

2025 Sustainability Performance Summary – Governance Aspect

Excellent products and services for sustainable growth	Unit	Goal	2022	2023	2024	2025
Founded complaints regarding code of conduct (Cases code of conduct violation)	Topic	0	0	1	1	0
Case of non-compliance with law and regulations regarding the environmental, society and corporate governance	Case	0	0	0	0	0
Rate of dividend payment per net profit	Percentage	-	86	80	70	80
Drill for Information Technology Disaster Recovery Plan	Time per year	1	1	1	1	1
Innovation project	Project	-	2	2	2	2
Actual for Research and Development on innovation budget	million Baht	-	4.3	4.4	4.6	1.9
Customer satisfaction for Company's products and services	Percentage	85	92	92	94	95
Complaint on violation of personal data security	Case	0	0	0	1 *	0
Complaint on violation of consumer rights	Case	0	0	0	0	0
Other complaints that are resolved	Percentage	99	99	99	99	99
Suppliers who have signed to abide by the supplier code of conduct	Percentage	50	-	84	87	90
Compliance with the payment policy to suppliers	-	Congruent	Congruent	Congruent	Congruent	Congruent
Number of projects or activities for supplier development	Project	-	-	3	4	4

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