

2024 Sustainability Performance Summary – Governance Aspect

Excellent products and services for sustainable growth	Unit	Goal	2022	2023	2024
Founded complaints regarding code of conduct (Cases code of conduct violation)	Topic	0	0	1	1
Case of non-compliance with law and regulations regarding the environmental, society and corporate governance	Case	0	0	0	0
Rate of dividend payment per net profit	Percentage	-	86	80	70
Drill for Information Technology Disaster Recovery Plan	Time per year	1	1	1	1
Innovation project	Project	-	2	2	2
Actual for Research and Development on innovation budget	million Baht	-	4.3	4.4	4.6
Customer satisfaction for Company's products and services	Percentage	85	92	92	94
Complaint on violation of personal data security	Case	0	0	0	1 *
Complaint on violation of consumer rights	Case	0	0	0	0
Other complaints that are resolved	Percentage	99	99.44	99.37	99.60
Suppliers who have signed to abide by the supplier code of conduct	Percentage	50	-	84.25	87
Compliance with the payment policy to suppliers	-	Congruent	Congruent	Congruent	Congruent
Number of projects or activities for supplier development	Project	-	-	3	4

Remark: * Currently in the process of a fact-finding investigation.