



SUSTAINABLE DEVELOPMENT REPORT

รายงานการพัฒนาอย่างยั่งยืน
ประจำปี 2567

สิ้นสุดวันที่ 31 ธันวาคม 2567
บริษัท อิชิตัน กรุ๊ป จำกัด (มหาชน)

2024

NEVER ENDING



Content

2 The Company's Commitment

5 Message from CEO

6 Message from Chairman of the Corporate Governance Committee

7 Achievements of ESG Towards Sustainability

10 Sustainable Economic Value Creation

12 About This Sustainability Report

14 Driving Business for Sustainability

24 Environmental Performances

24 Climate Action

32 Water Management

39 Waste Management

45 Innovation and Technology

49 Supply Chain Management

59 Social Performances

59 Product Quality Management

67 Consumer Relationship Management

74 Human Rights and Labor Fair Treatment

94 Employee Well-being, Health, and Safety

102 Community and Social Involvement

114 Governance Performances

114 Corporate Governance, Business Ethic and Transparency

121 Risk Management

128 Cyber Security and Data Privacy

133 Appendix

133 Sustainability Performance Data 2024

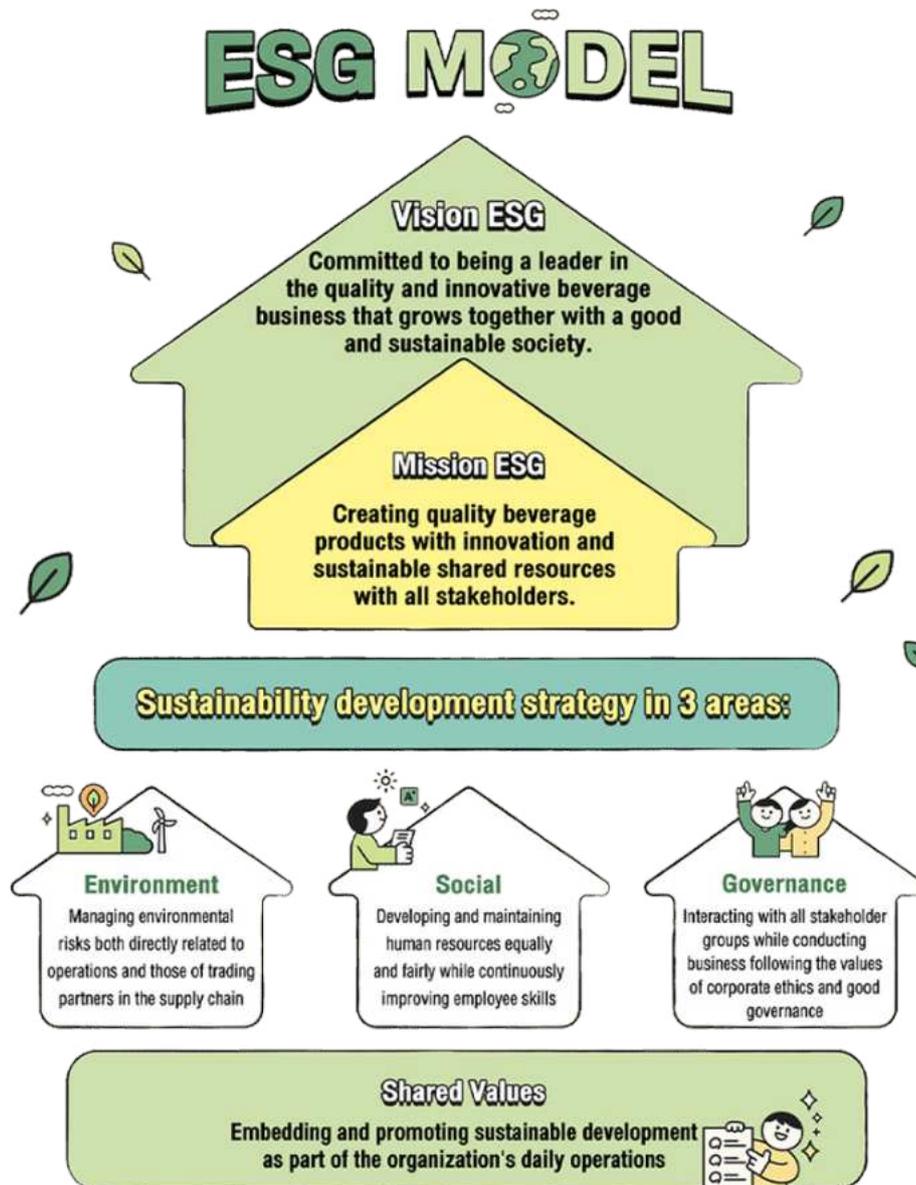
144 GRI Content Index



The Company's Commitment

Ichitan Group Public Company Limited (“the Company”) operates as a beverage manufacturer and distributor since 2010 with a commitment to being a leader in the quality and innovative beverage business that grows together with a good society both domestically and internationally. Starting from selecting organic tea leaves and combining with high-technology production process to create quality beverages, then continuously delivered to end consumers, which has been accepted and trusted by business partners and all group of consumers.

The success in past 14 years, the Company operates business transparently and ethically by adhering to the principles of good corporate governance. The Company also realizes in Environment, Society and Governance (ESG) as an important matters in order to ensure that the stakeholders can grow together effectively and sustainably. Improving social quality in the surrounding communities, generating income for the farmers, promoting careers for the disabled and vulnerable groups. As well as continuously implementing social development projects to reduce negative impacts on society and the environment subject to the Company’s sustainable development guidelines.



About ICHITAN GROUP

Ichitan Group Public Company Limited (“the Company”) have 7 beverage product categories in total, for both bottle and UHT packaging. The products are developed by R&D Department with exiting experience and expertise, in responding to various consumption under modern packaging produced by “Cold Aseptic Filling Technology’ that preserves the natural nutritional value of the beverage better than hot filling technology, which is environmentally friendly

- 1) Ready-to-drink tea “Ichitan Green Tea”
- 2) Herbal drink “Yen Yen”
- 3) Ready-to-drink tea “Oolong”
- 4) Ready-to-drink premium tea “Shizuoka”
- 5) Vitamin water drink “Ichitan Alkaline Ph Plus”
- 6) Korean Soda drink “Tansansu”
- 7) Energy drink “Tan Power”



Ichitan Green Tea



Yen Yen



Shizuoka



Oolong



Ichitan Alkaline Ph Plus



Tansansu



Tan Power

The Company's structure



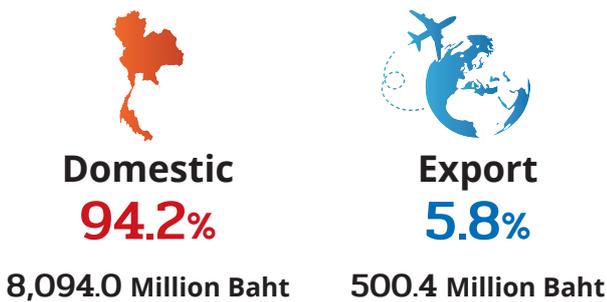
Remark:

Details of Structure and Business Operations of Ichitan Group Public Company Limited are disclosed in One Report / Annual Report 2024

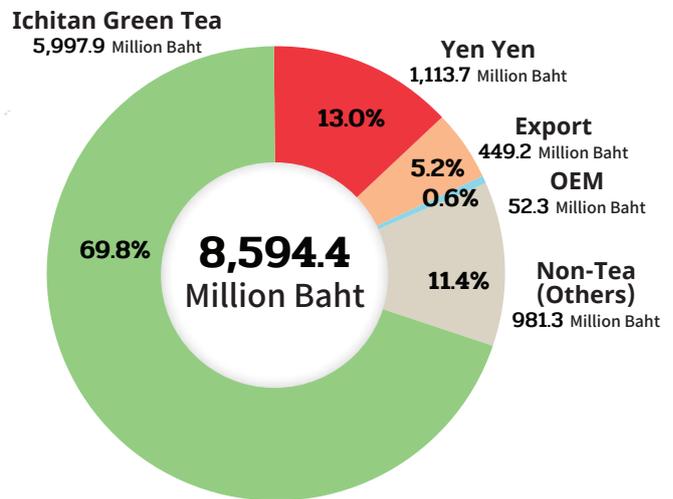
Revenues from Sales in Beverage Business

MARKET SHARE YEAR 2024

Categorized by Geography



Categorized by Product



Message from Chief Executive Officer (CEO)

“Ichitan: Tea that cares for you and the world” is not just a slogan but the heart of our business operations for over 14 years. As the leader of this organization, I firmly believe that true sustainable success lies in simultaneously creating value for businesses, society, and the environment.

The year 2024 was a remarkable year for Ichitan. Not only did we achieve all-time high performance, but we also gained recognition for our governance and sustainability efforts. This includes achieving an “Excellent” CGR rating for the 8th consecutive year and receiving the Outstanding Company Performance Award and the Change Agent Award from the Collective Action Against Corruption (CAC). These accolades confirm that we can achieve growth while maintaining a balanced social and environmental responsibility approach.

We are future-focused and bold in investing for the long term. Ichitan is advancing a circular economy to utilize natural resources responsibly. The Ichitan Green Factory, an investment since 2012, has pioneered eco-friendly production in the beverage industry. This initiative reduces environmental impact, enhances production efficiency, and ensures long-term business sustainability. Today, we are taking another step to achieve carbon neutrality by 2050.

Efforts include expanding solar energy use, integrating modern technologies to improve energy and resource efficiency, developing 100% recyclable packaging, and increasing rPET to reduce reliance on virgin resources and minimize waste. Additionally, our factory serves as a learning center, “Tanland,” which has been modernized with digital technology to inspire younger generations about the principles of “responsible production and sustainable consumption.” These commitments demonstrate environmental responsibility and the potential for sustainable investments to create long-term business value

Key achievements in 2024 include

1. Environmental Development

- Establish timelines for achieving carbon neutrality and reducing greenhouse gas emissions per our plan.
- Advancing the Ichitan Green Factory as a responsible and environmentally friendly production model.
- Introducing eco-friendly packaging starting with the 500 ml Ichitan Green Tea Charlotte edition.

2. Social Development

- Consistently creating jobs and enhancing employee potential, especially embedding ESG DNA into the hearts of all Ichitan employees.
- Promoting the surrounding community to become a model for closed-loop PET waste management.
- Raising awareness and inspiring responsible production and sustainable consumption through the reopened “Tanland” learning center post-COVID-19.

3. Governance Development

- Raising corporate governance standards.
- Expanding anti-corruption coalitions.
- Strengthening risk management systems.

In future, we aim for challenging goals in both business - targeting 10 billion baht in sales - and sustainability, elevating ESG standards across all dimensions. I believe that the fighting spirit and commitment of all Ichitan employees will help us achieve these goals. This belief has always guided me and will continue to drive Ichitan toward sustainable growth, creating value for all stakeholders and contributing to a better world for future generations.



Mr. Tan Passakornnatee

President and

Chief Executive Officer (CEO)

Message from Chairman of the Corporate Governance and Sustainability Committee

Dear Shareholders

As the Chairman of the Corporate Governance and Sustainability Committee of Ichitan Group Public Company Limited, I am proud to report that 2024 was another year of outstanding growth for our company. We achieved record-breaking performance for 31 consecutive quarters and made tangible progress in conducting our business in alignment with ESG (Environmental, Social, and Governance) principles.

Ichitan's success today reflects the strong vision of Mr. Tan Passakornnatee (CEO) and the management team to integrate business growth with social and environmental responsibility underpinned by good governance. This is evidenced by prestigious accolades such as the Outstanding Company Performance Award, Outstanding CEO Award, and Change Agent Award, along with receiving an "Excellent" CGR rating for the 8th consecutive years.

Over the past year, we have advanced several key initiatives, including:

1. Environmental Efforts:

- Implementing responsible production strategies aimed at achieving carbon neutrality by 2050.
- Developing packaging with rPET content that is 100% recyclable, including bottles, caps, and labels for Ichitan Green Tea's 500 ml Charlotte edition.
- Maintaining Green Industry Level 5 certification, the highest standard of the Department of Industrial Works, with environmentally friendly production through the Ichitan Green Factory

2. Social Contributions:

- Creating products that meet the needs of all consumer groups, such as Ichitan Green Tea, Yen Yen herbal drinks, Shizuoka premium green tea, Ichitan alkaline water, and Tan Power energy drinks, each with clear target markets
- Collaborating with partners like GC YOUturn to advance the Closed-loop PET project, effectively reducing plastic waste.
- Developing local communities to serve as model examples for Closed-loop PET management, positively impacting society.
- Supporting suppliers and partners in integrating Green Industry practices across the supply chain.

3. Governance Enhancements:

- Elevating standards of the corporate governance toward international standards
- Strengthening anti-corruption efforts with concrete actions. Encouraging business partners to operate their business transparently, as well as signing a declaration of intent as a member of Collective Action Against Corruption (CAC).
- Improving risk management processes throughout the organization.

Finally, we're looking ahead and committed to fostering sustainable growth based on "creating shared value" among business, society, and the environment. Our goal is to become a model organization driven by innovation and sustainability. With Ichitan's strong foundation and the dedication of all employees, as well as innovation-focused culture, we will achieve sustainable growth and inspire other businesses to adopt practices that positively impact society and the environment.



Ms. Petchompoo Theppipidh

Chairman of the Corporate Governance and
Sustainability Committee



Achievements of ESG towards Sustainability

SET Awards 2024

The Company received 2 prestigious awards: Outstanding CEO, and Outstanding Company Performance from the Stock Exchange of Thailand. This success reflects Ichitan Group's business operations that adhere to the principles of good governance, good corporate governance, and social and environmental responsibility. The Company is committed to developing high-quality beverage products, along with creating sustainable growth in collaboration with society through a production process with responsibility for society and environment, and creating value for all stakeholders for stable and sustainable growth in the long term



SET ESG Ratings 2024 for the 3rd Consecutive Year

In 2024, the Company has been ranked in the SET ESG Rating at Level A in the Agriculture and Food Industry Group for the 3rd consecutive year from the Stock Exchange of Thailand.



Sustainability Disclosure Recognition 2024

The Company received the Sustainability Disclosure Recognition for 2024 in the area of sustainability disclosure from the Thaipat Institute, demonstrating the importance of disclosing information on sustainability operations with coverage of environmental, social, and governance (ESG) dimensions.



CG Assessment at the “Excellent” Level for the 8th Consecutive Year

The Company has been assessed for the Corporate Governance Report (CGR) of Thai Listed Companies in 2024 (CGR) by the Thai Institute of Directors Association at the 5-star or “excellent” level for the 8th consecutive year.



CAC Change Agent Award 2024

The Company received the CAC Change Agent Award 2024 for expanding its transparent business network to small and medium-sized enterprises (SMEs) to join the Thai Private Sector Collective Action Against Corruption.



Human Rights Award 2024

The Company received the Role Model Organization on Human Rights Award 2024 in the category of large business organizations at the “outstanding” level from the Department of Rights and Liberties Protection to be a role model organization on human rights for other organizations in reinforcing a society to respect human rights sustainably.



Marketeer No.1 Brand Thailand Award 2024 for the 5th Consecutive Year

The Company received the No.1 Brand Thailand Award 2024 as the No.1 ready-to-drink tea brand in the hearts of Thai consumers in the category of ready-to-drink green tea for the 5th consecutive year, from the survey results of a leading research company organized by Marketeer Magazine. This is considered a success of the “Ichitan” brand, which has been a Brand Love and has captured the hearts of consumers for a long time. This is due to our commitment to develop products to meet new consumer needs.



Product of the Year Award 2024

The product “Ichitan pH Plus Alkaline Water” with vitamin D and ginkgo extract received the “Product of the Year Awards” for 2024 in the category of consumer goods, organized by Business+ Magazine in collaboration with the College of Management Mahidol University (CMMU) to support outstanding products and services in terms of sustainability and help consumers have a better quality of life – “Drink Ichitan Alkaline Water to Get Benefits Every Day”.



THAISTAR Packaging Award 2024

The Company won the THAISTAR Packaging Award 2024 in the Thai Packaging Competition in the category of prototype packaging for general production distribution (Student – Consumer Package (Prototype) (SC)) from the Ministry of Industry, with the work of Ichitan New Year Box 2024 – Sustainable Gifts, which is an eco-friendly packaging design presented through cute and bright illustrations using recyclable materials such as Ichitan rPET bottles, corrugated paper from reusing packaging crates, resulting in maximum benefit according to the 3Rs (Reduce, Reuse, and Recycle) principle, extending the organization’s sustainable development concept.



Sustainable Economic Value Creation

Total Revenues
8,671.1

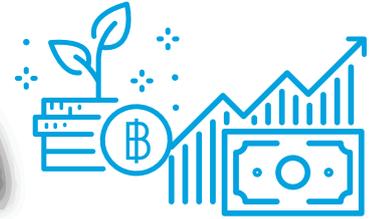
Million Baht

Total Expenses
6,971.8

Million Baht

Net Profits
1,306.3

Million Baht



Consolidate Financial Statement as of December 31, 2024

Total Assets



7,081.4

Million Baht

Market Capital
(as of December 31, 2024)



19,110

Million Baht

Total dividend paid



1,430.0

Million Baht

Total Liabilities



1,370.2

Million Baht



Dividend
Payout

109.5%



EBITDA

26.6%

NPM

15.2%

Total Liabilities



5,711.2

Million Baht



Returns on
equity (ROE)

22.6%



Returns on total
assets (ROA)

23.9%

Earnings per
share (EPS)

1.00 Baht



Total Employees **401** Persons

Cost of Benefits for
Executives
and Employees



334.1 Million Baht

Book value
per share **4.4** Baht



Research and Development

Cost

3.1 Million Baht



ESG Development

Cost

7.6 Million Baht



Customer Relationship
Management Cost

376.0 Million Baht



Human Capital
Development Cost

0.4 Million Baht



Shareholder and Investor Relationship

Management Cost **2.1** Million Baht

The Company’s Tax Policy

Ichitan Group Public Company Limited (the “Company”) is committed to conducting business with transparency, verifiable manner and has principles of tax management in accordance with the duties of good citizenship. The Company, therefore, determines “Tax Policy” based on the principles of good governance and sustainable development. In 2024, the Company had total revenues of 8,671.1 Million Baht and paid income tax in the total amount of 339.3 Million Baht.

(Details of Tax Policy is disclosed on the Company’ website
https://www.ichitangroup.com/investor.php?tax_policy)



Income Tax and Profit exempt from tax regarding to BOI

Item	Year 2022	Year 2023	Year 2024
Income Tax (Source: Separate Financial Statement)	179.49 Million Baht	263.44 Million Baht	339.32 Million Baht
Profit exempt from tax regarding to BOI	0 Baht	0 Baht	0 Baht



About This Sustainability Report

Ichitan Group Public Company Limited published the first Sustainability Report in 2016. This year sees the ninth edition of the Sustainability Report that aims to communicate the commitment in conducting sustainable business and to disclose non-financial information such as the vision, mission, goals, and risk factors of the organization. This report has been prepared the progress on sustainability performances covering key issues in economic, social, environment, governance and human rights aspects (ESG) which may affect all our stakeholders.

Scope of the Report

The 2024 sustainability report presents Ichitan's operational results in accounting period during 1 January – 31 December 2024 of Ichitan Group Public Company Limited, covering locations of the head office in Bangkok and 1 non-alcoholic beverage production facility (Ichitan Green Factory) in Phra Nakhon Si Ayutthaya Province, Thailand.

Reporting Guidelines and Standards

This report is prepared the sustainability performances in accordance with international reporting guideline, applies the core criteria of Global Report Initiative Standards (GRI) and alignment with the 17 UN Sustainable Development Goals (UNSDGs).

Sustainability Management System

The Company applies the management systems in accordance with various international standards as follows;

- Quality Management System (ISO 9001)
- Good Hygiene Practices (GHP)
- Food Safety Management (ISO22000)
- Food Safety Management (FSSC22000)
- Hazard Analysis and Critical Control Point (HACCP)
- Environmental Management System (ISO14001)
- Energy Management System (ISO50001)
- Information Security Management System (ISO 27001)
- Green Industry Level 5
- Carbon Footprint for Organization (CFO)

Reporting Certification from Third Party

- The economic performance data in this report is obtained from the same accounting system as the annual report (56-1 One Report) and was audited by KPMG Phoomchai Audit Ltd. (The Audit Report is contained in Ichitan's 2024 Annual Report)

- Data related to corporate governance and social performances were prepared by the Sustainability Working Group. The data were also considered and approved by the Corporate Governance and Sustainability Committee and the Board of Directors.

- Data related to environmental performance, labor fair treatment, employees' well-being, health, and safety were audited by BSI Group (Thailand) Company Limited.

- Data related to Green House Gas (GHG) emission which is the part of environment has been authenticated by Thailand Greenhouse Gas Management Organization (Public Organization).

Access to Reports

The Company's Sustainability Report has prepared in both Thai and English version and disclosed on the Company's website in section of "Sustainable Development Report"

Contact Information

For more information about this report, please contact:

Office of President (Head Office)

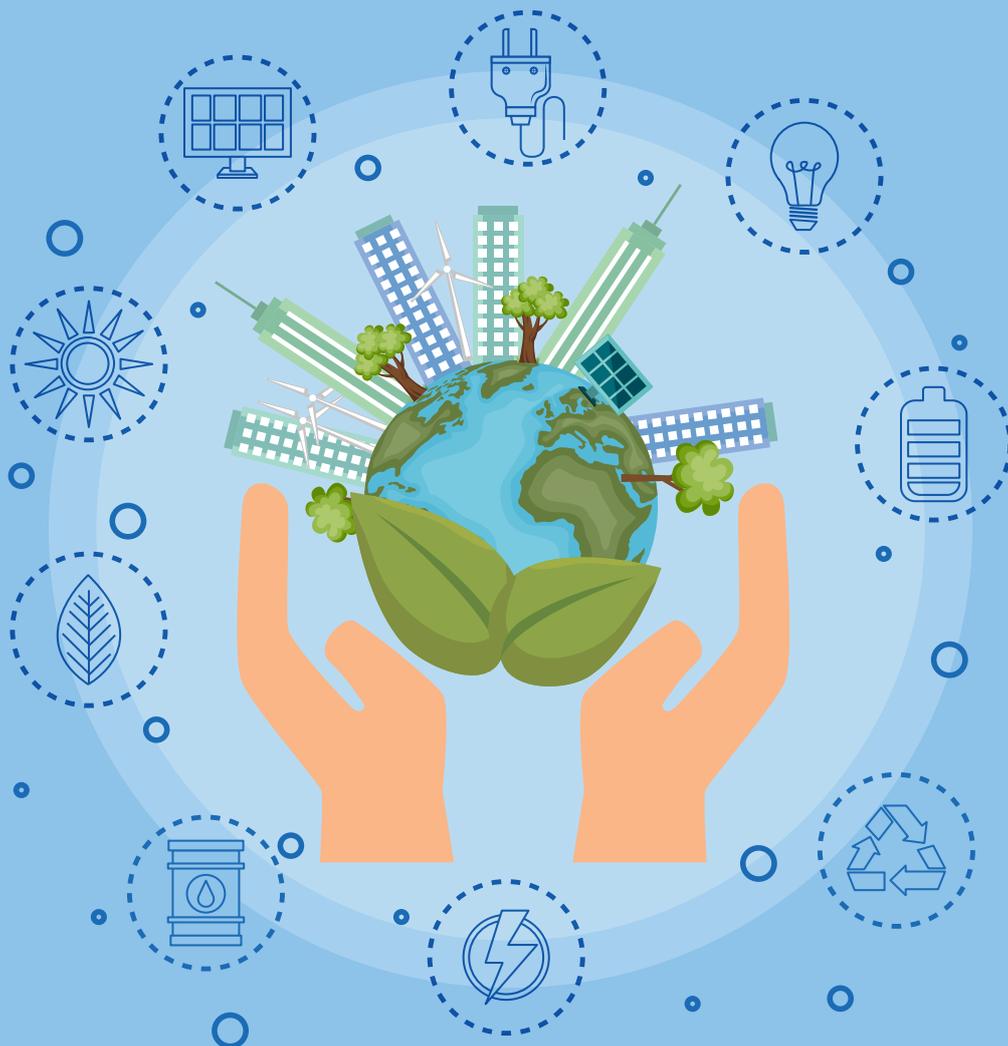
Ichitan Group Public Company Limited.

Address: No 8. T-One building, 42-44 Fl. Sukhumvit 40, Phra Khanong, Khlong Toei, Bangkok

Telephone: 02-023-1111

Email: cg@ichitangroup.com

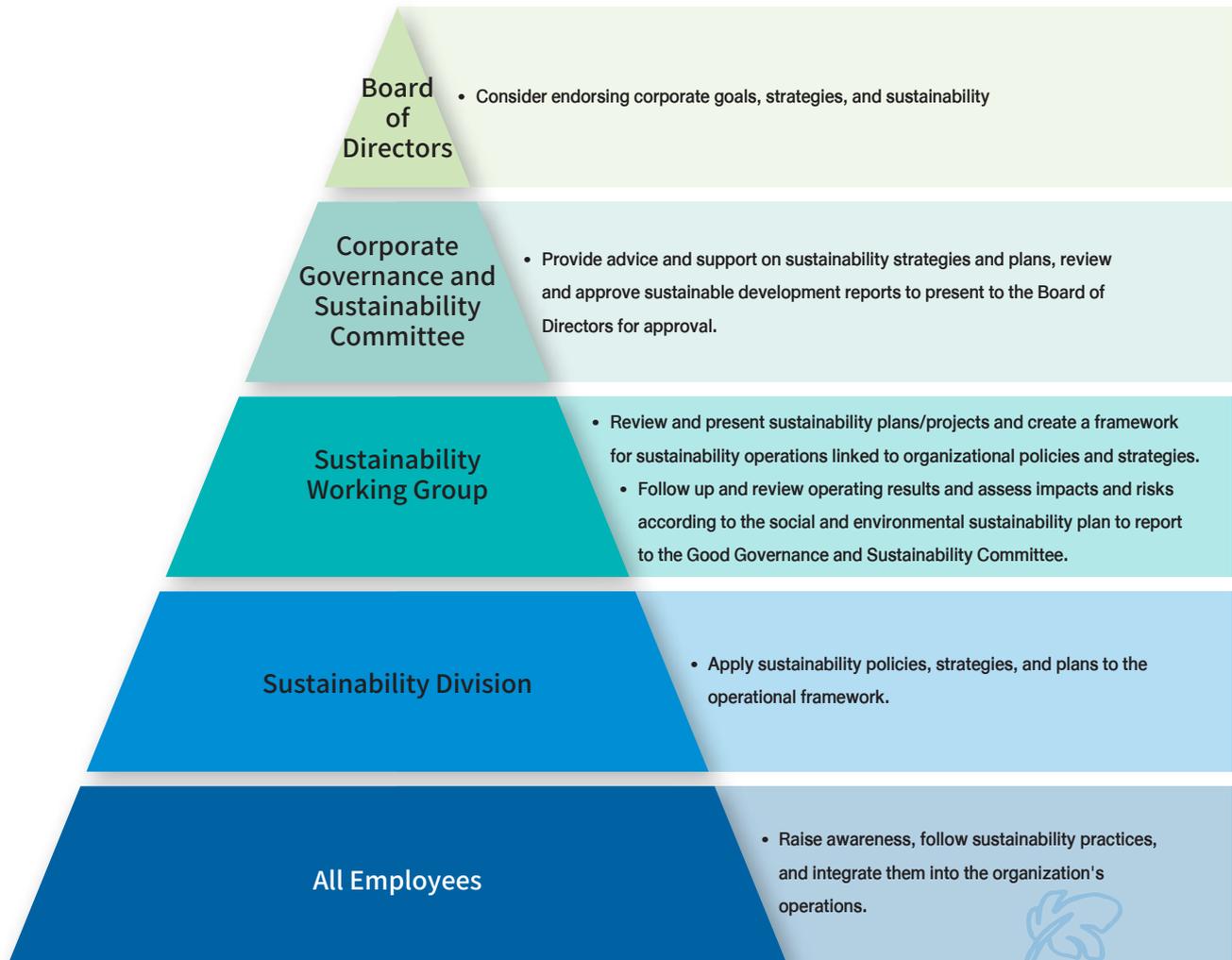
Website: www.ichitangroup.com



Driving Business for Sustainability

Sustainability Governance Structure

Ichitan has established a sustainability governance structure to ensure efficient and concrete operations in every part of the organization by establishing a working group for sustainable development to perform the main duty of driving sustainable development within the organization. The Company reviews corporate sustainability goals and strategies approved by the Board of Directors, presenting strategic plans, creating joint guidelines, tracking sustainability performance, and reporting to the Good Governance and Sustainability Committee regularly. Therefore, Ichitan has established a sustainability governance structure to ensure effective and tangible implementation throughout the organization.



Sustainable Development Policy

The Company adheres to conducting business under the BCG Economy Model, which is in line with the philosophy of the Sufficiency Economy and the concept of economic and social development of the country, consisting of 3 main economies: (1) the Bio Economy, emphasizing the cost-effective use of biological resources by using technology and innovation to produce high-value biological products (2) Circular Economy, emphasizing the cost-effective use of resources, raw materials, and products (3) Green Economy, focusing on solving environmental problems and reducing impacts sustainably. There is a concept in running a business to create value, value, and sustainability for the company and all stakeholders through efficient, transparent operations, giving importance to the continuous development of innovation and technology for the business to grow steadily and sustainably under the environment, society and good governance. In this regard, the company therefore has all departments implement concrete practices in the area of sustainability development to cover all 3 dimensions: (1) Environmental (2) Social (3) Corporate Governance in response to the 17 Sustainable Development Goals (SDGs) of the United Nations and to establish a framework for sustainable development in the following 3 dimensions:

1. Environmental: E

The company aims to build durable infrastructure, promote inclusive and sustainable industrial development, and promote innovation. The policy on the industry, innovation and infrastructure is as follows:

- Voluntary greenhouse gas reduction project according to Thailand standards (T-VER) to create clean, renewable energy, using electrical energy from the sun (ICHITAN SUNERGY) in the beverage production process of Ichitan Green Factory according to the concept of reducing, replacing, treating and reusing energy.
- Create a Carbon Footprint for Organization to find management methods for effectively reducing greenhouse gas emissions.
- The project reduces greenhouse gas emissions by reducing the use of plastic, reducing waste from the production process, and effectively reducing transportation.
- Aiming to develop the factory into an environmental prototype factory (Ichitan Green Factory) with a thermal energy control system.

2. Social: S

The Company is aware of conducting business responsibly towards communities, society, and stakeholders, focusing on responding to the expectations of stakeholder groups, emphasizing compliance with laws, rules, and regulations related to social management both in terms of development, helping to care for the quality of life, and reducing the impact of risks that may occur to society and surrounding communities at the same time. This includes upholding human rights, treating employees properly, and incorporating innovation from social responsibility into sustainable growth through the following actions:

- Do not commit or support the use of forced labor in any form and do not use child labor under the age specified by law.
- Installation of a solar energy system (Solar Rooftop) to create clean, renewable energy in the beverage production process.

3. Governance: G

The company focuses on conducting business on the basis of honesty, transparency, and accountability in accordance with the law, company regulations, rules, or guidelines of the Securities and Exchange Commission (SEC) and Stock Exchange of Thailand including relevant regulatory agencies under the changing business environment, sustainably promoting industry, innovation and infrastructure as follows:

- Upgrading the infrastructure and improving the Ichitan Green Factory industry to achieve sustainability.
- Developing an industry that is cleaner and friendlier to communities, society, and the environment, including creating innovations in products and packaging, being committed to changing the packaging of every bottle to be environmentally friendly to enhance the technological capabilities of the domestic industrial sector.

Strategy to drive business based on sustainability

Creating shared value remains the basic principle for the company's business operations with the goal of raising the quality of life and leading to a good future for all groups of stakeholders so that everyone in the organization can drive the business following sustainability principles.

1. Organization Development

The company aims to develop talented and responsible personnel, supporting the development of skills and abilities through various training courses to bring out the maximum potential, including strengthening the organizational culture by promoting adherence to short-term and long-term goals for sustainable business growth.

2. Sustainable Supply Chain

Selection of raw materials:

The company has not only chosen high-quality raw materials before importing them into the production process, but it has also worked with farmers upstream, who plant and harvest tea leaves at the production site in order to obtain high-quality raw materials of the same level.

Procurement of packaging manufacturers:

Packaging standards are important for Ichitan's machines, which use Hi-Speed technology and can pack 600 - 900 bottles per minute. The company has risk management by having 2-3 trading partners for every main package to ensure that quality products meet the standards and quantity as set by the company.

Production/ Management:

The aseptic cold packing production technology from Japan that Ichitan uses is one of the most modern in the world, ensuring stable production potential. The company also places importance on a skilled and experienced management team to achieve maximum efficiency in production.

Transportation and distribution:

Ichitan Factory, Rojana Industrial Park, Phra Nakhon Si Ayutthaya Province, is located close to the distribution center of the company's main distributor and the main distribution center of the Modern Trade, optimizing the cost of goods transportation. Currently, the company has 3 main distributors: DKSH (Thailand) Co., Ltd., IGT Co., Ltd., and Boon Rawd Asia Co., Ltd., able to distribute products covering both Modern Trade and Traditional Trade. For distribution of products abroad, it is done through product distributors in that country.

Store development:

For the domestic business, the company plans together with the 3 distributors to manage sales areas and promotional materials at the storefronts to be outstanding within effective sales costs in all channels. The company also has competitive promotional programs to increase sales opportunities. As for the international business, the company has planned with distributors in that country.

Marketing and sales:

Focusing on strengthening brand value, conveying and expressing ourselves through continuous product innovation, carrying out all types of marketing activities to cover customers and target consumers, developing products that are different from competitors and meeting the needs of consumers. Building a strong brand will result in the company not having to compete on price. A strong pricing structure allows partners and distributors to sell quickly and at a profit enough to grow together.

3. Research and Development for Consumer

Ichitan’s research and development is in line with international standard principles, including the Food Safety Certification Standard System for Food Production (FSSC22000), Quality Management System (ISO9001), and Halal Standards (HALAL), created as an integrated practice, from planning, design, and product development to systematic quality inspection at every step.

4. Growing up with Partners

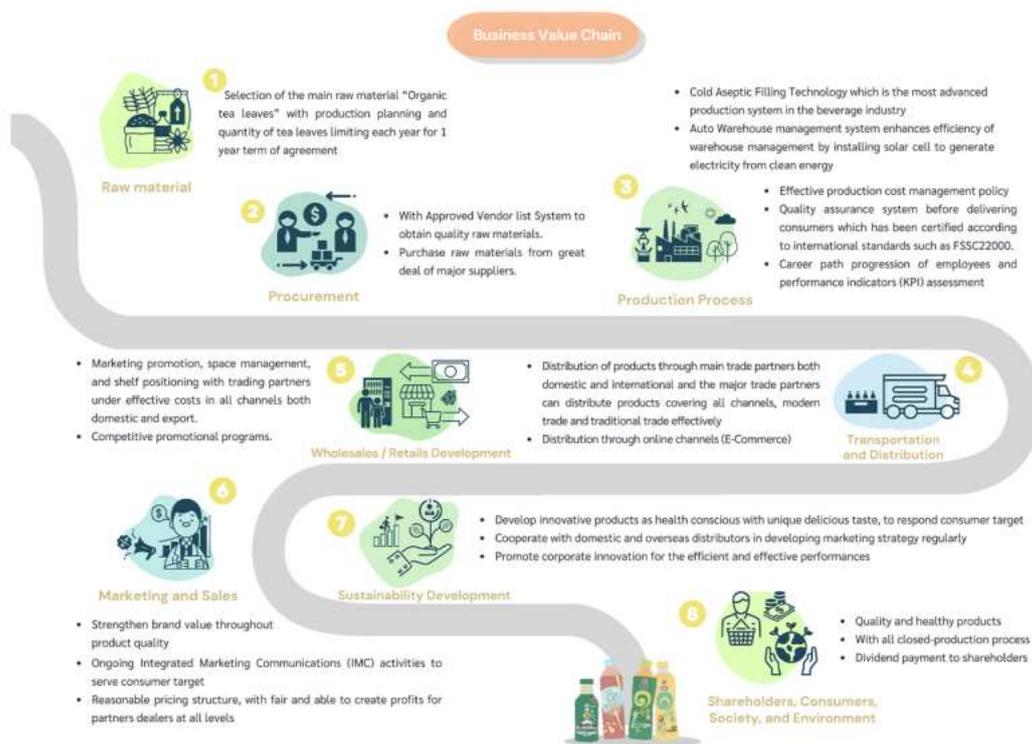
The company has given importance to the development of domestic distribution channels, both MT (Modern Trade) and TT (Traditional Trade), through the three main distribution partners by setting growth goals together, setting guidelines and developing specific sales promotion programs in each channel of each department store to meet the needs of different customer groups.

5. Environmental Impact Management

The company organizes activities regarding environmental policy, environmental objectives, and working environment, covering activities in normal, abnormal and emergencies, identifying and evaluating environmental characteristics. In addition, we focus on providing energy conservation practices to employees within the organization to make them participate in energy conservation and act in the same way.

Business Value Chain

The Company has adopted a management policy to create sustainability for all stakeholders by promoting added value and development from upstream to downstream, along with research and development, we produce quality products that are good for the health of consumers with modern technology and are environmentally friendly. This helps to make management efficient, affecting competitive costs which will help support good operating results. In addition, the company also gives importance to various activities to create a good quality of life for all stakeholders. The company pays attention to the selection of raw materials by procuring packaging manufacturers, production, management, transportation, and distribution of quality products that meet the company’s standard requirements while placing importance on developing partner stores, marketing, sales, and distribution channels for sustainable growth



Stakeholder Engagements

Stakeholders	Expectations	Key Implementation	Communication & Participation Channels
Employees	<ul style="list-style-type: none"> • Job security and career advancement opportunities • Fair performance Appraisal • Promotion of employee knowledge and skill development • Fair compensation/benefits/welfare and activities with employee participation • Occupational health, safety and working environment • Access to accurate and complete information of the Company • Support for technology to increase work efficiency 	<ul style="list-style-type: none"> • Establish a clear career growth structure within the organization. • Establish clear criteria for evaluation, including fair compensation and benefits. • Prepare a clear training plan to develop knowledge for employees at all levels, along with projects to promote employee potential. • Create work environment to promote good working atmosphere. • Organize activities to promote occupational health and safety of employees. • Appoint welfare committee to represent employees in meetings with the management. • Communicate and publicize corporate information and movements to employees at all levels to be fully informed. 	<ul style="list-style-type: none"> • Annual performance appraisal • Welfare committee meeting • Safety committee meeting • Annual survey on employee engagement and satisfaction • Monthly activities for executives to meet employees (Happy Monday / Town Hall) • News/activity communication via e-mail, intranet, LINE application, and PR board • Suggestion and Complaint Box
Investors / Shareholders	<ul style="list-style-type: none"> • Honesty, transparency, compliance with the Stock Exchange of Thailand's corporate governance principles and information disclosure criteria • Continuous performance growth • Consistent returns • Business expansion into new markets/new businesses • Development of innovations and production technologies • Business operations with social and environmental responsibility 	<ul style="list-style-type: none"> • Comply with relevant laws and good corporate governance. • Disclose information transparently, accurately and timely according to the criteria published through the websites of the Company and the Stock Exchange of Thailand. • Quarterly communicate strategies, directions and performance to build confidence among investors and shareholders. • Report opinions from investors and shareholders to the organization's executives. • Create good performance and pay dividends at an appropriate rate in line with the Company's growth. • Study new business opportunities • Seek opportunities to develop innovations and production technologies that are modern and sustainable. 	<ul style="list-style-type: none"> • Analyst meeting between the Company and domestic/ international institutional analysts and investors via online channels • Meeting between listed companies and investors (Opportunity Day) • Annual General Meeting of Shareholders • Company Visits • Disclosure of Form 56-1 One Report • Disclosure of information to the Stock Exchange of Thailand (SET) • Responses to inquiries via telephones and emails • Company website

Stakeholders	Expectations	Key Implementation	Communication & Participation Channels
Consumers	<ul style="list-style-type: none"> • Product quality and safety • Delicious and diverse products • Reasonable prices and attractive promotional offers • Consumer responsibility • Eco-friendly packaging • Data security and privacy 	<ul style="list-style-type: none"> • Attempt to produce quality products that meet consumer needs. • Develop product distribution channels to cover and reach more consumer groups, both in-store and online. • Manage consumer satisfaction. • Communicate and provide complete and accurate information about product nutrition in accordance with legal requirements • Design and develop new products and production innovations that are sustainable and eco-friendly • Establish policies and practices on protection of consumers' personal data without leakage 	<ul style="list-style-type: none"> • Organizing activities and creating new campaigns with consumers • Consumer satisfaction surveys • Complaint channels on the Company website and call center • Other communication channels such as Facebook, LINE Application, Instagram, and TikTok
Business Partners / Creditors	<ul style="list-style-type: none"> • Support and enhancement of partners' business operations • Fair procurement of eco-friendly products • Develop long-term business potential together • Debt payment on time and strict compliance with contract terms 	<ul style="list-style-type: none"> • Support knowledge and operations that take into account of environment, society and governance to improve partners' business operations, and reduce operational risks. • Select fair business partners. • Encourage business partners to join the CAC network to fight corruption. • Consider equality and mutual benefits with business partners. • Comply with contracts and conditions of creditors in repaying principals, interests and other related collaterals 	<ul style="list-style-type: none"> • Partner development activities • Annual audit • Invitation letters for partners to join the CAC network • Company's suggestion and complaint channels • Company website • Telephone and email

Stakeholders	Expectations	Key Implementation	Communication & Participation Channels
Society and Community	<ul style="list-style-type: none"> • Development of good quality of life and enhancement of benefits for society and communities where the Company operates business • Career promotion, and income generation for communities • Respect for human rights in issues related to health, occupational health, safety of life and properties • Reduction of environmental impacts from business operations such as carbon dioxide emissions, waste emissions, water and energy management, etc. 	<ul style="list-style-type: none"> • Support projects that generate income and employment for people in communities where the Company operates business. • Participate with people in communities through various projects, such as Communities Feel Good x Ichitan Happy Project etc. • Support and provide assistance to society and communities during crises. • Assess impacts that may affect society, communities, and environment. • Strictly comply with environmental and safety laws and regulations related to the company's operations. • Manage internal environment, and promote environmental awareness through the Tanland Learning Center. 	<ul style="list-style-type: none"> • Annual community satisfaction survey • On-site visits to build relationships with the community • Tanland Learning Center • Annual sustainability report • Telephone and e-mail • Company's suggestion and complaint channel • Other communication channels such as Facebook and Instagram.
Competitors	<ul style="list-style-type: none"> • Business operation with transparency and fair competition • Business operation under the law • Cooperation at the industrial level for national development 	<ul style="list-style-type: none"> • Operate business competition without using any illegal and unethical methods to obtain competitor information. • Conduct within the framework of good competition rules and the specified laws, and avoid dishonest methods to destroy competitors. 	<ul style="list-style-type: none"> • Meeting at industrial-related seminars
Government Institutions / Agencies	<ul style="list-style-type: none"> • Compliance with relevant laws and regulations • Corporate governance • Product quality and safety • Human rights and fair practice • Social and environmental responsibility • Assessment of carbon footprint for organization (CFO) • Sustainability disclosure 	<ul style="list-style-type: none"> • Strictly monitor and comply with relevant laws. • Communicate operational information transparently, promptly and completely, and ready to listen to suggestions for improving operations. • Raise the standard of business operations to become an organization with sustainable growth to reduce impacts on society and environment. 	<ul style="list-style-type: none"> • Arrangement for signing of cooperation agreements with government agencies • On-site visits of government agencies • Arrangement of joint research projects with the government sector. • Regular participation in meetings, seminars, and projects organized by government agencies • Disclosure of business information to government agencies and submit documents via electronic systems



Materiality Matrix Assessment

Ichitan Group Public Company Limited has annually assessed matters that are significant to sustainable business operations, which has determined content according to the GRI Sustainability Reporting Standards, by considering both internal and external factors that significantly affect business operations as well as the expectations of stakeholders in the value chain. Therefore, the materiality assessment matters have been reviewed and approved by the Corporate Governance and Sustainability Committee and also approved by the Board of Directors, which consists of significant processes as follows:

Process 1: Identifying significant matters

The company identifies important sustainability matters by considering the nature and strategy of business operations together with GRI Standard indicators and industry standards, including the Sustainable Development Goals (SDGs), as well as expectations of Stakeholders of the company. By collecting information through various channels from the company’s departments that are responsible for those important matters.

Process 2: Creating engagement with stakeholders

Collect information from stakeholders through participation from the company’s departments that are responsible for the relevant areas.

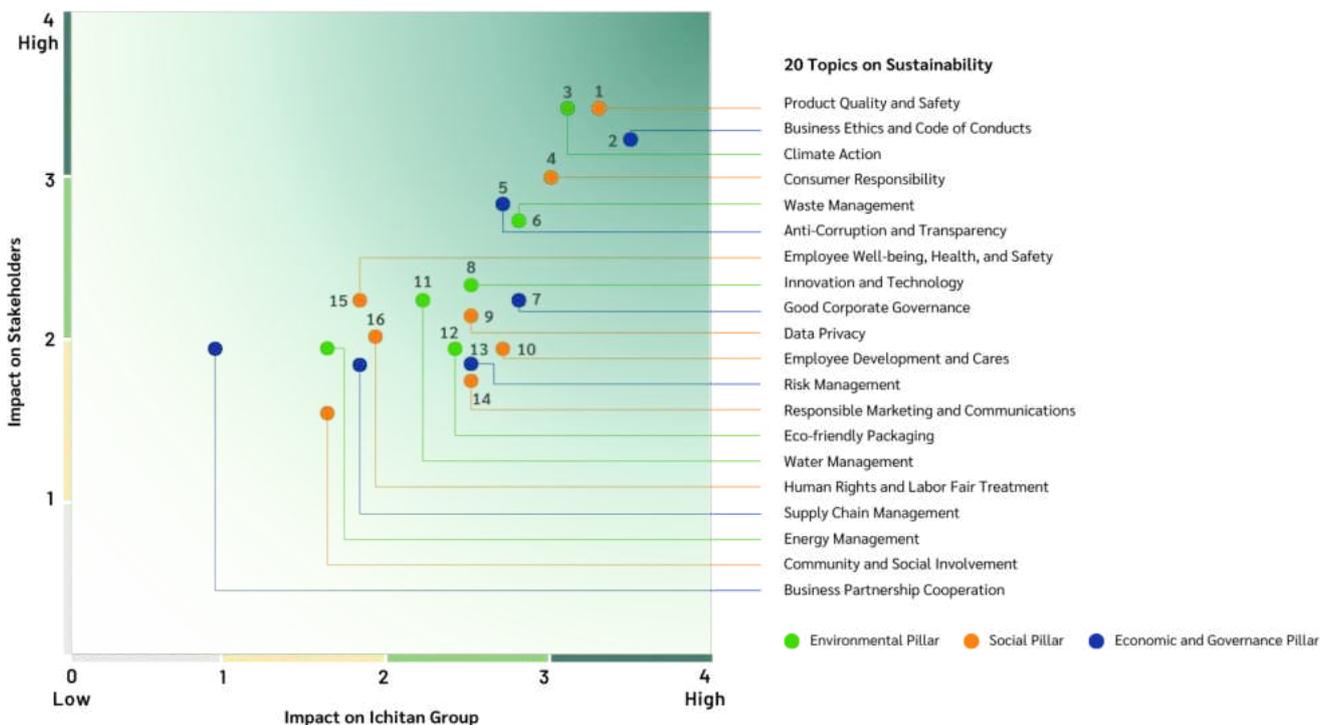
Process 3: Prioritize significant matters for reporting

Prioritizing sustainability matters according to guidelines in important standard systems such as ISO14001 and ISO50001, visualize and prioritize the importance of each matter then defining the stake holders’ expectation in Materiality Matrix.

Process 4: Verification of significant matters

Verify completeness of significant matters to ensure the consistency with and GRI Standard reporting, then reviewed by Sustainable Development Working Group prior to submission to the Corporate Governance and Sustainability Committee as well as the Board of Directors for further approval. However, the approval will be considered within the scope of impacts that may occur both inside and outside the organization.

The 2024 Materiality Assessment Result





Supporting Sustainable Development Goals 2024

Driving Business for Sustainability

Materiality Topics	Indicators	Target Year 2024	Performances Year 2024	Sustainable Development Goals (SDGs)
Environment				
1. Climate Action	<ul style="list-style-type: none"> Reduce greenhouse gas emissions Reduce amount of electricity and heat per unit of production 	1.5%	Reduced by 2.15% (3,280.58 tCO2eq)	
2. Water Management	Reduce water usage per production unit	5.0%	Reduced by 5.65%	
3. Waste Management	Development of recycled packaging (rPET)	-	Developed first product category for 100% rPET	
4. Innovation and Technology	Develop the production innovations	-	Reduce production costs for Baht 22 million	
5. Supply Chain Management Social	ESG Risk assessment for suppliers	100%	100%	
Social				
6. Consumer Relationship Management	Customer satisfaction	85%	98%	
7. Human Rights and Labor Fair Treatment	Complaints on human rights	0 case	0 case	
8. Human Resource Development	Employee engagement scores	80%	87%	
9. Community and Social Involvement Governance	Social initiative projects	-	Create income for the community in value of Baht 20.86 million	
Governance				
10. Corporate Governance	Corporate Governance assessment (CGR)	"Excellent level"	"Excellent level"	
11. Anti-Corruption	Complaint on anti-corruption	0 case	0 case	
12. Cyber Security and Data Privacy	Cyber threats causing damage	0 case	0 case	

Environmental Performances

Climate Action

Our Commitment

Climate change is having widespread and increasingly severe impacts on the world's ecosystems. To solve the problems and slow down the upcoming severity, the United Nations (UN) and its member states are setting targets and looking for ways to reduce the global environmental impacts together. This is reflected in international frameworks such as the United Nations Framework Convention on Climate Change (UNFCCC) and the Paris Agreement, which focus on the key goal in limiting the increase in global average temperature to be below 1.5 degrees Celsius for achieving carbon neutrality by 2050 and net zero emissions by 2065.

Ichitan Group Public Company Limited has been aware of importance of such impacts since the beginning of its business operation. Therefore, the Company has assigned the board of directors and executives to play a role in supervising, determining, and developing policies and guidelines for managing climate change with commitment to promote low-carbon economy and support Thailand's climate change policy through innovations in energy-efficient production processes, use of renewable energy, optimization of resource efficiency, and implementation of sustainability projects in the organization's supply chain to reduce negative impacts on society and the environment. The Company has set targets to reduce greenhouse gas emissions in line with international goals, and is one of the organizations that support sustainable production and consumption under the framework of 17 sustainable development goals (UN Sustainable Development Goals: SDGs) to drive sustainable organizations towards the goal of carbon neutrality by 2050, as well as participating in environmental conservation and raising awareness among employees and all stakeholders, while maintaining a balance in the economy, society, and the environment for sustainability and stability in the future.



Goals

Long-term Goals

- Aim for Carbon Neutrality by 2050.

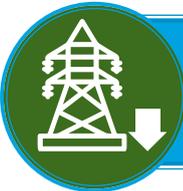
Short-term Goals (by 2024)

- To reduce average greenhouse gas emissions by 1.5% by 2024
- To reduce electricity and heat consumption per production unit by 1.5% by 2024

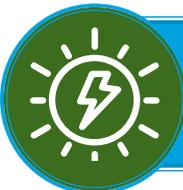
Key Performances in 2024



Reduced greenhouse gas emissions by **3,280.58 tons** carbon dioxide equivalent, representing a reduction rate of **2.15%**



Reduced electricity and heat consumption by **0.0019 gigajoules (GJ)** / production unit, representing a reduction rate of **0.15%**



Generated solar power up to **5,610,770 (kWh)** / year, which is equivalent to energy savings of **24.64 million baht.**

Guidelines for Climate Change Management

Set policies and targets to reduce greenhouse gas emissions to achieve carbon neutrality by 2050 in line with the international goals for limiting increase in average global temperature to no more than 1.5°C.

Set a working team for sustainable development to be responsible for developing plans, monitoring global and local climate change situations that affect sustainability, and reporting the results of the plan implementation to the Governance and Sustainability Committee and the Board of Directors.

Assess climate change risks, and identify support measures and operational guidelines to effectively reduce greenhouse gas emissions to achieve carbon neutrality.

Promote clean energy by using renewable energy from sunlight (ICHITAN SUNERGY) in Ichitan Green Factory in accordance with the guidelines of the Thailand Voluntary Greenhouse Gas Reduction Project (T-VER).

Create participation with stakeholders throughout the value chain to reduce negative environmental impacts.

In line with its commitment to cope with climate change, the Board of Directors has set a target to reduce greenhouse gas emissions to achieve carbon neutrality by 2050, and has assigned the Corporate Governance and Sustainability Committee and senior executives to oversee, define, and develop policies and guidelines for managing climate change. The working team on sustainable development is responsible for formulating plans and monitoring global and local climate change situations that have impacts on sustainability throughout the business value chain, and regularly reports the results of the plan implementation to the Corporate Governance and Sustainability Committee and the Board of Directors. In addition, the Company has conducted a comprehensive assessment of climate change risks and impacts to ensure that the Company has measures in place to appropriately and promptly cope with such risks. The working team on risk management is responsible for assessing risks from climate change situations together with the working team on sustainable development, and reporting to the Risk Management Committee quarterly.

However, the Company has divided its greenhouse gas management approach into 3 scopes: direct greenhouse gas emission (Scope 1), indirect greenhouse gas emission (Scope 2), and other indirect greenhouse gas emission (Scope 3). The operational framework is in line with the guidelines of the task force on climate-related financial disclosure (TCFD) through supporting projects and activities such as optimizing energy efficiency, improving production process efficiency, renewable solar energy project (ICHITAN SUNERGY), and project of efficiency management on eco-friendly transportation and distribution etc., as well as promoting all stakeholders to participate in driving operations to achieve long-term climate change goals.

Climate Change Risk Assessment

The Company is committed to addressing risks and opportunities related to climate change that may occur by assigning a working team on risk management to assess risks, impacts and opportunities related to climate change that may affect the business operation. The results of such risk assessment must be reported to the Risk Management Committee and the Governance and Sustainability Committee for approval of effective mitigation measures or operational guidelines to reduce greenhouse gas emissions.

Climate Change Impacts



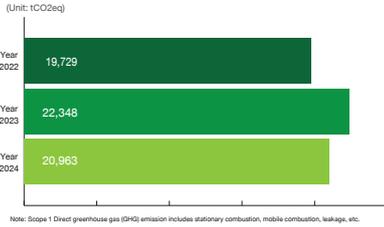
Measures and Guidelines for Coping with Climate Change Risks

Risk Issues	Coping Measures and Guidelines
Damage of Business Assets	<ul style="list-style-type: none"> Regularly assess location of the buildings, equipment, machinery and business assets that may be at risk from disasters (e.g. floods, fires, droughts, etc.).
Sudden Business Interruption	<ul style="list-style-type: none"> Monitor and assess risks, covering ESG aspects to plan for response, prevention and preparation in a timely manner, without causing business interruption, or causing the minimum possible impact.
Air Pollution	<ul style="list-style-type: none"> Optimize energy consumption, and invest in renewable energy technologies, as well as monitor performance to reduce greenhouse gas emissions to meet the set targets.
Lack of raw materials	<ul style="list-style-type: none"> Plan appropriate inventory management. Build good relationships with multiple suppliers to provide alternatives in case of shortages.
Occupational Health and Safety of Employees	<ul style="list-style-type: none"> Develop and revise safety policies and heat management guidelines for employees, and provide space for good ventilation and air circulation

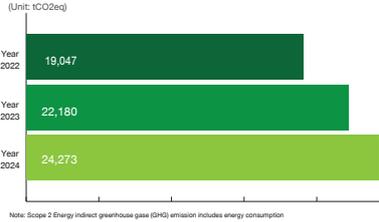
Implementation and Performance

Greenhouse Gas Emission Data Classified by Scope

Direct greenhouse gas (Scope 1)



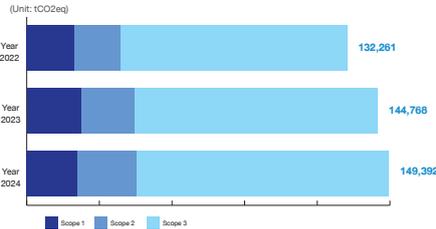
Energy indirect greenhouse gas (Scope 2)



Other Indirect greenhouse gas (Scope 3)



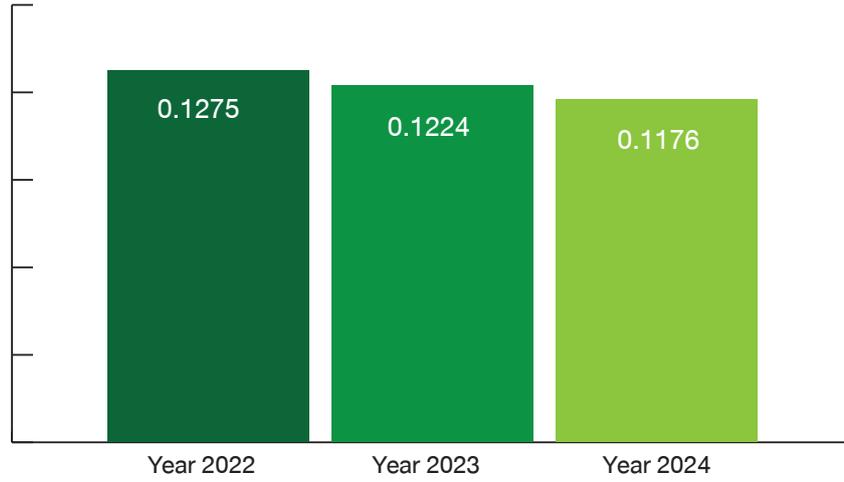
Total Greenhouse Gas Emission Classified by Scope during year 2022 – 2024



Note: - The agency that verifies the organization's greenhouse gas emission data is the Greenhouse Gas Management Organization (GMO).
 - Data on greenhouse gas emissions in 2024 is currently being verified by external agencies, and may change.

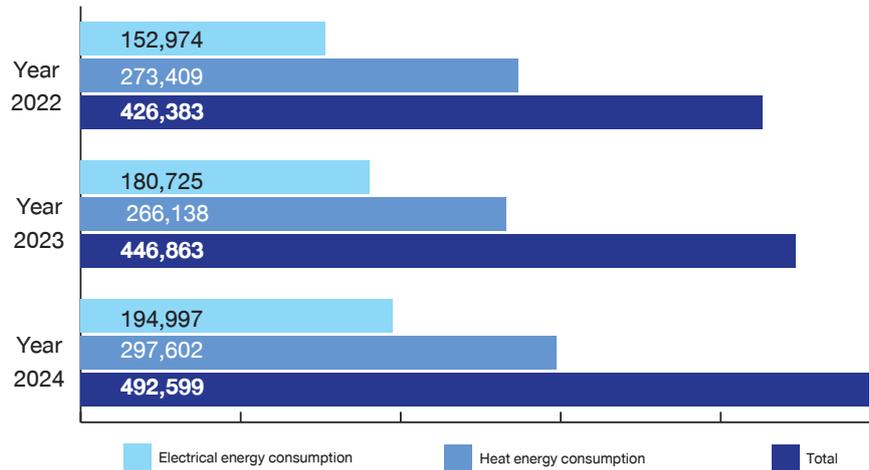
Intensity of Greenhouse Gas Emission (Scope 1 and Scope 2) Per Production Unit

(Unit: tCO₂eq/production unit)



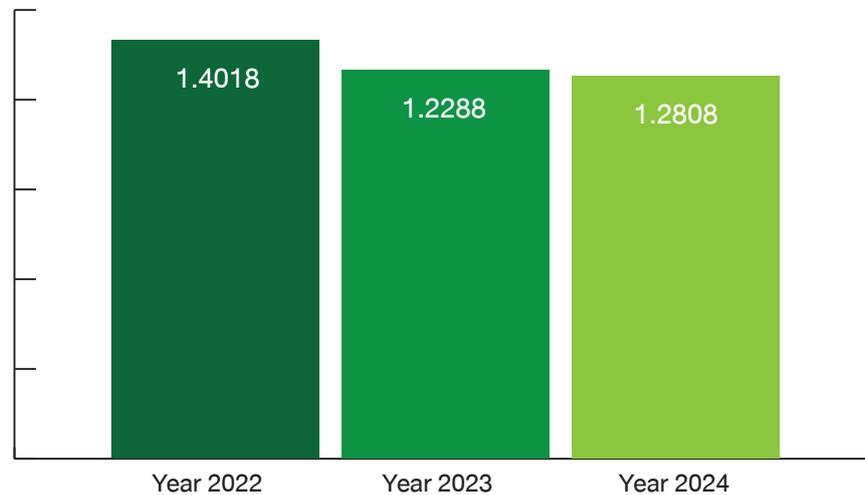
Energy Consumption Data

(Unit: GJ)



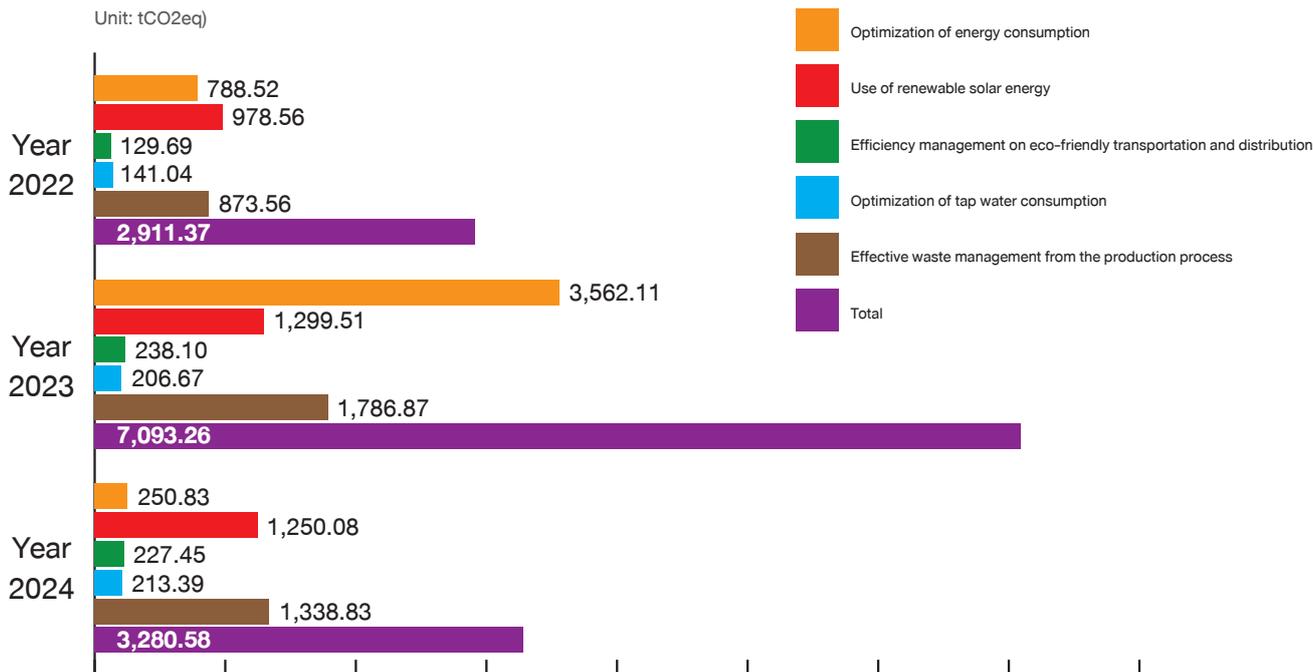
Intensity of Energy Consumption / Production Unit

(Unit: GJ/production unit)



Reduction of Greenhouse Gas Emission

Unit: tCO2eq)



Projects

1. Optimization of Energy Consumption Project

The Company aims to increase energy efficiency, reduce loss of heat and electrical energy, and improve overall efficiency in the production process to reduce greenhouse gas emission into the atmosphere, while maintaining standard production quality, in line with the organization’s commitment to being a leading beverage manufacturer in the country with responsible production. In 2024, the Company improved the performance of all 7 PET (polyethylene terephthalate) bottle production lines, air compression systems, and cooling systems, as well as extending the life of the bottle blowing system.



Outcomes and Benefits:

Reduced consumption of natural gas	395,371 ft3
Reduced consumption of heat energy	396.55 million BTU/year
Reduced consumption of electrical energy	454,470 kWh/year
Reduced greenhouse gas emission at least	250.83 tCO2eq
Increased rate of production capacity rate	76%

2. ICHITAN SUNERGY Project (Solar Energy Project)

The ICHITAN SUNERGY Project aims to transform Ichitan Green Factory to use renewable energy by generating electricity from sunlight in accordance with the Thailand Voluntary Emission Reduction (T-VER) Program in order to reduce dependence on traditional energy sources, reduce operating costs and significantly reduce greenhouse gas emission, in line with the organization's commitment to sustainability to cope with climate change.



Outcomes and Benefits:

Reduced consumption of electrical energy	5,610,770 kWh/year
Reduced greenhouse gas emission at least	1,250.08 tCO ₂ eq
Offset economic value	24.64 million baht

3. Efficiency Management on Eco-friendly Transportation and Distribution Project

The Company focuses on improving efficiency of its warehouse and transportation systems by analyzing transportation and distribution data together with key suppliers, such as distance, product volume, size of transport vehicles, and distribution channels, to improve transportation and distribution efficiency to be eco-friendly. The project involves developing a direct delivery channel (from factory to end customers) to manage storage space and reduce transportation costs for end customers efficiently and quickly. In addition, the Company also has an idea to help offset the economic value from the high oil price by reducing the number of transportation trips from the original 24 pallets per vehicle to 26 pallets per vehicle, in line with the commitment to reduce greenhouse gas emission from the operation of all sectors in the value chain together to reduce negative impacts on the environment in the long term.



Outcomes and Benefits:

Reduced the number of transport trips	6,778 trips/year
Reduced transport distance	1,256 km/year
Reduced greenhouse gas emission at least	222.50 tCO ₂ eq
Offset economic value	24.64 million baht

4. Electrical Vehicle (EV) Project for Product Transportation

The Company focuses on green logistics transportation and distribution, driving towards a low-carbon business by using electrical vehicle (EV) trucks with 3 22-wheel EV electric vehicles that can run 250 kilometers, starting to transport goods in early November 2024 to the warehouses of trading partners.



Outcome and Benefit:

Reduced greenhouse gas emission at least	4,948.51 tCO2eq
--	-----------------

5. Increase of Tea Extraction Percentage Project

The Company has developed and invented a method to extract high-concentration tea in the products of green tea with honey and lemon flavor, 280 ml. We can extract more beneficial substances from tea leaves, can reduce the amount of tea leaves used than ever, and has controlled the quality of the product in terms of chemistry and sensory aspects while the quality of the tea and the taste do not change.

Outcomes and Benefits:

Reduced the amount of green tea leaves used	161,376 kg/year
Reduced greenhouse gas emission at least	818.87 tCO2eq

Approaches to Air Quality Management

The Company places importance on controlling, preventing and reducing air pollution resulting from business activities, especially the production process that may have an impact on society and the environment. Therefore, the Company is committed to strictly elevating the control of air quality around the factory. Air quality is monitored and managed to meet the standards in accordance with the ISO14001:2015 international standard.

However, the Company has a wet scrubber system, which is used to treat polluted air from the production process, such as pollution, acid fumes, chemical fumes and dust from the air, etc., by using liquids to absorb pollutants from the air and using packing media to create a larger surface area for odor capture. It can be used with particles that are at risk of catching fire and exploding, and can treat air pollution in the form of particles, gases and vapors simultaneously, such as dust, fumes, and mist etc., with Smile Laboratory Co., Ltd. as the operator of the organization’s environmental quality measurement.

Note: Please see the details of the results on measuring the quantity of pollutants released from the chimney in the attached document “Sustainability Performance Data”.

Water Management

Our Commitment

Ichitan Group Public Company Limited operates as a beverage manufacturer with “water” as the main factor in production. The Company realizes the importance of using water resources for maximum efficiency. Therefore, it is committed to holistic water management, covering everything from water resource conservation, reduction of water consumption, development and improvement of wastewater quality, and reuse of wastewater from the production process according to the 3Rs (Reduce, Reuse, and Recycle) principle. It also raises awareness among executives and employees about the valuable use of water. In addition, the Company has assessed the impacts or risks from water consumption, and monitored the level of raw water each month to ensure that the organization’s operations will not have negative impacts on water consumption in communities surrounding the factory.



Goals

To reduce water consumption per production unit by 5% by 2024

Key Performances in 2024



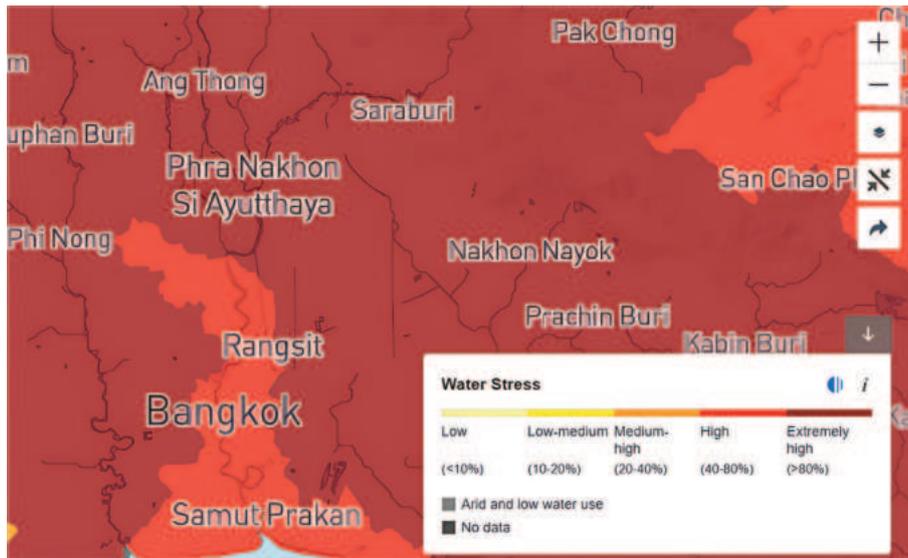
Reduced water usage in the production process by **394,436 cubic meters**, representing a reduction rate of **5.53%**.

Approaches to Water Resource Management

1. The Company places importance on water risk management by monitoring water volume reference data from Rojana Industrial Park to assess the situation and potential impacts from changing water volume or quality, covering the 6-month rainy season (May to October) and the 6-month dry season (November to April) to determine prevention and solutions, such as drought or flood crises etc. The Company has a schedule to assess water risks at least once a year, and practice flood response plans at least once a year to systematically prepare for flood situations, and minimize losses caused by floods.
2. Water reserve tanks were installed within the company area. The Company has installed water reserve tanks within the factory for emergency use in the event of a problem with the industrial estate's water supply system. The quantity of water reserved in the company area is 8,500.00 cubic meters.
3. Risks to the Company and local communities are monitors, and water is systematically managed by monitoring the organization's water consumption to find water-saving measures in the organization based on the 3Rs (Reduce, Reuse, and Recycle) principle.
4. Quality of water used in the production process is monitored at least once a year according to the Ministry of Public Health Notification No. 135 B.E. 2534 (1991) on drinking water in sealed containers, including analysis of metal contamination, microbiological analysis, analysis of water characteristics such as color, acidity and alkalinity, minerals in water in daily analysis to maintain water quality and safety in production so that consumers receive safe products.
5. Water consumption is monitored to control production costs, and reduce wastewater problems during production by setting key performance indicators (KPIs) related to water consumption control for the responsible control agencies.
6. The quality of wastewater from the production process is assessed by controlling wastewater value to comply with the law and as specified by Rojana Industrial Park in order to avoid environmental impacts on the community as well as to create a good image of the organization in terms of environmental management.
7. Anaerobic Wastewater Treatment is a wastewater treatment process in an oxygen-free environment. Microorganisms use other compounds as electron acceptors instead of dissolved oxygen or free oxygen to decompose organic matters in wastewater, causing it to precipitate and pass through the color treatment system. Before releasing wastewater, the quality of the wastewater must be checked before releasing it into the central wastewater treatment system of Rojana Industrial Estate.
8. Awareness and understanding of water resource conservation among employees are promoted to save water resources, and reduce the problem of wastewater discharge to the outside.

Management of Water Consumption Risks

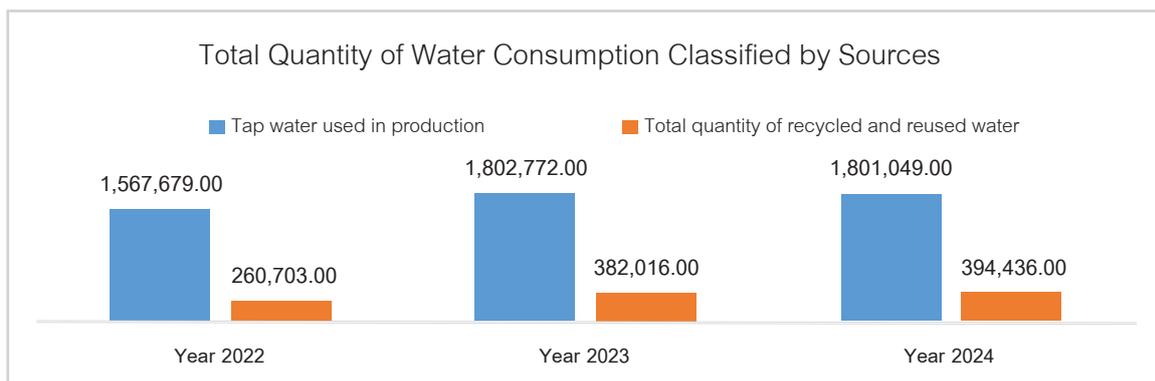
At present, climate change has become an environmental risk issue that has made all sectors of business operations aware and pay much attention to it because it has both direct and indirect impacts on living things, especially the “water” resource, which is an important resource for the survival of living things around the world. Creating water security therefore requires management to create balance in order to maintain a sustainable food chain system. The Company draws tap water from Rojana Industrial Park as the main source of its business operations, accounting for 78% of its total water consumption. However, in order to prevent risks that may arise from water shortages in the communities surrounding the Ichitan Green Factory, the Company continuously assesses water risks to reduce such impacts.



The Company has implemented effective water management through risk assessment of areas with “Water Stress” using the Aqueduct tool of World Resource Institution, which is a specific area risk assessment. The assessment results showed that Ichitan Green Factory is located in an extremely high-risk area. The Company has therefore set guidelines for managing limited resources for maximum efficiency, starting from closely monitoring water situation reports, creating plans to reduce water consumption and plans to cope with water shortages, and implementing various projects with communities in the area where the factory is located to support appropriate water consumption reduction.

Implementation and Performance

Total Quantity of Water Consumption Classified by Sources



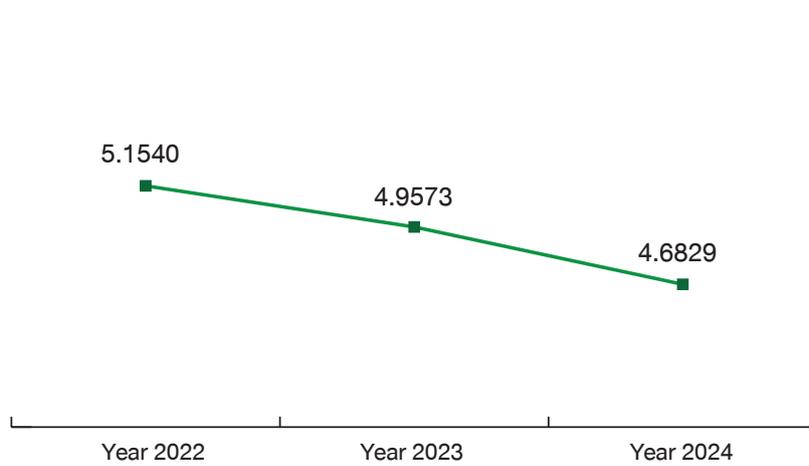
Quantity of tap water used in production (from external sources)

(Unit: m³)



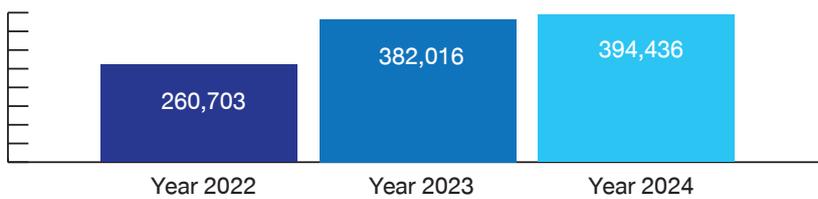
Rate of water consumption per production unit

(m³/production unit)

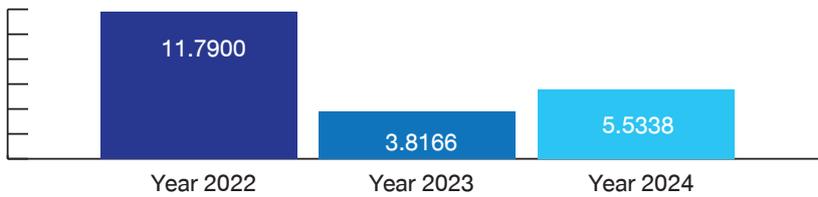


Total Quantity of Water Consumption Reduction

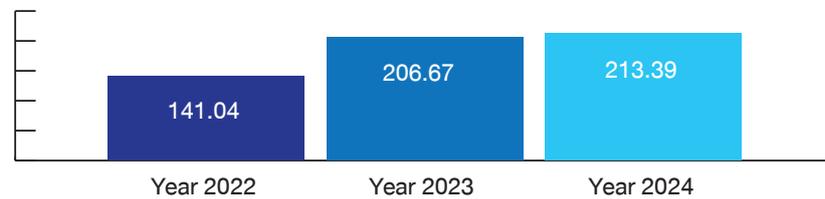
Total quantity of recycled and reused water (m³)



Rate of reduced tap water consumption (%)



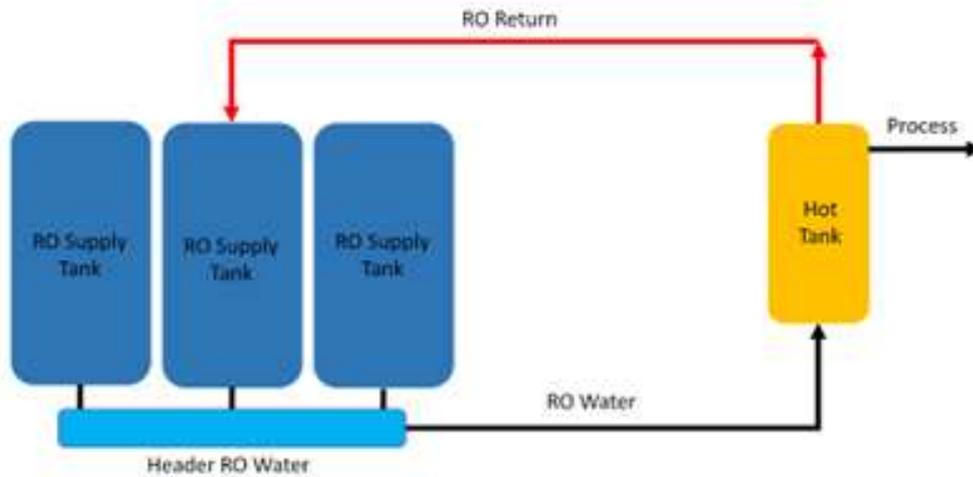
Reduction of greenhouse gas emission (tCO₂eq)



Projects

1. RO-return Project

Some of the RO (Reverse Osmosis) water sent into the production process is used in the mixing-boiling process and in the tea temperature reduction process, which is sent to be stored in a storage tank inside the production building. However, because the tank is small, excess water overflows from the storage tank. Therefore, the engineering team has arranged the RO-return project to bring this excess water back to use by connecting the RO water pipe back into the water storage tank in the utility building.

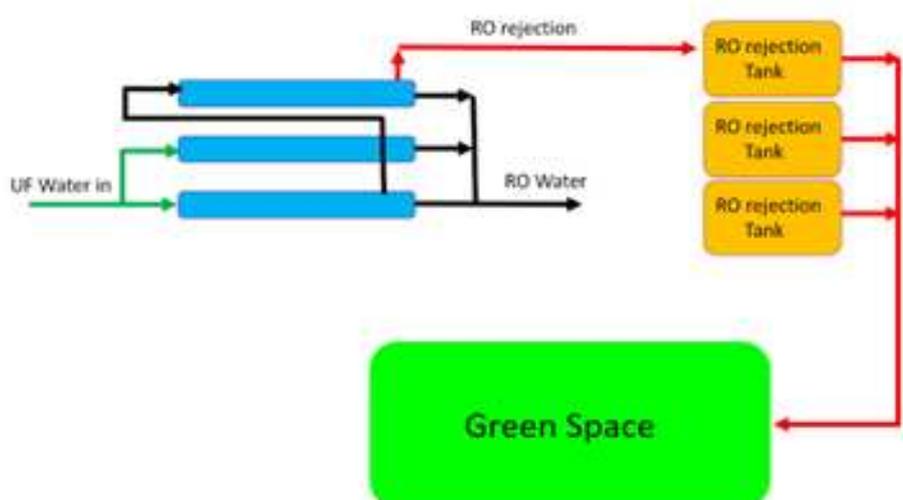


Outcome and Benefit:

Reduction of water consumption 243,628 m³

2. RO-reject Project

In the RO water production process, approximately 25 percent of water is lost during the process. This water is called RO reject that is released into the rainwater drainage system. Therefore, the engineering team has developed a system to reuse this water in the factory area by creating a set of RO reject water storage tanks to store the water, and creating a set of water supply pipes to use in watering plants in the factory area instead of using tap water.

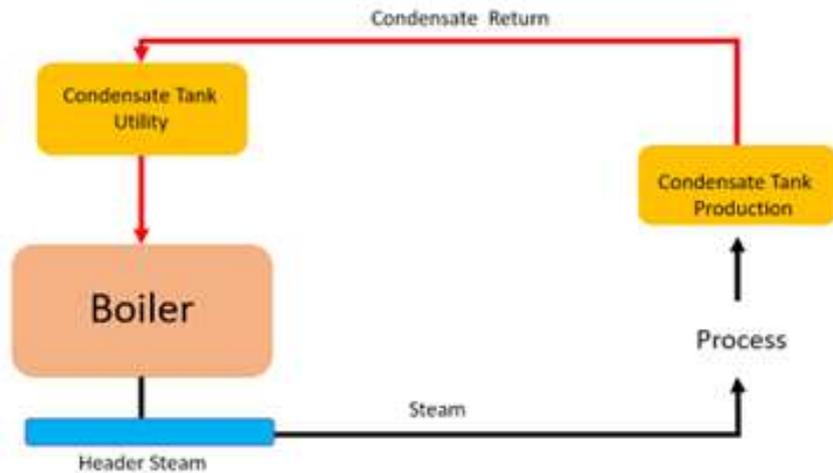


Outcome and Benefit:

Reduction of water consumption 106,695 m³

3. Condensate Return Project

Steam produced from the boiler, when used in the production process, loses heat and condenses back into liquid. Water produced from this condensate process will still have high temperature. When reused in the steam production process, it will reduce the quantity of water used, and reduce the energy needed to raise the temperature, resulting in water at room temperature ready to become steam at various pressures.

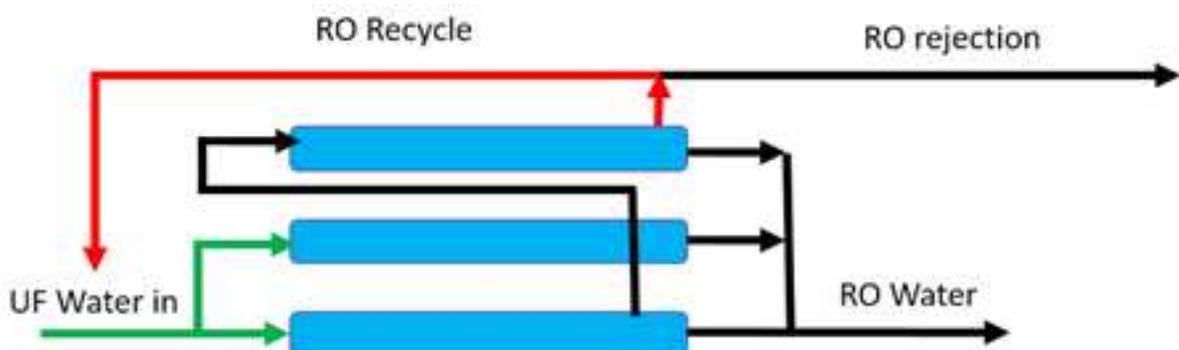


Outcome and Benefit:

Reduction of water consumption 22,894 m³

4. RO Recycle Project

Normally, in the RO water production process, water is lost during the process by about 25%. This water is called RO reject that is released into the drainage and is not used. Therefore, the engineering team has developed a system to bring this water back into the RO system by installing an RO recycle system to receive RO-reject water back through the RO filter system to improve the quality to be RO water that can be used in the production process again.



Outcome and Benefit:

Reduction of water consumption 21,219 m³

Waste Management

Our Commitment

The food and beverage industry is perceived by consumers as a business with a relatively high rate of plastic waste. Most of the waste is single-use plastics, considered as a major cause of waste and non-degradable waste that destroys nature, affects marine ecosystems, and causes environmental pollution with impacts on the human food chain.

Ichitan Group Public Company Limited realizes the importance and has always tried to be a part in solving the waste problem urgently. Therefore, the Company is committed to reducing the waste rate at the source by using raw materials or production resources in a limited manner and with maximum efficiency in accordance with the 3Rs (Reduce, Reuse, and Recycle) principle. There is systematic sorting and separation of plastic waste to make such waste reuseable, effectively reduce production costs, and promote waste management in accordance with the concept of “Circular Economy” with the focus on reducing waste quantity sent to landfill as little as possible, and reducing quantity of using virgin plastic packaging in collaboration with business partners to research and develop sustainable eco-friendly packaging in accordance with the organization’s sustainability goal i.e., packaging must be 100% recyclable.

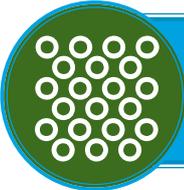


Goal

To reduce the quantity of waste and non-hazardous waste by 80% of the total waste quantity generated in 2024.

Key Performances in 2024

Reduced quantity of waste and non-hazardous waste by **2,017.47 tons/year**, representing **85.51%**



Reduced quantity of virgin plastics virgin plastic used in developing plastic bottle packaging and recycling plastic film by up to **159,279 kilograms** per year.



Reduced quantity of greenhouse gas emission from plastic consumption by **370.95 tCO₂eq.**



The quantity of plastic packaging collected back into the recycling process under the collaboration project between ICHITAN and PTT GC was **2.78 million bottles**, totaling **48.7 tons.**

Approaches to Waste and Production Waste Management

Set goals, policies and operational guidelines for waste and production waste management in accordance with regulations, requirements and laws related to landfill and packaging waste management of the Department of Industrial Works and government agencies.

Operate work under the 3Rs (Reduce, Reuse and Recycle) principle, in line with the concept of “Circular Economy” to reduce unnecessary resource use in the production process, and reduce the waste quantity sent for disposal or landfill.

Reduce waste disposal by landfilling by passing on food waste to nearby farmers who raise fish or aquaculture to reduce the quantity of food waste that may cause negative impacts on the natural ecosystem.

Create a collaborative network with business partners, government agencies, independent organizations, and stakeholders throughout the value chain in researching and developing sustainable packaging by reducing the weight and volume of plastic packaging used virgin plastic preform while maintaining the quality and efficiency of use to improve waste and production waste management.

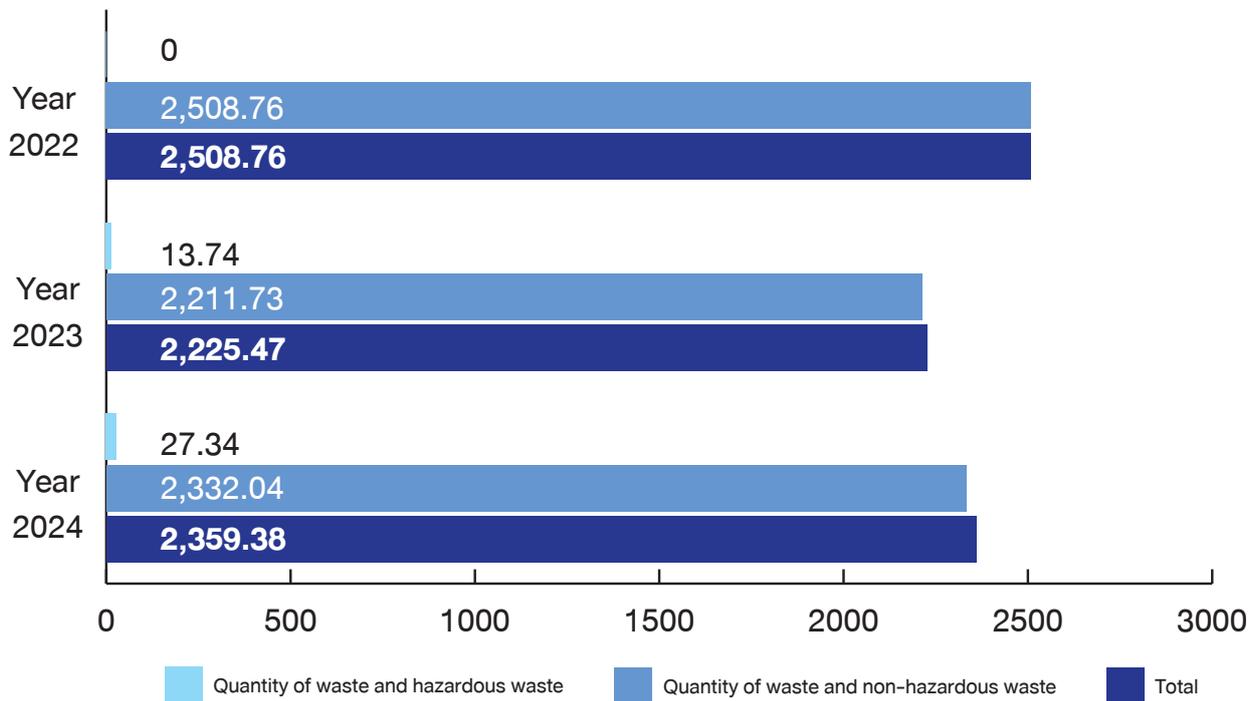
Collect packaging from end consumers in collaboration with business partners nationwide through various projects to systematically sort and separate plastic waste.

Run campaigns to promote and raise awareness about waste management and sustainable packaging to change behaviors of personnel within the organization, and communicate to all stakeholders to encourage their participation in the future.

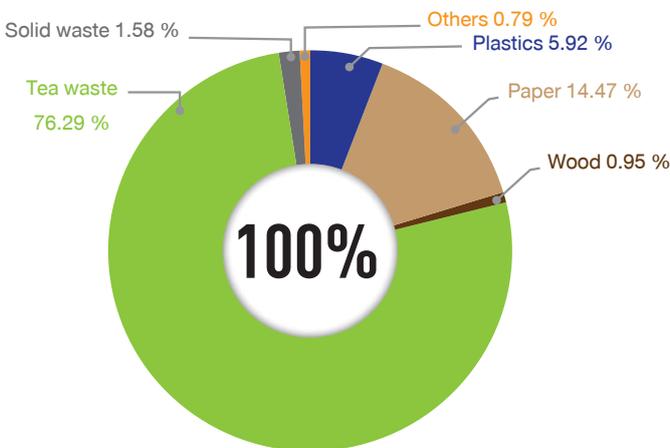
Implementation and Performance

Total Waste Quantity

(Unit: Ton)



Quantity of Waste and Non-hazardous Waste Classified by Materials



2024 Goal

To reduce quantity of waste and non-hazardous waste by 80% of total waste quantity

Performance

Reduced quantity of waste and non-hazardous waste up to 2,017.47 tons/year, accounting for 89.29%.

Projects

1. Reduction Project

With the Cold Aseptic Filling Technology, the Company does not need thick plastic bottles to support heat from the production process. Therefore, the Company can develop plastic bottle packaging without limitations. In the past year, the Company has been able to effectively reduce the quantity of virgin plastic used in PET plastic bottle packaging without affecting the product quality, and reducing production costs as follows:

- In a 280 ml bottle, from 16 grams to only 15 grams
- In a 350 ml bottle, from 17.5 grams to only 16 grams
- In a 400 ml bottle, from 17.5 grams to only 17 grams
- In a 500 ml bottle, from 22 grams to only 20 grams



Outcomes and Benefits:

- | | |
|--|----------------------------|
| • Reduced quantity of virgin plastic consumption | 159,279 kg/year |
| • Reduced greenhouse gas emission | 370.95 tCO ₂ eq |
| • Offset economic value | 9.28 million baht |

2. Reuse Project

The paper core containing the product label will be collected after use and returned to the seller. The seller will then repackage the paper core with new product labels and reuse it. This is a way to reduce waste to be sent to landfill.



Outcomes and Benefits:

- | | |
|--------------------------------------|---------------------------|
| • Reduced quantity of paper core use | 27,010.14 kg/year |
| • Reduced greenhouse gas emission | 95.78 tCO ₂ eq |

3. Recycling Projects

- ICHITAN RECIRCLE Project

This project is a collaboration between Ichitan Group Public Company Limited and PTT Global Chemical Public Company Limited through the “GC Youturn” platform to properly bring plastic bottle packaging from consumers into the recycling system, and then produce reusable rPET bottles.

The Company is still committed to expanding cooperation to support sustainable waste management and create value for communities and environment in the long term with a goal to increase the proportion of greenhouse gas reduction to 100 tons of carbon dioxide equivalent by 2025.



Outcomes and Benefits:

- Reduced quantity of plastic bottle waste from landfill 48.7 tons/year
- Reduced greenhouse gas emission at least 50,238.89 tCO₂eq

• Biomass from Tea Waste Project

Tea leaves that have been boiled and extracted from the production process (tea waste) will be forwarded to business partners to be processed into biomass fuel as a way to reduce waste that will go to landfill. This is a way to pass unused items on to those who need them or those who have received them, creating the greatest benefit. In 2024, the Company sent a total of 1,779.00 tons of tea waste for processing, accounting for 100% of the tea waste quantity from the production process.

• Plastic Film Recycling Project

This project is to recycle leftover plastic film for wrapping product packages from the production process for reuse. PE film scraps were collected and sent back to the manufacturer to be melted into plastic top sheet for covering cover product pallets.

Outcomes and Benefits:

- Reduced quantity of virgin plastic PE consumption 2,440 kg/year
- Reduced greenhouse gas emission 3 tCO₂eq
- Offset economic value 0.18 million baht

• Product Crates from Recyclable Paper Project

Product crates are formed from corrugated paper. This corrugated paper is made from recycled paper that is more durable than general paper. In addition to the strength of the crates, this corrugated paper is recyclable paper that can be reused to support the circular economy. It is 100% biodegradable, so it is an eco-friendly paper that is not toxic to the environment.



- Zero Waste Alternatives to Trash Bags Project: Ichitan Eco-friendly Trash Bags

Every year, the Company orders 1,132 kilograms of black trash bags per year, totaling 41,884 baht per year for purchasing black trash bags. Therefore, the idea was to apply the “Recycle” principle, starting with scraps of clear plastic film (clear shrink pack) and film for wrapping clear plastic film rolls containing up to 200 kilograms of plastic scraps. This waste has no value from production, but it can be used to replace the purchase of plastic trash bags to reduce the organization’s cost of using consumables.



- Food Waste Separation for Forwarding to Farmers Project

The Company has continuously campaigned for employees to be aware of the food waste problem with emphasis on taking food just in the right amount, eating it all, and disposing it in the correct category. There are sufficient bins within the organization. Leftover food waste was forwarded to farmers in nearby areas who raised fish or bred aquatic animals to reduce the amount of food waste that may cause negative impacts on the natural ecosystem. In 2024, the Company delivered 3,000 kilograms of leftover food waste to farmers in the area.



4. Campaign for Promoting Employees on Waste Management

- ICHITAN How to Dispose Project: How to Dispose Properly

Promoting employees to participate in separating and disposing waste correctly by having all employees participate in brainstorming on simple waste separation. Additional waste disposal points have been installed in the factory with labels clearly explaining the characteristics of different bin types to make everyone more aware of disposing waste correctly. In addition, we have received cooperation from our business partner, PTT Global Chemical Public Company Limited, to provide knowledge to Ichitan employees on waste separation, as well as the concept of waste reuse and recycle.



Innovation and Technology

Our Commitment

Ichitan Group Public Company Limited is committed to continuously developing and improving work processes through the application of new innovations and technologies in the organization, including process innovation, product innovation, marketing innovation, and social innovation. This is to adapt to changes in consumer behavior and business environment, strengthen competitiveness, and achieve sustainable growth, with a focus on reducing negative impacts on society, environment, and all stakeholders. The Company also encourages personnel within the organization to participate in continuous innovation research and development in order to utilize knowledge and technology in the organization for maximum benefit.



Key Performances in 2024

From the implementation of 62 cross-functional collaboration for development projects, production cost was reduced by **more than 22 million baht.**

The Company has **more than 60 new products** that are under development for future market launch.

Approaches to Innovation Management

Provide guidelines for innovation operations to strengthen the organization as an innovative organization in line with the vision of being a leader in quality and innovative beverage businesses that grow along with a good society.

Appoint an Innovation Committee and an Innovation Division to develop various innovations, including process innovation, product innovation, marketing innovation, and social innovation.

Implement cross-functional collaboration for development projects and creative product contests to give employees a place to present new ideas.

Create a collaborative network with business partners, government agencies, independent organizations, and stakeholders throughout the value chain to jointly develop innovations in the industry.

Implementation and Performance

Enhancement of Innovative Organization

- **Cross-functional Collaboration for Development Project**

Cross-functional collaborative teamwork was supported at all levels to continuously create new innovations by supporting employee skills and capabilities. In 2024, 62 cross-functional collaboration projects (Collaboration Project) were implemented, helping to reduce production cost by more than 22 million baht.

- **Creativity Product Contest Project**

Innovative product development is a challenge under the intense business competition and rapidly changing consumption trends. Therefore, the Company encourages its employees to work with the Research and Development (R&D) department to invent new beverage products, and present business model ideas in a creative way that can meet the needs of consumers.

In 2024, there were 8 new product entries submitted by employees through the Creativity Product Contest Project, with 2 entries from all entries being further developed for release in 2025. Currently, the Company has more than 60 new products under development for release in the future.

Intellectual Property and Patent Management

The Company has started planning its intellectual property management to reserve the right to use knowledge and designs within the organization, and to further develop innovations and production technologies beneficial for society, economy, and environment in the future. Last year, the Company submitted documents to request certification of packaging design rights for 3 items, and is preparing to submit applications for consideration of protection rights under some patents.

Projects

Innovation in Beverage Products

- **Innovation in pH Plus Alkaline Water**

“Ichitan Alkaline Water” is a healthy drinking water with alkaline properties. It is produced using innovative Japan Smart Technology which has been patented in Japan to make water molecules smaller, allowing vitamins to enter the body faster, and helping reduce acidity and restores the body’s balance from the inside out. It has no sugar, zero energy, and no sodium, meeting the needs of all consumer groups who care about their health.



Innovation in the Production Process

The Company has conducted projects to improve the work process to reduce production costs, and the production costs was reduced by 22 million baht as follows:

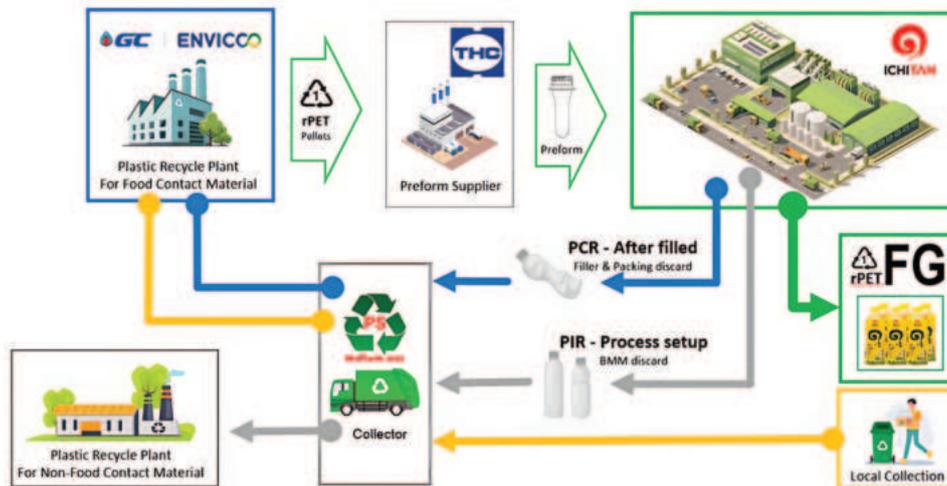
- 1) A study and development project to improve quality in collaboration with a manufacturer of cardboard boxes for packaging products
- 2) A project to reduce transportation cost by managing empty freight vehicles
- 3) A project to improve production techniques to control packaging volume
- 4) A project to improve work to reduce expenses from product destruction
- 5) Other projects to reduce losses and waste in the production process

Innovation Collaboration Network

In addition to promoting innovation within the organization, the Company also supports the creation of innovation collaboration networks with business partners, government agencies, independent organizations, and stakeholders throughout the value chain to jointly develop innovations in the food and beverage industry to increase economic value for the country in the long term.

- PET Bottle Packaging Collection Project to Support the Circular Economy System

A prototype project was conducted with integrative cooperation from multiple sectors within the organization and external agencies to further develop the collection of plastic PET (polyethylene terephthalate) bottles that have been consumed. These bottles were re-entered the production process as rPET (Recycled Polyethylene Terephthalate) to be reused as PET bottles again. This project could reduce the quantity of plastic bottle packaging landfilled and greenhouse gas emission into the atmosphere. It also promotes income back to the communities participating in the project.



The Company has implemented a project in collaboration with ENVICCO Co., Ltd. (“ENVICCO”) to drive the production and development of rPET bottle packaging by sending PET bottle packaging that does not meet the standards from the production process to be transformed into rPET and reused. In addition, the Company has created a collection cycle in collaboration with Phisit Recycle 2020 Co., Ltd. to collect PET bottle packaging from the above production processes and from consumers in the communities surrounding the Ichitan Green Factory in Phra Nakhon Si Ayutthaya Province to be fed as raw materials to ENVICCO, generating income for businesses in the community.

However, the Company is aware that even though the cost of recycled plastic (rPET) is approximately 30% higher than virgin PET plastic, using rPET to produce beverage packaging reduces negative impacts on the environment in the long run. Therefore, the Company has implemented a collaboration project with Hon Chuan (Thailand) Co., Ltd., a manufacturer of preforms used to mold Ichitan’s bottle packaging, to control cost at an appropriate level and be competitive in the beverage business market.

Supply Chain Management

Our Commitment

Ichitan Group Public Company Limited is committed to managing the supply chain responsibly and adhering to the Supplier and Business Partner Code of Conduct, which covers everything from supplier selection, procurement, assessment, audit, monitoring and promoting suppliers to comply with the Sustainable Procurement Policy.

In addition, the Company has screened and assessed all suppliers using ESG criteria to align with the Company's sustainable development approach, and reduce risks that may impact environment, human rights and business ethics, to create transparency and accountability throughout the supply chain. The Company has managed the sustainable supply chain by building a network of cooperation with all sectors to achieve long-term goals together in line with the United Nations Sustainable Development Goal (UN SDGs) No. 12 on promoting sustainable procurement practice.



Goals

- 100% of suppliers must be communicated about the Supplier Sustainability Code of Conduct, and sign to acknowledge.
- 100% of suppliers must pass a sustainability risk assessment, and high-risk suppliers must be audited.

Key Performances in 2024

100% of suppliers were communicated about the Supplier Sustainability Code of Conduct, and signed to acknowledge.

100% of suppliers passed a sustainability risk assessment, and high-risk suppliers were audited.

Supply Chain Management Approaches

Set a sustainable procurement policy and guidelines, and a “Supplier Code of Conduct and Guidelines” to inform suppliers about of the guidelines for conducting business together throughout the supply chain.

Develop criteria for selecting new suppliers and guidelines for dealing with existing suppliers, as well as arrange an annual supplier assessment plan, including an assessment of suppliers’ sustainability risks (ESG Risks) to set standards for jointly conducting sustainable business.

Set a credit term payment policy to ensure accuracy, transparency and fairness in business operations between suppliers and the Company.

Support the development of supplier’s potential so that the Company and the suppliers can grow their business together in the long term.

Guidelines for Sustainability Development in Supply Chain Management



Implementation and Performance

Sustainable Procurement Policy

The Company realizes the importance of creating shared value as a fundamental principle for business operation so it is committed to improving the quality of life of all stakeholders to lead to a better future. Therefore, the Company has set strategies to drive the business on the basis of sustainability in the efficient sustainable supply chain management, covering the process of selecting critical tier-1 suppliers including the assessment of risks from the suppliers' business operations and promoting the suppliers to operate with consideration of the impacts on the environment, society and good corporate governance according to the business ethics of the suppliers. There is an annual supplier assessment to develop and monitor the operations of the suppliers to comply with the supplier guidelines under the business ethics, covering the ESG risk screening of the critical suppliers, supplier selection and registration process, and supplier ESG risk management for supplier identification to ensure that all suppliers of the Company have the potential and can deliver materials, raw materials, products and services with quality that meet the specified standards.

The Company realizes fairness of the procurement system. Therefore, it has set the procurement guidelines, scope of authority to approve, cancel, and amend purchase orders according to the specified process and responsible persons in accordance with the Company's procurement policy that is committed to conducting business sustainably with focus on the principles of good corporate governance, and responsibility for society and the environment. The Company has set the criteria for recruiting/selecting potential business partners who comply with relevant laws and regulations, emphasizing procurement that is fair to all parties without discrimination. The Company also has a standardized internal audit system that is ready to respond to the ever-changing needs and expectations of customers, communities, and society without conducting transactions with individuals or juristic persons who commit illegal or corrupt matters or have behaviors that suggest corruption.

The Company has enhanced the sustainable supply chain management strategies to be in line with the corporate vision of being a leader in the quality and innovative beverage business that grows along with a good society. Therefore, the sustainable supply chain management strategies have been set in 4 main areas: 1) strategy for selecting and evaluating suppliers with potential to conduct sustainable business; 2) strategy for assessing risks and grouping suppliers; 3) strategy for developing and enhancing suppliers' potential to be sustainable; and 4) strategy for creating awareness, knowledge, and capabilities of employees to enhance the organization's competitiveness and promote suppliers' potential and efficiency to grow together with the organization sustainably.

Procurement Criteria and Guidelines

The Company has integrated sustainability issues into the procurement process under the framework of responsible supply chain management, while promoting suppliers to comply with the Company's Supplier Code of Conduct, focusing on having positive attitude and cooperating with partners in the supply chain to promote good practice in terms of environment, society and corporate governance. The procurement with responsibility policy focuses on dimensions to achieve and maintain the fundamental principles, as foundation and vision that recognizes the commitment to responsible business, by working with suppliers who comply with the principles within the business according to the business code of conduct which covers the policy on procurement of materials, raw materials, machinery, equipment and chemicals, both domestically and internationally.

The responsible sourcing policy of the Company examines compliance and implementation of necessary requirements specified in the supplier assessment questionnaire to obtain suppliers who meet the following principles in the policy:

1. Suppliers conduct business with honesty, integrity and transparency.
2. Suppliers procure safe, quality and eco-friendly raw materials, such as reducing the use of chemicals, pesticides and insecticides in agricultural raw materials, etc., with a system for assessing the authenticity of raw materials.
3. Suppliers conduct business under rules, laws and anti-corruption.
4. Suppliers procure raw materials under a traceability process. Suppliers must have a system for verifying product codes, batch numbers of materials and raw materials, and be ready to provide information to the Company, including the origin or source of various components in those materials and raw materials for identification and traceability.
5. Suppliers comply with national and local environmental regulations and laws.
6. Suppliers conduct business in accordance with international labor and human rights laws and principles.
7. Suppliers conduct business in accordance with relevant laws and regulation in terms of occupational health, safety and work environment.
8. Suppliers conduct business under environmental management in terms of efficient use of water resources, production processes that reduce environmental impacts, waste disposal in accordance with the law without causing troubles in the community, and enhancement of awareness, responsibility, and economical use of resources.
9. Suppliers conduct business with consideration for duties and responsibilities towards community and society. Suppliers conduct business in conjunction with environmental care, and do not conduct business that causes social deterioration.

Business Code of Conduct

The Company has a policy and goal to treat its business partners with equality and take into account on mutual benefits. Therefore, it has prepared and published the “Business Code of Conduct” covering issues of human rights, labor, environment, and anti-corruption in compliance with standards on safety and occupational health, eco-friendliness, product safety and quality, and traceability. The Company treats its business partners on the basis of fair competition, equality, and mutual respect. It also monitors compliance with the Business Code of Conduct through the Supplier Self-Assessment Questionnaire (SAQ) of key business partners to conduct sustainable business in accordance with the guidelines in this Code of Conduct.

1. Business Partner Ethics
 - 1.1 Business operation: Business is operated with honesty, transparency, and strict compliance to policies, regulations, rules, morality, ethics, and corporate values.
 - 1.2 Product safety and quality: Business partners must provide quality, safe, and eco-friendly products, have a system for inspecting and assessing authenticity of such raw materials, and disclose true information about possibility of counterfeit and substitution according to economic and trading conditions at that time. The quality of the products must comply with standards and laws of each country in which the company operates.
 - 1.3 Anti-corruption: Business partners of the Company must comply with relevant rules and laws, and must not offer, promise, or give any bribes, gifts, rewards, or benefits to government agencies, customers, or any other persons in order to gain a business advantage. There must be a communication channel for whistleblowers to report suspicious information with confidence that the whistleblower will be protected.
 - 1.4 Traceability: Business partners must have a system for verifying product codes, batch numbers of materials and raw materials, and be ready to provide information to the Company, including the origin or source of various components in such materials and raw materials for identification and traceability.
 - 1.5 Compliance with environmental laws and standards: Business partners must comply with national and local regulations and laws, and support eco-friendly operations.
2. Child Labor and Human Right Practice

- 2.1 Prevention of child labor, forced labor and labor oppression: Business partners must fully comply with international labor laws and principles without performing any acts or supporting activities that violate human rights. They must not employ child laborers under the age of 15, and must ensure that workers do not work in areas that are hazardous to their health. They must provide communication channels so that employees can file complaints with the company, and complaints must be treated fairly.
- 2.2 Employment, compensation and benefits: Business partners must pay regular wages and overtime wages, and normal working hours must not exceed those stipulated by law. They must enter the social security system or other requirements that the Company notifies them to comply with. In the case of using foreign labor, a contract must be drawn up for all workers. The contract must comply with the law and with terms and conditions of employment. The contract must be in a language that workers understand

3. Safety and Occupational Health

Safety and working environment: Business partners must conduct business in accordance with laws and policies on safety, occupational health and working environment with consideration on work safety and hygiene. They must have systems, regulations, practices, and work procedures, and provide safety tools and equipment to employees to prevent accidents from work. They must prepare for emergency situations by organizing drills and continuously improving emergency plans and access to medical treatment in emergency cases.

4. Environment

Environmental management: Business partners should operate business with care for environment, comply with environmental laws, manage water resources and waste effectively, do not release chemicals and other hazardous materials that cause troubles to the community, must manage according to the law, create awareness, be responsible, use resources economically, have treatment and restoration measures, and prevent impacts on natural resources and environment sustainably.

5. Society

Business partners should conduct business with due regard to their duties and responsibilities towards the community and society, conduct business alongside caring for environment, not conduct business that causes social deterioration, and not violate the rights of other people living in the community and society, such as stopping deforestation, reducing greenhouse gas emissions and waste, and using resources efficiently.

Supply Chain Management

The context of business operations in the present era requires adjustment to be in line with economic, social and environmental conditions throughout the supply chain so that the companies can operate their business under the constant changes at both the national and international levels, whether it is food security, traceability of raw materials, production processes that reduce impact of climate change, and increasingly stringent food business safety.

Therefore, the Company focuses on collaborative management with partners and relevant sectors throughout the supply chain, and aims to encourage partners to participate in preventing impacts that may affect the shared value among the companies, along with caring for environment and developing communities that are important locations. The Company is committed to developing criteria for selecting partners to demonstrate responsible business operations, creating competitiveness together with partners throughout the supply chain for continued mutual sustainability.

Procedures and Methods for Sustainable Supply Chain Management

1. Supply chain risk assessment
2. Supplier assessment
3. Request for suppliers to correct deficiencies
4. Promotion on operational improvements

5. Supplier relationship management
6. Supplier complaint mechanism
7. Communication of supply chain management

Criteria for Supplier Selection

The Company has a process for selecting suppliers by having them compete on equal information and selecting partners fairly under the Company's criteria for evaluating and selecting suppliers. In addition, the Company has prepared contract forms that are appropriate and fair to all contracting parties, and has a monitoring system to ensure that the terms of the contract are fully complied with, and to prevent corruption and misconduct at every step of the procurement process. The Company purchases products from suppliers according to trade terms and strictly complies with contracts with suppliers, and keeps their information without using it for improper purposes.

- Selection of New Suppliers

The Company continuously manages its supply chain responsibly and efficiently, and integrates sustainability issues into the recruitment and selection of new suppliers at every stage. The Company communicates its policies and expectations to suppliers, and sets criteria for assessing potential and qualifications for new supplier selection, covering main social and environmental issues as follows:

1. Product quality and safety
2. Appropriate capability in production and cost management
3. Appropriate capability in delivery and services under relevant regulations and laws
4. Capability in sustainability implementation

Criteria for Assessing Potential and Qualifications for Selecting New Suppliers, Covering Key Issues

Product Quality, Properties, and Safety
(Quality)

Appropriate Capability in Production and Cost Management
(Cost)

Capability in Delivery and Services
(Delivery & Services)

Capability in Sustainability Implementation
(ESG)

The Company considers the results of the supplier selection with sustainability criteria set by the Company. If any supplier does not pass the minimum score from the supplier selection with sustainability criteria within the specified time frame, the contract will not be considered for renewal to ensure that the suppliers' operations comply with the law and various practices in order to reduce potential risks.

In addition, the Company has set supplier risk screening, covering all Tier-1 Suppliers, both existing suppliers and new suppliers, under responsibility of the Procurement Department and Risk Management Department to continuously search for initial risks of suppliers by using the Risk-based Due Diligence tool.

- Dealing with Current Suppliers

The Company has criteria for considering and evaluating current suppliers by basing on product quality and safety, price, performance, and ESG assessments. The consideration process is as follows:

2.1 Suppliers conduct annual quality assessments whereby the Quality Assurance Department reviews and summarizes the results of the quality inspection records, product information, characteristics, transportation conditions, remaining shelf life of raw materials and packaging according to the specified standards before being produced as products, and annual ESG assessment.

- 2.2 Selection criteria for suppliers must undergo annual on-site audits whereby the Quality Assurance Division stipulates that the vendors must be randomly audited at least once a year according to the specified plan.

The Company's suppliers, vendors, or business partners mean those who produce raw materials, sell products, are hired, and/or provide services to the Company, whether they are juristic persons or ordinary persons, and are not "customers or business competitors."

Criteria for Identifying Critical Suppliers

1. High-volume suppliers
2. Critical component suppliers, which have significant impact on competitive advantage and market success
3. Non-substitutable suppliers, such as suppliers of materials/raw materials with special orders that meet the company's requirements

Criteria for Identifying Critical Tier 1 Suppliers

The consideration is based on the value of purchase orders for materials/raw materials in the past year, as follows:

1. Critical suppliers are suppliers in the material/raw material category with a total purchase value and sales value exceeding 30 million baht.
2. Non-critical suppliers are suppliers in the material/raw material category with a total purchase value and sales value less than 30 million baht.

Criteria for Considering Critical Non-Tier 1 Suppliers

Critical non-tier 1 suppliers refer to suppliers of raw materials, products and services to the Company's Tier 1 Suppliers, whose raw materials, products and services have significant impact on the Company's competitive advantage, market success or survival, and they are few in number or cannot be replaced.

In 2024, there were 80 new suppliers, 79 domestic suppliers, accounting for 98.75% of all suppliers, and 1 international supplier, accounting for 1.25% of all suppliers, all of whom passed the Supplier Self-Assessment Questionnaire (SAQ).

Criteria for Supplier Assessment

The Company plans an annual supplier audit by delivering Vendor Visit Check Sheet / Supplier Self Audit documents, and conducting an on-site audit. The consideration of which supplier to be audited will be based on the following criteria:

- New vendors who have not yet conducted an audit or self-audit.
- Vendors who frequently encounter problems about product quality or encounter significant quality problems that may affect product quality.
- Vendors who have changed production locations or production processes.
- Existing vendors who supply the Company with main raw materials, or the Company has ordered in large quantities, and has not been audited for more than 2 years.
- Vendors of materials/raw materials that the Company's customers are particularly strict about, or changes in food laws requires strictness. For vendors who do not meet these criteria, the Company will deliver Vendor Visit Check Sheet / Supplier Self Audit documents for the suppliers and/or vendors to fill in the details.

In 2024, 100 percent of all new Tier 1 suppliers and non-Tier 1 suppliers of the Company have passed the sustainability risk assessment as specified by the Company. The Company uses the ESG Supplier Assessment Criteria as part of the supplier selection to work with the Company, and applies the ISO 14001 Environmental Standard as the criteria for supplier assessment in terms of pollution management system assessment, wastewater treatment and wastewater quality inspection, toxic fumes control system, natural resource management system, etc. Regarding the criteria for assessing social suppliers, the Company has applied the principles of business ethics and human rights management, use of foreign labor and child labor, assessment and inspection of work safety systems, supervision of good corporate governance, and anti-corruption. The Company has conducted an assessment of the operations of new suppliers before placing orders, and has continuously inspected and monitored the results to ensure that suppliers comply with the agreements and standards as specified, as well as to ensure that suppliers who will join the Company's business are concerned with operations that are socially and environmentally friendly.

Green Procurement Process

The Company has established green procurement practices as part of the procurement process with the following implementation:

- Increase the number of suppliers and the lists of eco-friendly materials/raw materials.
- Continuously communicate the green procurement guidelines to stakeholders.

Guidelines for Promoting Supplier Potentials and Capabilities

The Company has policies and processes for promoting supplier potentials and capabilities by cooperating in developing products and innovations that are beneficial to the Company's and its suppliers' businesses. The Company is also committed to participating in improving the quality of life of farmers, who are a part of the Company's partners, so that they have a good life and are supported in creating careers and incomes. The Company aims to develop the farmers' quality of life to grow along with the Company. In 2024, the Company promoted farmers to have incomes worth 709.6 million baht, or 18.5 percent of the total budget for purchasing raw materials, to be used in purchasing main raw materials from farmers and middlemen, such as tea leaves, sugar, etc.

Year	Budget for Purchasing Raw Materials	
	All Suppliers	Local Suppliers
2024	3,838.8 million baht	709.6 million baht
2022	3,593.5 million baht	579.9 million baht
2022	3,076.5 million baht	494.1 million baht

Procedures and Methods for Procurement of Local Suppliers

In selecting local suppliers, the Company conducts a preliminary supplier assessment by examining a checklist according to the form specified by the Company, such as raw materials sold to the Company, suppliers' production processes, quality assurance, good characteristics and cleanliness of the raw materials, contamination and genetic modification, environmental and social operations, etc.

After the suppliers have conducted a preliminary self-assessment, the Company conducts an assessment of the suppliers' operations before ordering to ensure that the suppliers comply with the agreement and standards as specified.

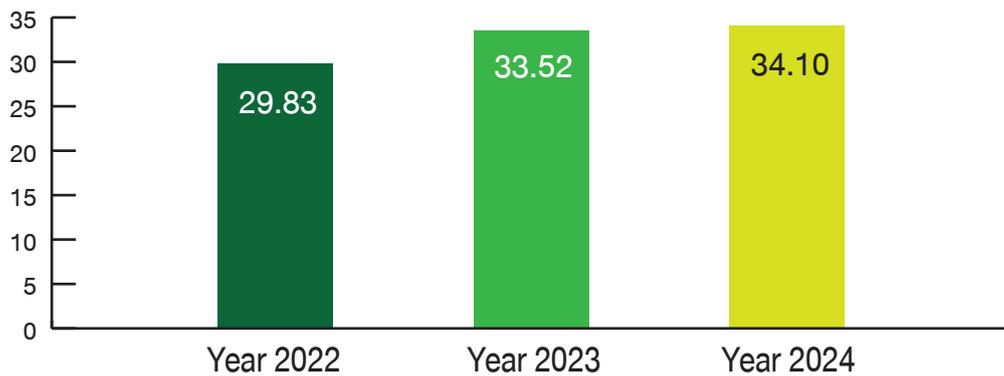
Credit Term Policy

The Company places importance on managing the cash flow cycle in order to maintain business liquidity in the long term, as well as taking into account equality in doing business with suppliers by emphasizing on building good relationships and cooperation, adhering to the contract, and complying with conditions fairly made with suppliers, setting appropriate payment terms, and making payment on time in accordance with the business terms agreed upon. The Company has set the Credit Term Policy for suppliers to ensure correctness, transparency and fairness in doing business between suppliers and the Company.

The Company has a policy to set credit term to its suppliers between 30 and 60 days (average 45 days). Such term may vary, and is subject to mutual agreement or negotiation between the Company and each supplier, along with the nature of the suppliers' operations, the period of time the Company and the suppliers have been conducting business together, and other factors considered appropriately to maximize the Company's efficiency. In the event that the Company is unable to comply with such terms and conditions, the Company will directly clarify to the suppliers in advance.

Over the past 3 years, the Company has never had a history of defaulting on any debt with any suppliers, as detailed below:

Average payment period to suppliers (days)



Supplier Sustainability ESG Risk Assessment

In order to effectively manage critical suppliers, in 2024, the Company assessed the risks of critical suppliers, covering ESG Risks and grouping them according to the risk and severity levels of the impacts. The Company focuses on managing critical suppliers in the supply chain with high risk levels or severe impacts first. In the assessment, 100% of all suppliers in the main supply chain responded the Self-Assessment Questionnaire (SAQ). Critical suppliers were divided into 2 main groups according to product types: raw materials and packaging. From the self-assessment of the suppliers, all suppliers in the supply chain passed the Self-Assessment Questionnaire (SAQ).

Product Types of Suppliers	Number of New Suppliers	Number of Suppliers Passing the Assessment	
		Self-Assessment Questionnaire	On-Site Audit
Raw materials	65	65	-
Packaging	15	14	1
Total	80	79	1

In 2024, 80 new suppliers passed the Supplier Self-Assessment Questionnaire (SAQ) in accordance with the 100% vendor monitoring plan. On-site audit was performed with 1 supplier in the packaging product category to ensure that the products meet the standards of the specified assessment criteria. In addition, the Procurement Department reviews the supplier selection assessment form every year to cover more in-depth details of ESG risk issues.

Supply Chain Risk Management

The Company manages sourcing risk and geopolitical risk by continuously expanding the approved supplier list in the supply chain, both domestically and internationally, to be distributed in each region to reduce the risk if suppliers are unable to deliver raw materials to the Company.

In 2024, the Company procured from domestic suppliers, accounting for 98.75% of all purchases in the supply chain, and procured from international suppliers, accounting for 1.25%, to reduce the impact of economic, social and political volatility, as well as other external factors such as natural disasters that occur in the areas where suppliers operate business. In addition, the Company also considers industry context risk that is a risk arising from the specific characteristics of the industry in which the suppliers operate, and product context risk that is a risk from products that partners manufacture or have for sale, etc.

Supplier Promotion and Development

The Company places importance on supplier development. Therefore, it promotes, supports and cooperates with suppliers to develop their capabilities and work efficiency to be better and in accordance with the Company's standards. This will enable the Company to reduce business risks and develop supplier potential to grow together in the long term by focusing on developing production processes, promotion, and providing advice on upgrading quality management systems and safety and environmental systems of the suppliers. In addition, this implementation can enhance a long-term relationship by linking and building good relationships with suppliers.

In 2024, the Company implemented an rPET packaging development project with a partner, Envicco Co., Ltd., by collecting 639,936 plastic bottle waste from the Ichitan factory and nearby communities through a plastic bottle waste buyer, totaling 311,200 kilograms of plastic, to the Envicco factory in Rayong Province to produce recycled plastic pellets, and send them back to Hon Chuan (Thailand) Co., Ltd. to produce rPET Resin into rPET Preforms for delivering to Ichitan to re-form product bottles.

In addition, the Company has changed to use perforated labels for Ichitan Green Tea 500 ml., Shizuoka 440 ml. and Ichitan Alkaline Water 550 ml. products, in collaboration with several leading label-selling suppliers, including Fuji Seal Packaging (Thailand) Co., Ltd., Shringflex (Thailand) Public Company Limited, and CCLA Label (Thailand) Co., Ltd., etc., to help consumers easily remove labels from bottles, allowing the packaging to enter the recycling process.

Note: The project performance is disclosed in the Sustainability Issue under the Environment topic for the year 2024

Social Performances

Product Quality Management

Our Commitment

Ichitan Group Public Company Limited is committed to developing and producing quality, hygienic and safe products under good environment, promoting energy conservation, preventing pollution with an integrated management system of efficient international standards, implementing continuous development control, and complying with relevant business regulations and laws to meet the highest satisfaction of suppliers and consumers.



Goals

- Number of complaints about product and service quality that do not meet international quality standards, including non-compliance with relevant regulations and laws
- Customer satisfaction assessment result at more than 90 percent

Management Approaches

1) Upstream Process – Safe Procurement

There are criteria for procurement from suppliers with transparency, emphasizing quality and safety of products, raw materials, packaging in accordance with relevant standards and legal requirements through quality control of raw materials, packaging, chemicals used in the cleaning process from the beginning.



2) Midstream Process – Quality and Safety Control Throughout the Production Process

There is a systematic control of production quality and product safety by appointing a food safety team to be responsible for identifying, analyzing, and assessing hazards possibly arising at every step throughout the food chain until reaching consumers, and determining those hazards as critical points that must be controlled, verified, and confirmed continuously.

When there is a new product, before starting production, critical control points will be assessed according to the principles of the Hazard Analysis and Critical Control Point (HACCP) system to control product quality. During production, there are tools for strict quality inspection with automatic detectors. The staff randomly inspect according to the specified plan, and automatic data recording is done so that data can be traced back.



Products during production and finished products are analyzed in the Company's laboratory to analyze physical, chemical, microbiological, and sensory aspects to certify that products are qualified and safe.



3) Downstream Process – Product Quality Assurance and Complaint Tracking

Quality assurance of finished products before being released from the factory includes data review, various analytical results, random product inspection during transportation, and keeping retain samples throughout the shelf life for random analysis of products after expiration to serve as product samples when there are complaints. There is also a process for tracing product information to track the origin of the product, starting from the raw material reception stage, the production process, to storage in the warehouse, to use as information for product tracing.



Implementation and Performance

Food Safety and Quality Management Standards

Food safety is an important issue that consumers are increasingly interested in every year. Therefore, the company places importance on this issue to ensure product safety for consumers, and reduce the risk of consumers coming into contact with contaminated food. Beverage production is a multi-step process that is full of responsibility for consumer safety. Therefore, maintaining food safety standards is something that should not be overlooked. The Company is committed to strictly adhering to standards in accordance with the law, and demonstrate compliance in all processes and food safety testing procedures according to the standards, which have guidelines set forth to control and prevent food hazards throughout the food chain. The focus is on ensuring that food production and distribution meet safe and quality requirements, which are standards set by international and national organizations.



The Company has carried out quality management operations, and certified various standards as follows:

Certification of Factory standards, Quality and Food Safety

GMP FDA No.420	GHP Codex Alimentarius	HACCP Codex Alimentarius
FSSC22000 Version 6.0	ISO22000:2018	ISO9001:2015
ISO14001:2015	ISO50001:2018	ISO/IEC17025:2017
ISO/IEC27001:2022	HALAL CICOT	MUI HALAL
Green Industry Level 5	Carbon Footprint for Organization (CFO)	

GMP FDA No.420



GHP Codex Alimentarius



HACCP Codex Alimentarius



FSSC22000 Version 6.0



ISO22000:2018



ISO9001:2015



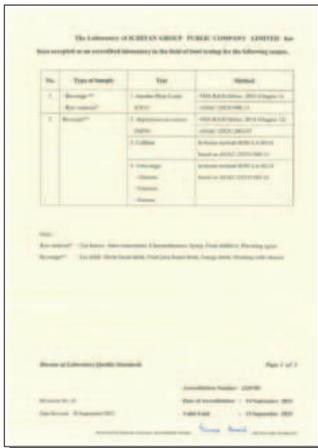
ISO14001:2015



ISO50001:2018



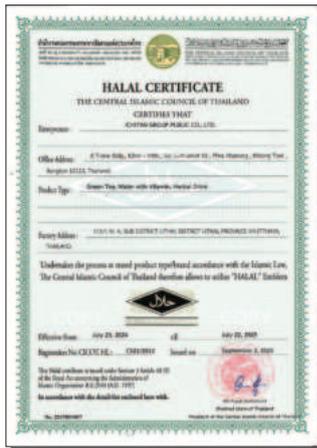
ISO/IEC17025:2017



ISO/IEC27001:2002



HALAL CICOT



MUI HALAL



Green Industry Level 5



Carbon Footprint for Organization (CFO)



Traceability System

The Company has arranged a forwards and backwards product traceability system, which can track data throughout the supply chain, from raw material reception, production, processing, transportation, distribution until the product is delivered to consumers. Each step must collect product production data for quick traceability to track the source of the production process, such as production date, production lot, etc. The Company gets benefits from this operation as follows:

- Use as data for optimizing the production process.
- Support quality control, such as stock control, efficiency of raw material use, including product characteristics and sources of raw materials, which will help the quality management process be efficient.
- Support the efficiency of product recall and withdrawal by tracing data quickly when a problem occurs, reducing the impact that may occur from business disruptions. Importantly, this system can help control food safety before products reach consumers. The traceability system can indicate the real cause of the problem, and build confidence in the organization.

Traceability Process for Raw materials, Packaging and Products

1. In case of receiving complaints or when requesting to recall/withdraw products due to non-compliance with the requirements of raw materials, packaging or finished products
2. The research and development section prepares raw materials, and sets standards for raw materials, packaging, in-process products and finished products. The names or codes used to refer to the standards for raw materials, packaging, in-process products and finished products are used as information for identification and traceability.
3. The warehouse and delivery section receives them according to the quality inspection of raw materials and packaging, stores and disburses according to the details in the raw material or packaging transfer form, and records the details.
4. The quality assurance section reviews the quality of raw materials and packaging.
5. The production section disburses raw materials and packaging by filling in the details in the raw material transfer form before bringing raw materials and packaging into the production line. Then, the finished goods information is sent to the warehouse and delivery section.

6. The quality assurance section reviews the production process control, and is responsible for analyzing the quality of raw materials, packaging and finished products according to the service request form, and analyzing the quality of raw materials and packaging.
7. The warehouse and delivery section stores and distributes them.
8. The quality assurance section reports the traceability of raw materials, packaging, production processes, and finished products; collects relevant documents and records; and analyzes the causes of arising problems.
9. The traceability is randomly tested to check whether the system can trace back quickly and efficiently

Traceability Process

- 1) Identify product details, vendor, manufacturing/expiration date.
- 2) Review and verify data.
- 3) Search, collect, and copy related documents.
- 4) Enter data in the traceability record document.

Projects

1. Quality Engagement Project

This project was organized to stimulate awareness of food quality and safety, and create entrepreneurial consciousness to have a good attitude and love for the work that is performed. Creation of quality consciousness is a new approach to management for developing work methods and employees simultaneously through appropriate awareness processes to increase work efficiency and create sustainable growth.



2. Quality Day Project

The Company emphasizes the quality of safe food. Therefore, we organize activities to communicate knowledge about food safety and quality culture in which all employees in the organization participate and follow with knowledge and understanding through internal communication via different channels such as Line Application, public relations board, public audio system, and annual training to provide knowledge to employees once a year to create awareness and instill food safety and quality culture continuously.



3. 5S Activities

The activities have been organized continuously for 12 years as a foundation for creating work, creating habits, and promoting habits to work efficiently and safely in order to have positive impact on the operations within the organization, leading to a more efficient production process. The focus is on increasing work space, reducing equipment storage space, increasing work convenience and speed, and reducing accidents and risks at work for employees with the aim to create a good working environment. A 5S activity committee has been appointed and assigned to take responsibilities for assessing 5S activities, summarizing the assessment results, and monthly reporting to the 5S activity committee. The objectives are to promote continuous and efficient operations of the factory, and develop a quality standard system that is in line with the company's policies.



Customer Satisfaction Assessment

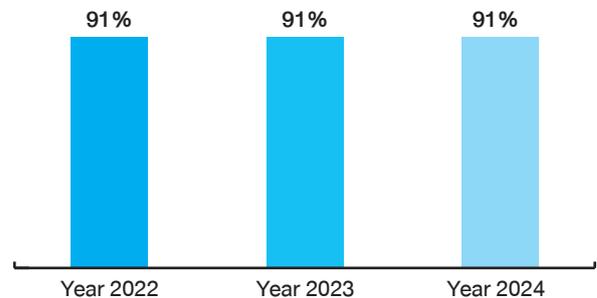
Customer satisfaction is assessed twice a year by sending a survey to ask for cooperation in rating real service to find information for analyzing problems, causes, and shortcomings that must be continuously corrected, improved, and developed. The services in the customer satisfaction survey are divided into 3 topics as follows:

1. Product delivery, quality, food safety
2. Communication and services
3. Transportation service

Results of Customer Satisfaction Assessment

Satisfaction Level

- Level 5 = Excellent
- Level 4 = Good
- Level 3 = Standard
- Level 2 = Need to be improved
- Level 1 = Need to be urgently improved



Receiving and Managing Customer Complaints

The Company is committed to managing customer complaints with the highest efficiency. Therefore, there are systematic management procedures by setting steps for checking data to find the cause of the complaint, forwarding the matter to the relevant department for correction, reporting the results of the action in writing signed by the executives, and collecting statistical data on complaints for analysis, improvement to increase efficiency of the production process.

Procedures of Dealing with Complaints

- 1) Receive complaints from customers.
- 2) Send complaints to relevant staff.
- 3) Record complaints.
- 4) Check and respond about corrective and preventive measures.
- 5) Communicate complaints.
- 6) Analyze causes and determine measures.
- 7) Prepare reports.
- 8) Submit reports.

Contact Channel for Receiving Complaints

Complaint receiving division: Customer Relations Center

Contact number: 0-2023-1111

Address: Ichitan Group Factory, Rojana Industrial Park, Zone 3, No. 111/1, Moo 4,
Uthai Subdistrict, Uthai District, Phra Nakhon Si Ayutthaya Province 13210

Consumer Relationship Management

Our Commitment

Ichitan Group Public Company Limited, as a leading beverage manufacturer in the country, places importance on delivering quality products that are delicious, diverse and safe for consumption through modern production innovations. With today's rapidly changing consumer behaviors, the Company is committed to constantly dedicating itself to researching and developing new products to meet the endless demands of the beverage business market, including release of products that care about consumers' health and promotion of products with the "Healthy Choice Logo", along with responsible communication and continuous promotion of marketing activities that respond to the satisfaction of business partners and consumers.



Goals

- Consumer satisfaction assessment result more than 85%
- Supplier satisfaction assessment results more than 90%

Key Performances in 2024

Received the No.1 Brand Thailand 2024 award as the number one ready-to-drink tea brand in the hearts of Thai consumers for the 5th consecutive year from a survey conducted by a leading research company organized by Marketeer magazine.

Received the Product of the Year 2024 award for the product “Ichitan pH Plus Alkaline Water” with vitamin D and ginkgo extract, a product that stands out in terms of sustainability and promoting consumers’ good quality of life, organized by Business+ Magazine in collaboration with Management Science Mahidol University (CMMU).

Developed and modified sustainable rPET packaging to be eco-friendly, starting with the 500 ml Ichitan Green Tea product, and communicated through the character “Charlotte” in the “RELIFE” Campaign in collaboration with national artist “Mackcha” to encourage the new generation to care about the environment.

Built good relationships with business partners and consumers by promoting marketing activities covering all channels, such as Yen Yen box lid collection activities, health activities, and festival support activities, etc.

Supported the sustainability plan with PTT GC through the “Can you give used bottles to me?” activity which was an activity carried out by Ichitan employees under the “GC YOUturn” project to return plastic packaging into the recycling process, and re-produce rPET packaging.

Management Approaches

1. Product Development and Determining Marketing Strategies

The use of modern production innovations is supported to produce high-quality, clean and safe products, develop products to have delicious tastes and meet consumer needs, determine appropriate marketing strategies, and create strong brands that are consistent with suppliers and target consumer groups.

2. Promotion of Good Relationships with Business Partners

Business cooperation projects are implemented in terms of product research and development, and integrated marketing communications to further create added business value and sustainable growth together, taking into account the benefits and shared consumer experiences as important.

3. Creation of Maximum Satisfaction for Suppliers and Consumers

Supplier and consumer satisfaction are continuously surveyed and assessed to develop and improve new products, processes, and marketing campaigns to respond to rapidly changing consumer behavior.

4. Confidentiality and Protection of Personal Data

Channels for communication and complaints are provided for consumers by informing them about the personal data protection policy, and having a strict process for tracking and inspecting data management to prevent personal data breaches.

5. Responsible Communication

Marketing communication is performed ethically and fairly to consumers. There is a process for controlling the display of beverage product labels correctly and strictly according to local laws for domestic sales and for export, and nutritional information and important information are specified on the label correctly, clearly, and adequately.

Implementation and Performance

Product Development and Marketing Strategies

The Company is committed to researching and developing products with a variety of flavors that are delicious and appealing to consumers, as well as expanding the beverage product portfolio to be more diverse. In the past year, Ichitan's beverage products consisted of 6 product groups as follows:

Ichitan Green Tea

The No.1 green tea brand trusted by consumers has been continuously developing new flavors. In 2024, Ichitan Green Tea 500 ml. was modified to be eco-friendly packaging to lead the way to sustainable packaging development in the future. In collaboration with "Mackcha", a national artist, through the character "Chalotte", the "RELIFE" Campaign was run to revive used plastic packaging by reaching out to a new generation who care about environment. The campaign was welcomed impressively.



เกิดเป็น Concept
"RELIFE - มีชีวิตอีกครั้ง"
 เป็นการชูชีวิตให้พลาสติกที่ใช้แล้ว
 ซึ่งเป็นส่วนหนึ่งในการช่วยให้
 ทะเลได้กลับมามีชีวิตอีกครั้ง

Yen Yen

Herbal beverage products are suitable for Thailand's hot weather. With the campaign "Hot and Spicy can be fought with Yen Yen". In 2024, the Company is aware of the economic situation that affects the burden of suppliers and consumers. Therefore, it has organized activities continuously to return profits to consumers throughout the year, such as collecting Yen Yen box lids to exchange for a free box of Ichitan green tea honey lemon flavor.

In addition, the implementation of a collaboration project with a world-class trading partner, "Nestlé (Thailand)", joined hands to develop "La Frutta Ice Cream" to penetrate the teenage market in the ice cream market, which has been impressively welcomed, expanding success from the joint product development last year.



Shizuoka

A premium green tea brand, a healthy drink product, uses 100% imported tea leaves from Japan.

In 2024, Shizuoka launched a new flavor product, “Shizuoka Jasmine Mildly Sweet,” to provide consumers with more choices, which was also very well-received by consumers.



PH plus 8.5 Alkaline water

Information from the Ministry of Public Health indicates that Thailand has a continuously increasing incidence of diseases, which is a major national problem. Therefore, the Company has researched and developed Ichitan alkaline water products to promote consumers to access quality beverages that are beneficial to the health of Thai people, so that they can drink it every day to maintain the body’s balance. In 2024, health activities were continuously organized for consumers, such as activities in hospitals, activities in public parks, and running events etc.

In addition, in 2024, Ichitan alkaline water has changed its plastic packaging from the original blue to clear rPET packaging so that such clear packaging can enter the circular economy system by recycling and reusing (rPET) sustainably in the future.



Tansansu

“Tansansu” is a Korean-style soda drink with 0% sugar that has been developed to penetrate the Gen Z consumer group who love Korean culture. The Tansansu brand focuses on conducting fun marketing activities with consumers. In 2024, the Tansansu brand relaunched its popular flavored products, including “Tan San Su Yummy Love”.

In addition, the Tansansu brand has joined the Songkran Festival at Think Park, Chiang Mai Province, by allowing participants to join the event for free. There was also an environmental promotion activity called “Can you give used bottles to me?” Activity to collect plastic bottle packaging from students, and the general public to return to the Tan San Su brand, and exchange for a Tansansu drink as a thank you gift. All used plastic bottle packaging that had been collected were sent to the recycling process to be re-produced into rPET bottle packaging. This is a collaboration project between ICHITAN and PTT GC through the “GC YOUturn” project. The Company was able to collect a total of 48,717.53 kilograms of plastic bottle packaging, reducing greenhouse gas emission by 50,228.89 kilograms of carbon dioxide equivalent.



Tan Power

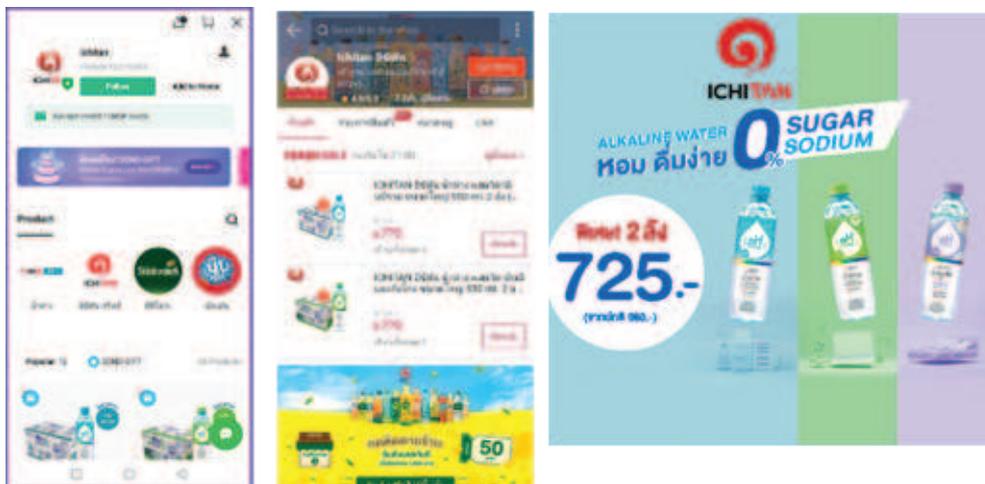
A new product, “Tan Power”, an energy drink, has been developed to highlight its sour and exciting taste, and the concept of promoting physical and mental strength with the slogan “Tan Power...Life has no dead end.” The objective is to encourage working people and those who struggle to have physical and mental strength to work and fight for their lives. Last year, during the flood crisis in Chiang Rai, the Tan Power brand also joined the activity to help victims of the disaster, with Mr. Tan Pasakorntee, CEO of Ichitan Group Public Company Limited and the organization’s employees joining the field visit with various organizations and independent agencies.



Promotion of Good Relationships with Business Partners

The Company has been operating its business by focusing on producing high-quality products continuously to meet behaviors of all consumer groups. It has a strict research and development process along with eco-friendly production innovations to ensure that the Company’s products are of high-quality standards, are safe, have delicious tastes, and meet the needs of consumers.

In conducting business with trading partners, the Company and distributors jointly set strategies, directions, and business goals together on a monthly basis to ensure that management approaches are in the same direction. The Company manages distribution channels with 3 main distributors, none of which overlap in distribution channels, covering all target groups, both modern trade and traditional trade. In addition, the Company facilitates consumers by adding online channels, and joining online shopping platforms to directly reach consumers, such as ICHITAN One Shop, Lazada, Shopee, Line shop, and Facebook, etc., in line with the changing behavior of consumers today.



In the past year, the Company has joined hands with partners and famous brands to implement important business collaboration projects, such as the country's leading content creators, "Mackcha", a national art artist, "Nestlé (Thailand)" and "PTT GC", etc., in communicating integrated marketing activities to further create added business value and sustainable growth together by taking into account benefits and shared experiences of consumers as important.

Creation of Maximum Satisfaction for Suppliers and Consumers

The Company has measured and assessed the overall satisfaction of suppliers and consumers towards the Ichitan brand by conducting surveys through various marketing activities, including exchanging opinions to bring back the opinions to further develop product models and marketing techniques to be more effective. The Company has collected data, studied and compared in-depth behaviors of suppliers and consumers, and analyzed satisfaction and suggestions regularly, leading to the introduction of new products and campaigns or timely problem resolution to respond to the highest satisfaction of suppliers and consumers.

In 2024, the results of supplier and consumer assessment were at an excellent level, with 98% of consumers satisfied with the Ichitan brand and products in terms of quality, brand image, and relationship building through various campaigns or promotions, leading to the No. 1 Brand Thailand Award as the No. 1 popular brand in the hearts of consumers for the 5th consecutive year.



From the result of the consumer satisfaction assessment last year, some consumers complained about problems in delivering products from online orders. Therefore, the Company used these complaints as an improvement plan to change online delivery service providers, which could respond well to consumers in terms of product quality and fast delivery, reducing the problem of damaged products before reaching consumers. This is the reason why the result of the consumer satisfaction assessment in 2024 were at an excellent level of 98 percent. The Company will continue to develop marketing plans, promotions, new products, and good services to best serve all consumer groups.

Confidentiality and Protection of Personal Data

With rapid advancement of information and communication technology, accessing, collecting, using and disclosing personal data can be done easily, conveniently and quickly, which will lead to damage to the data owner. The Company realizes the importance of this matter, so we set a personal data protection policy as a principle for protecting customers' personal data, which must be protected under the Constitution of the Kingdom of Thailand and the Universal Declaration of Human Rights, as well as to support and respect the protection of human rights as proclaimed internationally in accordance with the principles of the United Nations Global Compact, including the law on the protection of personal data.

The Company monitors and investigates use of customers' personal data for purposes other than the primary purpose. In 2024, there was no use of customers' personal data for other purposes.

Responsible Communication

The Company realizes that effective marketing and advertising activities can enhance the organization's image and competitiveness. However, the Company still focuses on conducting business honestly, ethically, and fairly with consumers and all stakeholders by adhering to the framework of rules, regulations, and laws related to marketing correctly and responsibly, without exaggerating or providing false information that violates ethics.

In addition, communication from product labels to beverage product advertisement must specify nutritional information and important information correctly, clearly, and sufficiently in accordance with local laws for domestic sales and for export, to help consumers consider choosing to drink products, and build confidence in products under the Ichitan brand.

In 2024, product labels will be developed in a model that is in line with the organization's sustainable development plan, allowing for easy separation for recycle, and use of PET/rPET materials in all products to reduce packaging waste in the future.

Human Rights and Labor Fair Treatment

Our Commitment

“Human rights” is a crucial issue that has garnered global attention, as it is one of the factors that may lead to future conflicts and social inequality. At the same time, the business sector is fundamentally connected to “people” in every aspect of its operations, both directly and indirectly, which may, to some extent, impact human rights violations in various forms. In response to these challenges, the United Nations has introduced the Guiding Principles on Business and Human Rights (UNGPs) as a framework for businesses to prevent human rights violations.

Ichitan Group Public Company Limited recognizes the significance of human rights issues and is committed to conducting business responsibly for all stakeholders (employees, business partners, customers, shareholders, investors, local communities and society etc. The Company upholds and respects human rights principles by establishing policies and operational guidelines that align with local laws, international laws and global standards, such as the United Nations Guiding Principles on Business and Human Rights (UNGPs), the Universal Declaration of Human Rights (UDHR) and comprehensive human rights risk assessments (Human Rights Due Diligence: HRDD). These efforts aim to prevent and mitigate human rights violations throughout the value chain while promoting awareness and understanding of human rights respect among employees.



Goals

- To have 0 cases of human rights violations.
- Employee training and development of 12 hours per person per year.
- 100% of employees subject to performance evaluations (KPI).
- Employee engagement score exceeding 80%.

Key Performance in 2024

The Company was honored with the Outstanding Human Rights Model Organization Award for the Year 2024 in the Large Business Enterprise Category by the Department of Rights and Liberties Protection.

100% of employees successfully completed the assessment and fundamental training on the human rights due diligence process.

In 2024, the Company did not record any cases of human rights violations, and therefore, no remedial actions were required.

In 2024, the Company's employee engagement score reached 87%.

Management Approach

- Policies and operational guidelines: The Company has established human rights policies and operational guidelines with a firm commitment to human rights management. These policies ensure that the Company treats all stakeholders equitably and fairly, in alignment with the United Nations Guiding Principles on Business and Human Rights (UNGP), as well as local labor laws, international laws and global standards addressing key human rights issues.
- A Comprehensive Human Rights Due Diligence Process: The organization conducts human rights risk assessments covering all business operations. Preventive and mitigating measures are implemented to address any impacts arising from these risks. Additionally, protection and remediation processes are established to manage and respond to such impacts effectively.
- Promotion of Employee Welfare and Internal Activities: A welfare committee is established within the workplace to serve as a communication bridge between employees and the management. Employees are encouraged to participate in providing suggestions and raising concerns. Various activities are organized to foster employee engagement and strengthen their sense of belonging within the organization.
- Employee Capacity Development: Employees at all levels are supported in acquiring knowledge and continuously developing their skills. An annual training plan is developed, along with various capacity-building programs within the organization. These initiatives aim to enhance employees' capabilities, improve work efficiency and support career advancement across all professional paths.
- Internal Communication within the Organization: Regular communication efforts are made to raise awareness among employees at all levels regarding human rights and fair labor practices. This ensures that all employees are well-informed about these critical issues.
- Whistleblowing and Remediation Process Channels are provided for all stakeholders to report any misconduct or submit complaints related to human rights violations and unfair labor practices. This ensures that any such incidents are appropriately addressed.

Operations and Performance:

Employee Data for year 2024



Number of all employees

401 persons



Number of female employees **122** persons



Number of male employees **279** persons



Number of new employees **51** persons



Number of disabled employees **2** persons



Total employee turnover rate **0.84**



Percentage Female to male employee compensation ratio **1.23**

Age Diversity

Age	Female (person)	Male (person)
Number of employees under 30 years	38	117
Number of employees between 30-50 years	83	149
Number of employees more than 50 years	1	13

Personnel classified by position

Position Level	Female (person)	Male (person)
Senior executives	3	7
Management level employees	20	15
Operational level employees	99	257

Religious Diversity

Religion	Female (person)	Male (person)
Buddhist	121	268
Christian	-	3
Islamic	1	8
Not disclosed	-	-

Employee development expenses amount to 1,078,391.58 Baht/year

Average number of training hours per year (Hrs.) 12 hrs./person

Human Rights Policy

The Board of Directors fully recognizes the importance of human rights issues and has therefore mandated the establishment of a “Human Rights Policy” in alignment with the United Nations Guiding Principles on Business and Human Rights (UNGPR), as well as local labor laws, international laws, and other global standards. This policy encompasses key human rights issues to ensure that the Company conducts its business responsibly and fairly, upholding the principles of respect for rights and equality without infringing on fundamental rights and human dignity. The Human Rights Policy undergoes regular reviews to reflect significant changes affecting the organization, ensuring its alignment with the current business landscape. Additionally, the Company monitors and reports on its implementation of this policy to the Corporate Governance and Sustainability Committee and the Board of Directors at least once a year.

In 2024, the Company conducted a review of its Human Rights Due Diligence (HRDD) process, assessing the impact of its business operations on external stakeholders in a significant manner.

(Detailed information on the Human Rights Policy can be accessed on the Company’s website at https://www.ichtangroup.com/investor.php?human_Right)



Comprehensive Human Rights Due Diligence Process

The Company has developed a Human Rights Due Diligence (HRDD) Manual, conducting systematic assessments every 2 years. This process consists of 5 key steps designed to analyze and evaluate human rights risks, implement effective risk management and mitigation measures and ensure continuous monitoring and reporting of progress. The 5 steps are as follows:



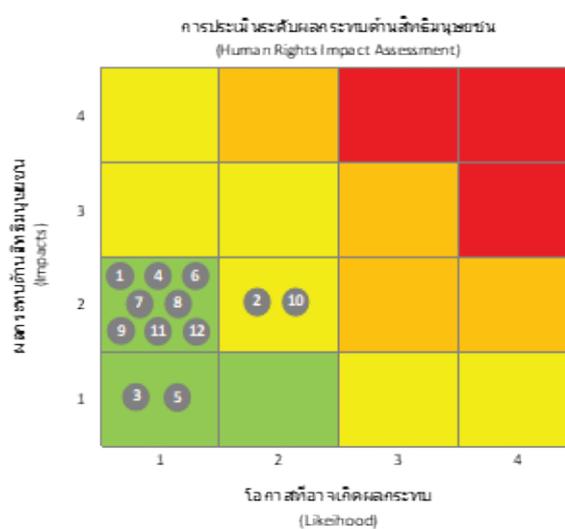
The Company conducts human rights risk assessments as an integral part of the comprehensive human rights due diligence process. The primary objective is to identify human rights risks and prevent violations or other negative impacts that may arise from business activities and operations throughout the value chain.

This human rights risk assessment covers 100% of the Company’s operational areas, including its value chain and business activities, such as raw material procurement, transportation, production, distribution, marketing and sales. It also considers 4 stakeholder groups across 12 key human rights issues to ensure a thorough and effective evaluation.

Employee	Customer	Business Partner/Contractor	Community
1) Working Conditions	7) Health and Safety	9) Working Conditions	12) Health and Safety
2) Health and Safety	8) Privacy and Data Protection	10) Health and Safety	
3) Freedom of Association and Collective Bargaining		11) Discrimination Against Business Partners and Contractors	
4) Discrimination/Harassment			
5) Unlawful Labor Practices			
6) Protection of Employee Personal Data			

In 2024, the Company conducted an impact assessment of its business operations on stakeholders to manage human rights risks effectively. This assessment specifically considered vulnerable groups that may be at higher risk of human rights violations, including employees, children, indigenous peoples, migrant workers, third-party contract workers and local communities.

Based on the human rights risk assessment covering all 12 key issues, the Company has developed preventive and mitigation measures to address and reduce potential human rights risks should they arise.



Employee's rights

Risk issues	Guidelines for preventing and reducing impacts on human rights
1) Working Conditions 2) Health and Safety 3) Freedom of Association and Collective Bargaining 4) Discrimination/Harassment 5) Unlawful Labor Practices 6) Protection of Employee Personal Data	Fair and Humane Labor Practices <ul style="list-style-type: none"> Strict compliance with labor laws and human rights principles Business operations are conducted without any form of forced labor Absolute prohibition of child labor below the legally defined age limit Provision of appropriate employee welfare benefits through regular meetings of the Welfare Committee Occupational Health and Safety <ul style="list-style-type: none"> Adherence to the Company's safety policies and the Labor Protection Act Annual employee health check-ups based on risk factors Regular meetings of the Occupational Health and Safety Committee Personal Data Protection <ul style="list-style-type: none"> Compliance with the Personal Data Protection Policy and the Personal Data Protection Act (PDPA) Regular meetings of the Personal Data Protection Working Committee (PDPA Committee) Strict adherence to the ISO 27001 requirements
Impacts: <ul style="list-style-type: none"> Discrimination in employment and the use of forced labor Employment of child labor below the legally defined age Increased employee turnover rate Variability in employee welfare benefits Hazards from machinery/exposure to chemicals Improper use, storage and disclosure of personal data 	

Customer's rights

Risk issues	Guidelines for preventing and reducing impacts on human rights
7) Health and Safety 8) Privacy and Data Protection Impacts: <ul style="list-style-type: none"> • Right to equality under the law • Right to legal protection • Right to privacy 	Customer Rights Protection <ul style="list-style-type: none"> • A customer complaint mechanism is in place through the Call Center (which handles complaint verification, resolution and follow-up) • Accessibility is ensured for persons with disabilities to facilitate their access to products and services • The Company provides compensation for damages caused by its operations, subject to fact-based verification Personal Data Protection • Customer consent is obtained before collecting personal data • Customer personal data is protected and not disclosed to third parties

Business partner/contractor's rights

Risk issues	Guidelines for preventing and reducing impacts on human rights
9) Working Conditions 10) Health and Safety 11) Discrimination Against Business Partners and Contractors Impacts: <ul style="list-style-type: none"> • Right to legal protection • Right to a good quality of life 	Occupational Health and Safety <ul style="list-style-type: none"> • Compliance with laws and safety policies related to occupational health and safety • Provision of training and adherence to workplace safety protocols • Supply of basic personal protective equipment (PPE) and risk-specific PPE Occupational Health <ul style="list-style-type: none"> • Annual employee health check-ups based on risk factors • Daily basic health assessments before starting work

Community's right

Risk issues	Guidelines for preventing and reducing impacts on human rights
12) Health and Safety Impacts: <ul style="list-style-type: none"> • Right to legal protection • Right to a good quality of life 	Environmental Responsibility <ul style="list-style-type: none"> • Implementation of the Green Industry Project: Level 5 Communication and Safety <ul style="list-style-type: none"> • Establishment of communication channels/build relationships with communities surrounding the factory

Following the assessment of human rights risk levels, the Company has implemented mitigation measures and remediation actions, as well as regularly reporting its performance to the Corporate Governance and Sustainability Committee, the Risk Management Committee and the Board of Directors on an annual basis. Additionally, the Company communicates and raises awareness regarding human rights practices in an equitable manner through various activities, public relations boards and the internal corporate website.

Human Rights Remediation Process



The Company has established an appropriate remediation process for stakeholders affected by its business activities. In cases of human rights violations, the Company undertakes continuous monitoring, investigation, and reporting in accordance with its prevention and impact mitigation measures for high-risk human rights issues. This ensures that those affected by human rights violations receive appropriate compensation, such as issuing an apology, providing psychological rehabilitation for victims, offering post-incident assistance and providing compensation in both monetary and non-monetary forms. Measures may also include disciplinary actions and protective measures such as restraining orders or guarantees to prevent recurrence. Furthermore, the Company takes actions to mitigate or reduce the impact to an appropriate level in order to control damages and prevent future occurrences.

Detailed information can be accessed at:
Human Rights Due Diligence Manual



In 2024, the Company did not encounter any cases of human rights violations, therefore, no remediation actions were required.

Raising Awareness of Human Rights

The Company instills and promotes awareness of its human rights policies among employees and all stakeholder groups through its internal communication system (Intranet) and the sustainability report, which is publicly available on the Company's website. Additionally, employees are encouraged to participate in practical training on human rights due diligence (HRDD) under the Business and Human Rights Project for the Thai Capital Market Sector (Phase 3). The Company also supports employees at all levels in undertaking basic courses on comprehensive human rights due diligence processes.



In 2024, the Company was recognized as a 2024 Model Organization for Human Rights in the "Outstanding" category under the Large Business Organization category by the Department of Rights and Liberties Protection. This recognition positions the Company as a role model for other organizations in fostering a society that upholds human rights in a sustainable manner.

Results and Benefits Achieved:

100% of employees have successfully completed the test and acquired fundamental knowledge of the Human Rights Due Diligence process (Introduction to Human Rights Due Diligence) through e-learning provided by the Stock Exchange of Thailand.

Fair Treatment of Employees

The Company respects and treats employees fairly in accordance with the Declaration on Fundamental Principles and Rights as stipulated by relevant laws. It also ensures workplace protection, health and safety for employees through the following practices:

- **Employment**

The Company upholds a policy of transparent and fair employee recruitment based on suitability in terms of knowledge, skills, experience, attitude and conduct. A structured selection process is in place, incorporating written tests, various assessments, and interviews, ensuring no discrimination. The Company affirms equal opportunities and does not consider personal preferences, political opinions, age or disabilities as factors in employment decisions

Employment of Underprivileged/Vulnerable Groups (Persons with Disabilities)

In 2024, the Company employed 2 persons with disabilities as regular employees in appropriate roles and provided financial support for an additional 2 non-employee persons with disabilities. This employment ratio aligns with legal requirements and aims to provide persons with disabilities opportunities to demonstrate their capabilities, earn a livelihood and reduce the financial burden on their families and society. The Company also complies fully and promptly with its financial contributions to the fund mandated by the Persons with Disabilities Empowerment and Quality of Life Promotion Act, B.E. 2550 (2007), under Sections 33 and 35.



- **Non-Support for Illegal Child Labor and Forced Labor**

The Company does not engage in the employment of illegal child labor, forced labor or slavery. Employment is conducted strictly in accordance with legal and regulatory requirements concerning age, working hours, compensation, health and safety.

- **Employee Compensation**

The Company's compensation policy ensures fair and equitable salaries in alignment with economic conditions and industry standards. Policies regarding appointments, transfers and incentive rewards are implemented fairly and without discrimination. Employees are provided with appropriate benefits to enhance their quality of life and financial security. The Company also encourages employees to save for the future through regular contributions to the provident fund.

Note: Details regarding employee compensation and the provident fund can be found in Form 56-1 One Report (2024 Annual Report) under the section Corporate Governance Structure and Key Information on the Board of Directors, Subcommittees, Executives, Employees and Others, specifically in subsection "7.5 Employee Information".

- **Employee Performance Evaluation**

The Company has established a fair performance evaluation system based on an integrated assessment approach. The performance of executives and employees is evaluated once a year, incorporating 2 key components: assessment based on work achievements (Key Performance Index: KPI) and assessment based on collaboration projects or working groups. The evaluation results are used for considerations related to annual salary adjustments, annual bonuses and career advancement. Additionally, the results serve as a basis for individual employee development and holistic team management, driving the Company's overall effectiveness while fostering employees' career progression.

The Company analyzes employee performance evaluation results to design training programs or capacity-building initiatives to enhance employees' knowledge and skills continuously. Employees are categorized into 3 groups: 1) employees with high performance are enrolled in specialized programs such as Talent Management etc. 2) employees with moderate performance participate in the Company's annual training plan and 3) employees requiring improvement are placed in the Performance Improvement Plan (PIP) program to help them meet the Company's expected performance levels. PIP serves as a tool to support employees in their self-development, offering them another opportunity to achieve the desired performance outcomes.

Evaluation Criteria

1. Performance-Based Evaluation

The Company has implemented a Performance Management System to manage the work performance of executives and employees at all levels, ensuring alignment with the Company's objectives, strategies and goals. At the beginning of each year, individual key performance indicators (Individual KPI) are determined through a mutual agreement between employees and their respective supervisors. These KPIs define specific performance metrics, targets and assigned weightings. The KPIs may be adjusted during the year to align with the Company's business direction and must correspond with the Corporate KPI.

2. Collaboration Projects or Working Group-Based Evaluation

To promote cross-functional teamwork and support innovative and efficient work models, the Company conducts performance evaluations based on collaboration projects or working groups. This assessment method establishes shared objectives and responsibilities, fostering proactive work approaches that enable the Company to respond swiftly to external changes while effectively reducing operational costs. The outcomes of these initiatives are incorporated as part of the team performance indicators, aligning with the Corporate KPI.

Performance Measurement

The Company classifies performance evaluation results into 5 rating levels as follows:

Level 5 = Excellent

Level 2 = Fair

Level 4 = Very Good

Level 1 = Need Improvement

Level 3 = Medium

100% of employees successfully passed
the KPI performance evaluation

- **Employee Development and Retention**

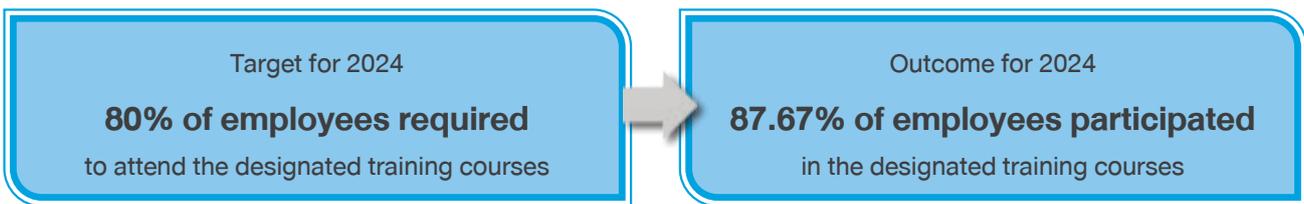
The Company places great emphasis on employee care and human resource development, aiming to foster a sense of belonging beyond the conventional concept of “employees”. The focus is on enhancing three key competencies: Knowledge Competency, Skill Competency, and Attributes Competency. The Company’s employee development policy is designed to cultivate skills and expand potential by providing employees with learning opportunities and career advancement prospects when suitable opportunities arise. Additionally, the Company actively promotes gender equality by encouraging more women to attain leadership positions in a balanced proportion to men. The process begins with conducting a Training Needs Assessment to analyze the necessity of training and to formulate an annual training plan (ICHITAN Training Plan Year) aimed at enhancing employee capabilities. The training requirements are tailored to employees’ job positions and include courses designed to develop operational competencies in line with evolving communication trends. The Company facilitates training programs through both online and offline platforms, reducing employees’ travel expenses while optimizing time management and overall productivity.

In 2024,
the company had employee development expenses
amounting to 1,078,391.58 Baht/per year

The average training hours per year were (Hrs.)
were 12 Hrs./person

Additionally, the Company has designed and developed various internal programs to enhance employees’ potential, stimulate creative thinking, and motivate employees to generate new ideas for work improvement. These initiatives align with the Company’s human resource development policy, focusing on teamwork and leadership development to achieve organizational objectives. The Company also prioritizes talent retention strategies to ensure employees are prepared to adapt to the rapidly changing and highly competitive beverage industry.

The Company develops an annual training plan, clearly defining the objectives of each training course to align with corporate strategy and legal requirements. Training opportunities are effectively communicated to employees through multiple channels, including the Company’s Intranet system and internal bulletin boards.



- **Employee Welfare**

The Company actively promotes employee well-being by supporting initiatives that improve the quality of life for employees and their families. This approach fosters a positive corporate culture, strengthens employee morale, and enhances job satisfaction. In 2024, the Company’s Workplace Welfare Committee organized various activities related to employee benefits and workplace relations to reinforce these values.

- **Internal Communication**

The Company is committed to transparent and equitable communication of corporate policies and strategic direction across all operational levels. Regular formal and informal meetings are held with employees to provide updates on business performance through the Intranet system and internal media. During significant organizational changes, employees are encouraged to participate and voice their opinions constructively to facilitate smooth transitions.

- **Relationship within Organization**

Employee engagement is a core priority for the Company. Monthly activities are organized to encourage participation and strengthen the bond between employees and the organization. The Company also fosters a warm and inclusive work environment where employees at all levels feel valued.

According to the 2024 survey, most employees are proud of their work and see their responsibilities as important to the organization. This is the result of communicating organizational goals comprehensively to employees at all levels, as well as continuously and consistently developing the necessary knowledge and skills for work, along with a suitable working atmosphere.

The Company communicates the results of the Employee Engagement Survey to employees via email and utilizes these results to improve and develop work processes. For example, to enhance the working atmosphere, the Company has organized the “Collaboration Project Contest 2024”, allowing each department to present ideas that benefit the organization and create a more enjoyable work environment, aligning with the Company’s strategic goals.

- **Grievance process and disciplinary actions**

The Company has established a complaint mechanism through which employees can report misconduct or file complaints via the channels specified in the Whistleblowing and Complaint Policy”. Employees who feel they have been subjected to harassment, discrimination, rights violations or victimization have the right to submit complaints through the established grievance process or they may submit their concerns via the suggestion box or consult directly with their respective supervisors. The Company has measures in place to protect the rights and confidentiality of complainants and whistleblowers who act in good faith. The names, addresses or any other information that may identify the complainant or whistleblower will be kept confidential and access to complaint-related information will be restricted to designated personnel responsible for investigating the matter. Those responsible for handling complaints must maintain the confidentiality of all relevant information and documents and are prohibited from disclosing such information to others, except as required by law.

Regarding disciplinary actions, if an employee fails to comply with regulations or violates company policies, they will receive a warning from their supervisor in accordance with fundamental management principles. The Company does not enforce disciplinary actions involving physical or psychological coercion nor does it permit verbal abuse or unfair treatment of employees. The severity of disciplinary actions will depend on the nature of the violation, intent, consequences and the employee’s past contributions. The disciplinary process follows a step-by-step approach and in cases where termination is warranted, the Company will provide compensation in accordance with labor laws.

In 2024,
the employee engagement score
was 87%



Project

Promotion of Employee Welfare

To promote awareness of equality and encourage mutual respect among employees at all levels, the Company has established a Welfare Committee within the workplace. This committee serves as an intermediary between employees and the organization, fostering employee participation in expressing perspectives, opinions, suggestions and complaints through elected representatives. The Company has also developed communication materials to provide information on the roles, responsibilities and operations of the Welfare Committee within the establishment. These efforts include promoting activities that enhance relationships among employees and improving welfare benefits and working conditions to increase work efficiency etc.

The Company has appointed the required number of committee members as mandated by law. The Welfare Committee holds monthly meetings with representatives from the management team, who act as the Company's delegates. Meeting reports are prepared and made publicly available to all employees. The topics discussed in these meetings typically involve improvements to employee welfare and workplace conditions, initiatives to promote health and well-being and measures to reduce employees' financial burdens. In 2024, the Company has implemented the following projects:

1. The Welfare and Refreshment Project

Aims to help reduce employees' lunch expenses by providing lunch meals, snacks and beverages, ensuring that employees are well-nourished and ready to perform their duties with happiness every day

2. Birthday Activity Project

The Company has introduced to boost employee morale and demonstrate care during their special moments. Employees not only participate in company organized activities but also share a meal with senior executives, fostering stronger workplace relationships.



3. ICHITAN MOVE FOR HEALTH 2024 Project

The Company promotes employee health through exercise. Employees participate in a competition with their colleagues who share the same birth month. In addition to engaging in this activity, participants receive a sports shirt as a reward, further encouraging an active lifestyle.



4. Dental Welfare Project

The Company provides mobile dental services to facilitate convenient oral and dental care for employees. The Company collaborates with dental clinics to offer services at special rates, helping employees save time and reduce travel expenses associated with visiting a clinic.



5. Annual Health Check-up Project

The Company provides employees with a comprehensive health examination at designated service points located at the Company's headquarters and the Ichitan Factory. Employees and their family members can opt for additional health checkup items at a special rate. Furthermore, the Company organizes consultations with doctors to discuss health concerns following the receipt of the annual checkup results.



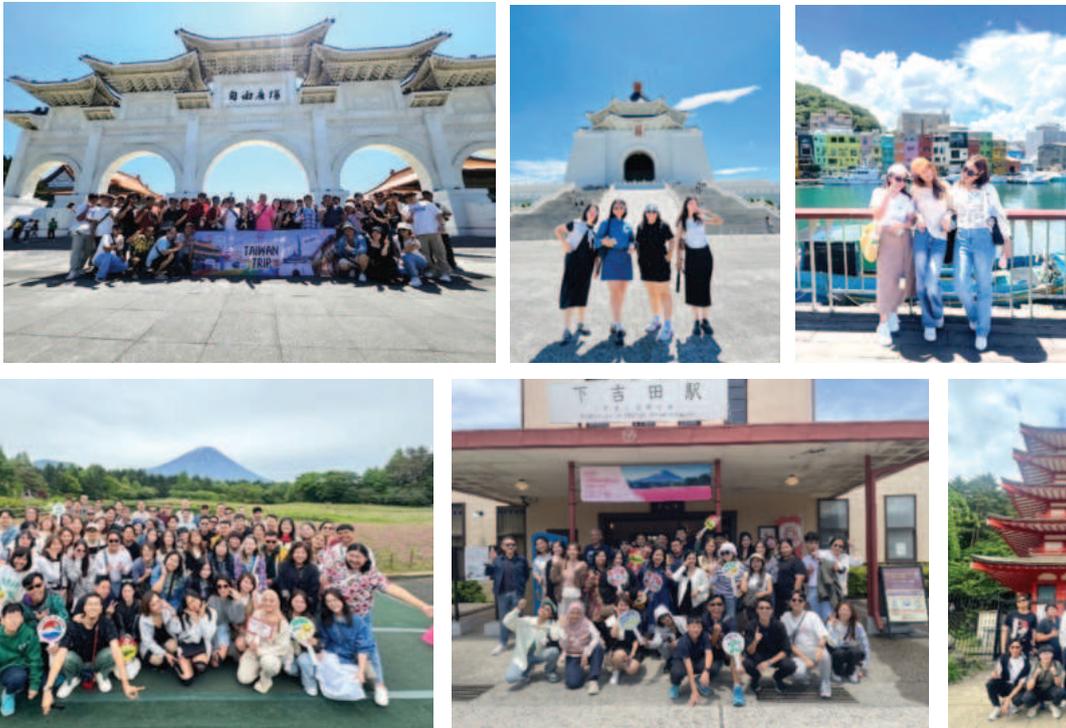
6. Financial Literacy Promotion Project

The Company is commitment in enhancing employees' financial knowledge. The Project aims to build financial planning awareness, encourage employees to set personal financial goals and promote long-term financial stability, including retirement planning.



7. Annual Employee Trip

The annual trip serves as a form of reward for employees, recognizing their dedication and hard work throughout the year. This initiative is not merely a company sponsored trip but a demonstration of care for employees' well-being. It also strengthens solidarity and fosters deeper connections among colleagues. This year, the Company has organized international trips (Taiwan and Japan), leaving a lasting impression on employees.



Employee Potential Development

1. ICHITAN CILT 2024 Project

This program aims to develop the knowledge and understanding of the Company's production personnel, enabling them to independently perform maintenance tasks. The focus is on equipment maintenance and efficiency enhancement through the implementation of four key activities: 1) Cleaning – removing dirt and ensuring the cleanliness of equipment and machinery, 2) Inspection – checking equipment, systems and machinery to ensure compliance with standards and regulations, 3) Lubrication – reducing wear and tear while improving efficiency and 4) Tightening – securing machine structures to extend the lifespan of machinery and equipment.

Section 1



Orientation Course

- Course 1 CLT Principles
- Course 2 Virtual Management
- Course 3 Lubrication & Tightening

Average Training Hours
18 hours / person

Section 2



Check Status CILT

Monitoring the status of machinery by on-site staff based on the topics of Cleaning, Inspection, Lubrication, and Tightening

Activity Outcomes
97.20%

Section 3



Test CILT

An implementation trial of CILT concept in operational tasks was carried out, with a total of 176 employees participating.

Average Test Score
86.33%

Results and Benefits Received:

- The course activities include: 1) CILT principles 2) Virtual Management 3) Lubrication principles and tightening systems
- The number of employees participated 176 employees
- Average training hours 18 Hrs./person
- Average test score 86.33% (good)

2. Change Leadership Development Project

This course is designed for the development of junior level management employees, providing them with insights into leadership behavior. It encourages teamwork and mutual reliance in the workplace, which serves as a crucial foundation for driving organizational change towards success.

**Results and Benefits Received:**

- The number of employees participated 30 persons
- Average training hours 6 Hrs./person
- Number of employees advanced careers 6 persons (20% of the participants)

3. Employee Onboarding Project and Welcome Happy Factory New Employee Activity

This ongoing project aims to raise awareness among new employees about the Company's values and organizational culture, ensuring they understand their roles, responsibilities and the Company's management structure and systems. The program is designed to help new employees quickly adapt to the organization, enabling them to deliver high quality performance that aligns with the Company's strategic goals and objectives.

**Results and Benefits Received:**

- The project activities include: 1) Director Talk 2) Tanland Tour 3) ICHITAN Together
- The number of employees participated 52 persons
- Average training hours 6 Hrs./person
- Average satisfaction score 89.08% (8.5% increase from 2023)

4. Creativity Contest 2024

This project encourages employees to collaborate in developing new and innovative ideas by working with the Research and Development (R&D) department to create new beverage products. Employees are also given the opportunity to present unique business model ideas that cater to consumer needs.

Results and Benefits Received:

- Number of new product innovations 8 products
- Products to be launched into the market in 2025 2 products

5. Collaboration Project 2024

This initiative promotes cross functional teamwork at all levels to achieve the Company's core objectives. It aims to develop new, efficient, fast paced and challenging approaches by leveraging diversity and fostering creative benefits from employees' skills across different generations. In 2024, the Company has initiated 4 collaboration projects, including the following:

5.1 Own Content Project; Support, Innovation

This project is designed to support and create mass content through the TikTok platform, ensuring consistent video uploads to attract target audiences and enhance brand awareness for the Company's products.



Results and Benefits Received by Employees:

- **Develop content creation:** Employees have the opportunity to develop content creation skills by learning how to produce and present engaging, high-quality content, which enhances their communication and digital marketing abilities.
- **Fosters creativity:** The project also fosters creativity, encouraging employees to generate unique and captivating content.
- **Teamwork:** Teamwork is strengthened as employees collaborate in content production, fostering strong workplace relationships.

Results and Benefits Received by the Company:

- The Company's products have gained increased recognition among consumers, leading to a growth of over 10,000 followers on TikTok.

5.2 Green Living Project

This project was established to instill a sense of environmental responsibility among employees, encouraging participation in environmental management and conservation under the “Reduce, Reuse, Refrain” concept. The initiative aims to promote the efficient and sustainable use of resources in the future.



Results and Benefits Received by Employees:

- Raised awareness of environmental consciousness and waste segregation behavior within both the workplace and employees' households. Over 80% of employees have gained knowledge and understanding of proper waste segregation.

Results and Benefits Received by the Company:

- Elevate Green Marketing; Ichitan collaborated with partner for 1 project
- Corporate / Brand: brand recognition and loyalty have increased through School Events, with engagement across more than 35 schools
- Brand Activity: strengthened consumer perception of the Company's commitment to environmental responsibility

5.3 Knowledge Management KM Show & Share Project

This project also aims to equip executives and employees with essential knowledge and key concepts relevant to their work, allowing them to apply these insights to their respective operations. This knowledge is expected to provide a competitive advantage in the business landscape.



Results and Benefits Received by Employees:

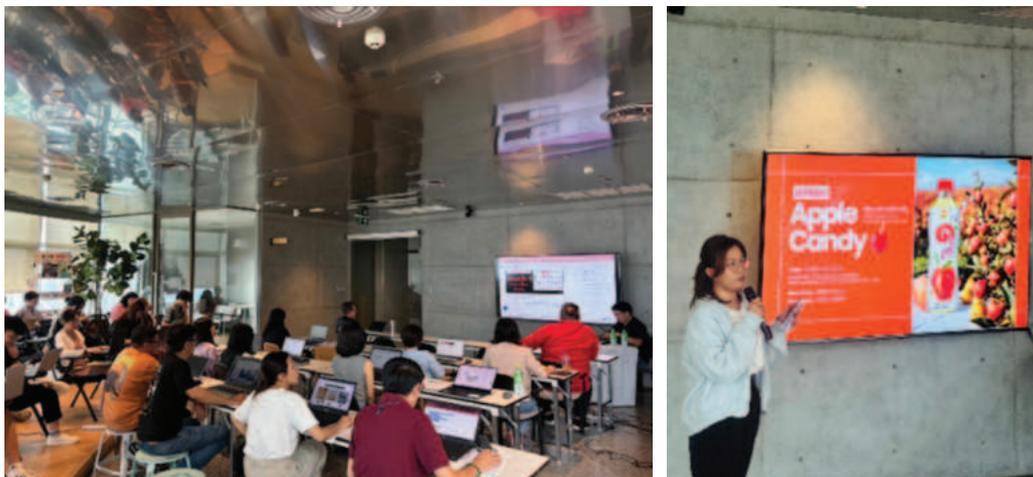
- Employees' knowledge and understanding improved after attending the lectures, reaching 85%
- Employee satisfaction with the program was recorded at 87%, as they gained important and necessary insights for business operations.
- A new data repository has been established on the Company's intranet, enabling employees to access and review information as needed.

Results and Benefits Received by the Company:

- Work efficiency has improved and operational losses due to knowledge gaps have been reduced.

5.4 AI 101 Project

This project supports the organization's main goals and strategies in developing knowledge and skills in utilizing new technologies to enhance work efficiency.



Results and Benefits Received by Employees:

- Developed digital skills; employees completed all 3 courses: Course 1 – AI Business (ChatGPT) with 65 participants, Course 2 – AI Creativity (Midjourney) with 40 participants and Course 3 – AI Productivity (Microsoft Copilot) with 40 participants.
- Improved work efficiency and reduced working time.

Results and Benefits Received by the Company:

- Reduced operational costs.
- Prepared for the future and the transition towards Digital Transformation.

6. ESG DNA Project

The ESG DNA Project is a significant initiative driven and supervised by the Company's Board of Directors, assigning the Sustainable Development Working Committee to organize training to raise awareness on sustainable business practices for executives and employees at all levels. The aim is for them to apply these practices in their operations and promote the Company as a sustainable organization. Employees at all levels participated in the ESG DNA Project, which provided sustainable development knowledge and was incorporated into employee performance evaluations through the Sustainable Development (E-Learning) program of the Stock Exchange of Thailand.

The Sustainable Development Working Committee also communicated the "ICHITAN Road to Sustainability Carbon Neutrality 2050" through the "Happy Monday" activity to employees at all levels to emphasize the importance, raise awareness, and foster cooperation for joint implementation throughout the organization.



Results and Benefits Received:

- The number of employees participated 117 persons
- Average training hours 2.3 Hrs./person
- Employees who completed the courses in the project 99.14%

Employee Engagement Activities

1. ICHITAN Songkran Festival

This is a recreational activity that allows employees to participate in the traditional water pouring ceremony to show respect to seniors, as well as enjoy a meal together. The objective is to strengthen the relationship between employees and executives within the organization.



2. ICHITAN Christmas Party

A recreational activity where employees exchange gifts through a lucky draw in a warm and enjoyable atmosphere. The objective is to foster good relationships and unity within the organization.



Educational Support

1. "Ichitan Pan Roy Yim" Project

This project provides employees with the opportunity to engage in social contribution activities (at employees' hometown schools), uplifting the morale of both employees and underprivileged students. It serves as a way to give back to society, instill a sense of hometown pride and strengthen the relationship between employees and the Company. In 2024, the event was held on December 9, 2024 at Ban Khok Takob School, Si Thep District, Phetchabun Province.



2. Promotion of Dual Vocational Education System (MOU)

In 2024, the Company promoted education through a memorandum of understanding (MOU) for the implementation of the dual vocational education system, providing students with the opportunity to practice and gain work experience in real business settings. The project aims to enhance learning, develop positive attitudes and strengthen professional competence based on real experience. The Company signed MOUs with 2 educational institutions in Phra Nakhon Si Ayutthaya and Ang Thong Provinces as follows:

- Automotive Industry Technical College, Phra Nakhon Si Ayutthaya Province
- Angthong Technical College, Ang Thong Province



Promotion of Occupational Health and Safety

Our Commitment

Ichitan Group Public Company Limited recognizes that the work environment is a crucial factor that requires significant attention, as it directly affects employee well-being, workplace relationships, collaboration within the organization and overall work efficiency. It also impacts employees' physical health and mental well-being, which can lead to workplace stress and pressure. Therefore, it is undeniable that creating a suitable and well-structured work environment is an essential factor that enables employees to produce high-quality and efficient work, ultimately contributing to the Company's continued progress.

The Company is committed to strictly complying with occupational health and safety regulations and laws, in alignment with the guidelines of the World Health Organization (WHO) and the International Labor Organization (ILO). Furthermore, the Company is dedicated to fostering a comprehensive safety awareness culture among employees, business partners and all relevant stakeholders to reduce workplace injuries and prevent work-related accidents that could result in fatality or disability.



Goals

- Reduce work-related fatalities to “zero”

Key Performance Results for 2024

Has been awarded the Outstanding Model Establishment for Safety, Occupational Health, and Work Environment by the Department of Welfare and Labor Protection, Ministry of Labor.

Management Approach

The Company has established a policy on safety, occupational health and work environment in alignment with the guidelines of the World Health Organization (WHO) and the International Labor Organization (ILO) to ensure that employees, contractors/business partners can perform their duties within the organization’s premises safely and without accidents.

A Safety Committee has been appointed to promote occupational health and safety in the workplace. This committee is responsible for formulating policies, organizing training programs, conducting inspections and assessments and effectively communicating and instilling a comprehensive safety awareness culture among employees and contractors/business partners.

Operations and Performance

Occupational Health and Safety Performance

• Occupational health and safety statistics of employees

Indicators	2022	2023	2024
Fatality	0 cases	0 cases	0 cases
Injuries resulting in work stoppage or requiring hospital referral (Total Loss time Accident)	2 cases	2 cases	1 case
Hours			
Injuries resulting in work stoppage or requiring hospital referral	2 cases per 4,320 working hrs.	2 cases per 4,320 working hrs.	1 case per 1,000,000 working hrs.
(Total Loss time Accident)	2 cases	0	0

Indicators	2022	2023	2024
Injury Severity Rate (ISR) per1,000,000 working hrs	N/A	N/A	0.98
Total Recordable Injury Rate: (TRIR) per1,000,000 working hrs	N/A	N/A	0.98

• Occupational health and safety statistics of contractors/business partners in the Company's area

Indicators	2022	2023	2024
Fatality Rate	0 cases	0 cases	0 cases
Injuries resulting in work stoppage or requiring hospital referral (Total Loss time Accident)	0 cases	0 cases	0 cases
Hours			
Injuries resulting in work stoppage or requiring hospital referral (Total Loss time Accident)	0 cases per 4,320 working Hrs.	0 cases per 4,320 working Hrs.	0 cases per 4,320 working Hrs.
Fatality Rate per1,000,000 working hrs	0	0	0
Injury Severity Rate (ISR) per1,000,000 working hrs	N/A	N/A	0
Total Recordable Injury Rate: (TRIR) per1,000,000 working hrs	N/A	N/A	0

• **Work-Related Ill Health statistics of employees**

Indicators	2022	2023	2024
Cases of Recordable Work-Related Ill Health	N/A	N/A	0 case
Work-Related Ill Health Rate per1,000,000 working hrs	N/A	N/A	0

• **Work-Related Ill Health statistics of contractors/business partners in the Company's area**

Indicators	2022	2023	2024
Cases of Recordable Work-Related Ill Health	N/A	N/A	0 case
Work-Related Ill Health Rate per1,000,000 working hrs	N/A	N/A	0

Policy on Safety, Occupational Health and Work Environment

The Company places great concern on the lives and health of all employees, as well as the surrounding communities. It is committed to conducting its business in accordance with safety, occupational health and work environment management standards to ensure an accident-free workplace. The Company emphasizes employee participation and encourages all employees to work safely to prevent harm to themselves, their colleagues and the nearby communities. Therefore, the Company has set the goal of achieving “zero accidents”.

In response to the current situation, the company has revised its policy on safety, occupational health and work environment as follows:

1. The Company prioritizes safety, occupational health and the work environment above all else. Under all circumstances, every employee must consider this their foremost duty and responsibility.
2. The Company is committed to preventing incidents, accidents and work-related illnesses, both within and outside the workplace.
3. Everyone in the organization is responsible for any accidents that occur. Employees must report potential workplace risks and contribute to finding appropriate preventive measures to maintain a safe and hygienic working environment for all employees.
4. The Company ensures strict compliance with all safety-related laws and regulations.
5. The Company provides support in various aspects, including personnel, time, budget and training as well as the provision of personal protective equipment, to achieve its safety, occupational health and work environment objectives and goals.
6. The Company implements and continuously improves its safety, occupational health, and work environment management system to ensure ongoing development and enhancement.

Principles of Occupational Health and Safety Operations

Promotion

Promote and maintain the physical and mental health of employees, ensuring they are strong and healthy, and have a good quality of life, living harmoniously in a professional community according to their rightful status.

Prevention

Prevent employees or workers from suffering health deterioration or abnormalities due to incorrect or unsuitable working conditions or environments

Protection

Protect employees or workers in the workplace from engaging in actions that pose a risk of harm or lead to illness or disease.

Placing

Manage the work environment to ensure it is appropriate and aligned with the physical and mental needs of employees or workers as much as possible.

Adaptation

Consider assigning responsibilities according to the abilities and suitability of employees to ensure work efficiency within the physiological limitations and the inherent differences in both physical and mental aspects.

Occupational Health and Safety Awards

In 2024, the Company was awarded the Outstanding Model Establishment Award for Safety, Occupational Health and Work Environment by the Department of Labor Protection and Welfare, Ministry of Labor. This award reflects the organization's vision and commitment to strictly adhering to safety standards, ensuring that employees maintain good health and a high quality of life. Such efforts contribute to the Company's stable and sustainable growth.



Projects

1. Monthly Safety Committee Meetings

The Company mandates the establishment of a Safety Committee to review and summarize safety performance on a monthly basis, holding meetings at least once a month in accordance with legal requirements



2. Monthly Safety Inspections

The Safety Committee conducts routine workplace inspections weekly, in compliance with legal regulations, to identify irregularities that could potentially lead to accidents. Preventive measures are then devised, along with hazard analysis and risk prediction using the KYT system to enhance proactive hazard awareness.



3. JSA Assessment Activities for Hazard Identification and Analysis



4. Safety Training Programs

The Company provides safety training courses for new employees in accordance with Section 16 of the Occupational Safety, Health and Work Environment Act B.E. 2554 (2011). Additionally, training sessions are conducted for employees and contractors on various safety topics, including first aid training and chemical handling safety.



5. Contractor Safety Training

Contractors are briefed on job details and safety precautions to ensure adherence to safety protocols and prevent accidents during operations within the Company’s facilities. Risk assessments are conducted before and after the commencement of work, with contractors being responsible for individual assessments, which are then reviewed in collaboration with the Company’s safety officers.



6. Basic Firefighting Training for 2024

The Company provides both theoretical and practical fire safety training to ensure employees acquire the necessary knowledge and skills to respond appropriately in emergency situations



7. Annual Fire Evacuation Drill for 2024

The Company organizes annual fire evacuation drills for both day and night shift employees to prepare them for emergency situations and to promote safety awareness



8. Occupational Safety Committee Training

The Company conducts safety training programs for the Occupational Safety Committee to enhance awareness and strengthen the implementation of workplace safety initiatives



9. Safe Journey Home Campaign

The Company organizes a campaign to promote safe driving and commuting practices among employees.



10. Project for Safety Week and Anti-Drug Activities

The Occupational Safety, Health and Work Environment Committee (OSHWE) and the Workplace Drug Prevention and Solution Task Force organize activities for Safety Week and Drug-Free Workplace initiatives. These activities aim to raise employees' awareness of workplace safety and reinforce a drug-free environment within the Company.



Community and Social Involvement

Community and Social Involvement

Ichitan Group Public Company Limited is committed to conducting business responsibly and prioritizing all stakeholders, recognizing that building a better society begins with being a responsible member of the community. “Ichitan” drives projects and initiatives that strengthen society in various forms, such as supporting public benefit activities, improving community environments, promoting economic activities and empowering local organizations. These efforts are carried out alongside generating returns for employees, communities, society and stakeholders.

The Company emphasizes collaboration with both public and private sector partners to create a balance between business growth and long-term social responsibility. Additionally, we place great importance on enhancing the quality of life by creating jobs and fostering economic development at the community level, while also minimizing environmental impacts and ensuring the sustainable use of local resources.



Goals

- Driving projects and initiatives that strengthen society, encompassing economic, social and environmental dimensions.

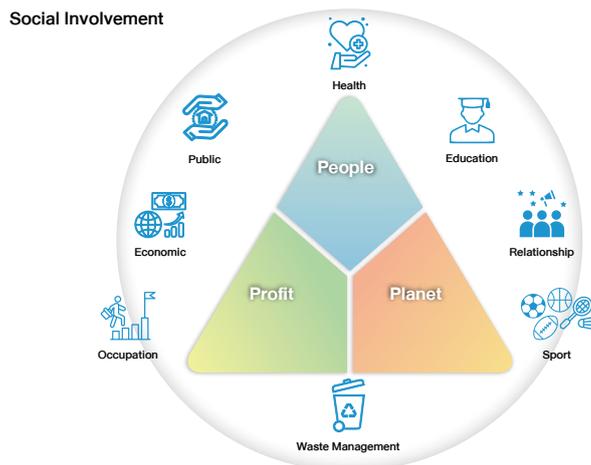
Key Performance in 2024

- Provided assistance to communities affected by floods and landslides in Chiang Rai Province under the Mae Sai Mai Sai Project, successfully restoring the affected areas for 1,523 households.
- Established a collaborative network among businesses, government agencies and the public sector to prevent and address wildfires and PM2.5 air pollution in Hang Dong and Mae Rim districts, Chiang Mai Province. The initiative covered a total of 69 villages and resulted in a significant reduction of heat spots by 63.5% compared to the previous year.
- Contributed over 20.86 million Baht in revenue back to society and local communities through employment opportunities for residents in Phra Nakhon Si Ayutthaya Province and surrounding areas. Additionally, income was distributed to small retail businesses and communities were supported through the purchase of plastic bottle waste under the ICHITAN RECIRCLE project.
- Expanded green spaces in support of the Bangkok Governor’s “One Million Trees” initiative through the Suan 50 Suk Project, providing public spaces for community health and environmental benefits. This initiative generated a social return value of up to 13.6 million Baht.
- The Company received an average community satisfaction rating of 79% across all dimensions, with no complaints filed by the community.

Management Approach

Ichitan’s business operations are driven by a focus on the three pillars of sustainability: generating efficient profits (Profit), strengthening communities and employees (People) and preserving the environment for future generations (Planet). The Company organizes its corporate social responsibility initiatives into 3 main areas:

1. Improving Quality of Life: Promoting community health and supporting education for lifelong learning
2. Building a Better Society: Enhancing the sustainability of society and communities to enable self-reliance and improve overall quality of life.
3. Creating a Better Environment: Improving environmental conditions and public hygiene, as well as implementing efficient waste management within communities.



Key Projects

1. Mae Sai Mai Sai Project

The Mae Sai Mai Sai Project is an initiative aimed at providing assistance to disaster victims in Mae Sai District, Chiang Rai Province, an important upstream area for tea farmers supplying Ichitan. The Company launched this project in 2024 with the objective of alleviating hardship, restoring affected areas, and supporting communities impacted by severe flooding and landslides in Mae Sai District. These disasters caused extensive damage to the community, destroying homes, cutting off transportation routes and leaving residents without essential living necessities. Ichitan played an active role in providing aid and rehabilitating the area to enable the community to return to normal life.

Supporting SDG Goals



Results and benefits received:

- Houses and infrastructure in the affected areas have been repaired
- Damaged areas of more than 1,523 households have been restored
- The fundraising amount through the “Tan Pao” and “Than Pao” T-shirt project reached 10,000,000 Baht
- The public relations (PR) value obtained amounted to 10,125,000 Baht

2. Chiang Mai Heat Spot Reduction Project

The Heat Spot Reduction... PM2.5 Reduction Project is a collaborative initiative between Ichitan Group Public Company Limited and the Chiang Mai Foundation for Wildfire and Haze Prevention and Mitigation. The project aims to address the PM2.5 pollution problem in Chiang Mai, which has significant impacts on public health and the tourism-based economy. The primary cause of this haze issue stems from forest and agricultural burning, which are major contributors to wildfires in northern Thailand. This project focuses on reducing wildfires, most of which result from slash-and-burn agriculture and forest foraging. According to data from GISTDA, Chiang Mai ranks among the provinces with the highest number of heat spots in the country. On March 18, 2024, a total of 1,716 heat spots were recorded nationwide, with 140 located in Chiang Mai.

Ichitan has been actively campaigning to encourage 69 villages in Hang Dong District (22 villages) and in Mae Rim District (47 villages) to reduce heat spots under the approach of “No Burning – Report Violations – No Support for Illegal Forest Products”. The initiative places communities at the center of wildfire and haze prevention efforts, with a target of reducing heat spots by 80% from 2023 levels (181 in Hang Dong and 137 in Mae Rim). Villages that successfully meet this goal will receive financial support of 100,000 Baht each, totaling 6.9 million Baht, to be used for wildfire prevention and career development. Data collection for the project is conducted between March 20 and April 30, 2024.

Supporting SDG Goals



Results and Benefits Received:

- The pilot project, implemented in 69 villages over a 40-day period, demonstrated concrete results by significantly reducing hotspots in Hang Dong and Mae Rim districts as follows:
 - In Hang Dong District, the number of hotspots decreased from 181 in 2023 to 59 in 2024, representing a 67% reduction.
 - In Mae Rim District, the number of hotspots decreased from 131 in 2023 to 52 in 2024, representing a 60% reduction.
- Across both districts, the total number of hotspots decreased from 312 to 111, marking an overall reduction of 65%.**
- The public relations (PR) value obtained amounted to 2,250,000 Baht

3. ICHITAN RECIRCLE Project

Under the concept “Revolve to Change the World for a Cleaner Future”, the ICHITAN RECIRCLE Project is designed to collect and recycle plastic bottles through a closed-loop recycling process while ensuring proper waste management. The goal is to enable continuous reuse of plastic bottles without ending up in landfills. Given the significant impact of plastic waste on the environment and society, this initiative aligns with government policies, such as the National Plastic Waste Management Plan and Thailand’s goal to reduce single-use plastic waste

Supporting SDG Goals



This project focuses on collecting plastic bottles through 3 main channels:

1. Collection from Ichitan Green Factory and “Tanland” Learning Center by retrieving defective plastic bottles from the production process, as well as used bottles from employees and visitors to the learning center.
2. Collection from pilot schools in the designated area; participating schools include Wat Tonodtia School, Wat Khok Chang School, and Wat Champa School. Additionally, the project promotes the purchase and sale of used plastic bottles at special rates with local waste buyers in Phra Nakhon Si Ayutthaya Province.
3. Collection from special activities through the “YOU-Turn” platform

Operational Approach





Results and Benefits Received:

- Plastic bottles are recycled into rPET bottles and upcycled into sportswear
- Schools that participated in the project 38 schools
- Students have engaged in the initiative 87,100 persons
- The project has generated to the local communities at the amount of more than 583,688 Baht
- The amount of plastic bottle waste collected reached 48.7 Ton per year
- The reduction in greenhouse gas emissions amounted to 50,238.89 kilograms of CO₂ equivalent

4. Suan 50 Suk Project Public Park Project

Ichitan Group Public Company Limited, in collaboration with the Bangkok Metropolitan Administration, the Khlong Toei District Office and the Expressway Authority of Thailand, has transformed a 12 Rai area in Soi Sukhumvit 50, Khlong Toei District, into a public park named “Suan 50 Suk”. The project aims to revitalize an abandoned space into a green area while addressing air pollution issues. This initiative promotes public health and enhances the quality of life for local residents, aligning with the “One Million Trees Planting Project” and the “15-Minute Park Policy” introduced by Bangkok Governor Mr. Chadchart Sittipunt.

Mr. Tan Passakornnatee, Chief Executive Officer, has expressed a strong commitment to advancing this initiative by expanding the tree planting efforts with an additional 9,000 trees at Khao Chi Chan, Chonburi Province, bringing the total to 10,000 trees this year.



Suan 50 Suk has also been designated as a community waste collection point to promote Circular Economy principles. Through collaboration with the “YOU-Turn” platform, the park facilitates proper waste management by making waste sorting more convenient and efficient. The initiative ensures that recyclable and up-cyclable waste is reintegrated into the production cycle, thereby reducing landfill waste in a tangible and measurable way.

Supporting SDG Goals



Results and Benefits Received:

- People have utilized the park’s facilities over 19,056 persons
- Plastic bottle waste has been collected per year 1,358.53 kilograms per year
- Additional trees that have been planted 1,000 trees
- Reduction of greenhouse gases 12 tons of CO₂ equivalent oer year
- Social return on investment valued at 13,585,032 Baht

5. Feel Good Community x Ichitan Happy Project

Feel Good Community x Ichitan Happy Project is a continuous initiative established to foster strong relationships with communities surrounding the Ichitan factory while improving the quality of life for local residents. The project focuses on health, social well-being and environmental development, as well as promoting income-generating opportunities within the community to support sustainable growth together.

In 2024, the Company has expanded the project to comprehensively enhance quality of life in economic, social and environmental aspects. The initiative has been implemented through three schools, benefiting 1,130 teachers and students, along with over 4,049 community members. The project consists of the following activities:

• **Promoting Employment and Income for the Community**

The project focuses on promoting employment opportunities and generating income for the community by creating local job opportunities near the factory, ensuring stable earnings and an improved quality of life for community members. The Company prioritizes employee skill development through training and capacity-building programs to enhance work efficiency. Additionally, the initiative fosters engagement between the organization and the community, building long-term, sustainable relationships.

- **Open Factory Activity; Welcoming the Community**

This activity allows community members to visit the Ichitan Green Factory, where Company representatives provide guided tours and explanations of the eco-friendly, modern production process. Visitors also receive an overview presentation of the factory's operations. As part of the event, a health check-up and consultation program are held at the "Tanland" Learning Center, a hub for balance and well-being. Physicians and nurses from Uthai Hospital and local Sub-district Health Promotion Hospitals provide health screenings, medical consultations and awareness sessions on sustainable well-being and healthcare.



- **Creating a Better Environment**

In 2024, Feel Good Community x Ichitan Happy Project launched awareness and behavioral change activities to instill the habit of plastic waste segregation and collection among students from 3 participating schools. Throughout the year, students engaged in waste separation initiatives. As part of the project's efforts, a portion of the collected plastic bottles was upcycled into 200 sports jerseys made from recycled plastic bottles, which were then donated to student-athletes.

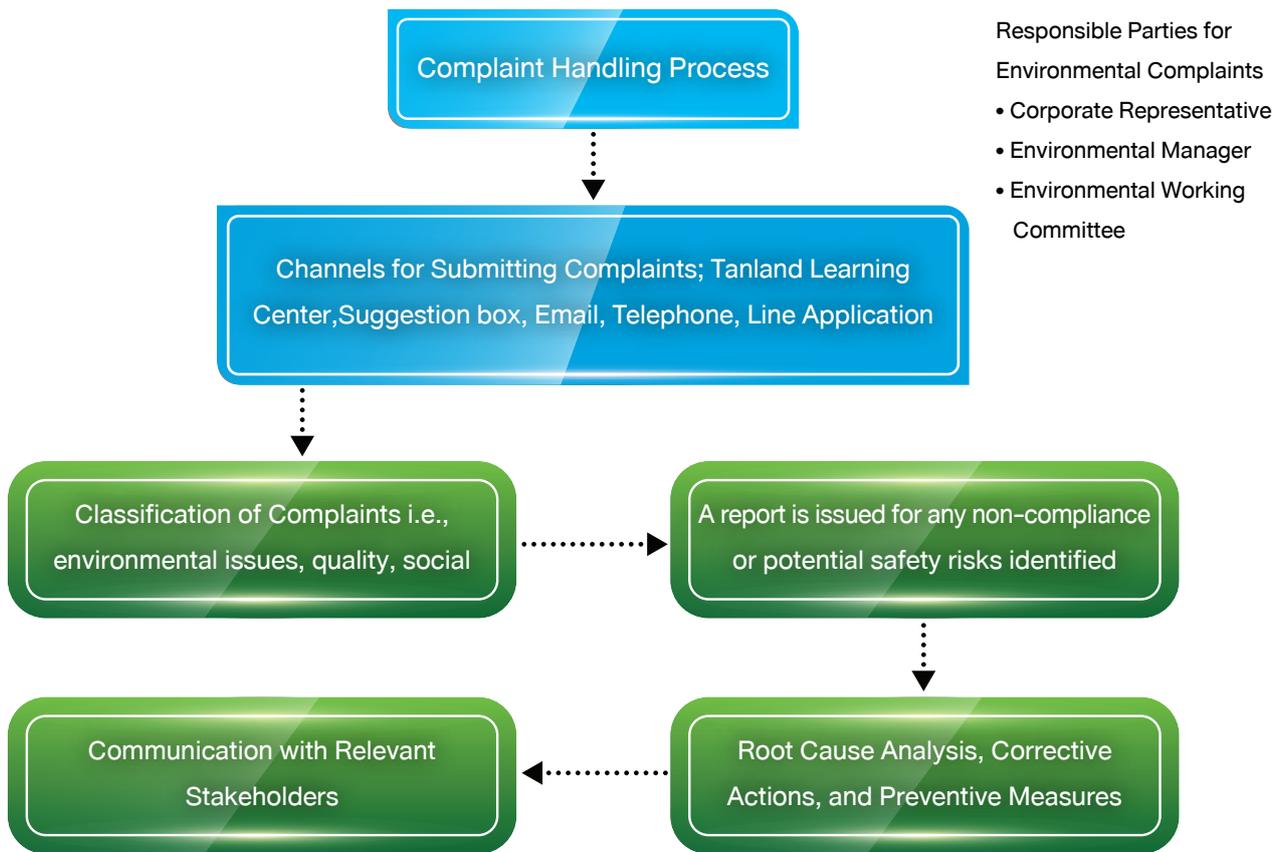


- **Building a Stronger Society**

Sustainable community development is a key objective that fosters self-reliance and long-term resilience. This project places emphasis on community collaboration in skill and career development, particularly in waste management and local product manufacturing. By supporting the production and sale of high-quality, safe local food, snacks and beverages, the initiative helps increase income and improve the quality of life for community members. The project also promotes community branding and attractive packaging designs to enhance product value, providing locals with sales platforms such as community markets and online marketplaces to showcase and sell their products effectively.

Environmental and Social Complaint

In addition to enhancing the efficiency of Feel Good Community x Ichitan Happy Project, the company closely monitors and evaluates the environmental and social impact of its operations on a regular basis. A systematic and structured complaint management framework is in place to address any environmental concerns raised by the public or neighboring communities. This begins with an investigation to determine the root cause of the issue, followed by a report submission to the relevant personnel for corrective action. Furthermore, the Company has established an Environmental Working Committee responsible for improving corporate environmental management practices to ensure long-term sustainability. The working committee also maintains statistical records of complaints to analyze trends and develop solutions in the event of recurring issues.



- Responsible Parties for Environmental Complaints
- Corporate Representative
 - Environmental Manager
 - Environmental Working Committee



Community Concerns Assessment

In 2024, the Company did not receive any complaints or concerns arising from business operations that were inconsistent with laws, regulations and environmental and social requirements. The Ichitan Green Factory has been recognized for its strict compliance with environmental standards and regulations set by the Department of Industrial Works. Additionally, the Company prioritizes environmentally friendly production by incorporating innovations and technologies that minimize environmental impact, such as reducing greenhouse gas emissions, implementing efficient waste management, and conserving energy. These efforts align with the United Nations Sustainable Development Goals (SDGs).

Furthermore, the factory has adopted comprehensive sustainability policies covering all aspects, including employee health and safety, promoting diversity and inclusion within the organization, supporting youth education in the community and improving the living environment.

Community Communication

The Company has established appropriate communication channels for various groups residing near the Ichitan factory, ensuring effective engagement with local communities. The company successfully reached 5,479 individuals through its communication efforts, covering Moo 4 community, which consists of: Soi Ban Yai Kata Community, Wat Tonod Tia Community, Promsuk Village Community and Uthai Thara Village. Among the total, 1,821 were men and 2,228 were women, amounting to 4,049 individuals, along with 1,130 students from 3 schools. The communication channels utilized include:

- Community relations staff conducting in-person visits, direct conversations, and phone calls.
- Community engagement activities tailored to meet the needs of target groups on an ongoing basis.
- Line groups for community committees, village groups and teachers from schools near the Ichitan factory
- Community PR boards
- Facebook TikTok Instagram, Tanland – The Land of Balance



Goals for 2024

The evaluation of community satisfaction across all dimensions should not be less than 70%, and there should be no complaints from the community

Results and Benefits Received:

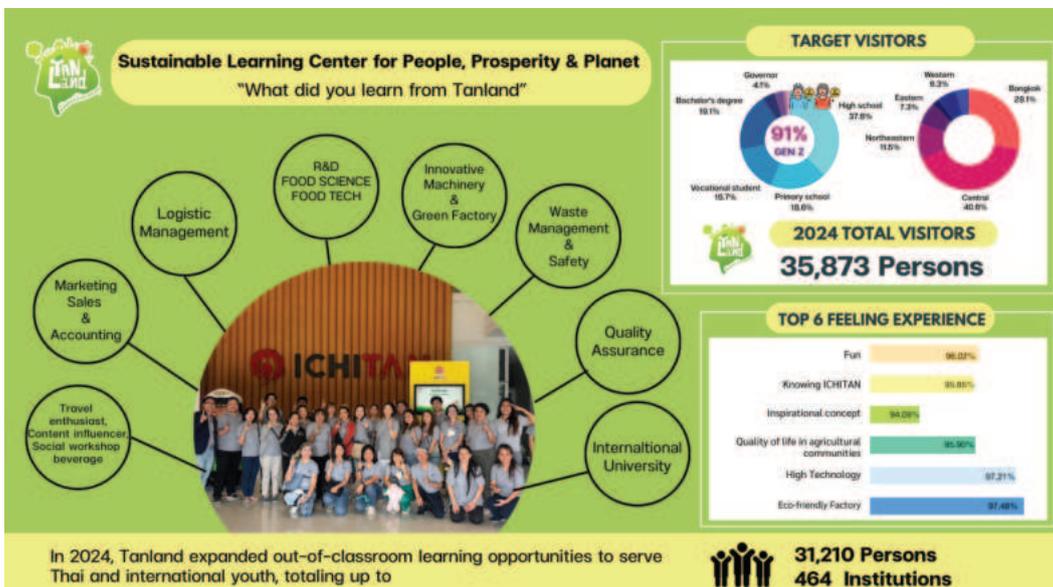
- Generating income for the community through supporting local businesses and providing employment, amounting to a total value of 2.01 million Baht per year.
- Supporting local employment with 145 individuals, generating a total income of 18.27 million Baht per year
- Satisfaction with environmentally friendly production processes 79%
- Evaluation of the quality of life and the environment in the community 79%
- Evaluation of activities promoting relationships and participation between the community 79%
- Satisfaction with public relations and community engagement activities 80 %
- atisfaction with support for community livelihoods and income promotion 78%
- Number of complaints from the community 0 times

6. Tanland Learning Center - The Land of Balance

The Tanland Learning Center, located within the Ichitan Green Factory in Phra Nakhon Si Ayutthaya Province, was first established in 2012 with the concept of “Produce Responsibly, Consume Sustainably.” The goal is to raise awareness about environmental issues and the impact of plastic waste on the world. Tanland is an educational space that is open for free visits, focusing on delivering content through Immersive Technology and Interactive AR to provide an engaging experience for visitors.

After temporarily closing due to the COVID-19 pandemic, Tanland reopened on March 15, 2024, covering an area of 2,000 square meters, equipped with more advanced storytelling technologies. This aims to inspire new-generation consumers and entrepreneurs about sustainable production and consumption

Supporting SDG Goals





SROI Evaluation or Social Return on Investment of the Project

From the project to launch the Tanland Learning Center: The Land of Balance, which was found that for every 1 baht invested, this project generated a social return on investment of 3.5 times.

Business Benefit Indicators

1. Increased the company's public relations value (PR Value) by 4,140,507 baht.
2. Built confidence in investment and collaboration between Ichitan and customers, investors, entrepreneurs, and both Thai and international partners who visited Tanland. This showcased Ichitan's production capabilities and enhanced business credibility, encouraging joint ventures or investment through the stock exchange.
3. Enabled income distribution to nearby communities, with local shop owners benefiting from increased revenue from visitors to Tanland.
4. Supported the area as a platform for content creation by visitors, including KOLs, influencers, and user-generated content on social media.

Social and Environmental Benefit Indicators

1. The Social Return on Investment (SROI) is 3.5 times.
2. The present value of total benefits is 15,779,974 Baht

Governance Performances

Corporate Governance, Business Ethic and Transparency

Our Commitment

Ichitan Group Public Company Limited recognizes that conducting business with transparency and in accordance with good corporate governance principles is fundamental to establishing an efficient, credible and transparent organization. This foundation supports sustainable growth and serves as a benchmark for building trust among shareholders, investors and all stakeholders. The Company is also committed to continuously developing and instilling corporate awareness to ensure that all personnel understand and uphold these principles as standard practices.

The Board of Directors has established the “Good Corporate Governance Policy” in written since 2013. This policy is reviewed and updated at least once a year to align with current circumstances. The Board of Directors also ensures that directors, executives and employees at all levels adhere to these guidelines in their operations, complying with applicable rules and regulations, including those set forth by the Securities and Exchange Commission (SEC), the Stock Exchange of Thailand (SET), the Company’s internal regulations, the Public Limited Companies Act and other relevant laws.



Goals

By 2027, the Company aims to achieve an “Excellent” rating in the Corporate Governance Report of Thai Listed Companies (CGR), as assessed by the Thai Institute of Directors Association.

Key Performance in 2024

The Company has been awarded an “Excellent” or 5-Star rating for the 8th consecutive year in the Corporate Governance Report, as assessed by the Thai Institute of Directors Association (IOD).

The Company has been assessed by the Stock Exchange of Thailand to be included in the SET ESG Rating sustainable stock list for 2024 with an “A” rating for the 3rd consecutive year.

Received 2 SET Awards 2024 from the Stock Exchange of Thailand in collaboration with Money & Banking Magazine as follows:

- 1) Outstanding CEO Awards 2024
- 2) Outstanding Company Performance Awards

Maintained CAC membership and, for the 1st year, received the CAC Change Agent Award 2024 for expanding its transparent business network to partner companies, particularly small and medium-sized enterprises (SMEs), encouraging them to join as members and sign declarations of intent in support of anti-corruption initiatives.

The performance evaluation of the Board of Directors, both as a collective body and on an individual basis, was rated as very good.

100% of employees at all levels have undergone training and passed competency assessments in key areas, including good corporate governance, business ethics, risk management, anti-corruption, human rights, personal data protection and information security.

Management Approach

Established corporate governance policies at the organizational level, including the Corporate Governance Handbook, Ethics and Business Code of Conduct, Risk Management Policy, Human Rights Policy, Anti-Corruption Policy, and Whistleblowing and Complaint Policy etc.

The Governance and Sustainability Committee has been appointed to review corporate governance policies and oversee the implementation of corporate governance practices, ensuring that performance reports align with the organization’s objectives and are regularly presented to the Board of Directors.

Awareness is being fostered at all levels within the organization regarding corporate governance principles, business ethics, and transparent business operations, embedding them as part of the corporate culture. Additionally, all employees are required to acknowledge these principles through formal sign-offs at every level.

A channel has been established to allow stakeholders to report any misconduct or file complaints in cases involving corruption, human rights violations, or breaches of the organization's business ethics. Furthermore, the Company ensures transparency in disclosing the outcomes of such reports.

Implementation and Performance

Corporate Governance Policy

The Board of Directors has developed the "Corporate Governance Handbook, Code of Ethics, and Business Conduct" in accordance with the corporate governance principles of the Organization for Economic Co-operation and Development (OECD) and the corporate governance standards for listed companies. This ensures that the organization operates transparently, credibly, and in compliance with corporate governance principles and relevant legal requirements. The Board of Directors also ensures that directors, executives and employees at all levels adhere to and implement these policies uniformly across the organization. All corporate governance policies undergo regular review and updates, with implementation results reported to the Board of Director at least once a year. The Company continuously refines its corporate governance framework to align with its business operations.

In 2024, the Board of Directors approved a review of key policies and practices and implemented the following corporate governance initiatives:

- Reviewed the Corporate Governance Handbook, Code of Ethics and Business Conduct, as well as the Anti-Corruption Policy to ensure alignment with the best practices and standards of Thai listed companies. The Company also continues to conduct ongoing corruption risk assessments. The Board of Directors concluded that the current policies are well-suited to the Company's business growth direction and future outlook.
- Reviewed the Human Rights Due Diligence (HRDD) process to assess the risks arising from business activities that significantly impact external stakeholders.
- Implemented various corporate governance and sustainability initiatives, including training programs on corporate governance policies and business ethics, as well as anti-corruption courses. The company also established employee engagement platforms to raise awareness of Personal Data Protection Act (PDPA) compliance, information security, enterprise risk management, and sustainable development (ESG). Knowledge assessments were conducted for training participants. These initiatives aim to provide employees with essential knowledge that they can apply effectively in their roles
- The Company has implemented a collaborative project with the Thai Private Sector Collective Action Against Corruption (CAC) to promote, support, and provide training to its business partners, particularly small and medium-sized enterprises (SMEs), encouraging them to formally declare their commitment and become CAC members

(Detailed information on the Corporate Governance Handbook, Code of Ethics, and Business Conduct can be accessed on the company's website at <https://www.ichitangroup.com/investor.php?governance>)



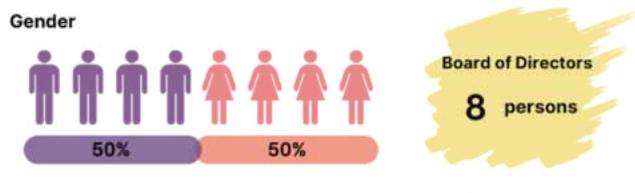
Corporate Governance Structure

The Board of Directors has resolved to establish 5 sub-committees: the Audit Committee, the Nomination and Remuneration Committee, the Risk Management Committee, the Governance and Sustainability Committee, the Executive Committee. These sub-committees are responsible for overseeing and ensuring transparency and efficiency in the Company’s management. Additionally, specialized working groups have been appointed to support monitoring, supervision, and reporting to the relevant sub-committees. These working groups include:

1. Risk Management Working Committee
2. Sustainable Development Working Committee
3. Anti-Corruption Promotion Working Committee
4. Personal Data Protection Working Committee
5. Information Security Management System Working Committee
6. Innovation Management Working Committee
7. New Product Development Working Committee

Further details on the Company’s corporate governance structure, along with the roles, responsibilities and oversight functions of the Board of Directors and each sub-committee, can be found in the 2024 Annual Report (Form 56-1 One Report) on the Company’s website under the Investor Relations heading, in the “Annual Report” category.”

Structure of Board of Directors



Specialities of the Directors



(Detailed information on the 2024 Annual Report can be accessed on the Company’s website at https://www.ichitangroup.com/investor.php?annual_report)

Business Code of Conduct

The Board of Directors has established a written Corporate Governance, Ethics and Code of Business Conduct Handbook in alignment with the Company's vision to grow alongside a responsible and ethical society. It mandates that directors, executives and employees at all levels adhere to these principles with integrity, transparency and fairness in their interactions with the Company, society and all stakeholders. The Company also ensures regular monitoring of compliance with these guidelines and publicly discloses the implementation results on its website under the Sustainable Development heading. Additionally, the Company conducts ongoing training and awareness programs for directors, executives and employees at all levels. New employees receive training on the Business Code of Conduct and compliance with relevant regulations, rules and laws.

The Board of Directors also prioritizes sustainable supply chain development and fair business practices with a commitment to fostering sustainable growth among business partners in alignment with the Company's operational values, the Company upholds principles of human rights, occupational health and safety and environmental impact management. As part of this commitment, the Company has established a Supplier Code of Conduct to serve as a guideline for business partners and to promote sustainable business practices in the future

The Company has established 4 reporting channels for concerns related to compliance with the Business Code of Conduct as follows:

- 1) Human Resources Department Email: hrd@ichitangroup.com
- 2) Company Secretary Office Email: sec@ichitangroup.com
- 3) Internal Audit Department Email: internalaudit@ichitangroup.com
- 4) Audit Committee Email: auditcommittee@ichitangroup.com

The Company strictly monitors compliance with the Business Code of Conduct and requires that violations or breaches be reported to the Governance and Sustainability Committee at least once a year. In 2024, the Company found no instances of misconduct or violations related to the Business Code of Conduct. Furthermore, the Company organized its annual Corporate Governance Day (CG Day) to instill ethical business practices among employees at all levels.



100% of the directors, executives and employees have undergone training on corporate governance principles, ethics and the Business Code of Conduct. The Company has also made these policies available on its internal Intranet system for easy access.

Anti-Corruption

The Company upholds the ideology of conducting business with integrity, transparency, fairness and accountability under the principles of good corporate governance. It remains committed to social responsibility and the interests of all stakeholders. To this end, the Company has established an Anti-Corruption Policy as a guideline for directors, executives and employees at all levels to strictly adhere to and implement. The Company regularly reviews its operational guidelines and regulatory requirements to ensure alignment with business changes, regulations and applicable laws. These guidelines have been communicated to all employees within the organization as well as business partners and have been integrated into the Company's Sustainable Procurement Policy as a standard for conducting business together.

Furthermore, the Company has been a continuous member of the Thai Private Sector Collective Action Against Corruption (CAC), demonstrating the Board of Directors' commitment to combating corruption in all forms, both direct and indirect, to ensure sustainable progress and long-term growth

In 2024, the Company was honored with the CAC Change Agent Award 2024 (Year 1) by the Thai Institute of Directors (IOD) for its efforts in encouraging its small and medium-sized enterprise (SME) partners to join the Thai private sector's anti-corruption initiative. A total of 10 partner companies have joined the program and signed a declaration of commitment as members. This award affirms the Company's dedication to expanding a transparent business network and further supporting anti-corruption efforts in the future



100% of the directors, executives and employees have undergone training on anti-corruption practices and this policy available on its internal Intranet system.

(Detailed information on the Anti-Corruption Policy can be accessed on the Company's website at https://www.ichitangroup.com/investor.php?anti_corruption)



Whistleblowing and Complaints

The Company has established a Whistleblowing and Complaint Policy to protect employees and external individuals who report misconduct. Reports of legal violations, ethical breaches, corruption or human rights abuses may be submitted to the Human Resources Department, Company Secretary Office, Internal Audit Department or the Audit Committee of Ichitan Group Public Company Limited. All whistleblowers will receive fair protection. Additionally, to prevent recurring misconduct, the Company will review and implement additional measures in its operational processes as necessary while ensuring that relevant parties are informed and comply with these updates

In 2024, the Company found no instances of legal violations, ethical breaches, corruption or human rights violations

(Detailed information on the Whistleblowing and Complaint Policy can be accessed on the Company's website at https://www.ichitangroup.com/investor.php?Whistleblowing_Policy)



Risk Management

Our Commitment

Ichitan Group Public Company Limited is committed to fostering the organization's growth in alignment with its strategic objectives through effective risk management. This approach aims to mitigate business risks, minimize potential losses and identify business opportunities within key environmental risk factors that impact operations. The Company ensures compliance with relevant laws, regulations and international standards while actively opposing corruption, safeguarding stakeholder interests under good corporate governance principles and managing risks related to technology, innovation and emerging threats that could affect business operations. To achieve both short-term and long-term business and investment goals, the Board of Directors has continuously integrated risk management into the Company's corporate culture.



Goals

- Ensure that 100% of the Company's departments implement risk management measures and guidelines.
- Provide risk management training to 100% of directors, executives and employees at all levels.

Management Approach

Established a corporate risk management policy and framework.

A Risk Management Committee is appointed to define policies, oversee risk management frameworks and monitor the assessment of risks and opportunities. The committee is also responsible for reporting on the implementation of risk management plans to the Board of Directors on a quarterly basis.

Cultivates awareness among directors, executives and employees at all levels regarding business risk management, embedding it as part of the corporate culture.

Implementation and Performance

Business Risk Management

The Board of Directors, executives and employees at all levels of Ichitan Group Public Company Limited recognize the significance and benefits of applying risk management standards in business operations. The Company has integrated risk management into its strategies and across all processes in the supply chain, addressing potential impacts from both internal and external environmental changes. The organization also adapts to global crises characterized by volatility, uncertainty, complexity and ambiguity, which evolve rapidly, making outcomes unpredictable and decision-making more challenging.

The Company has formulated a risk management policy and established a comprehensive risk management framework. This framework encompasses risk identification, likelihood and impact assessments and the development of preventive measures and risk management plans covering all types of risks. These measures align with the organization's risk appetite framework and corporate governance code. Additionally, the Company has adopted the Enterprise Risk Management (Integrating with Strategy and Performance), integrating 5 components and 20 principles of enterprise risk management with strategy and performance. A risk management task force has been assigned to monitor the implementation of risk management plans in collaboration with the risk management and internal audit departments. This ensures effective operations under good corporate governance practices, in alignment with the Company's strategic direction and objectives. The task force regularly reports risk management outcomes to the Risk Management Committee and presents findings to the Board of Directors on a quarterly basis.

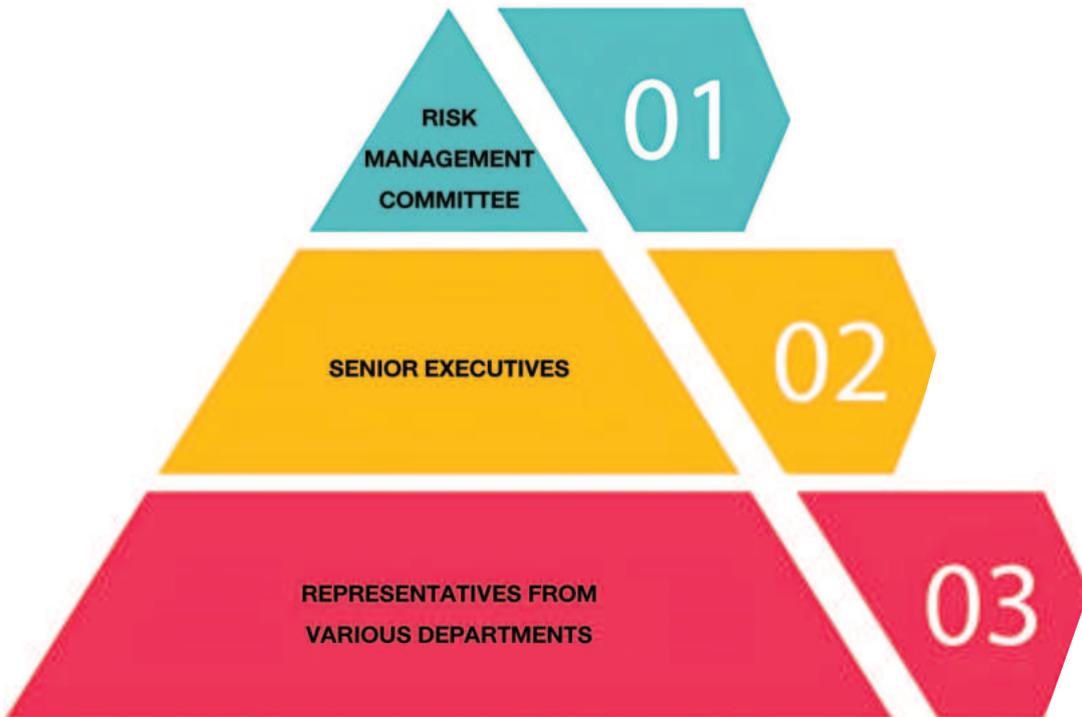
Furthermore, the Company promotes a risk-aware culture among directors, executives and employees at all levels, ensuring that risk management principles and business opportunities are actively applied. The Company emphasizes the role of senior and mid-level executives in exemplifying and implementing risk management practices while fostering knowledge transfer to operational levels in a sustainable and tangible manner

(Detailed information on the Company's risk management policy can be accessed on the Company's website at https://www.ichitangroup.com/investor.php?risk_management)



Risk Management Structure

The Company has established a 3-tier risk management structure. The Board of Directors has appointed the Risk Management Committee to oversee, monitor and review enterprise risk management while ensuring that risk management guidelines align with corporate objectives and current circumstances. The Risk Management Working Committee is responsible for driving the risk management process and continuously monitoring the progress of implementation plans.



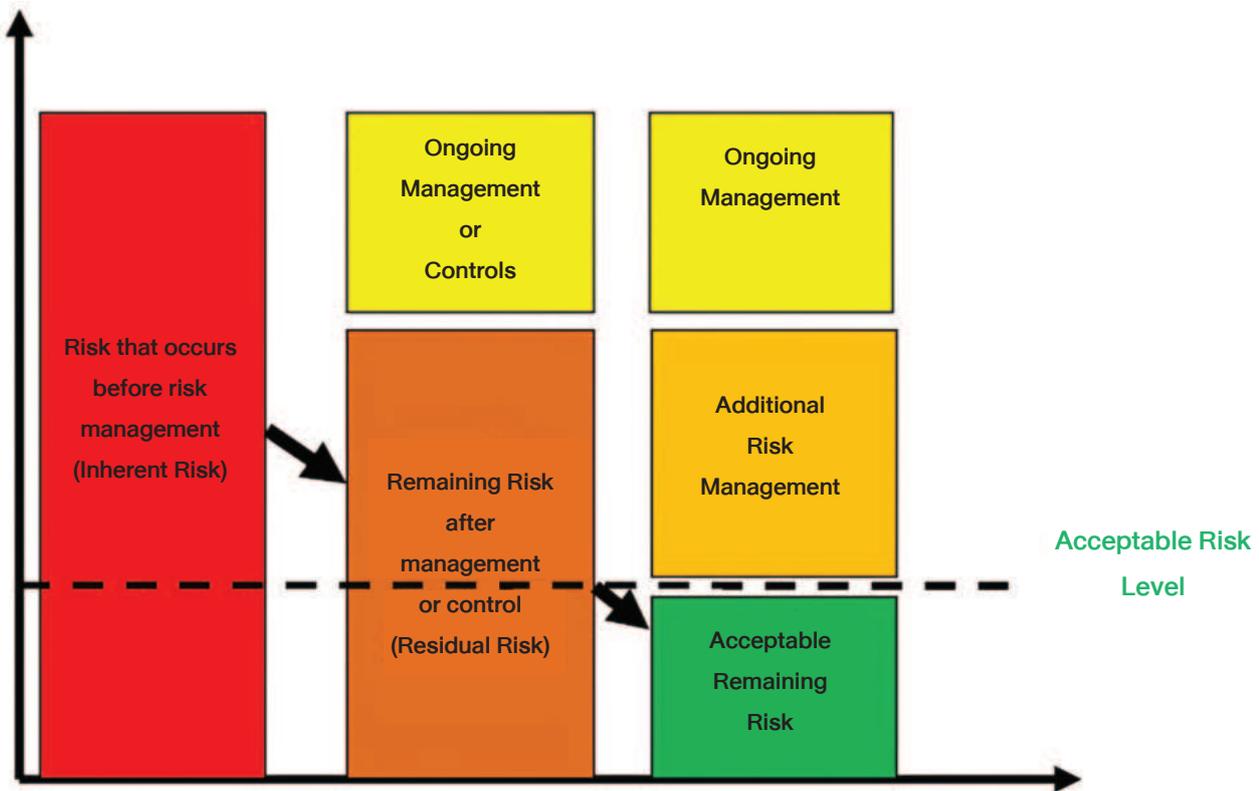
Risk Management Process



Risk Analysis and Assessment

The Company prioritizes risks by assigning a risk owner responsible for analyzing risk issues. Risk analysis involves assessing risk factors that impact business operations and identifying the root causes of risks. Risk evaluation determines the severity of risks in relation to each risk factor and establishes criteria for assessing the likelihood of risks occurring and their potential impact. Additionally, the Company defines an acceptable risk level for each root cause, considering both the current and desired levels in terms of probability and severity if the risk materializes. Risks are then ranked by priority to focus on the most significant risks using a risk matrix, with evaluation criteria for likelihood and impact classified into 4 levels as follows:

Level	Description	Color	Meaning
4	Very High	Red	The level of risk that is unacceptable requires immediate risk management to bring it to an acceptable level.
3	High	Orange	The level of risk that is unacceptable requires ongoing risk management to maintain it at an acceptable level.
2	Medium	Yellow	The level of risk that is acceptable requires control measures to prevent the risk from moving to an unacceptable level.
1	Low	Green	The level of risk that is acceptable does not require risk control or further management.



Moreover, the Company has a structured risk management process to analyze and assess key risks that affect its operations, including strategic risk, operational risk, financial risk, compliance risk and emerging risks. The following outlines significant risk factors and newly implemented risk management measures:

Emerging Risks

<p>) Geopolitical Conflict Risk</p>	<p>Potential Impacts</p> <ul style="list-style-type: none"> • Disruptions in the supply chain leading to reduced product availability, increased production costs, and higher operational expenses. • The company must enhance adaptability and adjust its product portfolio strategies. • Declining consumer demand.
<p>Risk Management Measures / Mitigation Strategies:</p> <ul style="list-style-type: none"> • Closely monitor geopolitical and economic developments. • Implement scenario planning and develop business continuity management (BCM) plans to address potential disruptions. • Foster cross-departmental collaboration within the organization to expand supplier networks, diversify market opportunities, and enhance supply chain flexibility to mitigate the risk of disruptions. Additionally, explore cost-reduction opportunities by identifying alternative raw material sources, optimizing logistics, modifying production formulas, and maintaining inventory reserves to prevent raw material shortages. 	
<p>2) Climate Change or Natural Disasters Risk</p>	<p>Potential Impacts</p> <ul style="list-style-type: none"> • May result in increased costs due to the scarcity of raw materials. • Sudden environmental disasters could impact the Company’s business continuity through damage to assets and essential natural resources. • Natural disasters may also cause harm to assets, injuries and loss of life among employees. • Extreme heat could lead to severe health issues for workers, such as exhaustion and other heat-related illnesses. • Rising temperatures may increase air pollution levels and the presence of harmful toxins affecting workers, including fine particulate pollution (PM) and air pollution accumulation due to stagnant weather conditions. • Furthermore, increased temperature and humidity may deteriorate product quality by altering nutritional composition, color and texture during production, storage and transportation.

Risk Management Measures / Mitigation Strategies:

- To manage these risks, the Company assesses and evaluates the locations of its facilities to develop structural improvements, upgrade infrastructure, and enhance existing assets as necessary.
- A climate management plan and strategy are established, focusing on improving energy efficiency and investing in energy-saving technologies such as alternative and renewable energy projects while tracking progress toward reducing greenhouse gas emissions in line with set targets.
- Safety policies and heat management guidelines are implemented, including adequate water supply, rest periods and well-ventilated workspaces.
- Additionally, employee training programs are conducted to raise awareness about climate change and best practices for mitigation.

3) Raw Material Shortages or Key Production Factors Risk

Potential Impacts

- The scarcity of essential materials leads to production disruptions, affecting sales and revenue.
- This could result in increased costs, impacting profit margins.
- If products are unavailable in the market, customers may turn to competitors.
- Supply shortages may destabilize the entire supply chain, leading to uncertainty in production processes.

Risk Management Measures / Mitigation Strategies:

- The Company optimizes inventory management by maintaining reserves of critical raw materials to meet future demand.
- Strong relationships are established with multiple suppliers to ensure alternative sourcing options in case of shortages.
- Contingency plans are developed, including regular risk assessments, to prepare for potential disruptions in the supply of raw materials.
- Communication with supply chain stakeholders ensures all parties are informed and can collaborate on solutions.
- New production technologies and innovations to minimize raw material usage and enhance efficiency.

Note: Detailed information on the 2024 Annual Report can be accessed on the Company's website at https://www.ichitangroup.com/investor.php?annual_report

Training and Promotion of Risk Culture

The Company recognizes that all employees and departments play a crucial role in managing risks within acceptable levels. Cultivating a risk management culture is fundamental to the success of the Company's risk management efforts. Therefore, the importance of risk management is communicated throughout the organization via various channels, such as annual corporate risk management seminars, the publication of corporate risk management handbooks, knowledge sharing and activities related to risk management for directors, executives and employees at all levels. These initiatives aim to foster discussions and exchanges of perspectives on various risk-related topics, including integrated crisis risk and opportunity management under ESG principles for sustainable growth for Ichitan in alignment with the GRC (Governance, Risk and Compliance) framework for the Board of Directors. Climate change and its potential impact on business operations are also key discussion topics for employees at all levels.

100% of the company's directors, executives and employees at all levels have received risk management training.

100% of all organizational units have implemented risk management measures and guidelines.

Cyber Security and Data Privacy

Our Commitment

Ichitan Group Public Company Limited is committed to managing information security to ensure that the technology systems and data center infrastructure are stable, secure and compliant with internationally recognized standards such as ISO 27001:2022, in alignment with the organization's strategic goals. This is achieved by establishing policies and guidelines for employees and creating a structured environment with appropriate work processes to prevent both direct and indirect impacts on the organization's business operations. Additionally, continuous development of information security and data privacy systems is undertaken to maintain high efficiency.



Goals

- 0 cases of cyber threats resulting in damage.
- 100% of executives and employees at all levels receive training on information security.
- 100% of executives and employees at all levels receive training on personal data protection (PDPA).

Management Approach

Policies, procedures and practices related to information security and data privacy are established in accordance with international standards, serving as the operational framework within the organization.

A working committee for information security management systems is appointed to drive the organization's information security system to ensure its stability, security and compliance with international standards.

Risk assessments for information security and data privacy are conducted and security measures are put in place to prevent cyber threats and mitigate risks related to the leakage of personal data and critical organizational information.

Awareness of information security is raised among all employees, with regular communication and dissemination of critical information, as well as consistent alerts about potential threats.

Operations and Performance

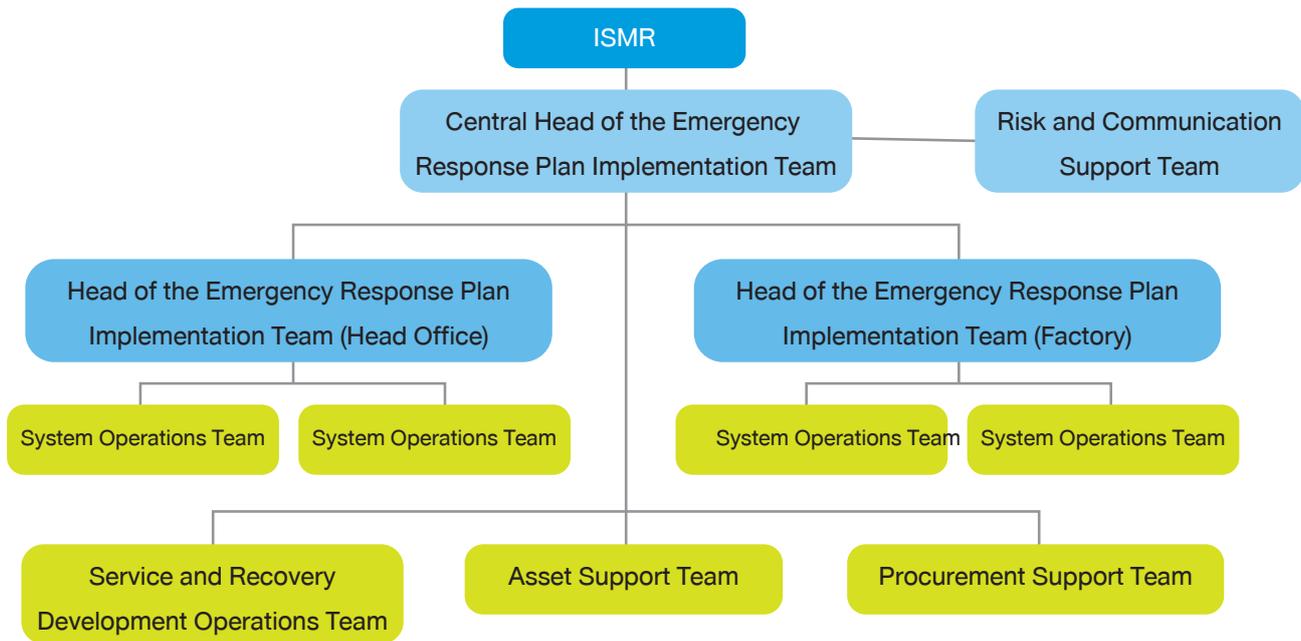
Information Security Management System Policy

The Company has established an Information Security Management System Policy Statement to define the direction, principles and framework for managing information security. It also aims to proactively raise awareness and promote adherence to policies, operational procedures and relevant laws concerning information security. The Company has established an Information Security Management System Policy Statement to define the direction, principles and framework for managing information security. It also aims to proactively raise awareness and promote adherence to policies, operational procedures and relevant laws concerning information security.

*For more information, please visit:
Information Security Management System Policy*



Structure of Information Security Management System



The company prioritizes data security and privacy issues, thus the Board of Directors, led by the Chief Executive Officer (CEO), has resolved to appoint a working committee for the Information Security Management System. This committee is responsible for driving the organization's information security management system to ensure its stability, security and compliance with international standards. The committee continuously evaluates and controls information security risks across the organization, develops and improves operational procedures and response measures and ensures that all personnel are informed and adhere to these measures. The committee also tracks and reports the progress of the information security management system to the Board of Directors for continuous awareness. Furthermore, efforts are made to enhance knowledge and understanding and to disseminate critical information on information security to personnel at all levels, thereby raising organizational awareness of the related risks

Information Security Risk Assessment

Currently, cyber threats come in various forms, are complex and occur more frequently. Therefore, the company must conduct thorough and continuous risk assessments, categorizing the risks into 2 areas: 1) information technology system risks and 2) Expertise risks of departments and personnel.

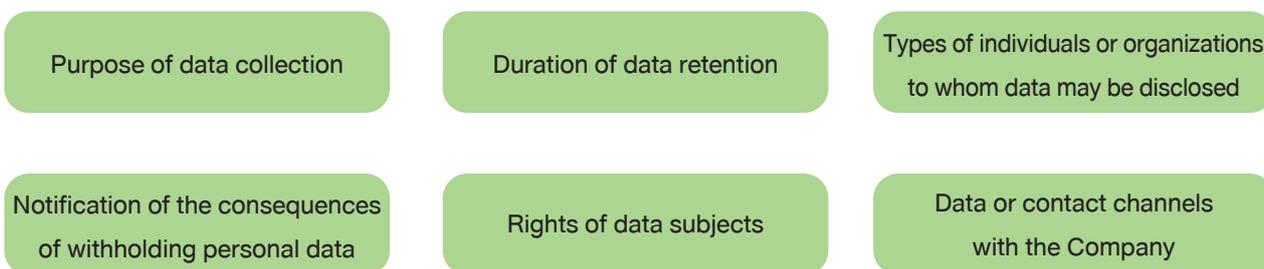
The Company carries out risk preparedness drills and system tests to prevent system outages and data breaches, working with departments that could be affected by cyber threats. These drills are carried out at both the factory and the headquarters. The process includes the following steps:

1. Developing a plan for IT emergency response drills by simulating real-life scenarios.
2. Simulating real-life scenarios in the server systems of the headquarters and the factory to identify vulnerabilities from attacks.
3. Testing for vulnerabilities in systems such as the email system, accounting program, payroll system, and antivirus system.
4. Analyzing the results of the vulnerability scan, checking and closing potential attack points from both internal and external sources, followed by another round of system testing to reduce risks and vulnerabilities.
5. Reporting the results of the operations to the information security management executive for presentation to the Board of Directors and the Risk Management Committee.

Personal Data Protection Policy

Personal data protection is part of the corporate social responsibility and forms the foundation of trust within the organization. Therefore, the Company has established a personal data protection policy to provide a framework for the appropriate management of personal data that encompasses customers, employees and all stakeholders. This includes the collection, use and disclosure of personal data in accordance with the law. Additionally, the Company continuously evaluates activities that may impact personal data risks, conducted by the Personal Data Protection Working Committee, as well as communicates and raises awareness among all personnel about personal data protection laws, ensuring adherence to the guidelines established by the company. Furthermore, a Data Protection Officer (DPO) has been appointed to oversee, advice and control the operations of the Personal Data Protection Working Committee.

Personal Data Management Process



In 2024,
the Company did not have any incidents of personal data breaches.

Key Projects

- **Information Security Certification Standards**

The Company has received certification for information security standards, previously ISO/IEC 27001:2013, now updated to ISO 27001:2022, to enhance the security system and modernize the Information Security Management System (ISMS). This is in alignment with organizational practices and ensures the ability to address cyber threats in all forms.

- **Information Security Risk Assessment**

In 2024, the Company developed a process for simulating cyber-attack scenarios to assess and improve the security of network and information infrastructure systems. This included penetration testing to identify system vulnerabilities that may be at risk of attack, as well as enhancing security measures to ensure stability and readiness for ever-changing risk situations.

Apart from this, the Company upgraded its server operating systems and network systems to ensure continuous operations and security. The Company also maintains and updates network device firmware regularly, utilizing effective security technologies to reduce the risk of unauthorized system intrusions. These measures strengthen protection against cyber threats, enabling the organization to operate securely and reliably in the present day.

- **Information Security Training**

The Company raises awareness regarding information security among all personnel levels within the organization to ensure that both executives and employees are knowledgeable and understand the practices related to information security and data privacy. This helps reduce the risk of threats from cyberattacks. Communication is carried out through the Company's internal intranet system, and cybersecurity threat alerts are sent in various formats to executives and employees via email.

100% of executives and employees at all levels have received information security training.

The number of cyber threats that resulted in damage is 0 cases.

- **Personal Data Protection (PDPA) Training**

The Company places great importance on personal data protection and strictly complies with the Personal Data Protection Act (PDPA). It conducts training to raise awareness among all personnel levels to ensure they understand the principles, practices and appropriate measures for safely storing, using and disclosing personal data.

In the past year, the Company conducted personal data protection training covering 100% of executives and employees at all levels to ensure everyone has a correct understanding of the practices related to personal data protection.

This training helps reduce the chances of personal data breaches and prevents potential damage from unauthorized access or use of data. The initiative enables the Company to comply effectively with the PDPA law, reducing the chances of errors that could undermine customer, business partner and stakeholder trust while enhancing the organization's reputation for transparent and responsible business practices.

100% of executives and employees at all levels have received personal data protection training.

Sustainability Performance Data 2024

• Environmental Performance

		Performances			
GRI Standard	Indicators	Units	2022	2023	2024
GRI 302-1	Total energy consumed	GJ	426,383	446,863	492,599
	Total non-renewable energy consumption	GJ	410,571	425,866	472,400
	Natural gas	GJ	273,409	266,138	297,602
	Electricity purchased	GJ	137,162	159,728	174,798
	Total renewable energy consumption				
	Self-generated energy	GJ	15,811	20,997	20,199
GRI 302-3	Total energy intensity	GJ/1000L	1.4018	1.2288	1.2808
GRI 303-3	Total water withdrawal	M ³	1,567,679	1,802,772	1,801,049
	- Surface water	M ³	0	0	0
	- Ground water	M ³	0	0	0
	- Sea water	M ³	0	0	0
	- Produced water	M ³	0	0	0
	- Third-Party water	M ³	1,567,679	1,802,772	1,801,049
	Total water recycled & water reused	M ³	260,703	382,016	394,436
	- RO Return	M ³	159,910	235,158	243,628
	- RO Reject	M ³	31,104	104,317	106,695
	- Condensate Return	M ³	69,689	42,541	22,894
	- RO Recycle	M ³	-	-	21,219
	Water consumption intensity	M ³ /1000L	5.1540	4.9573	4.6829

GRI Standard	Indicators	Units	Performances		
			2022	2023	2024
GRI 303-4	Total water discharge	M ³	720,133	697,663	676,693
	Water quality before discharge				
	Biochemical Oxygen Demand (BOD)	Mg/L	44	66	48
	Chemical Oxygen Demand (COD)	Mg/L	144	194	116
	Value of oil and grease from treated water (Grease and Oil)	Mg/L	2	2	2
	Total Suspended Solids (TSS)	Mg/L	30	14	23
	Total Dissolved Solids (TDS)	Mg/L	668	512	664
GRI 303-5	Total water consumption	M ³	847,546	1,105,109	1,124,356
	Water intensity	M ³ /1000L	2.7864	3.0388	2.9235
	Total Greenhouse Gas Emissions (GHGs)	tCo ₂ eq	132,261	144,768	149,392
GRI 305-1	Total direct GHG emission (scope 1)	tCo ₂ eq	19,729	22,348	20,963
GRI 305-2	Total indirect GHG emission (scope 2)	tCo ₂ eq	19,047	22,180	24,273
GRI 305-3	Other relevant indirect GHG emission (scope 3)	tCo ₂ eq	93,485	100,240	104,156
	- Purchased goods	tCo ₂ eq	93,485	100,240	104,156
	- Capital goods ⁽¹⁾	tCo ₂ eq	-	-	-
	- Fuel and energy related activities ⁽¹⁾ (excluded from scope 1 & 2)	tCo ₂ eq	-	-	-
	- Upstream transportation and distribution ⁽¹⁾	tCo ₂ eq	-	-	-
	- Waste generated in operations ⁽¹⁾	tCo ₂ eq	-	-	-
	- Business travel ⁽¹⁾	tCo ₂ eq	-	-	-
	- Employee commuting ⁽¹⁾	tCo ₂ eq	-	-	-
	- Upstream leased assets ⁽¹⁾	tCo ₂ eq	-	-	-
	- Investments ⁽¹⁾	tCo ₂ eq	-	-	-
	- Downstream transportation and distribution ⁽¹⁾	tCo ₂ eq	-	-	-

GRI Standard	Indicators	Performances			
		Units	2022	2023	2024
	- Processing of sold products ⁽¹⁾	tCo ₂ eq	-	-	-
	- Use of sold products ⁽¹⁾	tCo ₂ eq	-	-	-
	- End of life treatment of sold products ⁽¹⁾	tCo ₂ eq	-	-	-
	- Downstream leased assets ⁽¹⁾	tCo ₂ eq	-	-	-
	- Franchise ⁽¹⁾	tCo ₂ eq	-	-	-
GRI 305-4	GHG emissions intensity				
	GHG emissions (scope 1 & 2)	tCo ₂ eq	38,776	44,528	45,236
	GHG emissions intensity (scope 1 & 2)	tCo ₂ eq /1000L	0.1275	0.1224	0.1176
GRI 305-7	NOx, SO2, and other significant air emissions				
	Nitrogen oxide (NOx)	PPM.	N/A	13.25	32.5
	Sulfur dioxide (SO2)	PPM.	< 1.00	< 1.00	< 1.00
	Total Suspended Particulates (TSP)	Mg/M ³	N/A	5.28	5.33
GRI 306-3	Total wastes generated	Ton.	2,508.76	2,225.47	2,359.38
	Total hazardous waste generated	Ton.	0	13.74	27.34
	Total non-hazardous waste generated	Ton.	2,508.76	2,211.73	2,332.04

Note: N/A means data is not available or data cannot be collected

(1) The organization's greenhouse gas emissions are significantly below the disclosure threshold according to the CFO calculation criteria of the Thailand Greenhouse Gas Management Organization (TGO).

• Employee Performance

			Performances					
			2022		2023		2024	
GRI Standard	Indicators	Units	Male	Female	Male	Female	Male	Female
GRI 2-7	Total number of employees	person	362		379		401	
	Total employees	person	250	112	261	118	279	122
	- Head Office	person	43	42	42	45	41	47
	- Factory	persons	207	70	219	73	238	75
GRI 401-1	New employee hires and employee turnover							
	New employee hires	person	55		55	17	42	9
	- Head Office	person	17		5	5	4	3
	- Factory	person	38		50	12	38	6
	New employee hiring rate	%	15.19		19.00		12.72	
	New employee by Age Group (Head Office)							
	> 50 years	person	N/A	N/A	N/A	N/A	0	0
	30 - 50 years	person	N/A	N/A	N/A	N/A	3	1
	< 30 years	person	N/A	N/A	N/A	N/A	1	2
	New employee by Age Group (Factory)							
	> 50 years	person	N/A	N/A	N/A	N/A	0	0
	30 - 50 years	person	N/A	N/A	N/A	N/A	9	2
	< 30 years	person	N/A	N/A	N/A	N/A	29	4
	New employee by Area (Head Office)							
	Northern	person	N/A	N/A	N/A	N/A	0	1
	Central	person	N/A	N/A	N/A	N/A	4	1
	Northeastern	person	N/A	N/A	N/A	N/A	0	1
	Eastern	person	N/A	N/A	N/A	N/A	0	0

GRI Standard	Indicators	Units	Performances					
			2022		2023		2024	
			Male	Female	Male	Female	Male	Female
	Western	person	N/A	N/A	N/A	N/A	0	0
	Southern	person	N/A	N/A	N/A	N/A	0	0
	New employee by Area (Factory)							
	Northern	person	N/A	N/A	N/A	N/A	3	0
	Central	person	N/A	N/A	N/A	N/A	33	4
	Northeastern	person	N/A	N/A	N/A	N/A	1	0
	Eastern	person	N/A	N/A	N/A	N/A	0	1
	Western	person	N/A	N/A	N/A	N/A	1	0
	Southern	person	N/A	N/A	N/A	N/A	0	1
	Total voluntary employee turnover	person	85		43	15	26	12
	- Head Office	person	12		7	6	3	5
	- Factory	person	73		36	9	23	7
	Voluntary employee turnover rate	%	1.95		1.29		0.84	
	Turnover by Age Group (Head Office)							
	> 50 years	person	N/A	N/A	N/A	N/A	0	1
	30 - 50 years	person	N/A	N/A	N/A	N/A	3	2
	< 30 years	person	N/A	N/A	N/A	N/A	0	2
	Turnover by Age Group (Factory)							
	> 50 years	person	N/A	N/A	N/A	N/A	1	0
	30 - 50 years	person	N/A	N/A	N/A	N/A	7	3
	< 30 years	person	N/A	N/A	N/A	N/A	15	4

GRI Standard	Indicators	Units	Performances					
			2022		2023		2024	
			Male	Female	Male	Female	Male	Female
	Turnover by Area (Head Office)							
	Northern	person	N/A	N/A	N/A	N/A	0	1
	Central	person	N/A	N/A	N/A	N/A	3	3
	Northeastern	person	N/A	N/A	N/A	N/A	0	1
	Eastern	person	N/A	N/A	N/A	N/A	0	0
	Western	person	N/A	N/A	N/A	N/A	0	0
	Southern	person	N/A	N/A	N/A	N/A	0	0
	Turnover by Area (Factory)							
	Northern	person	N/A	N/A	N/A	N/A	0	1
	Central	person	N/A	N/A	N/A	N/A	0	4
	Northeastern	person	N/A	N/A	N/A	N/A	20	0
	Eastern	person	N/A	N/A	N/A	N/A	3	1
	Western	person	N/A	N/A	N/A	N/A	0	0
	Southern	person	N/A	N/A	N/A	N/A	0	1
GRI 401-3	Parental Leave							
	- Employees taking parental leave	person	-	3	-	2	-	6
	- Employees returning to work after parental leave	person	-	3	-	2	-	6
	- Employee returning to work retention rate	%	100		100		100	
GRI 404-1	Training and Development							
	Average hours of training per year per employee	hour/person/year	8		8		12	
	- Head Office	hour/person/year	8		8		5	7
	- Factory	hour/person/year	8		8		19	15
	Average hours of training by Level (Head Office)							
	Senior Executive	hour/person/year	N/A	N/A	N/A	N/A	4	6

GRI Standard	Indicators	Units	Performances					
			2022		2023		2024	
			Male	Female	Male	Female	Male	Female
	Management	hour/person/year	N/A	N/A	N/A	N/A	3	5
	Employee	hour/person/year	N/A	N/A	N/A	N/A	8	11
	Average hours of training by Level (Factory)							
	Senior Executive	hour/person/year	N/A	N/A	N/A	N/A	12	15
	Management	hour/person/year	N/A	N/A	N/A	N/A	23	17
	Employee	hour/person/year	N/A	N/A	N/A	N/A	22	14
GRI 405-1	Total employees classifying by diversity							
	Total Employees by Level							
	Senior Executive	person	6	1	5	1	7	3
	Management	person	9	8	35	30	15	20
	Employee	person	235	103	221	87	257	99
	Total Employees by Age Group							
	> 50 years	person	15	5	15	7	13	1
	30 - 50 years	person	122	60	134	69	149	83
	< 30 years	person	113	47	112	42	117	38
	Total Employees by Religion							
	Buddhist	person	N/A	N/A	255	116	268	121
	Christ	person	N/A	N/A	0	1	3	0
	Islam	person	N/A	N/A	6	1	8	1
	Other	person	N/A	N/A	0	0	0	0
	Not disclosed	person	N/A	N/A	0	0	0	0
GRI 405-2	Compensation							
	Employees' compensation	Million Baht per year	152.09	71.67	174.42	84.94	186.64	100.44
	Proportion of employee compensation (Female: Male)	times	1.05		1.08		1.23	

Note: N/A means data is not available or data cannot be collected

• Occupational Health and Safety

• Occupational Health and Safety		Performances			
GRI Standard	Indicators	Units	2022	2023	2024
GRI 403-9 (a)	High-consequence work-related injuries (excluding fatalities)				
	- Employee	person	2	2	1
	- Contractor	person	N/A	0	0
	High-consequence work-related injuries (excluding fatalities)	Case / 1 million man-hours	N/A	N/A	0.98
	- Employee	person	N/A	N/A	0
GRI 403-9 (b)	- Contractor				
	- Employee	person	1	1	0
	- Contractor	person	N/A	0	0
	- Employee Rate	Case / 1 million man-hours	N/A	N/A	0
	- Contractor Rate	Case / 1 million man-hours	N/A	N/A	0
GRI 403-9 (c)	Fatalities				
	- Employee	person	0	0	0
	- Contractor	person	N/A	0	0
GRI 403-9 (d)	Number of Hours Worked ⁽¹⁾				
	- Employee	man-hours	4,320	4,320	1,000,000
	- Contractor	man-hours	4,320	4,320	1,000,000
GRI 403-10	Number of Fatalities as a Result of Work-Related Ill Health				
	- Employee	person	N/A	N/A	0
	- Contractor	person	N/A	N/A	0
	Number of Cases of Recordable Work-Related Ill Health				
	- Employee	person	N/A	N/A	0
	- Contractor	person	N/A	N/A	0

Note: N/A means data is not available or data cannot be collected

(1) In 2024, the Company has adjusted the method of calculating the number of working hours in accordance with the reporting standards of the Global Report Initiative Standards (GRI) by equating to 1,000,000 working hours.

Results of measuring the amount of pollutants emitted from the chimney

No.	Measured Area	Indicators	Units	Standard Value (1)	2022	2023	2024	Results
1	Plant 1 / HOOD Chimney Chemical Lab Room Plant 1 / HOOD Chimney Chemical Lab Room	Total Suspended Particulates (TSP)	mg/m ³	400	2.4	1.9	2	Pass
		Sulfuric acid	ppm	25	<0.01	0.01	0.01	Pass
		Hydrogen chloride	mg/m ³	200	0.012(3)	<0.010(3)	<0.010(3)	Pass
		Methyl alcohol	ppm	No standard value specified ⁽²⁾	<0.001	<0.001	<0.001	No standard value specified ⁽²⁾
		Formaldehyde	ppm	No standard value specified ⁽²⁾	<0.001	<0.001	<0.001	No standard value specified ⁽²⁾
2	Plant 1 / Chemical HOOD Chimney	Total Suspended Particulates (TSP)	mg/m ³	400	2	1.5	1.4	Pass
		Sulfuric acid	ppm	25	<0.01	0.01	0.01	Pass
		Hydrogen chloride	mg/m ³	200	0.015(3)	<0.010(3)	<0.010(3)	Pass
		Methyl alcohol	ppm	No standard value specified ⁽²⁾	<0.001	<0.001	<0.001	No standard value specified ⁽²⁾
		Formaldehyde	ppm	No standard value specified ⁽²⁾	<0.001	<0.001	<0.001	No standard value specified ⁽²⁾
3	Plant 1 / BOILER No.1 (15 Ton)	Total Suspended Particulates (TSP)	mg/m ³	320	4.8	4.5	4.7	Pass
		Sulfur dioxide (SO ₂)	ppm	60	<1	<1	<1	Pass
		Nitrogen oxide (NO _x)	ppm	200	11	18	20	Pass
		Carbon monoxide (CO)	ppm	690	14	25	8	Pass

No.	Measured Area	Indicators	Units	Standard Value (1)	2022	2023	2024	Results
4	Plant 1 / BOILER No.2 (10 Ton)	Total Suspended Particulates (TSP)	mg/m ³	320	6.3	6.1	5.9	Pass
		Sulfur dioxide (SO ₂)	ppm	60	<1	<1	<1	Pass
		Nitrogen oxide (NO _x)	ppm	200	15	11	33	Pass
		Carbon monoxide (CO)	ppm	690	25	22	14	Pass
5	Plant 1 / BOILER No.3 (10 Ton)	Total Suspended Particulates (TSP)	mg/m ³	320	5.7	5	5.5	Pass
		Sulfur dioxide (SO ₂)	ppm	60	<1	<1	<1	Pass
		Nitrogen oxide (NO _x)	ppm	200	14	20	40	Pass
		Carbon monoxide (CO)	ppm	690	49	37	16	Pass
6	Plant 2 / BOILER No.4 (15 Ton)	Total Suspended Particulates (TSP)	mg/m ³	320	5.2	5.6	5.2	Pass
		Sulfur dioxide (SO ₂)	ppm	60	<1	<1	<1	Pass
		Nitrogen oxide (NO _x)	ppm	200	15	13	37	Pass
		Carbon monoxide (CO)	ppm	690	38	27	14	Pass

Note:

1. Ministry of Industry Announcement on the determination of the amount of contaminants in air discharged from factories, B.E. 2549
2. No standard value specified
3. The results of measurement and analysis are certified by the Environmental Center Laboratory, Suan Dusit University, calculated at a pressure of 1 atmosphere or 760 mmHg, temperature of 25 degrees Celsius, and dry conditions (Dry Basis).

Results of air pollution measurements from production processes

No.	Measured Area	Indicators	Units	2022	2023	2024
1	WET SCRUBBER LINE B	Hydrogen peroxide (H ₂ O ₂)	ppm	<0.001	<0.001	<0.001
2	WET SCRUBBER LINE C	Hydrogen peroxide (H ₂ O ₂)	ppm	<0.001	<0.001	<0.001
3	WET SCRUBBER LINE D	Hydrogen peroxide (H ₂ O ₂)	ppm	<0.001	<0.001	<0.001
4	WET SCRUBBER LINE E	Hydrogen peroxide (H ₂ O ₂)	ppm	<0.001	<0.001	<0.001
5	WET SCRUBBER LINE F	Hydrogen peroxide (H ₂ O ₂)	ppm	<0.001	<0.001	<0.001
6	WET SCRUBBER LINE G	Hydrogen peroxide (H ₂ O ₂)	ppm	<0.001	<0.001	<0.001
7	WET SCRUBBER LINE H	Acetic acid	ppm	<0.001	<0.001	<0.001

Results of wastewater quality measurement from production processes

Parameter	Units	Standard Value	2022	2023	2024
pH	-	5.5 – 9.0	8.4	8.2	8.2
Temperature	°C	≤ 40	36	31	30
Biochemical Oxygen Demand (BOD)	mg/L	≤ 500	44	66	48
Chemical Oxygen Demand (COD)	mg/L	≤ 750	144	194	116
Total Suspended Solid	mg/L	≤ 200	30	14	23
Total Dissolved Solid	mg/L	≤ 3,000	668	512	664
Oil and Grease	mg/L	≤ 10	2	2	2
Total Kjeldahl Nitrogen	mg/L as N	≤ 100	44	15	12

GRI Content Index

Global Report Initiative (GRI) Content Index

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
General Disclosure						
GRI 2: General Disclosure 2021	GRI 2-1	Organizational details	About ICHITAN GROUP / Structure and Business Operations of the Company	SD Report 2024 (page 2-4)		
	GRI 2-2	Entities included in the organization's sustainability reporting	About This Sustainability Report	SD Report 2024 (page 12)		
	GRI 2-3	Reporting period, frequency and contact point	About This Sustainability Report	SD Report 2024 (page 12)		
	GRI 2-4	Restatements of information	About This Sustainability Report	SD Report 2024 (page 12)		
	GRI 2-5	External assurance	About This Sustainability Report	SD Report 2024 (page 12)		
	GRI 2-6	Activities, value chain and other business relationships	Business Value Chain	"SD Report 2024 (page 2-4, 16-20) 56-1 One Report 2024 (page 33)"		
	GRI 2-7	Employees	Employee Information / Human Rights and Labor Fair Treatment	"SD Report 2024 (page 74-93) 56-1 One Report 2024 (page 76)"		

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
GRI 2-9	Governance structure and composition	Corporate Governance Structure	56-1 One Report 2024 (page 64-65)			
GRI 2-10	"Nomination and selection of the highest governance body"	Nomination of the Board of Directors	56-1 One Report 2024 (page 67)			
GRI 2-11	Chair of the highest governance body	Information of The Board of Directors and Controlling Person	56-1 One Report 2024 (page 65)			
GRI 2-12	"Role of the highest governance body in overseeing the management of impacts"	Message from CEO and Chairman of the Corporate Governance Committee / Sustainability Governance Structure	SD Report 2024 (page 5-6, 14, 117)			
GRI 2-13	"Delegation of responsibility for managing impacts"	"Sustainability Governance Structure / The Corporate Governance and Sustainability Committee"	56-1 One Report 2024 (page 66, 71)			
GRI 2-14	"Role of the highest governance body in sustainability reporting"	Report of the Corporate Governance and Sustainability Committee	56-1 One Report 2024 (page 71, 190-191)			
GRI 2-15	Conflicts of interest	Conflict of Interest and Related Transaction	56-1 One Report 2024 (page 86)			
GRI 2-16	Communication of critical concerns	Whistleblowing policy	56-1 One Report 2024 (page 60)			

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
	GRI 2-17	"Collective knowledge of the highest governance body"	Corporate Governance Structure	SD Report 2024 (page 117)			
	GRI 2-18	"Evaluation of the performance of the highest governance body"	The Board of Directors Evaluation	56-1 One Report 2024 (page 83)			
	GRI 2-19	Remuneration policies	Remuneration of Directors and Executives	56-1 One Report 2024 (page 75)			
	GRI 2-20	Process to determine remuneration	Remuneration of Directors and Executives	56-1 One Report 2024 (page 75)			
	GRI 2-21	Annual total compensation ratio	Human Rights and Labor Fair Treatment	SD Report 2024 (page 77)			
	GRI 2-22	Statement on sustainable development strategy	Driving Business for Sustainability	SD Report 2024 (page 14-17)			
	GRI 2-23	Policy commitments	Driving Business for Sustainability	SD Report 2024 (page 14-17, 23)			
	GRI 2-24	Embedding policy commitments	Message from Chairman & CEO / Corporate Governance, Business Ethic and Transparency	56-1 One Report 2024 (page 5, 6, 114-115)			
	GRI 2-25	Process to remediate negative impacts	Environmental Complaints	"SD Report 2024 (page 18-20, 66, 80, 118-120)"			
	GRI 2-26	Mechanisms for seeking advice and raising concerns	Whistleblowing policy	56-1 One Report 2024 (page 60-62)			

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
	GRI 2-27	Compliance with laws and regulations	Human Rights and Labor Fair Treatment / Corporate Governance, Business Ethic and Transparency	SD Report 2024 (page 75, 116)			
	GRI 2-28	Membership associations	Membership associations	SD Report 2024 (page 8, 119)			
	GRI 2-29	Approach to stakeholder engagement	Stakeholder Engagement	SD Report 2024 (page 17-22)			
	GRI 2-30	Collective bargaining agreement	Human Rights and Labor Fair Treatment	SD Report 2024 (page 85)			
Material Topics							
GRI 3: Material Topics 2021	GRI 3-1	Process to determine material topics	Materiality Matrix Assessment	SD Report 2024 (page 22)			
	GRI 3-2	List of material topics	Materiality Matrix Assessment	SD Report 2024 (page 23)			
	GRI 3-3	Management of material topics	Supporting the Sustainable Development Goals	SD Report 2024 (page 23)			
Economic Performance							
GRI 201: Economic Performance 2016	GRI 201-1	Direct economic value generated and distributed	Sustainable Economic Value Creation	SD Report 2024 (page 4, 10, 49-48, 76)			

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Market Presence						
GRI 202: Market Presence 2016	GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Employee Compensation	SD Report 2024 (page 76)		
	GRI 202-2	Proportion of senior management hired from the local community			Not applicable	The Company operates business entirely in Thailand with 100% proportion of Thai senior management
Indirect Economic Impacts						
GRI 203: Indirect Economic Impacts 2016	GRI 203-1	Infrastructure investments and services supported			Not applicable	Not applicable for the organization
	GRI 203-2	Significant indirect economic impacts			Not applicable	Not applicable for the organization

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Procurement Practices						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Supply Chain Management	SD Report 2024 (page 23, 49-58)		
GRI 204: Procurement Practices 2016	GRI 204-1	Proportion of spending on local suppliers	Supply Chain Management	SD Report 2024 (page 56)		
Anti-corruption						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Corporate Governance, Business Ethic and Transparency	SD Report 2024 (page 23, 114-120)		
GRI 205: Anti-corruption 2016	GRI 205-1	Operations assessed for risks related to corruption	Corporate Governance, Business Ethic and Transparency	SD Report 2024 (page 114-120)		
	GRI 205-2	Communication and training about anti-corruption policies and procedures	Corporate Governance, Business Ethic and Transparency	SD Report 2024 (page 8, 114-120)		
	GRI 205-3	Confirmed incidents of corruption and actions taken	Corporate Governance, Business Ethic and Transparency	SD Report 2024 (page 120)		

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Anti-competitive Behavior						
GRI 206: Anti-competitive Behavior 2016	GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices				Not applicable There is no anti-competitive behavior in Food & Beverage sector
Tax						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Corporate Governance	SD Report 2024 (page 23, 11)		
GRI 207: Tax 2019	GRI 207-1	Approach to tax	Ichitan's Website: Tax Policy	(URL Website: https://www.ichitangroup.com/investor.php?tax_policy)		
	GRI 207-2	tax governance, control, and risk management	Ichitan's Website: Tax Policy	(URL Website: https://www.ichitangroup.com/investor.php?tax_policy)		
	GRI 207-3	Stakeholder engagement and management of concerns related to tax	Corporate Governance	SD Report 2024 (page 18-20)		
	GRI 207-4	Country-by-country reporting	Note to Financial Statement	56-1 One Report 2024 (page 140)		

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Materials						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Waste Management	SD Report 2024 (page 23, 39-44)		
GRI 301: Materials 2016	GRI 301-1	Materials used by weight or volume	Waste Management	SD Report 2024 (page 41)		
	GRI 301-2	Recycled input materials used	Waste Management	SD Report 2024 (page 42)		
	GRI 301-3	Reclaimed products and their packaging materials	Waste Management	SD Report 2024 (page 42-43)		
Energy						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Climate Action	SD Report 2024 (page 23, 24-31)		
GRI 302: Energy 2016	GRI 302-1	Energy consumption within the organization	Climate Action	SD Report 2024 (page 25, 28, 133)		
	GRI 302-2	Energy consumption outside of the organization	Climate Action	SD Report 2024 (page 134)		
	GRI 302-3	Energy intensity	Climate Action	SD Report 2024 (page 28, 133)		
	GRI 302-4	Reduction of energy consumption	Climate Action	SD Report 2024 (page 29-31)		
	GRI 302-5	Reductions in energy requirements of products and services	Climate Action	SD Report 2024 (page 29-31)		

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Water and effluents						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Water Management	SD Report 2024 (page 23, 32-38)		
GRI 303: Water and effluents 2018	GRI 303-1	Interactions with water as a shared resource	Water Management	SD Report 2024 (page 32-38)		
	GRI 303-2	Management of water discharge-related impacts	Water Management	SD Report 2024 (page 32-38)		
	GRI 303-3	Water withdrawal	Water Management	SD Report 2024 (page 32-38, 133-134)		
	GRI 303-4	Water discharge	Water Management	SD Report 2024 (page 32-38, 133-134)		
	GRI 303-5	Water consumption	Water Management	SD Report 2024 (page 32-38, 133-134)		
Emissions						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Climate Action	SD Report 2024 (page 23, 24-31)		

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
GRI 305: Emissions 2016	GRI 305-1	Direct (scope 1) GHG emissions	Climate Action	SD Report 2024 (page 27-29, 134-135)		
	GRI 305-2	Energy indirect (Scope 2) GHG emissions	Climate Action	SD Report 2024 (page 27-29, 134-135)		
	GRI 305-3	Other indirect (Scope 3) GHG emissions	Climate Action	SD Report 2024 (page 27-29, 134-135)		
	GRI 305-4	GHG emissions intensity	Climate Action	SD Report 2024 (page 27-29, 134-135)		
	GRI 305-5	Reduction of GHG emissions	Climate Action	SD Report 2024 (page 25-31, 134-135)		
	GRI 305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Climate Action	SD Report 2024 (page 135, 141-142)		
Waste						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Waste Management	SD Report 2024 (page 23, 39-44)		
GRI 306: Waste 2020	GRI 306-1	Waste generation and significant waste-related impacts	Waste Management	SD Report 2024 (page 39-44)		
	GRI 306-2	Management of significant waste-related impacts	Waste Management	SD Report 2024 (page 39-44)		

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
	GRI 306-3	Waste generated	Waste Management	SD Report 2024 (page 41)			
	GRI 306-4	Waste diverted from disposal	Waste Management	SD Report 2024 (page 42-44)			
	GRI 306-5	Waste directed to disposal	Waste Management	SD Report 2024 (page 41)			
Supplier environmental assessment							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Supply Chain Management	SD Report 2024 (page 23, 49-58)			
GRI 308: Supplier Environmental Assessment 2016	GRI 308-1	New suppliers that were screened using environmental criteria	Supply Chain Management	SD Report 2024 (page 50, 55)			
	GRI 308-2	Negative environmental impacts in the supply chain and actions taken	Supply Chain Management	SD Report 2024 (page 27, 50)			
Employment							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)			

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
GRI 401: Employment 2016	GRI 401-1	New employee hires and employee turnover	Human Rights and Labor Fair Treatment	SD Report 2024 (page 76, 136)			
	GRI 401-2	"Benefits provided to full-time employees that are not provided to temporary or part-time employees"	Human Rights and Labor Fair Treatment	"SD Report 2024 (page 10, 78, 81, 83, 85-93)"			
	GRI 401-3	Parental leave	Human Rights and Labor Fair Treatment	SD Report 2024 (page 138)			
Labor/management relations							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)			
Occupational health and safety							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Promotion of Occupational Health and Safety	SD Report 2024 (page 23, 94-101)			
GRI 403: Occupational Health and Safety 2018	GRI 403-1	Occupational health and safety management system	Promotion of Occupational Health and Safety	SD Report 2024 (page 94-95, 140)			
	GRI 403-2	Hazard identification, risk assessment, and incident investigation	Promotion of Occupational Health and Safety	SD Report 2024 (page 97-99)			

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
	GRI 403-3	Occupational health services	Promotion of Occupational Health and Safety	SD Report 2024 (page 86)			
	GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Promotion of Occupational Health and Safety	SD Report 2024 (page 86, 98-101)			
	GRI 403-5	Worker training on occupational health and safety	Promotion of Occupational Health and Safety	SD Report 2024 (page 98-101)			
	GRI 403-6	Promotion of worker health	Promotion of Occupational Health and Safety	SD Report 2024 (page 85)			
	GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Promotion of Occupational Health and Safety	SD Report 2024 (page 98-101)			
	GRI 403-8	Workers covered by an occupational health and safety management system	Promotion of Occupational Health and Safety	SD Report 2024 (page 140)			
	GRI 403-9	Work-related injuries	Promotion of Occupational Health and Safety	SD Report 2024 (page 95-97, 140)			
	GRI 403-10	Work-related ill health	Promotion of Occupational Health and Safety	SD Report 2024 (page 95-97, 140)			
Training and education							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)			

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
GRI 404: Training and Education 2016	GRI 404-1	Average hours of training per year per employee	Human Rights and Labor Fair Treatment	SD Report 2024 (page 76, 138-139)			
	GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Human Rights and Labor Fair Treatment	SD Report 2024 (page 82)			
	GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Human Rights and Labor Fair Treatment	SD Report 2024 (page 82)			
Diversity and equal opportunity							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)			
GRI 405: Diversity and Equal Opportunity 2016	GRI 405-1	Diversity of governance bodies and employees	Human Rights and Labor Fair Treatment	SD Report 2024 (page 139)			
	GRI 405-2	Ratio of basic salary and remuneration of women to men	Human Rights and Labor Fair Treatment	SD Report 2024 (page 76, 139)			

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
Non-discrimination							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)			
GRI 406: Non-discrimination 2016	GRI 406-1	Incidents of discrimination and corrective actions taken	Human Rights and Labor Fair Treatment	SD Report 2024 (page 75, 77-80)			
Freedom of association and collective bargaining							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Supply Chain Management	SD Report 2024 (page 23, 49-58)			
GRI 407: Freedom of Association and Collective Bargaining 2016	GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Supply Chain Management	SD Report 2024 (page 52)			

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Child labor						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Supply Chain Management	SD Report 2024 (page 23, 49-58)		
GRI 408: Child Labor 2016	GRI 408-1	"Operations and suppliers at significant risk for incidents of child labor"	Supply Chain Management	SD Report 2024 (page 51-53)		
Forced or compulsory labor						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Supply Chain Management	SD Report 2024 (page 23, 49-58)		
GRI 409: Forced or Compulsory Labor 2016	GRI 409-1	"Operations and suppliers at significant risk for incidents of forced or compulsory labor"	Supply Chain Management	SD Report 2024 (page 51-53)		
Security practices						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)		
GRI 410: Security Practices 2016	GRI 410-1	Security personnel trained in human rights policies or procedures	Human Rights and Labor Fair Treatment	SD Report 2024 (page 81)		

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
Rights of indigenous peoples							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics				Not applicable	Not applicable for the organization
GRI 411: Rights of Indigenous Peoples 2016	GRI 411-1	Incidents of violations involving rights of indigenous peoples				Not applicable	Not applicable for the organization
Human rights assessment							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Human Rights and Labor Fair Treatment	SD Report 2024 (page 23, 74-93)			
GRI 412: Human Rights Assessment 2016	GRI 412-1	Operations that have been subject to human rights reviews or impact assessments	Human Rights and Labor Fair Treatment	SD Report 2024 (page 77-79)			
	GRI 412-2	Employee training on human rights policies or procedures	Human Rights and Labor Fair Treatment	SD Report 2024 (page 81)			
	GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Human Rights and Labor Fair Treatment	SD Report 2024 (page 51-52, 77-79)			

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Local communities						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Community and Social Involvement	SD Report 2024 (page 23, 102-112)		
GRI 413: Local Communities 2016	GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Community and Social Involvement	SD Report 2024 (page 102-112)		
	GRI 413-2	Operations with significant actual and potential negative impacts on local communities	Community and Social Involvement	SD Report 2024 (page 106-112)		
Supplier social assessment						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Supply Chain Management	SD Report 2024 (page 23, 49-58)		
GRI 414: Supplier Social Assessment 2016	GRI 414-1	New suppliers that were screened using social criteria	Supply Chain Management	SD Report 2024 (page 54-58)		
	GRI 414-2	Negative social impacts in the supply chain and actions taken	Supply Chain Management	SD Report 2024 (page 58)		

"GRI Standard / Other Source"		Disclosure	Chapter	Location	Omission		
					Requirement(s) Omitted	Reason	Explanation
Public policy							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics				Not applicable	The Company has the Anti-Corruption policy and does not support any political activities.
GRI 415: Public Policy 2016	GRI 415-1	Political contributions					
Customer health and safety							
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Product Quality Management	SD Report 2024 (page 23, 59-66)			
GRI 416: Customer Health and Safety 2016	GRI 416-1	Assessment of the health and safety impacts of product and service categories	Product Quality Management	SD Report 2024 (page 59-66)			
	GRI 416-2	"Incidents of non-compliance concerning the health and safety impacts of products and services"					There is no case occurred.

"GRI Standard / Other Source"	Disclosure	Chapter	Location	Omission		
				Requirement(s) Omitted	Reason	Explanation
Marketing and labeling						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Consumer Relationship Management	SD Report 2024 (page 23, 67-73)		
GRI 417: Marketing and Labeling 2016	GRI 417-1	Requirements for product and service information and labeling	Consumer Relationship Management	SD Report 2024 (page 67-73)		
	GRI 417-2	Incidents of non-compliance concerning product and service information and labeling				There is no case occurred.
	GRI 417-3	Incidents of non-compliance concerning marketing communications				There is no case occurred.
Customer privacy						
GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	Consumer Relationship Management	SD Report 2024 (page 23, 67-73)		
GRI 418: Customer Privacy 2016	GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Consumer Relationship Management	SD Report 2024 (page 129, 132)		