dioxide to maintain it at a safe, appropriate level and to have good indoor air quality for healthiness of people within the building.

The Company has provided measures to prevent and solve PM 2.5 problems for the projects that are under construction as follows:

- Wash the wheels of all vehicles before driving out of the construction site onto public roads;
- Put canvas around the building to prevent dust caused by the construction;
- Install water spray pipes above the fence around the project and turn them on 4 times/day for 1 hour each time.

The Innovation and Design Process ("IN") that the Company has deployed in the project is also another factor that helps prevent construction impacts on the surrounding environment whereby the Company shall not use a light source that contains mercury while also adhering to the No Mercury in Lamp policy, requiring all designers to choose LED light bulbs for all lighting within the project, which also need to be guaranteed by the RoSH only.

Innovation	Results (Business, Social or Environmental Value)	Estimated Investment (THB)	Estimated Cost Savings per Year (THB)
Innovative LED light bulbs	Saving electricity	5,400,000 baht (investment difference between normal light bulbs and LED light bulbs)	4,660,000 Baht

There is a policy to install a sub-metering in cooling towers to measure the amount of water added to the cooling towers. The water meter shall be connected to the Building Automation System (BAS), allowing the project to be tracked and monitored while preventing unnecessary water loss in the project.

The Company has given importance to the use of energy for maximum efficiency. To reduce the impact on the environment and help alleviate the overall climate issue to a good condition, the Company is determined to develop and operate business in a sustainable way and is aware of impacts on the environment to achieve short-term and long-term goals, as well as to reduce risks and increase physical and legal, as well as regulations that may affect the organisation in the future. The Company shall also continually lay the foundation and manage the operational structure in practice and start to consider setting guidelines and targets to reduce greenhouse gas emissions in other long-term strategies.

Greenhouse Gas Emissions Target	Base Year	Base Year Emissions (KgCO ₂ e)	Target Year	Target Year Emissions (KgCO ₂ e)	Reduction Percentage (%)
Scope 3	2022	3,472.3	2023	3,079.1	11.32%

In this regard, the Company has taken several environmental actions in 2023 as follows:

- The buildings managed by the Company have a campaign to separate waste before disposal according to type;
- Leftover project: A project that receives leftover items such as clothing, bags, shoes, toys, or even recycled items such as paper and plastic in order to turn them into valuable items again, whether for reuse, resale, or recycling. It can also be considered a contribution to support scholarships for underprivileged children;
- Aluminum donation project to make royal prosthetics by the Prostheses Foundation of HRH the Princess Mother in collaboration with the Pollution Control Department and Thailand Post, which is organized every year with the objective of helping reduce the amount of waste that must be limited. Reduce the cost of transporting aluminum and make merit for people with disabilities by accepting donations of aluminum, such as pull rings from drinking water caps, pull rings from cans, screw caps, various types of beverage cans, the inside of powder containers, crutches (self-supporting devices), old parts or spare parts from cars. Old aluminum that is worn out, such as air vent grilles windowsills, etc., with the objective of allowing people to jointly separate waste that can be used, especially waste that contains aluminum as a component. For use as the cost of procuring prosthetic leg equipment including sockets, shafts, shins, prosthetic feet, and canes to further assist the disabled and the elderly;
- Aluminum donation project (soft drink can opener) to deliver to the Prostheses Foundation of HRH the Princess Mother;
- "Khun mai chai Lao Kor" project of Wat Suan Kaew takes items and equipment that residents donate or wish to donate to be repaired and used for those who do not have the means to buy them;
- The Kindness Project for the Disabled is a project that asks for donations of aluminum hoops to be used as components for making prosthetic legs;



- Recycling waste separation project in front of the community, Village No. 10 Racha Thewa, with the objective of wanting people to be aware of waste separation to use and see the value of waste separation;
- Waste separation project, accepting donations of soft drink can lids, turning off lights when not in use and turning off the air conditioner during lunch break, using reuse paper, repairing items to make them usable to reduce buying new ones, surveying electrical outlets every evening to check that no electrical appliances have been left on;
- Campaign to reduce the use of A4 paper and the use of both sides of A4 paper;
- Campaign for the Company's employees to reduce the use of tissues as well as service users in order to be a part of protecting the environment; and
- Focus on using equipment and chemicals that have the least impact on the environment and residents.

In addition, the Company has organised training which includes public relations to educate and provide understanding about environmental conservation within the organisation, specifically regarding the integration of green energy, environmental protection, waste reduction, by requiring all employees to segregate waste and paper within the organisation before the disposal.

Sustainability Management in Social Dimensions

Social Policy and Practice

The Company has set a policy on human rights, which is to be used as a guideline for the Company and its subsidiaries' business operations, including those of related stakeholders. The policy has been developed in accordance with international human rights frameworks such as the Universal Declaration of Human Rights, International Covenant on Economic, Social and Cultural Rights (ICESCR), and International Covenant on Civil and

Political Rights (ICCPR). Guidelines for respect of human rights, risk reduction, and remedies in the event of human rights violations have been outlined, which are indication obtained by conducting a comprehensive human rights audit (Human Rights Due Diligence).

In this regard, a social policy that represents the awareness of the Company in social dimensions towards sustainable development such as safety, occupational health and environment policies including commitment to the relevant actions with human resource management, more details can be found on the Company's website.

The Principles and Rights at Work provides guidelines for respect, risk reduction, and remedies for violations, which are indication obtained from the Human Rights Due Diligence. The Company discloses the results of a comprehensive human rights audit every three years on the Company's website at www.rabbitholdings.co.th.

The Company has a systematic process for reviewing human rights status, which is in line with the United Nations Guiding Principles on Business and Human Rights, including the process of due diligence on human rights, whereby the Company considers stakeholders and risk groups affected by its value chain operations and new business relationships. This may include employees, women, children, migrant workers, third parties, contract labor, local community, people with mobility impairments, and the elderly. Examples of human rights issues addressed in the due diligence process include forced labor, child labor, discrimination, equal compensation, freedom of association, and the right to collective bargaining.

In addition, the Company has taken into account human rights issues before launching any new business activities, especially as a guideline for managing all human rights issues in the Group's value chain.

The Company established CSR Strategic Framework to reflect its commitment to making positive contributions to society, fostering sustainability, and enhancing our corporate reputation.

Our CSR Focus Area	Environment Protection and Climate Change Impact Mitigations	Sustainable Quality of Life	Quality Education and Knowledge Sharing
Objectives	<ul style="list-style-type: none"> Support activities to raise awareness of the importance of protecting the environment and mitigating climate change. Take initiative and collaborate with other organizations to support communities and work to reduce climate change. Accelerate national level agenda to become a decarbonized society. 	<ul style="list-style-type: none"> Increase public access to medical services to promote good health and well-being for all. Encourage youth to have good health through sports/exercise. Build good relationships with communities nearby the project area. 	<ul style="list-style-type: none"> Provide scholarships related to religion to Haroon Masjid. Donate sport equipment and scholarships for children.
Initiatives, Projects and Activities	<ul style="list-style-type: none"> Publishing content through the Company's media to spread awareness about climate change. Install sprinkler along the fence of the Roi Chak Sam project. to spray water mist to catch dust and wash the wheels and sprinkle water on the construction area to prevent dust that will affect the community. Install environmental quality monitors to measure dust and vibration levels so that the community can monitor them. 	<ul style="list-style-type: none"> Company's operations to the spread of the COVID-19 virus Including providing insurance for the health and well-being of employees and their families. Donate to promote sports activities of Khlong Toei Wittaya School. Give sports equipment, give away ice cream, and donate money to support Children's Day activities in communities nearby the project area. Cooperate in refraining from work that affects noise and vibration on important Islamic religious days. 	Provide religious scholarships to Mosque nearby project area during the month of March.

Guidelines and Activities for CSR Activities

The Company is aware of operating its business under social responsibility which shall make the business sustainable by focusing on taking care of stakeholders, economy, society and environment in a virtuous and ethical manner under codes of conduct and good governance. It conducts business with integrity, transparency, and fairness, formulating social responsibility policies for sustainable business development in order to be adhered to by directors, executives and employees at all levels as follows:

Business Responsibility

The Company is committed to social responsibility, taking into account the impact on stakeholders of the Company, whether investors, employees, customers, suppliers, communities, business partners, government officials, or other parties related to the Company as follows:

- Creation of ethical values of conducting business with fairness in accordance with the Company's business ethics;
- Considering safety and good health of employees, integrity, trust, and working in harmony with efficiency;
- Honest disclosure of information by providing information in a transparent, reliable and verifiable way, as well as adhering to providing maximum benefits to stakeholders or those related to the Company.



Targets and Performance

- Build a positive attitude, confidence, and credibility towards the reputation and good image of the Company within the society.
- Able to build a good relationship with the Company's stakeholders in the long run.
- Operations for good and efficient performance, creating continual benefits for the Company's stakeholders.

Environmental Care

The Company raises awareness of employees towards wise and efficient use of resources, materials, and office supplies in the workplace, through the reuse or expansion of product useful life with minimum impacts on the environment, both directly and indirectly, as follows:

- Using resources economically; using resources as needed in order to attain the highest benefit;
- Reusing items such as paper or plastics; reducing the use of resources and environmental destruction; segregating plastic waste in the office, etc.;
- Repairing damaged items to extend their useful life and saving costs from purchasing new equipment; and
- Monitoring and prevention are a way to ensure natural resources shall not be spoiled, e.g., waste disposal monitoring, limiting electricity and water consumption.

Targets and Performance

- Encourage employees to be aware of and care for the society, the Company, and the environment.
- Cultivate sufficiency economy mind among employees to ensure they optimize and adequately use resources only as needed.
- Achieve reduced paper purchasing due to paper recycling campaigns.

Community and Society Treatment

The Company encourages and supports employees to have volunteerism, raising awareness of the development of communities and society by organising activities to help

develop various communities and encourage employees to participate therein through volunteering, donating items to aid the community and society. For example:

Environmental aspects of the community near Roi Chak Sam Project

- Repairing the walls and cultural images of the French Embassy.
- Repair of waterworks at Wat Muang Khae Bathroom Renovation Change sanitary ware Change the tiles and join in upholding the religion by donating to help with utility bills.
- Repairing building connections to mosques.
- Repair and restoration of cornices and doors of mosque buildings. By means of ancient buildings.
- Pour a new floor for the burial area for Harun Mosque.
- Improve the manhole cover at the entrance to the project in Soi Charoen Krung 36 throughout the alley to prevent damage from construction operations in the project.
- Repair sidewalks in the community.
- Organize signal cables neatly in the community area.
- Repair work on nearby houses.

Health and safety of the community near the Roi Chak Sam project

- Providing accommodation for groups of sick people, elderly people, and children in nearby areas.
- Maintain cleanliness of common areas in the community, sweep up garbage.
- Install sprinklers along the project fence. Spray water mist to catch dust and wash the wheels and sprinkle water in the construction area to prevent dust that will affect the community.
- Install measuring instruments to monitor environmental quality. Measures dust and vibration keep it in a place where the community can check.

- Help with medical expenses in cases that may be related to construction projects.
- Spray mosquito repellent to the community.
- Clean nearby houses, such as cleaning fans, cleaning up trash around the house, cleaning air conditioners.
- Provide air purifiers to houses attached to the project.
- Join in donating Pampers to newborns, autistic children, and bedridden patients.
- Install 18 CCTV cameras for safety in the Haroon community.

Participation with communities near the Roi Chak Sam project

- Participate in donating on Buddhist Lent and Kathin Offering Day.
- Donate sports equipment, give away ice cream, and give donations for Children's Day activities.
- Provide religious scholarships to Masjid Haroon during the month of March.
- For good relations with people in the community, use the services of Bangrak Fire Station for firefighting training. (It is an agency that people in the community have relationships with.)
- Cooperate in refraining from work that affects noise and vibration on important religious days of Islam.
- Have employees go and support the Haroon Mosque market to build a good relationship.

Employees

The Company's Human Resource Management is in accordance with international labor and human rights standards. The Company has provided fair employment conditions with required systems installed and the safest working environment ensured for all employees. It promotes differences and coexistence of diverse cultures to prevent discrimination and also provides channels of expression to reassure the right to free association and/or the right to collective bargaining.

In addition, the Company has provided channels for employees to lodge complaints and submit suggestions. The Company shall promptly and appropriately deal with complaints and provide remedies in the event of any human rights violations.

Community and the Environment

The Company conducts business with respect to the community and the surrounding environment of various projects at every step. Regular communication with the local community is maintained and the Company is proactively taking necessary actions to ensure that its business operations have the least impact on the well-being and quality of life of people in the community. Additionally, the community that the Company participates with, are also considered as a part of the community and society. In addition to complying with relevant country regulations, the Company's operations also include, but not limited to, waste, noise, and air pollution management.

In addition, the Company has provided channels for employees to lodge complaints and submit suggestions. The Company shall promptly and appropriately deal with complaints and provide remedies in the event of human rights violations.

Business Partners

The Company supports all business partners, including manufacturers and subcontractors. It complies with the principles of human rights by incorporating it into the processes related to supply chains. From the screening and selection of partners through to the termination and renewal of contracts, the Company has a process for selecting partners through regular evaluation, as well as holding an annual supplier meeting to ensure that procurement and subcontracting are transparent, equitable, and auditable, in order to evaluate partners and subcontractors, including, but not limited to, having fair employment conditions, non-discrimination, and safety and hygiene in the workplace. These human rights assessments ensure that the Company shall operate its business with equitability and equality of all parties while also preventing the use of illegal labor such as child labor, slave labor, migrant labor, forced labor, etc.



The Company regularly audit its business partners to assess potential human rights impacts and to formulate mitigation measures when human rights are violated in the supply chain, as well as imposing penalties for business partners who fail to comply with established guidelines and manuals, or regulations related to human rights principles in the supply chain.

The Company places significance on stakeholders and those who may have interests in or the ability to influence the outcomes of the Company’s business. The Company understands their expectations, gains their trust, respects their rights, and ensures the quality of positive results are provided to the stakeholders. The process of stakeholder engagement has been applied to identify their entities, acknowledge their interests, and manage their expectations for the improvement of the Company and stakeholders to strengthen the partnership between the Company and its stakeholders. The Company has identified 7 parties of stakeholders as follows:

Stakeholders	Engagement Channels	Key Stakeholder Interests	Performance in 2023
Government Agencies	<ul style="list-style-type: none"> • Case-by-case meetings with government agencies. • Performance and operation reports submitted to relevant government agencies based on the agency’s reporting schedule. • Communication with government officials for better understanding of their expectations. • Regular participation in activities and projects of government agencies. • Attendance in the meetings to acknowledge supervisory policies and guidelines. 	<ul style="list-style-type: none"> • Operations are in compliance with laws and regulations. • Transparency and accountability to the laws of all conducts and performance indicators. • Business operations with adherence to the principles of corporate governance and sustainable development and in compliance with related laws under appropriate risk management. 	<ul style="list-style-type: none"> • Strict compliance with law relating to business operation. • Communication with government officials for better understanding of their expectations. • Engagements with government agencies and organisations through various activities.
Communities	<ul style="list-style-type: none"> • Activities for the community and society. • Complaints via various the Company channels. 	<ul style="list-style-type: none"> • Sustainable coexistence. • Community and social development. • Help and support due to crisis and emergencies. 	<ul style="list-style-type: none"> • No complaints related to community and society.

Stakeholders	Engagement Channels	Key Stakeholder Interests	Performance in 2023
Investment Community (shareholders, investors, analysts, creditors, credit rating agency, business partners)	<ul style="list-style-type: none"> • Quarterly announcement of performance indicators as well as annual performance, disclosure of information on the Company website • Annual General Meeting (AGM). • Extraordinary General Meeting (EGM) (if any). • Quarterly Analyst meetings. • Investor roadshows. • Quarterly Management and Discussion (MD&A) & IR newsletters. • Annual Report • Shareholder visits to the Company (on request). • Annual credit rating review. • Corporate communication channels including the corporate website, email, telephone, social media platform. • Disclosure via the SET Link system of the Stock Exchange of Thailand and internal and external publications. • Responding and answering investors' questionnaires. 	<ul style="list-style-type: none"> • Transparent and auditable operations. • Stable and sustainable operations. • Good corporate governance and financial strength that are efficient. • Disclosure of accurate and transparent information. • Sustainable growth on the Company's performances and return on investment. • Knowledge sharing of new regulations of regulatory agencies. 	<ul style="list-style-type: none"> • Collaboration and provision of accurate information to relevant stakeholders through a variety of engagement activities. • Organised 1 AGM. • Organised 4 analyst meetings. • Issued 4 MD&A. • Disclosed information to the investment community and the SET via several activities and formats or other communication channels with transparency and verifiability.
Customers	<ul style="list-style-type: none"> • Annual customer satisfaction survey. • Customer relationship building activities such as sales, promotions, marketing activities, etc. • Providing information through social networks. • Channels for customers to file their viewpoints recommendations and complaints. 	<ul style="list-style-type: none"> • Efficient and timely service. • Service provision with high environmental, health, and safety standards. • High quality products and services. • Providing information through social networks. • The ability to solve problems correctly, appropriately and in a timely manner. • Disclosure of accurate information. • Customer Privacy and Data Security. • Readiness and swiftness in responding to customers' demands. 	<ul style="list-style-type: none"> • Customer satisfaction score was at 91%. • No complaint on customer data privacy. • Provision of staff trainings to maintain high service quality. • Delivering products and services that respond to customers' demands and lifestyles.



Stakeholders	Engagement Channels	Key Stakeholder Interests	Performance in 2023
Suppliers, Contractors	<ul style="list-style-type: none"> • Selection process and regular assessment carried out on a regular basis. • Risk assessment and evaluation of suppliers and contractors. • Annual suppliers' meetings to exchange information and opinions. 	<ul style="list-style-type: none"> • Procurement and hiring that is transparent, fair and auditable. • Disclosure of accurate information and emphasis on safety during operation. • Procurement policy and regulations, counterparty management guidelines, and related news. 	<ul style="list-style-type: none"> • Establishing clear audit processes as specified in the Supplier Code of conduct. • Reviewing and improving procurement procedures and communication methods to achieve common goals. • Undertaking problem examination and rectification in a timely and appropriate manner, and preventing problems that may arise in the future. • Suppliers satisfaction assessment survey.
Employees	<ul style="list-style-type: none"> • Acting CEO/CFO Talk. • Annual performance evaluation. • Complaints submitted via supervisor, and company's complaint system. • Communications via various channels and internal methods. • Orientation held for employees at all levels. • Having in place channels for receiving opinions and suggestions. 	<ul style="list-style-type: none"> • Rights and benefits. • Compensation. • Employee retention. • Employee development. • Gender Equality and Career advancement. • Occupational health and safety at work. • Having in place necessary equipment to facilitate employees' operations. • Providing facilities that can ensure safe, healthy, and free of COVID-19 in the workplace. 	<ul style="list-style-type: none"> • Announced new Diversity and Inclusion statement. • Providing regular COVID-19 testing to employees.
Civil Society/ Media/ Academia	<ul style="list-style-type: none"> • Communication platforms and whistleblowing channels to gather suggestions, comments, complaints, etc. • Press conferences / press releases. • Exclusive interviews. 	<ul style="list-style-type: none"> • Join members of the public/private sector. • Disclosure of accurate and transparent information. • Adequate up-to-date information required on a regular basis. 	<ul style="list-style-type: none"> • Press releases related to the Company's information through email and the Company's website 311 times.

The Company places importance on conducting environmentally friendly business and has established an Environmental Management Policy designating various policies, such as, use of sustainable site, use of recycle or domestic materials, water and energy efficiency, waste minimisation, and innovation and design process that leverage the environmental problem. Additionally, the Company actively engages in green procurement practices, emphasising the acquisition of environmentally sustainable products and services. This commitment not only aligns with ecological preservation but also ensures social responsibility. By adhering to stringent criteria for eco-friendly sourcing, or ISO14001 standards, the Company aims to reduce its carbon footprint, promote resource conservation, and support industries that prioritise environmental stewardship. The Company supports the use of products that use renewable resources and do not pollute the environment, reducing waste and garbage, such as products that are certified with green labels or services that have environmental certification.

The Company regularly audits business partners to assess potential human rights impacts and establish measures to mitigate damages when human rights violations occur in the supply chain. As well as setting penalties for business partners who do not comply with the guidelines, manuals, or regulations related to the principles of human rights in the supply chain as specified.

Customers

The Company is committed to protecting the rights of customers, especially in the field of health, and securing personal access and privacy. The Company, as a financial services firm, realises that the operations of the Group can have a significant impact on access to well-being standards and comfort of an individual.

The Company provides its customers with convenience, comfort, and safety which are in line with international standards. The Company has trained all relevant officers and monitored potential impacts on customers through annual customer satisfaction surveys and activities that are aimed to build relationships with customers. The surveys are considered a channel for customers to lodge complaints and give suggestions in a systematic way. Complaints shall be resolved promptly and appropriately while specific remedial action shall be taken. Further information can be found from the Company's Human Rights Policy on www.rabbitholdings.co.th.

The Company places high values on incorporating customer feedback to improve its products and services. This customer-centric approach not only strengthens relationships but also ensures an ongoing commitment to improvement. The approach involves various channels, including surveys, direct communication, and comprehensive reviews, to gain valuable insights into customer perceptions and preferences. By leveraging this feedback, the Company continuously refines and enhances its offerings, ensuring they align precisely with customer expectations.

Customer Satisfaction Performance

Indicator	Data Coverage	Performance			Target
		2021	2022	2023	2024
Customer Satisfaction	91%	98%	76%	99%	99%

Note: Information specific to the TST building, which is the headquarters of the Company.

Social Performance

The Company realises the importance of employees, communities, customers, society, and all stakeholders so as to improve people's quality of life. This has always been considered a fundamental element of the Company's operating culture, while continuously striving for social responsibility through various operations including indicators and disclosures. From 2021 onwards, the Company has established a Human Rights Policy, including conducting a Human Rights Due Diligence audit in accordance with the United Nations Guiding Principles on Business and Human Rights, taking into account human rights issues from international regulations such as Universal Declaration of Human Rights, International Covenant on Economic, Social and Cultural Rights (ICESCR), and International Covenant on Civil and Political Rights (ICCPR). Also, it formulates relevant measures to reduce risks and take remedial actions in the event of human rights violations.

The Company has consistently provided appropriate support to the society or communities such as:

- Providing scholarships to students in the community.
- Supporting sporting events for bonding and enhancing exercises e.g. internal sports of Khlong Toey Wittaya School etc.
- Delivering educational support equipment and consumable goods to students in Pattaya Redemptorist School for the Blind, Chon Buri Province.
- Equipment support for use in Buddhism activities.
- Opportunity for students interested in the preservation of ancient buildings and archaeological excavations. Attend a study visit to the Roi Chak Sam project, for example, a group of students from the Faculty of Archaeology Silpakorn University came to study the actual process of archaeological excavation operations in the area.
- Opportunities for teachers and students from Assumption School to participate in the study and to visit the area of the Roi Chak Sam project, which is open for students and those interested in history to learn about art, culture, way of life, racial and cultural

diversities to understand the foundations of Thai history and gain insights from various important events in the past.

Furthermore, On 15 January 2024, Rabbit Life Insurance Public Company Limited ("**Rabbit Life**") (a subsidiary of the Company), conducted Corporate Social Responsibility activities. The initiative aimed to bring joy to children in remote rural areas through the "**Rabbit Life Hopping, Dream Fulfilling, Bright Day for All Thai Children**" project at Bannongulok School in Suphanburi. Our employees collaborated to develop, repair, expand, and color the auditorium, cafeteria area, volleyball court, and children's playground equipment. These efforts aimed to restore the facilities to their original beauty, providing children with vibrant spaces for play and enjoyment to the fullest. Additionally, sports equipment, bedding sets, and a scholarship fund of 40,000 baht were donated to support the continuous development of education and the well-being of the students.

The Company also organized recreational activities, including sports games and a Food Truck serving meals and snacks to all the children throughout the event, as well as awarding special prizes such as bicycles and giant teddy bears, etc. to uplift and motivate the children at the school. These initiatives reflect the Group's commitment to strengthening and developing CSR activities, with the aim of bringing smiles, happiness, and improving the overall quality of life for people in society in the future.

In addition, the Company is also aware of the safety of employees at work and places importance on the safety and occupational health of employees and all related parties. Therefore, the Company has formulated a Safety and Occupational Health policy to strengthen confidence and trustworthiness among employees in the safety and health of their work within the workplace, and to ensure confidence of customers, employees and all stakeholders according to international quality and safety standards and in accordance with the safety, occupational health and working environment laws. The Company realises that safety and occupational health is a fundamental responsibility of employees and all relevant parties. The Company has taken various measures to control and prevent various types of losses caused by accidents,

negligence, fire, work-related injuries as well as maintaining a safe working environment for employees. Also, there are a regular review and security drills to keep up with the situation, such as simulating and practicing emergency plans, fire evacuation drills, training on how to use safety equipment, as well as providing public relations, and dissemination of information, by communicating the guidelines throughout the organisation and requesting strict compliance.

As a diverse conglomerate, ensuring health and safety is essential for the Company's reputation and operational success. Efficient safety management builds confidence among stakeholders, from government agencies to investors and communities.

Health and Safety Performance

Indicator	Unit	Performance			Target
		2021	2022	2023	2024
Absentee Rate	Percentage of total scheduled days	0%	0%	0.07%	0%
Serious work-related injuries of employee	Times/200,000 working hours	0	0	1	0
Lost-Time Injury Frequency Rate (LTIFR) of employee	Times/200,000 working hours	0	0	7.78	0
Work-related fatalities of employee	Case	0	0	0	0

Notes:

- Absence rate = Total days absent / (Number of employees × Number of workdays) × 100. In 2023, there are a total of 299 working days and a total of 153 employees, while the number of holidays (Sick leave due to work accident) 30 days.
- Lost Time Injury Frequency Rate (LTIFR) is a statistical number that Shows the rate of work injuries resulting in being off work for 1 day or more. The calculation formula is (number of lost time accidents (cases) x 200,000 / amount of working time (hours-people).
- The number 200,000 referred to by Hour-Person is the average value. It comes from an estimate of how many hours of work there will be in 1 year. By thinking of the number of employees as 100 people, the number of working weeks is 50, with each week. There is a total of 40 hours of working time, so in one year the total amount of working time in the case of 100 employees is = 40 hours/day x 50 weeks/year x 100 people = 200,000 hours-people.
- Number of working hours (hours-people) [Total number of employees x Number of working days (Number of days in that month Minus weekly holidays and company holidays) x normal working hours (8 hours)]
- Number of working days are the number of days in a month (30 days) - the number of holidays in a month (8 days) - an average of public holidays in a year per month (1 day)