ASCEND GROUP
Sustainability Report 2023
Executive Summary

For a Better **Tomorrow**

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Message from the Executives

"

Ascend Money makes financial services accessible through TrueMoney Wallet, supporting financial inclusion while reducing environmental impact. By using digital platforms, we empower individuals underserved by traditional banking and help local businesses grow. Our focus on digital solutions reduces the need for physical branches and paperwork, contributing to sustainability by lowering resource usage.

"

Tanyapong Thamavaranukupt
President (Co-President)
Ascend Money

"

Our mission is to empower individuals and businesses with digital tools for financial management while driving sustainability. We target underbanked communities and minimize our environmental impact through digital technologies. By cutting reliance on physical resources, we help foster economic growth and sustainability.

"

Monsinee Nakapanant
President (Co-President)
Ascend Money

"

We drive economic growth through digital platforms and sustainable logistics. Our energy-efficient solutions reduce waste and carbon emissions, helping businesses operate sustainably. Ascend Commerce shows that companies can achieve success while being environmentally responsible.

"

Tarin Thaniyavarn
Chief Executive Officer
Ascend Commerce
Digital Group

Message from the Executives

"

Egg Digital is committed to making sustainability a priority in every aspect of our business. By integrating eco-friendly data-driven and AI practices, promoting social responsibility, leveraging media convergence, and continuously innovating our marketing technology solutions, we strive to contribute meaningfully to CPG's broader sustainability objectives. Together, we are not only shaping the future of digital technology but also ensuring that it is sustainable for generations to come.

"

Dr. Teeradet Dumrongbhalasitr
Chief Executive Officer
EGG Digital

"

Ascend Group balances technological innovation with environmental responsibility. We thrive inclusive economy while integrating ESG practices. Our operations are energy-efficient as well as aimed to minimize environmental impact, reinforcing that innovation and sustainability can coexist.

"

Achira Taulananda
Group Chief
Financial Officer

"

True IDC is committed to advancing Thailand's digital growth through the implementation of energy-efficient and environmentally sustainabl.e technologies. Our data centers are thoughtfully designed to minimize power consumption while prioritizing the integration of renewable energy sources. These efforts demonstrate our dedication to reducing carbon emissions and fostering a sustainable digital ecosystem for the future

"

Thanasorn Jaidee
President True Internet
Data Center

Performance Highlights

Heart: Living Right

100%
of Businesses Received Human Rights Risks Assessment

93.33%
of Employees Received and Passed Annual Training on Corporate Governance

142 Persons
Number of Students and College Students Received Internships

1,695 Persons
Number of Employees Received Training on Cyber and Information Security

Lost Time Injury Rate

Employee

0
Case/1,00,000 Hours Worked

Contractor

0
Case/1,000,000 Hours Worked

100%
of Employees Received Training and Development on Sustainability

8.22 Hour/Person/Year
Average Training Hours for Employee

Health: Living Well

4,916 Million THB
Total Sales from Health and Well-being Products

88.59%
Total Sales that Come from Health and Well-being Products and Services

78%
Stakeholder Satisfaction Scores, Increase from 2022 by 8%

289 Million THB
Revenues Derived from Commercialized Products or Services

0.32 Million Persons
Total Number of Farmers, SMEs, Vulnerable Group and Others Received Supports

0.3 Million THB
Donation Value

1,667 Million THB
R&D Spending, Increased from 2022 by 15.9%

Home: Living Together

288.15 Thousand Gigajoule
Total Energy Consumption

5.34%
Greenhouse Gase Scope 1 and 2 Emission, Increased 1.85 Thousand Tons Carbon Dioxide Equivalent (Compared to 2022)

97.52%
Waste Recycled/Reused

53.31 Thousand Cubic Meter
Total Volume of Water Consumption

6.98%
Percentage Increased of Water Intensity (Compared to 2022)

100%
New Suppliers Passe Sustainability Criteria

92.11%
Significant Tier 1 Supplier Received Sustainability Risk Assessment

About this Report

Ascend Group Company Limited prepared the Sustainability Report 2023 for the first year. This report serves as a dedicated sub-report that summarizes the sustainability performances of Ascend Group's operations. As part of a series of sustainability reports for other business units under C.P. Group, this report provides a detail of the management approach and performances of our operations. This sustainability reports, it complement the C.P. Group Sustainability Report 2023 by offering specific perspectives on our sustainability efforts.

In response to stakeholders' requirements regarding the transparency of the data disclosure, various reporting standards and frameworks were adopted during the preparation of this report. Ascend Group has been prepared based on various reporting standards and frameworks:

GRI
GRI Standards 2023

IFRS
International Financial Reporting Standards: S1 and S2

SASB STANDARDS
Now part of IFRS Foundation
Sustainability Accounting Standards Board

United Nations Global Compact
United Nations Global Compact

SUSTAINABLE DEVELOPMENT GOALS
Sustainable Development Goals

UNITED NATIONS GUIDING PRINCIPLES ON BUSINESS & HUMAN RIGHTS
United Nations Guiding Principles on Business and Human Rights

ASCEND GROUP
Sustainability Report 2023
Executive Summary

For a Better Tomorrow

ascend

Ascend Group Co., Ltd.
Sustainability Report 2023
Executive Summary

⬇ **This Report can be Downloaded here**

https://www.cpgroupglobal.com/storage/document/business-unit-sustainability-reports/2023/ascend-group-en.pdf

For a Better Tomorrow

Charoen Pokphand Group Sustainability Report 2023

Charoen Pokphand Group Sustainability Reports 2023

⬇ **More Information Available in**

https://www.cpgroupglobal.com/en/document/sustainability-reports

Links to Other Reports

Double & Dynamic Materiality Assessment Report 2023

Stakeholder Engagement Report 2023

Sustainability Performance Report 2023

Corporate Governance Report 2023

Sustainable Development Goals Report 2023

Task Force on Climate-related Financial Disclosure (TCFD) Report 2023

Biodiversity (TNFD) Report 2023

Human Rights Report 2023

About Ascend Group

Ascend Group is a leading technology and digital business in Southeast Asia. Our goal is to become a leader in digital and platform services for both customers and businesses through our subsidiaries and brands. We create an ecosystem that adds value to our customers and our businesses. Southeast Asia is a region where technology is transforming the lives of more than 600 million people every day. Hence, we take pride in our responsibility to create life-changing opportunities for people through our innovative financial services.

Overview of Ascend Group

Revenues

15,348
million THB

Employees

3,289
persons

4 business groups

47 business lines

7 countries

5 centers

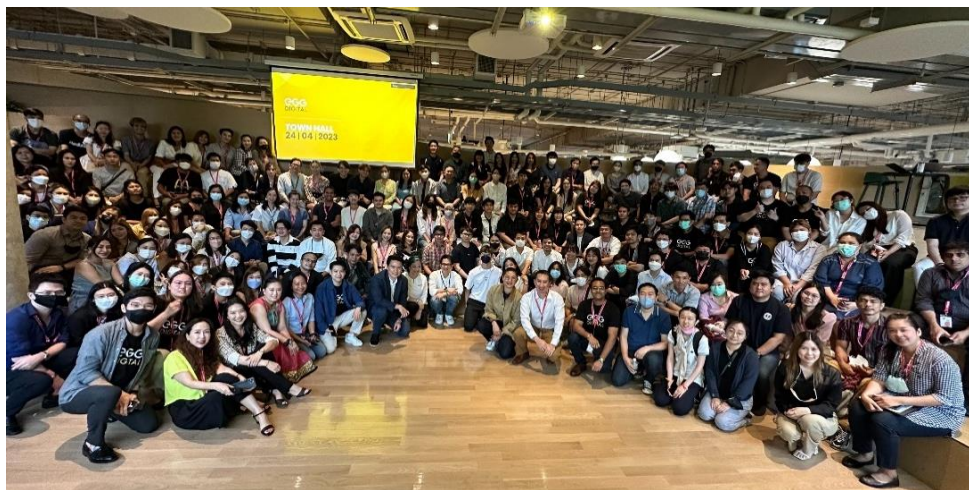We operate businesses in Thailand, Myanmar, Cambodia, Indonesia, Philippines, Malaysia and Vietnam
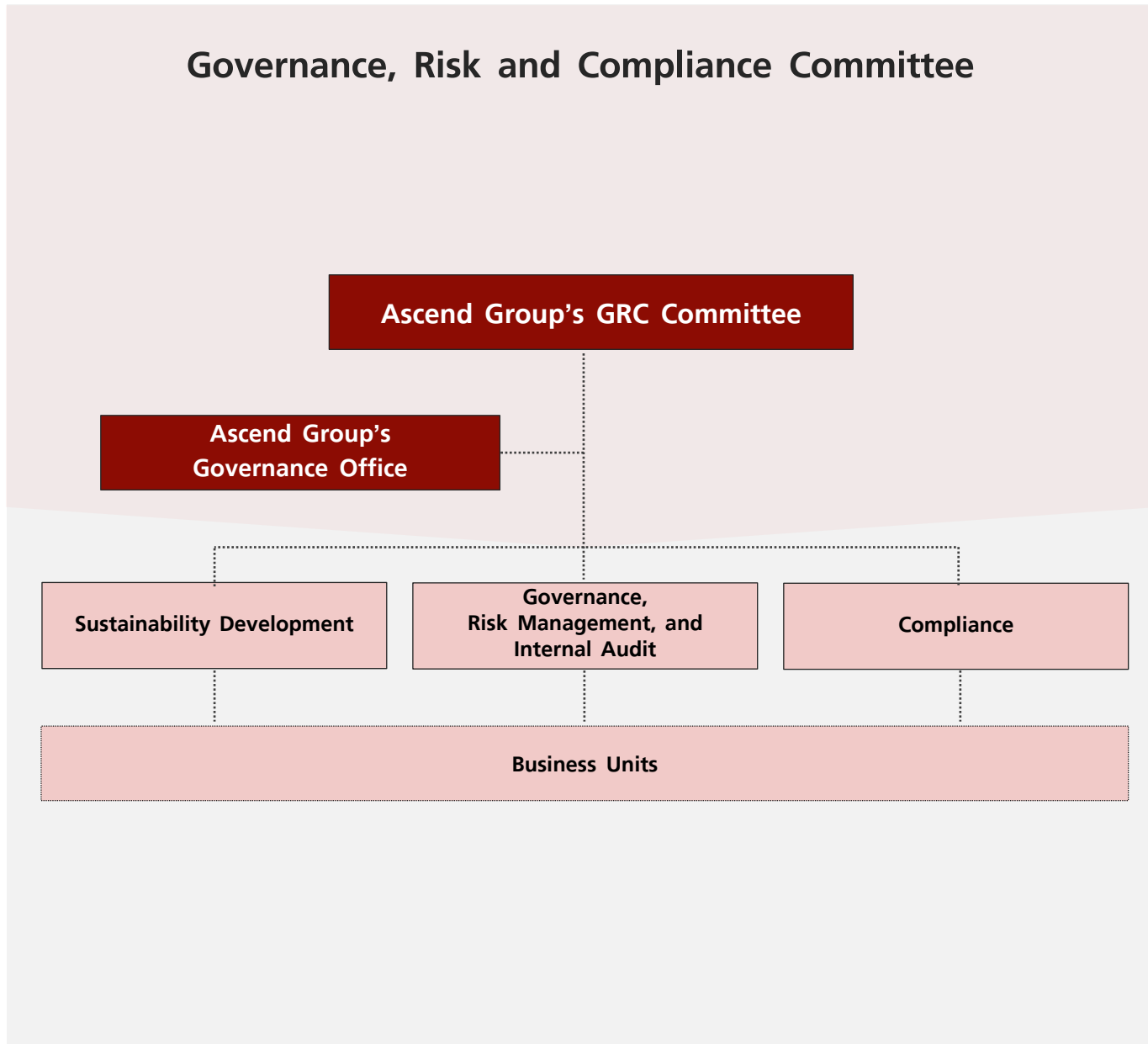
Data Center

Sustainability Governance

Ascend Group Company Limited believes that conducting business in compliance with sustainable development principles and the inclusive growth of all sectors will create long-term values for the company and all stakeholders. Therefore, Ascend Group is committed to operating business sustainably by adhering to the principles of good corporate governance, as well as corporate social and environmental responsibility. This means that we comply with the regulations and standards of the countries where we have an operation and commit to international sustainability principles, such as the United Nations Global Compact.

To promote continuous business development and integration of sustainability into our business operation and decision-making, the Board of Directors assigned high-level executives who are equipped with knowledge, skills, and experience related to sustainability to oversee and ensure that Ascend Group's sustainability execution will be in ling with corporate policies and strategy. Moreover, targets and working directions that are consistent with international sustainability trends are advised for each business group.

Governance, Risk and Compliance Committee

Ascend Group's GRC Committee

Ascend Group's Governance Office

| **Sustainability Development** | **Governance, Risk Management, and Internal Audit** | **Compliance** |

Business Units

Stakeholder Engagement

Group Company Limited builds trust and encourages good relationships with stakeholder groups who are involved with our business operation, and society at large. We integrate integrity value into every business that we are operating, adhere to transparency standards, disclose high-level information, and recognize inclusivity and value creation for all groups of stakeholders. In 2023, Ascend Group identified 6 stakeholder groups along with their issues of interest as follows.

	Issues of Interest	Response Actions	Value Created
Shareholders/Investors	• Corporate governance • Risk management • Transparent disclosure of information • Enhancement of business competitiveness	• Conducting business according to good governance principles and company announce the risk management policy and procedures • Disclosing performance with transparency	• Financial and economic stability of the country • Ethical business operations
Communities and Societies	• Business impacts on societies, and the environment • Community quality of life • Fair whistleblowing process and transparence communication	• Controlling our pollution control systems • Promoting quality of life and supporting food security for communities • Employing the business's strength to create a positive impact and minimize the negative impact	• Community hiring • Strong societies and communities • Environmental protection and preservation
Suppliers	• Capacity building • Fair business operations • Supply chain human rights and labor practices	• Organizing supplier capacity courses developing supplier assessment criteria in according with sustainable procurement policy • Treating all suppliers equally in line with agreements and SCoC	• Supplier knowledge and capability development • Competitiveness in the global market • Protecting and conserving the environment

	Issues of Interest	Response Actions	Value Created
Employees and Families	• Skill development and career advancement • Human rights principles • Workplace environment, occupational health and safety	• Operating according to human rights principles • Developing employee capacity continuously • Enforcing human rights guidelines and Safety, Occupational Health and Environment Management Standards	• Stability in career • Knowledge and skills for growth • Safety and equality
Governments	• Compliance with relevant laws and regulations • Being a model in social and environmental responsible business operations • Information disclosure in transparency and timely manner	• Monitoring and strictly obeying relevant laws and regulations • Collaborating in the development of projects that create benefit for the country and communities • Communicating and disclosing information in transparency and timely manner	• Financial and economic stability of the country • Development of the country's infrastructure • Ethical business operations
Customers and Consumers	• High-quality products at reasonable prices • Counterfeit and imitation products • Product traceability • Product information and after-sales services • Personal data security	• Developing standardized products and services with quality and safety • Communicating product information to customers and consumers through labeling • Providing recommendations for products and suggesting authorized dealers directly affiliated with the company • Establishing personal data protection policies and procedures • Developing product traceability systems	• Initiation of production and product innovations • Maintaining quality of products and services • Sustainable procurement

Double and Dynamic Materiality Assessment

An assessment of sustainable material issues is one of the crucial processes for sustainability management at Ascend Group Company Limited. The assessment allows us to identify issues that are material to our organization and those that are in the stakeholders' interest. Moreover, the result from materiality assessment allows us to appropriately allocate resources for sustainable business operations, and efficiently minimize societal and environmental impacts.

Ascend Group Company Limited employed double and dynamic materiality assessment methods in the identification and prioritization of issues that might affect our business performance, risks, and opportunities. This includes evaluating how factors like climate change, regulatory changes, and market dynamics could influence our financial stability and long-term growth. At the same time, we also evaluate how our business activities impact the environment, society, and broader stakeholders. While dynamic materiality recognizes the rapidly changing business landscape, such as emerging trends, stakeholder concerns, and global challenges.

The materiality assessment processes were monitored and endorsed by the executive level to ensure the relevance and integrity of the information.

Prioritization of Significant Material Issues

High

- Cybersecurity and Data Protection
- Climate Resilience and GHG Emissions
- Responsible Supply Chain Management
- Innovation
- Waste Management and Circular Economy
- Health and Nutrition
- Human Capital Development
- Human Rights and Labor Practices
- Corporate Governance
- Environmental Management & Protection
- Stakeholder Engagement
- Water Stewardship
- Social Impact and Economic Contribution
- Education and Lifelong Learning

Financial impacts

Low High

Environmental, social and governance impacts

🔴 **HEART** Living Right   🔵 **HEALTH** Living Well   🟢 **HOME** Living Together

◯ Ascend Group's Material Issues   ↗ Emerging Topics

Sustainability Strategy and Goals

Ascend Group Company Limited has set sustainability strategies and goals towards 2030 that cover all three dimensions of sustainability, namely economy, society, and environment. They serve as the operational guidelines of the Group and our subsidiaries which have been implemented to contribute beneficial results to both the organization and our stakeholders. Ascend Group has adopted the strategies and goals towards 2030 as a cornerstone of our operations. To serve the business's purpose of sustainable growth, while creating positive value for the environment and society,

3 Key Sustainability Strategies

Net Zero Organization

Becoming Carbon Neutral Organization by 2030 and Net Zero Organization by 2050

Zero Waste Organization

Becoming the organization that will achieve zero waste to landfill by 2030

Organization that Reduces Social Inequality

Promote accessibility to quality education for youth and under privileged group, and build capacity and new skills for employees and suppliers

To be a Leading Tech and Innovation Conglomerate, Providing Food for Body and Mind that Creates Shared Value and Brings Health and Well-being for All

Three-Benefit Principle

| Sufficiency Economy Philosophy | C.P. Excellence Management Approach | The 10 UNGC Principles 17 UN SDGs & UNGP | Regulations and Standards |

HEART: Living Right	**HEALTH: Living Well**	**HOME: Living Together**
Corporate Governance	Health and Well-being	Climate Resilience
Human Rights & Labor Practices	Social Impact and Economic Contribution	Circular Economy
Education and Inequality Reduction	Food Security and Access to Nutrition	Water Stewardship
Leadership and Human Capital Development	Innovation	Ecosystem & Biodiversity Protection
Cybersecurity and Data Protection	Stakeholder Engagement	Responsible Supply Chain Management

Enabled by Partnerships, Capability, and Culture of Sustainability

Charoen Pokphand Group's Sustainability Strategies and Goals for 2030

Value Creation Process

Input Factors → Value Creation Process through Our Operations → Outputs and Values for Stakeholders → Relevance SDGs

Input Factors

Financial Capital
- **17,780** million THB total expenses

Manufacturing Capital
- **47** business lines
- **5** data centers
- **1** logistic company

Intellectual Capital
- **True IDC Experience Center**
- **1,667** million THB R&D expenses

Human Capital
- **3,289** employees
- **4.98** million THB training expenses
- **2,927** million THB employee-related expenses

Relationship Capital
- Relationship with stakeholders
- Membership in organizations

Natural Capital
- **288.15** thousand GJ energy use
- **53.31** thousand m^3 water withdrawal

Value Creation Process through Our Operations

Vision
To unleash the power of digital technology to Ascend the quality of living, business success, and better opportunities for everyone in Southeast Asia today and the future

Services ▶▶ Ascend Value Chain ▶▶ Digital Technology

Marketing & Sales ◀ Logistics ◀ Packaging ◀ Manufacturing

Corporate Strategies
- S1 – New Business Platform
- S2 – Digital Transformation
- S3 – R&D/Excellence Center
- S4 – Global Talent & Leadership Development

Sustainability Goals

Heart: Living Rights
Health: Living Well
Home: Living Together

Stakeholders
- Shareholders and Investors
- Communities and societies
- Suppliers
- Employees and Families
- Governments
- Customers and Consumers

Impact and External Risk Analysis
- Changing of regulation and data privacy
- Intense competition and market saturation

Outputs and Values for Stakeholders

- **16,645** million THB total sales
- **100%** of production plants certified with international standards
- **100%** of businesses certified for data security
- **706** researchers and innovators
- **289** million THB total revenue from new commercialized products and services
- **4** innovative products and services
- **100%** of businesses assessed for human rights risks
- **100%** of employees received training
- **46.85%** of female employees
- **8.22** average employee training hours per year
- **0** employee and contractor fatalities
- **951** employee resignations
- **78%** stakeholder engagement score
- Establishment of a global sustainability network with more than **4** member organizations
- Job creation for **0.32** million people
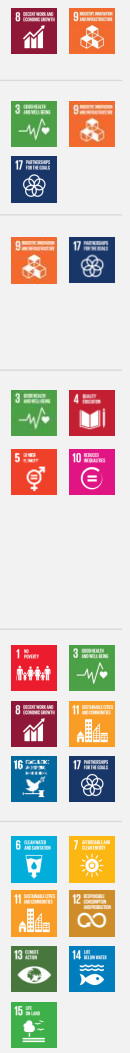- Impact on corporate reputation
- **5.34%** of GHG emissions (Scope 1 and 2) increased when compared to 2022
- **0.31%** ratio of renewable energy consumption
- **6.98%** increase in water intensity when compared to 2022
- **97.52%** divert waste disposal

Supporting the UN SDGs

As a digital technology and financial services company committed to delivering comprehensive and sustainable value to society, Ascend Group recognizes the critical role we play in driving positive change and contributing to global sustainability agendas. We focus on areas where our expertise and resources can create the most meaningful impact across the Southeast Asian region.

The selection of Sustainable Development Goals (SDGs) is a meticulous process based on an in-depth analysis of Ascend Group's operations, stakeholder needs, and the evolving challenges and opportunities in our markets. This selection process incorporates our operational and corporate strategies, sustainability approaches throughout the value chain, and stakeholder input. From the 2023 SDG prioritization review, five goals have been identified as strategically significant goals, with four goals designated as important goals for Ascend Group.

SDG	Ascend Activities, Strategy and Goals			Prioritization	Related Content
	Ascend Value Chain	Corporate Governance	Sustainability Goals		
SDG 1: No Poverty	High	Medium	Low	Important Goals	• Social Impact and Economic Contribution
SDG 2: Zero Hunger	Low	Low	Low	Other Goals	
SDG 3: Good Health and Well-being	Low	Low	Low	Other Goals	• Health and Well-being
SDG 4: Quality Education	Low	Low	Low	Other Goals	• Education and Inequality Reduction • Leadership and Human Capital Development
SDG 5: Gender Equality	Low	Low	Low	Other Goals	• Human Rights and Labor Practices
SDG 6: Clean Water and Sanitation	Low	Low	Low	Other Goals	• Water Stewardship
SDG 7: Affordable and Clean Energy	Low	Medium	Medium	Important Goals	• Climate Resilience
SDG 8: Decent Work and Economic Growth	High	High	High	Strategically Important Goals	• Social Impact and Economic Contribution
SDG 9: Industry, Innovation and Infrastructure	High	High	Medium	Important Goals	• Innovation
SDG 10: Reduced Inequality	High	High	High	Strategically Important Goals	• Human Rights and Labor Practices
SDG 11: Sustainable Cities and Communities	Low	Low	Low	Other Goals	• Climate Resilience
SDG 12: Responsible Consumption and Production	High	Medium	High	Strategically Important Goals	• Climate Resilience • Circular Economy • Responsible Supply Chain Management
SDG 13: Climate Action	High	High	High	Strategically Important Goals	• Climate Resilience
SDG 14: Life below Water	Low	Low	Low	Other Goals	• Ecosystem and Biodiversity Protection
SDG 15: Life on Land	Medium	Medium	Medium	Important Goals	• Ecosystem and Biodiversity Protection
SDG 16: Peace, Justice and Strong Institutions	Low	Low	Low	Other Goals	• Corporate Governance
SDG 17: Partnership for the Goals	High	Medium	High	Strategically Important Goals	• Stakeholder Engagement • Cybersecurity and Data Protection

Connection: Low | Medium | High | ● Strategically Important Goals ● Important Goals ○ Other Goals

HEART
Living Right

Ascend Group places sustainability as a top priority in its business operations. We are committed to operating with good governance, ethical conduct, and transparency in all our interactions with stakeholders. These principles serve as the cornerstone of our business operations and sustainable growth. In addition to adhering strictly to regulatory and compliance requirements, Ascend Group recognizes the rapid changes in the business environment, where digital and technological advancements play a critical role. As such, we actively support the development of essential knowledge and skills for our employees while prioritizing cybersecurity, data protection, and the advancement of secure information systems. These efforts are aimed at building trust with our customers and ensuring the accuracy and security of their data.

Corporate Governance

Human Rights and Labor Practices

Education and Inequality Reduction

Leadership and Human Capital Development

Cybersecurity & Data Protection

Corporate Governance

Effective corporate governance is crucial for Ascend Group in addressing regulatory compliance challenges, market changes, and increasing demands for transparency. In today's rapidly evolving digital landscape, maintaining the highest standards of integrity and accountability is essential. Our governance practices are designed to mitigate these risks by promoting compliance with existing regulations, enhancing operational transparency, and ensuring responsible decision-making. Through regular reviews and continuous strengthening of our governance framework, we not only effectively navigate these challenges but also build trust with our stakeholders. This commitment ensures long-term resilience and sustainable growth.

Supporting the SDGs

12 RESPONSIBLE CONSUMPTION AND PRODUCTION ∞

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Key Performance 2023

100%
of Organization has Governance Structure

100%
of Corporate Governance were following KPI
and use the Result from the Survey to Create CG Plan

93.33%
Ratio of Employees Received Training
and Passed the Test on Corporate Governance, Risk Management, and Compliance

Goal and Progress

100%

Business receive corporate governance assessment

Future Workplans

ESG — Develop Group-level policies and guidelines covering all three dimensions of sustainability.
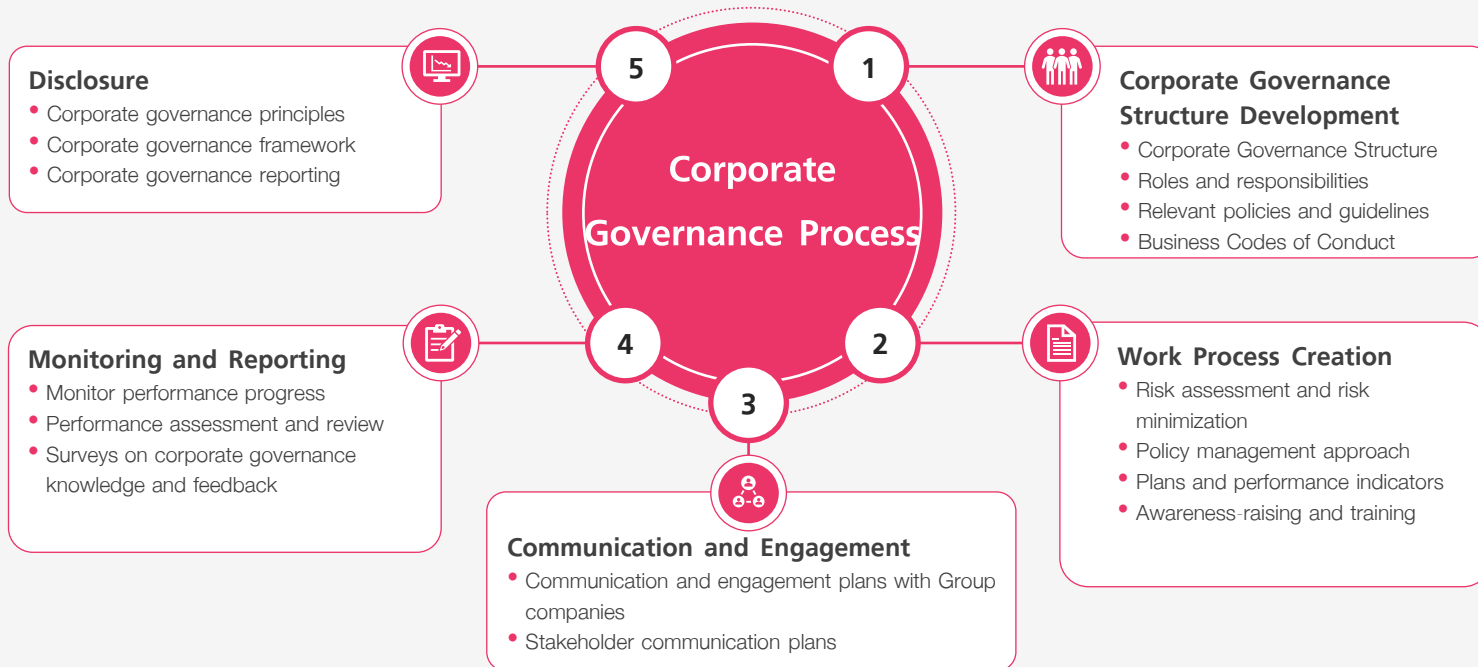
— Enhance efficiency of digital platforms for corporate governance, risk management and compliance.

Corporate Governance

Ascend Group Company Limited recognizes that ethical and transparent corporate governance not only enhances the company's image but also builds stakeholder trust and reinforces its commitment to becoming a sustainable organization. In line with this commitment, Ascend Group has adopted the Charoen Pokphand Group's governance framework to establish a unified standard across the Group. We have developed a Corporate Governance (CG) system to guide the company's governance practices, enabling competitive performance and sound results while prioritizing long-term impacts. This approach ensures adaptability amidst changing factors, responsible business practices, and sustainable value creation.

In addition to establishing governance processes organization-wide, Ascend Group communicates operational guidelines, including the code of conduct, policies, and related practices, to all employees to ensure consistent and strict adherence.

Corporate Governance Management Approach

Corporate Governance Process

Disclosure
- Corporate governance principles
- Corporate governance framework
- Corporate governance reporting

5

1 **Corporate Governance Structure Development**
- Corporate Governance Structure
- Roles and responsibilities
- Relevant policies and guidelines
- Business Codes of Conduct

Monitoring and Reporting
- Monitor performance progress
- Performance assessment and review
- Surveys on corporate governance knowledge and feedback

4

2 **Work Process Creation**
- Risk assessment and risk minimization
- Policy management approach
- Plans and performance indicators
- Awareness-raising and training

3 **Communication and Engagement**
- Communication and engagement plans with Group companies
- Stakeholder communication plans

Case Study
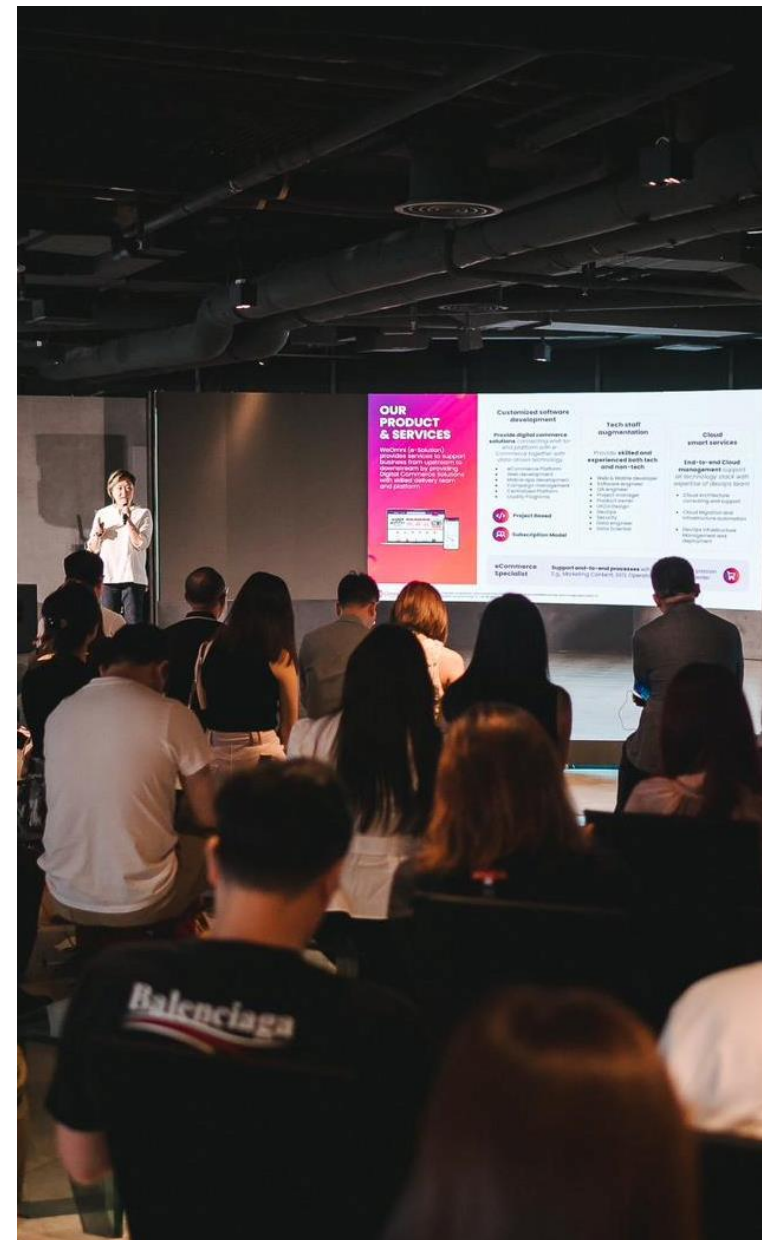
CG Network Recognition Awards 2023

Charoen Pokphand Group's corporate governance is implemented in accordance with the sustainability goal strategy with cooperation from business group representatives, or CG Network, who have been appointed by the CEO of each business group. This has contributed to continuous progress in corporate governance according to goals and plans. In order to incentivize executives and employees to participate in driving good governance operations and strengthening the CG Network, the Group hosts the "CG Network Recognition Awards" on an annual basis. The award presentation supports the implementation of a common corporate governance standard for business groups and allows the Group to regularly follow up on their corporate governance performance. It also enables knowledge and experience sharing among the CG Network, resulting in enhanced operational standards and employee awareness of ethical work performance.

Enterprise Risk Management

Enterprise risk assessment and management are core processes that enable Ascend Group Company Limited to achieve its vision and organizational goals effectively. Ascend Group has adopted the COSO risk management framework to guide its risk management efforts, ensuring a structured approach to identifying and addressing risks. Additionally, we communicate these operational guidelines to employees at all levels, ensuring awareness and readiness to implement them. This proactive approach minimizes potential risks to the organization and its operations.

Risk Management Framework

Risk Management Framework

Communication and Reporting
- Leverages Information and Technology
- Communicates Risk Information
- Reports on Risk, Culture and
- Performance

Governance and Corporate Culture
- Exercise Board Risk Oversight
- Establishes Governance and Operating Structures
- Defines Desired Organizational Behaviors
- Demonstrate Commitment to Core Value

Review and Improvement
- Assess Substantial Changes
- Review Risk and Performance
- Pursues Improvement in Enterprise Risk Management

Strategy and Objectives
- Analyze Business Context
- Defines Risk Appetite
- Evaluates Alternative Strategies and Corporate Strategies
- Formulate Business Objectives and Action Plans

Stakeholder Engagement

Risk Management
- Identifies Risk
- Assesses Severity of Risk
- Prioritizes Risks
- Implement Risk Responses
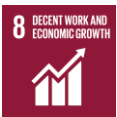- Develops Portfolio View

Human Rights and Labor Practices

Respecting human rights and ensuring fair labor practices are central to Ascend Group's commitment to sustainable and responsible business operations. In a rapidly evolving regulatory environment, we face challenges such as ensuring fair practices throughout our diverse value chain and mitigating human rights risks, particularly concerning migrant labor and supply chain practices. To address these challenges, we have implemented rigorous due diligence processes, regular risk assessments, and comprehensive training programs. These practices enable us to safeguard labor rights, comply with regulations, and foster a culture of respect, equity, and inclusion in all aspects of our operations.

Supporting the SDGs

| 3 GOOD HEALTH AND WELL-BEING | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS |

Key Performance 2023

46.9%
Ratio of Female Employees

0
Case/1,000,000 Hours Worked
Lost Time Injury Rate of Employees

0
Case/1,000,000 Hours Worked
Lost Time Injury Rate of Contractors

Goal and Progress

| 100% |

100% of businesses periodically conduct human rights impact assessment and tier-1 high-risk suppliers

Future Workplans

Enhance human rights governance in the value chain, especially in areas with rising trends of human rights risks, and develop ready-to-use tools for suppliers.
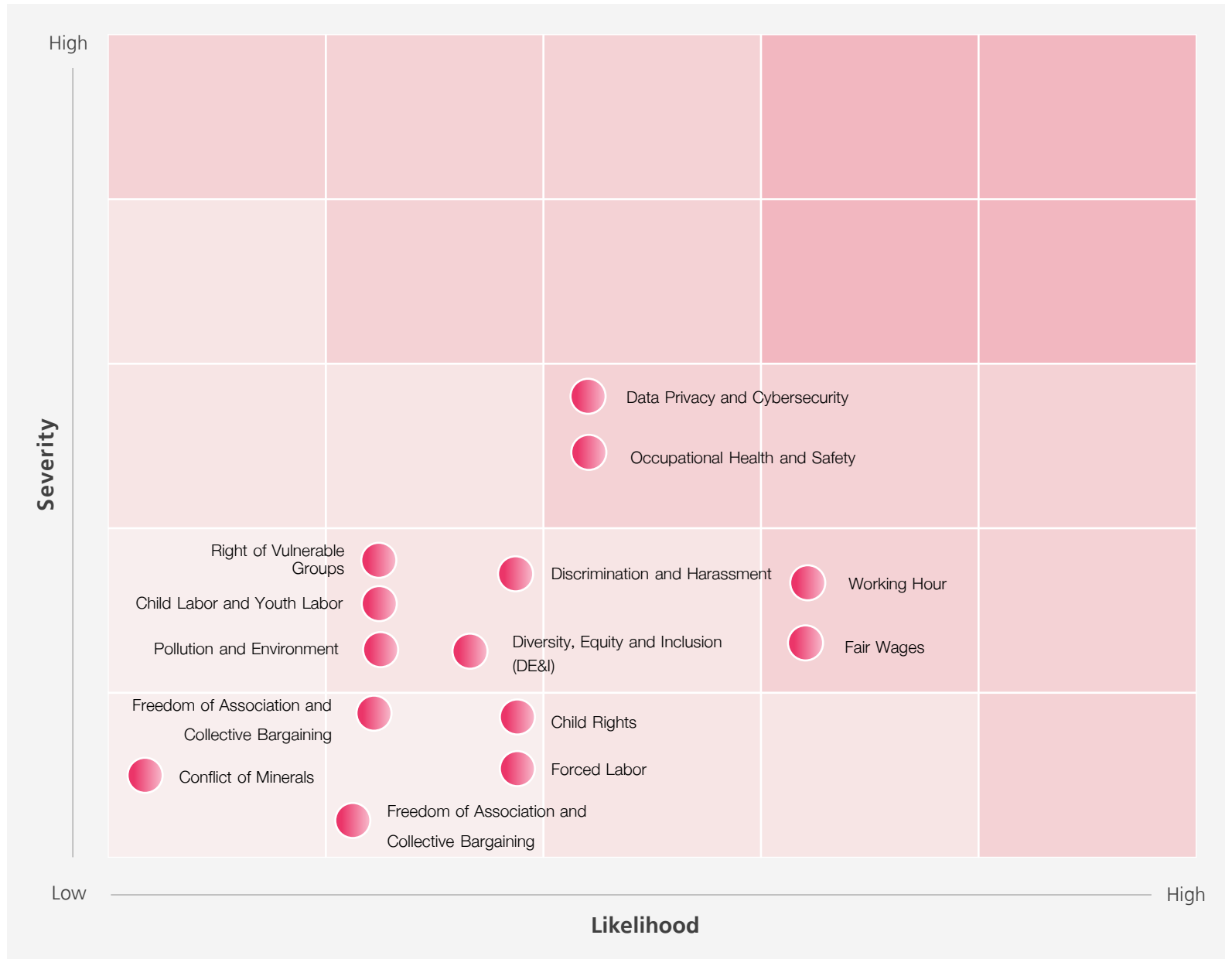
Establish cooperation in assessing human rights risk impacts of business groups and Group-level business units to facilitate understanding and build personnel capacity. Also, develop tangible operational guidelines and remedial measures.

Human Rights Risk Impact Assessment 2023

C.P. Group China conducts human rights risk impact assessment on an annual basis by monitoring the progress on improvement measures to mitigate human rights risks and analyzing annual data to reflect the evolving context. The methodology for the 2023 assessment was improved from suggestions received from consultants, who were external experts, as well as the assessment was categorized according to the right holders. These methods allow us to have more accurate and precise assessment results, both in the view of severity and impact. The 2023 human rights risk review highlighted several issues needing close monitoring, including occupational health and safety, especially in contractors, suppliers, and workers. Moreover, this issue also posting an impact on employees' ergonomic and working environment. Recognizing the potential risks, the organization has implemented measures to encourage partners and contractors to comply with the safety standards established by the Group. Additionally, measures have been put in place to promote the ergonomic use of office equipment to support employee health. Furthermore, we actively foster awareness among employees about respecting human rights through training programs on workplace ethics and inclusivity, emphasizing unity, non-discrimination, and acceptance of diversity.

High

Severity

Data Privacy and Cybersecurity

Occupational Health and Safety

Right of Vulnerable Groups

Child Labor and Youth Labor

Pollution and Environment

Discrimination and Harassment

Working Hour

Diversity, Equity and Inclusion (DE&I)

Fair Wages

Freedom of Association and Collective Bargaining

Child Rights

Conflict of Minerals

Forced Labor

Freedom of Association and Collective Bargaining

Low   High

Likelihood

Human Rights Impact Assessment

Ascend Group Company Limited conducts human rights impact assessments to identify potential human rights issues arising from its business operations and the affected rights holders. This process includes implementing preventive and mitigating measures to address human rights risks throughout the company's operations and across the value chain.

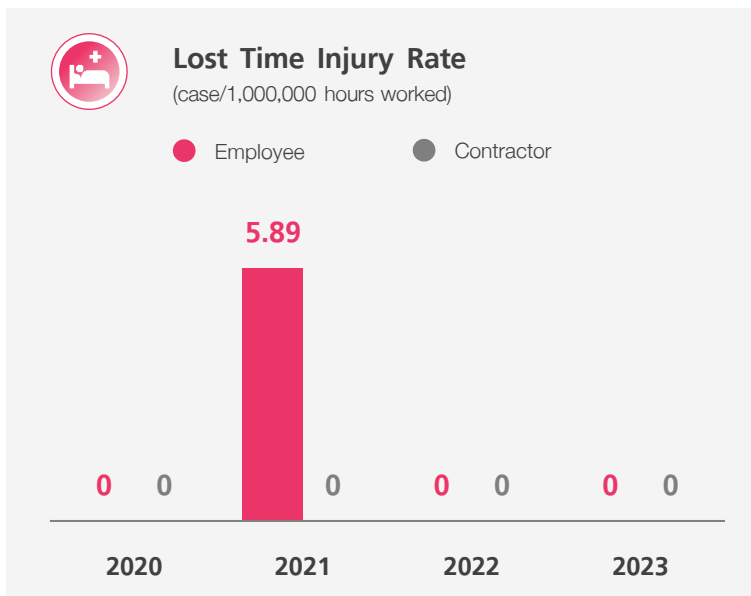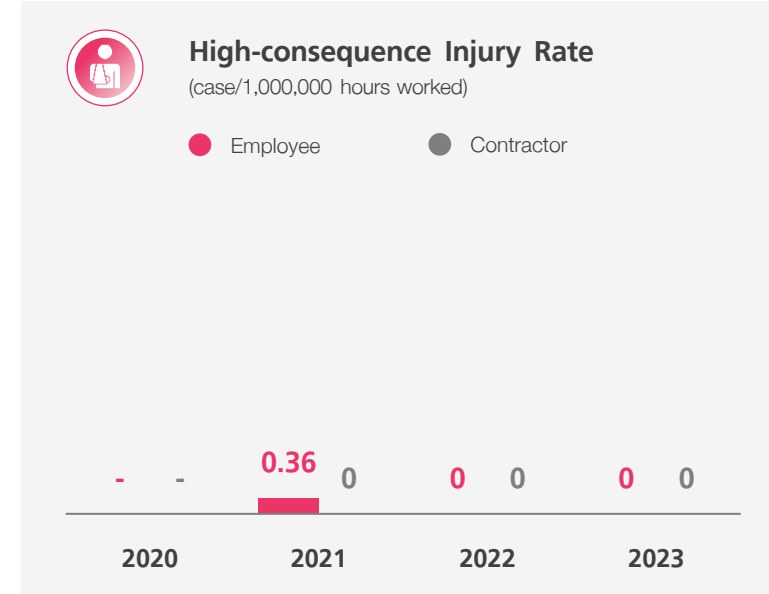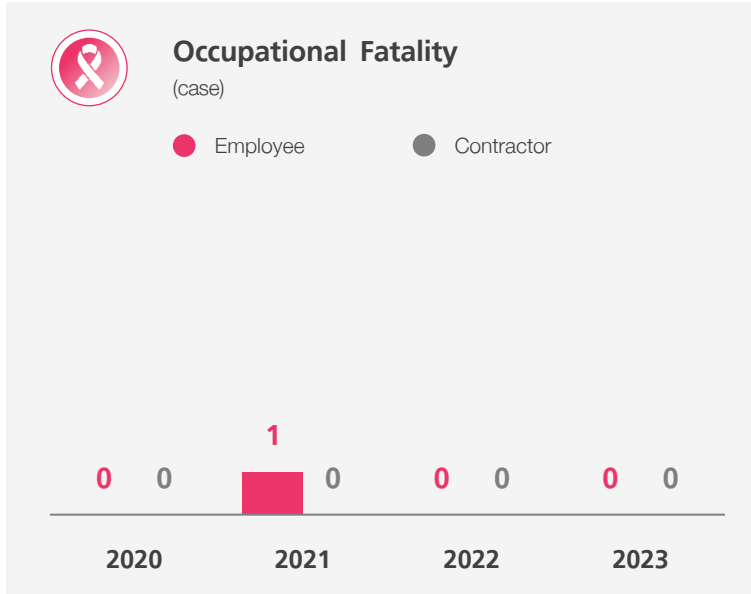| Human Rights Issues	Impacted Groups				
	Employee	Worker Contractor	Supplier	Community	Consumer
1. Force Labor	Very Low	Very Low	Very Low	N/A	N/A
2. Child Rights	Very Low	N/A	N/A	N/A	N/A
3. Minor Labor	Very Low	Very Low	Very Low	N/A	N/A
4. Child Labor	Very Low	Very Low	Very Low	N/A	N/A
5. Occupational Health and Safety	Medium	Medium	Medium	Very Low	N/A
6. Pollution and Environment	Very Low	Very Low	Very Low	Very Low	N/A
7. Discrimination and Harassment	Low	Low	Low	N/A	Very Low
8. Diversity and Inclusion	Low	Medium	Medium	N/A	Very Low
9. Freedom of Association and Collective Bargaining	Very Low	Very Low	Very Low	N/A	N/A
10. Right to Access Clean Water and Sanitation	Very Low	Very Low	Very Low	N/A	N/A
11. Land Rights	N/A	N/A	N/A	N/A	N/A
12. Conflict Minerals	N/A	N/A	Very Low	N/A	N/A

Human Rights Issues	Impacted Groups				
	Employee	Worker Contractor	Supplier	Community	Consumer
13. Protection of Security and Human Rights	N/A	N/A	N/A	N/A	N/A
14. Rights of Vulnerable Groups	Very Low	Very Low	N/A	N/A	N/A
15. Data Privacy	Low	Low	Low	Low	Medium
16. Right to Fair Wages	Very Low	Low	Low	N/A	N/A
17. Working Hours	Low	Low	Low	N/A	N/A
18. Right to Culture	N/A	N/A	N/A	N/A	N/A
19. Privacy and Safety in Life	N/A	N/A	N/A	N/A	N/A
20. Right to Housing	N/A	N/A	N/A	N/A	N/A
21. Biodiversity	N/A	N/A	N/A	N/A	N/A
22. Climate Change and Human Rights	N/A	N/A	N/A	N/A	N/A
23. Rights of Migrant Workers	N/A	N/A	N/A	N/A	N/A
24. Rights of Indigenous Peoples	N/A	N/A	N/A	N/A	N/A

Connection Level: ● Very High ● High ● Medium ● Low ● Very Low

Safety and Occupational Health in the Workplace

Ascend Group Company Limited places great importance on the safety of our employees, contractors operating within the company premises, suppliers, and communities surrounding the company. Therefore, all working processes must prioritize safety, ensuring no adverse impact on employee health and the environment. The company has established a Safety, Occupational Health, and Workplace policy with the goal of achieving zero lost-time accidents. Moreover, we have implemented a work hazard identification and risk assessment process for all work-related activities, including new activities, to identify potential risks and determine corrective and preventive measures. Employees are encouraged to report accidents or high-risk situations through various channels, this is to reduce, control, and prevent potential accidents.

Occupational Fatality
(case)

● Employee   ● Contractor

	2020	2021	2022	2023
Employee	0	1	0	0
Contractor	0	0	0	0

High-consequence Injury Rate
(case/1,000,000 hours worked)

● Employee   ● Contractor

	2020	2021	2022	2023
Employee	-	0.36	0	0
Contractor	-	0	0	0

Lost Time Injury Rate
(case/1,000,000 hours worked)

● Employee   ● Contractor

	2020	2021	2022	2023
Employee	0	5.89	0	0
Contractor	0	0	0	0

Total Recordable Injury Rate
(case/1,000,000 hours worked)

● Employee   ● Contractor

	2020	2021	2022	2023
Employee	0	6.07	0	0
Contractor	0	0	0	0

Education and Inequality Reduction

Ascend Group Company Limited recognized the critical role education plays in reducing inequality and promoting sustainable development.   In Southeast Asia, unequal education remains a significant challenge.   To address this issues, we are committed to promoting inclusive education through digital platform, skill development initiatives, and partnerships with underprivileged communities. Our programs aim to bridge the digital divide, enhance workforce readiness, and create equal opportunities for everyone. By doing so, we strive to ensure that our efforts contribute to reducing social and economic inequality across the region.

Supporting the SDGs

4 QUALITY EDUCATION 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES 17 PARTNERSHIPS FOR THE GOALS

Key Performance 2023

142 persons
Number of Students
Receiving Internships (cumulative data)

58 persons
Number of Students
Receiving Support to have Access to Quality Education

62 hours
Total Hours
of Employees Engaging in Volunteer Activities aimed at Advancing Education

Goal and Progress

100%

100 people received support in the form of access to quality education, lifelong learning or upskilling

Future Workplans

AI Expand opportunities for utilizing digital technology in education.

Promote access to and transfer of comprehensive infrastructure technologies to government organizations, private sectors, educational institutions, and the general public.

Promoting Education and Lifelong Learning

Ascend Group Company Limited recognizes that education is a fundamental pillar for improving quality of life and a key driver in bridging social and economic gaps. Creating equal opportunities in education and skill development not only enhances individual potential but also elevates society in the long term. Ascend Group actively supports access to education for all segments of society, focusing on rural communities and underprivileged groups. We collaborate with educational institutions and government agencies to implement scholarship programs, skill development training, and special projects that promote lifelong learning. These initiatives are designed to prepare youth and community members to face the challenges of a rapidly changing world. Our approach to education management and inequality reduction focuses on fostering long-term transformation. We believe that building an equitable society, where everyone has access to education and skills development, is a critical factor in driving sustainable economic and social progress.

Transparency
Published information on **5,570** Connext ED Schools

Market Mechanisms
642 ICT talents and **2,000** school partners

Access to Education

Digital Infrastructure
39,839 classrooms with high-speed internet

High-quality Principals & Teachers
Training for over **82,000** school principals & teachers

Child-centric & Curriculum
Established **15** learning centers

Case Study

Kickstart your Tech Career with Ascend Group's Internship Program

Ascend Group Company Limited offers a Cooperative Education Program designed to welcome university students from various institutions to gain hands-on experience with us for a period of six months. This program provides students the opportunity to apply their classroom knowledge in real-world settings, develop practical skills across different work functions, and receive guidance from industry experts in their chosen fields. Additionally, Ascend Group hosts the "Ascend Intern Stories," where interns from our diverse business units share their experiences, expectations, and challenges during their internship journey. These stories also include valuable tips and advice for aspiring interns who wish to join Ascend Group in the future.

Leadership and Human Capital Development

Leadership and human capital development are critical to the long-term success and sustainability of Ascend Group Company Limited. The rapidly evolving digital landscape presents challenges in attracting and retaining top talent, as well as fostering continuous learning and growth. To address these challenges, Ascend Group focuses on leadership development programs, upskilling employees, and cultivating a culture of innovation and collaboration. By investing in human capital, we not only build future-ready leaders but also enhance employee engagement and retention. This ensures that our workforce remains agile and aligned with business objectives in an increasingly competitive market.

Supporting the SDGs

4 QUALITY EDUCATION

8 DECENT WORK AND ECONOMIC GROWTH
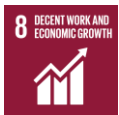
Key Performances 2023

8.22 hour/person/year
Average Training Hours

100%
of Employees Received Support
and Development in Sustainability

1,423 persons
Number of Employees
with Knowledge in Science, Technology, Engineering, and Mathematics (STEM)

Goal and Progress

100%

All employees receive annual sustainability training

In Progress

All employees participate in sustainability activities or projects every year
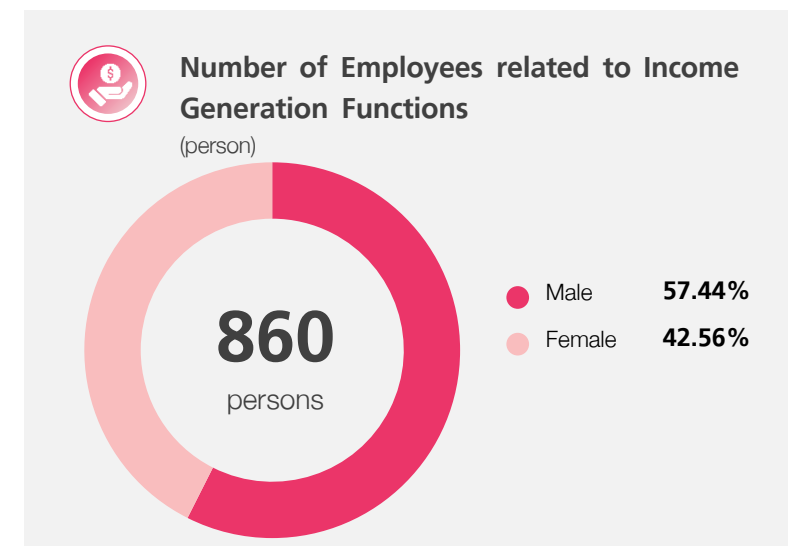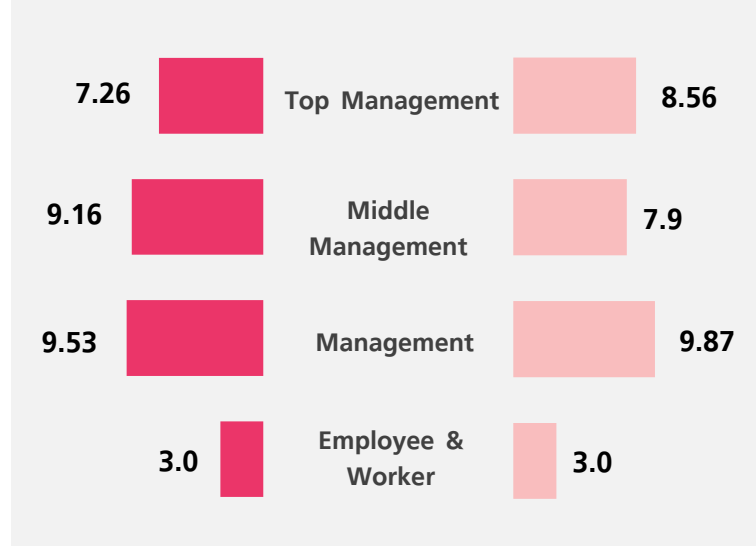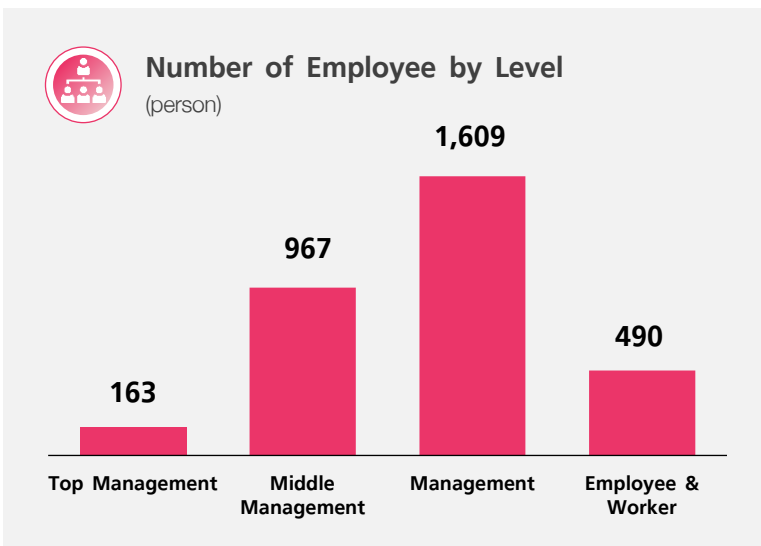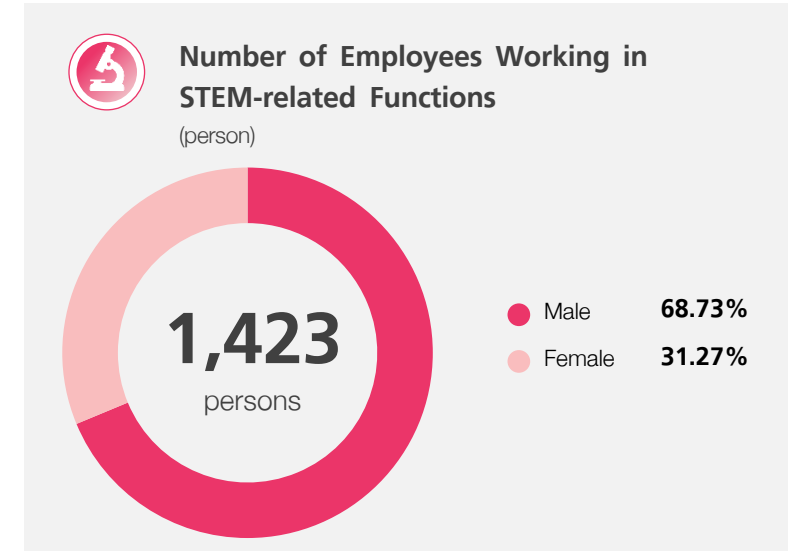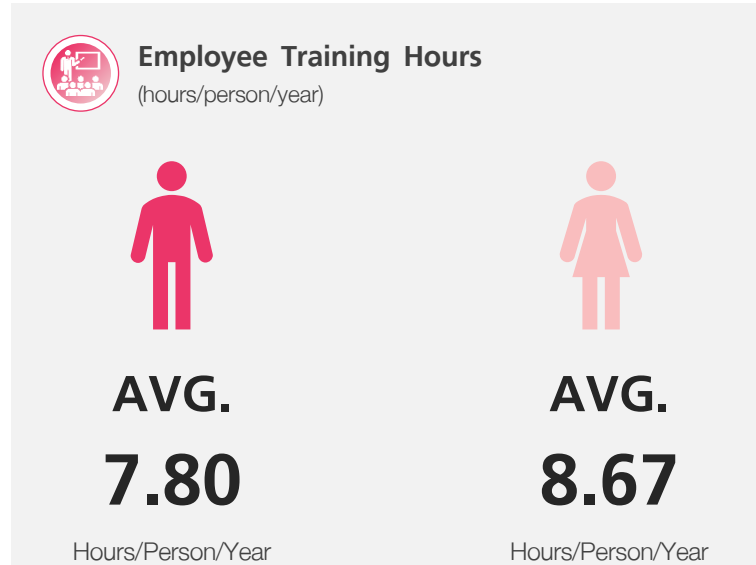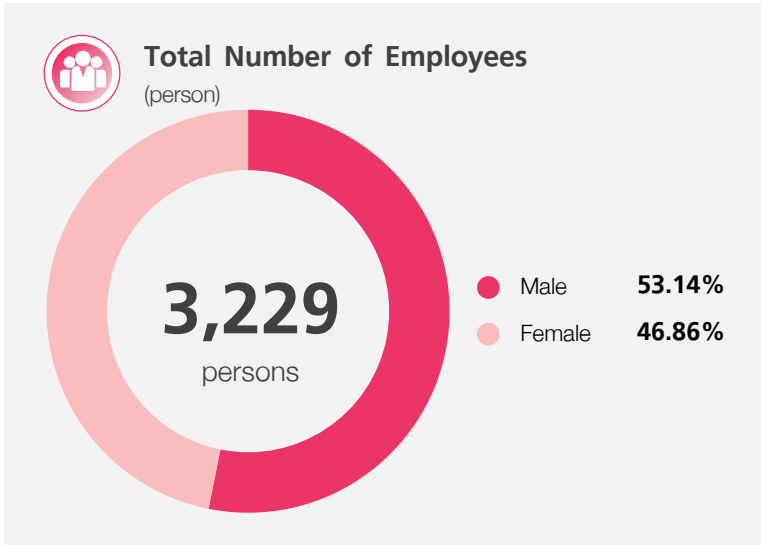
Future Workplans

Collaborate with relevant agencies to jointly develop new generation leaders.

Develop Learning Centers in accordance with the 17 goals of the UN Sustainable Development Goals (SDGs).

Data on Employee Diversity

Total Number of Employees
(person)

3,229
persons

● Male   **53.14%**
● Female   **46.86%**

Employee Training Hours
(hours/person/year)

AVG.
7.80
Hours/Person/Year

AVG.
8.67
Hours/Person/Year

7.26	Top Management	8.56
9.16	Middle Management	7.9
9.53	Management	9.87
3.0	Employee & Worker	3.0

Number of Employees Working in STEM-related Functions
(person)

1,423
persons

● Male   **68.73%**
● Female   **31.27%**

Number of Employee by Level
(person)

- Top Management: 163
- Middle Management: 967
- Management: 1,609
- Employee & Worker: 490

Number of Employees related to Income Generation Functions
(person)

860
persons

● Male   **57.44%**
● Female   **42.56%**

Cybersecurity and Data Protection

Cybersecurity and data protection are critical to safeguarding the digital systems of Ascend Group amidst rising cyber threats and evolving data privacy regulations. The challenge of protecting vast amounts of customer data and maintaining system integrity requires continuous investment in advanced security technologies and best practices. To mitigate these risks, Ascend Group has implemented robust cybersecurity measures, including regular risk assessments, employee training, and adherence to global data protection standards. These measures not only ensure the security of our operations but also build trust with our customers and partners in today's highly interconnected digital environment.

Supporting the SDGs

![9 INDUSTRY, INNOVATION AND INFRASTRUCTURE] ![17 PARTNERSHIPS FOR THE GOALS]

Key Performances 2023

100%
of IT infrastructure
Certified with International IT Standards

100%
of Organization
Conducted vulnerability assessments of its IT systems and simulates hacker attacks by external parties.

1,695 คน
Number of Employees
Received Training on Personal Data Security

Goal and Progress

100%

business groups certified with international standards on data and information security

Future Workplans

Update policies and guidelines to cover new potential risks, and to be more updated

Foster an Organizational culture of technology innovation

Enhance security program for source code and library

Cybersecurity and Data Protection

Ascend Group Company Limited has adopted the cybersecurity and data protection risk management framework of Charoen Pokphand Group as a guideline for ensuring cybersecurity and data protection within Ascend Group. This framework encompasses the protection of operational data, employee information, business partners, alliances, customers, and all stakeholders. The risk management framework covers a comprehensive approach, including strategy development, governance, risk assessment, impact analysis, and the development of risk management plans across the entire supply chain.

Cyber Risk Management Framework

1

Risk Management Program (RMP)

Develop and apply risk management strategy

2

Risk Framing

Regulate RMP, set assumptions and restrictions

3

Impact-Level Prioritization

Categorize systems and data based on priority

4

Risk Identification

Implement RMP to identify risks

5

Risk Assessment

Conduct network cybersecurity risk assessment

9

Risk Monitoring

Develop enterprise risk monitoring strategy

8

Supply Chain Risk Management Program

Develop supply chain risk management plan

7

Business Impact Analysis (BIA)

Analyze business impact on application system

6

Risk Response

Define risk response options

HEALTH
Living Well

Ascend Group Company Limited has developed innovative solutions to meet the diverse and growing demands of the market and consumers who seek healthier and more environmentally friendly products and services. Beyond our internal operations, we collaborate with business partners, government agencies, and private sector organizations to scale our initiatives and launch projects that deliver social value and economic benefits. These collaborations ensure the production of sustainable products and services that align with the evolving needs of our stakeholders. With a diverse portfolio of products and services, supported by the partnerships and resources of Charoen Pokphand Group, we are well-positioned to expand business opportunities and develop solutions that enhance the quality of life for future generations.

- Health & Well-being
- Social Impact and Economic Contribution
- Innovation
- Stakeholder Engagement

Health & Well-being

The health and well-being of consumers are a top priority for Ascend Group Company Limited as we strive to offer safe and reliable products and services. In today's rapidly evolving digital world, customers face challenges related to product transparency, safety, and access to health solutions. To address these issues, Ascend Group has implemented strict quality standards, provided clear product information, and promoted digital tools that support healthy living. By focusing on enhancing the well-being of our customers, we build trust and foster long-term relationships, ensuring that customer health and satisfaction remain at the core of our operations.

Supporting the SDGs

Key Performances 2023

88.59%

Proportion of Total Sales
from Health and Well-being Products and Services

92.3%

Proportion of Products and Services
Promoting Health and Wellness Originates from TrueMoney Wallet

4,916 million THB

Total Sales from Products and Services
that Promote Health and Well-being

Goal and Progress

100%

82% of total sales volume derive from B2B and B2C products and services that promote health and well-being
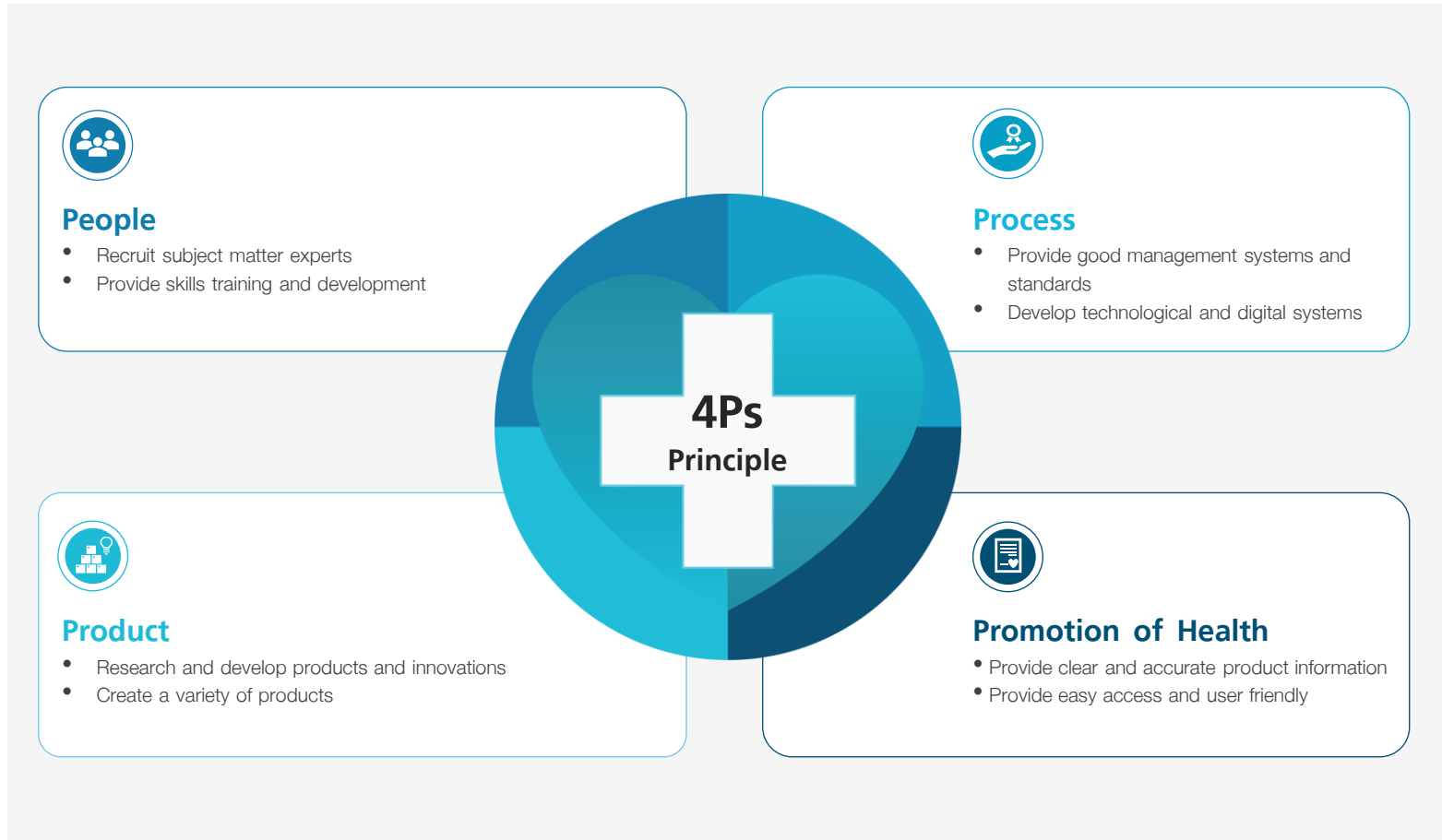
Future Workplans

Collaborate with all stakeholder groups to apply modern technology and digital in the supply chain's product development process

Expand access to health and wellness solutions for those in need.

Promoting Health and Well-being in the Modern Era

Ascend Group is committed to advancing its digital technology and online financial services businesses. One of Ascend Group's key applications is TrueMoney Wallet, which enables people to access financial services with greater convenience, speed, and security. The adoption of this application in today's modern era contributes to promoting health and well-being in society. For instance, it helps reduce the risks associated with traveling to physical locations, minimizes direct contact, and makes financial transactions simpler and more accessible for everyone.

People
- Recruit subject matter experts
- Provide skills training and development

Process
- Provide good management systems and standards
- Develop technological and digital systems

4Ps Principle

Product
- Research and develop products and innovations
- Create a variety of products

Promotion of Health
- Provide clear and accurate product information
- Provide easy access and user friendly

Case Study

Promoting the Use of True Money Wallet to Reduce Contact

The COVID-19 pandemic brought about a shift towards avoiding physical cash transactions, resulting in a steady growth in the number of users and the frequency of usage of TrueMoney Wallet. As the first e-wallet provider to promote and raise awareness about minimizing contact risks through digital payments, TrueMoney launched the campaign "Replace Cash, Reduce Contact, Use TrueMoney Wallet. "This campaign utilized a 360-degree marketing strategy, including television ads, billboards at payment points, online platforms, and collaborations with influencers. Additionally, TrueMoney engaged with partners to provide promotions for buyers, supporting merchants in boosting sales. The campaign also included activities aimed at promoting small businesses and increasing their visibility.
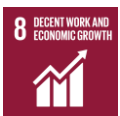
Social Impact & Economic Contribution

Ascend Group is dedicated to creating positive social impacts and promoting economic development in the communities we serve. However, current challenges such as income inequality and unequal access to digital resources highlight the need for targeted initiatives to address these issues. Ascend Group has invested in local communities through programs that enhance digital access, create employment opportunities, and foster sustainable economic growth. By upskilling and providing opportunities for underprivileged populations, the company plays a role in reducing inequality and building a stronger, more resilient economy across the region.

Supporting the SDGs

| 1 NO POVERTY | 4 QUALITY EDUCATION | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES |

Key Performances 2023

SMEs

315,674 persons

Number of People Received Career and Income Supports

Vulnerable Groups	Other Groups
15 persons	**5,000** persons

2,073 million THB

Monetary Amount
of Social and Community Development Investment

Goal and Progress

100%

30,000 people receive job promotion to generate income for people in need, e.g., farmers, SMEs, and vulnerable groups, across the value chain
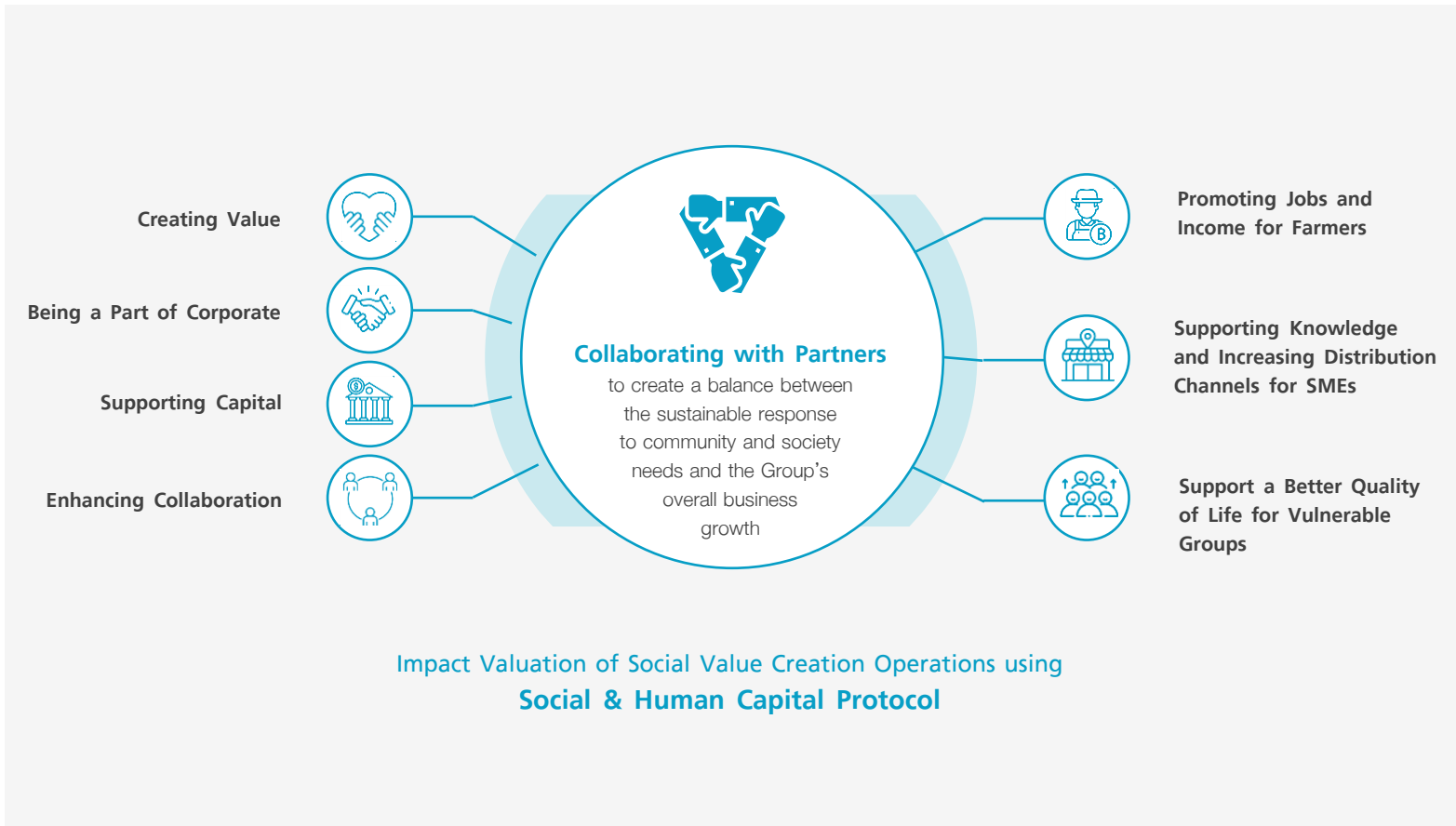
Future Workplans

Increase opportunities for vulnerable groups and SMEs to access technology on various platforms to create career opportunities.

Reduce risks of negative impacts on society and communities located near business operations.

Social Value Creation Strategy

Ascend Group Company Limited is one of the subsidiaries under Charoen Pokphand Group, which plays a crucial role in promoting economic development and creating positive impact through the use of technologies, such as promoting access to education, creating career opportunities, and supporting communities competency. Additionally, we support sustainable development by providing economic opportunities to vulnerable groups in society as well as small business entrepreneurs. These efforts play a crucial role in improving quality of life and promoting sustainable economic growth.

Creating Value

Being a Part of Corporate

Supporting Capital

Enhancing Collaboration

Collaborating with Partners
to create a balance between the sustainable response to community and society needs and the Group's overall business growth

Promoting Jobs and Income for Farmers

Supporting Knowledge and Increasing Distribution Channels for SMEs

Support a Better Quality of Life for Vulnerable Groups

Impact Valuation of Social Value Creation Operations using
Social & Human Capital Protocol

Case Study

Ascend Money: Transforming Financial Services for Thais and Southeast Asians

TrueMoney first launched its services in 2013, and today, amidst a rapidly changing world, we have become a leading fintech company in Southeast Asia. We provide innovative electronic payment systems and a wide range of financial services across seven countries in the region (Thailand, Cambodia, Myanmar, Indonesia, the Philippines, Vietnam, and Malaysia).Our mission is to unlock financial opportunities for millions of people, ensuring convenient and accessible financial services every day. Operated by Ascend Money Group, TrueMoney serves over 50 million users (as of 2023) through the TrueMoney Wallet application and a network of more than 88,000 small business agents (TrueMoney Centers) across these seven countries.

Innovation

Ascend Group Company Limited integrates technology and creative problem-solving into every aspect of its operations. Amid the challenges of rapid technological advancements and ever-evolving consumer demands, the company focuses on fostering an agile environment that encourages experimentation and collaboration. By adopting cutting-edge technologies such as AI and blockchain, Ascend Group stays ahead of industry trends and consistently delivers innovative solutions to the market. This approach not only enhances customer experiences but also strengthens the company's position as a forward-thinking leader, setting new standards for sustainable growth and digital transformation.

Supporting the SDGs

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Key Performances 2023

706 persons
Number of R&D Personals

1,667 million THB
R&D Spending
Increased from 2022 by 15.9%

289 million THB
Proportion of Revenue from New Products and Services

Goal and Progress

N/A

Number of patents and petty patents registered

Future Workplans

- Invest in new technologies
- Develop an innovation knowledge exchange platform to promote innovation within and beyond the organization
- Develop Charoen Pokphand Group's innovation ecosystem

Driving Innovation with Digital Technology

Ascend Group Company Limited is dedicated to creating innovations that generate lasting positive impacts on society and the environment. The company prioritizes the development, research, and creation of services that enhance the efficient use of natural resources, reduce operational waste, and promote the circular economy. In addition, Ascend Group is committed to driving positive changes in society and local communities. Simultaneously, we strive to develop world-class digital products and blockchain solutions, provide AI-ready data centers, and deliver multi-brand global cloud services. These efforts aim to propel innovation and elevate businesses toward new opportunities in the digital economy.

Case Study

Experience the World's First Digital Innovation Hub: True IDC Experience Center

The True IDC Experience Center was created under the concept of Infinite Reflection to Your Digital Journey, symbolizing the endless interplay between current digital demands and the comprehensive services True IDC offers to meet those needs. The center is divided into two main zones: the Data Center Zone and the Cloud Zone, both of which form the foundation of today's digital technologies. The Data Center Zone showcases True IDC's Colocation services, which provide secure storage and management of servers, complete with world-class facilities. It features a centralized Command Center, where expert teams monitor and manage all data center systems 24/7 via large-scale monitors, ensuring seamless operations. In the Cloud Zone, visitors can explore cloud technologies through an array of interactive media. The journey begins with the intelligent Interactive Screen, which responds to gestures. By simply waving your hand to select a global cloud provider, motion sensors activate and display videos showcasing the provider's solutions. In addition to offering a variety of global cloud services, True IDC also provides its proprietary True IDC Cloud, a Thai-developed cloud service created by local experts. The Cloud Zone also features a Cloud Showcase, presenting case studies of cloud applications, a Cloud Clinic for personalized cloud consulting, and Cloud Talk, a community hub that brings together a wealth of knowledge and insights on cloud technology from leading global brands—all in one place.

Stakeholder Engagement

Positive engagement with stakeholders is a fundamental element in promoting sustainable business practices. However, the diverse range of stakeholders involved in our operations and activities presents challenges in establishing effective communication and collaboration channels. To build trust, enhance transparency, and maintain strong relationships, we have implemented rigorous stakeholder engagement practices. These include regular consultations and the promotion of open dialogue. Our goal is to foster meaningful relationships that drive mutual growth and shared success.

Supporting the SDGs

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Key Performances 2023

78%

Stakeholder Satisfaction Score
Increased from 2022 by 8%

48%

Proportion of Sales from Online Channels

15%

Proportion of Online Customers

Goal and Progress

78%

80% engagement score from multi-stakeholder survey

Future Workplans

Develop opinion survey and stakeholder engagement processes

Seek additional cooperation with external partners to initiate projects that promote sustainable development

Stakeholder Engagement Processes

Stakeholders are crucial and play a key role in business operations, particularly in today's landscape, where businesses must consider the views and concerns of various stakeholder groups when planning operations or setting strategies. Similarly, Ascend Group Company Limited has established engagement processes that align with international standards and ensure transparency. Ascend Group regularly evaluates stakeholder groups based on levels of dependency, accountability, support, and influence on the organization. Stakeholders are then prioritized to define effective engagement strategies. In 2023, Ascend Group conducted a comprehensive review of its stakeholders and identified six key stakeholder groups essential to the organization.

4. Act, Review and Improve
- Monitor and evaluate engagement through survey
- Develop and follow up on action plan
- Report engagement to the public

1. Plan
- Identify and prioritize stakeholder groups
- Determine engagement methods
- Establish and communicate boundaries of disclosure
- Draft engagement plan

3. Implement
- Organize engagement activities according to plan
- Record performance

2. Prepare
- Mobilize resources according to plan
- Build engagement capacity
- Identify and prepare for engagement risks

Act, Review and Improve · **Plan** · **Implement** · **Prepare**

6 Key Stakeholder Groups
- Shareholders & Investors
- Employees & Families
- Governments
- Customers & Consumers
- Communities & Societies
- Suppliers

Stakeholder Engagement Survey 2023

Overall Engagement Score
(percent)

- 2021: 75
- 2022: 70
- 2023: 78
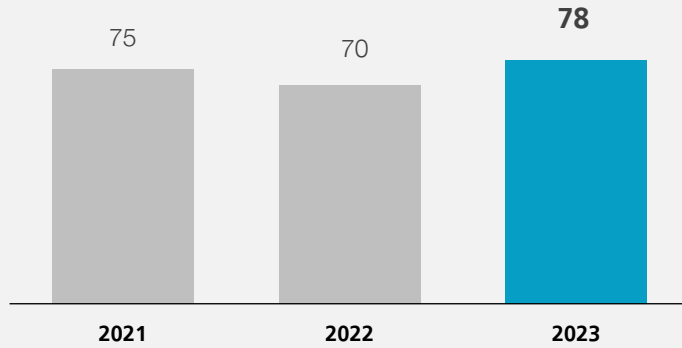
Engagement Score by Dimension

79%
Sustainability Effectiveness

79%
Communication, Listening and Response

78%
Overall Satisfaction
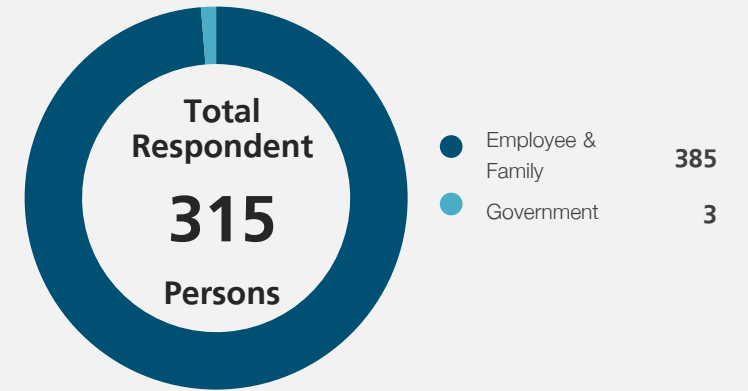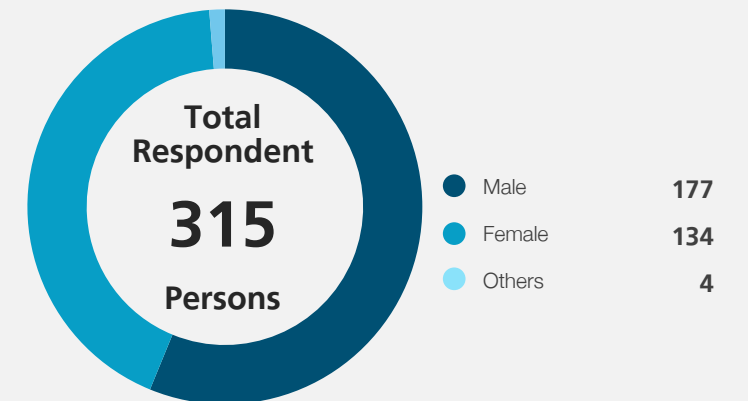
Engagement Score by Stakeholder Groups
(percent)

Employee & Family
- 84
- 88
- 83
- 81

Government
- 74
- 72
- 75
- 75

Legend:
- Overall Engagement Score
- Communication, Listening and Response
- Sustainability Effectiveness
- Overall Satisfaction
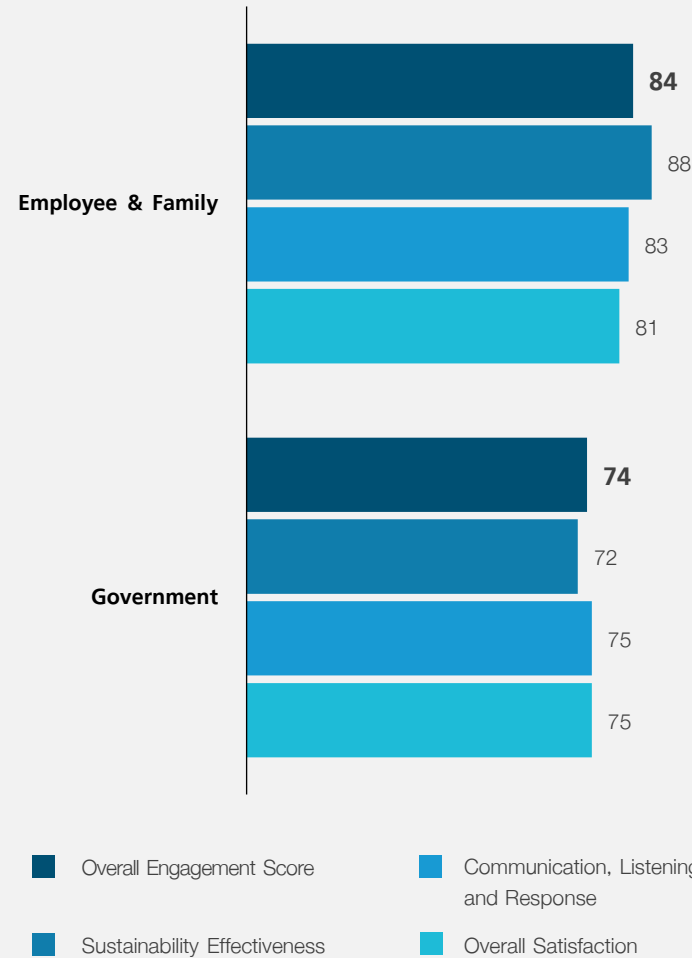
Proportion of Respondents
(person)

Total Respondent
315
Persons

- Employee & Family: 385
- Government: 3

Respondents by Gender
(person)

Total Respondent
315
Persons

- Male: 177
- Female: 134
- Others: 4

HOME
Living Together

Ascend Group Company Limited integrates key sustainability practices, including climate resilience, circular economy, sustainable water management, and responsible supply chain practices, to address environmental and operational challenges. These efforts are realized through initiatives to reduce emissions, optimize resource usage, manage water consumption, and foster partnerships with ethical suppliers. By adopting these practices, Ascend Group enhances its operational resilience and sustainability. These measures not only safeguard natural resources but also align with stakeholders' expectations regarding sustainability. This commitment underscores Ascend Group's leadership in environmental conservation and responsible growth in the global market.

Climate Resilience

Circular Economy

Water Stewardship

Ecosystem & Biodiversity Protection

Responsible Supply Chain Management

Climate Resilience

Adapting to climate change is a primary focus for Ascend Group Company Limited, as its impacts pose significant challenges such as supply chain disruptions, resource scarcity, and increased operational risks. To address these issues, Ascend Group has implemented climate resilience initiatives, emphasizing the reduction of greenhouse gas emissions, enhancing energy efficiency, and integrating sustainable business practices. By embedding climate resilience into its operations and risk management strategies, Ascend Group ensures business continuity while contributing to global climate goals. These efforts also align with the expectations of environmentally conscious stakeholders, reinforcing the company's commitment to sustainability.

Supporting the SDGs
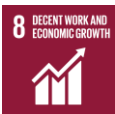
Key Performances 2023

2.79%

Proportion of Overall Energy Consumption
that increased when Compared to 2022

5.34%

Proportion of GHG Emissions Scope 1 & Scope 2
Increased by 1.86 thousand CO_2e as Compared to 2022

0.31%

Proportion of Renewable Energy Consumption

Goal and Progress

0.042%

Reduce GHG Emissions (Scope 1 and Scope 2) from Operations from 42% Target according to Science-based Targets

Future Workplans

Increase energy efficiency and the share of renewable energy consumption.

Establish a Carbon Neutral (Scope 1&2) Roadmap towards 2030.

Encourage and support suppliers and stakeholders along the value chain to reduce GHG emissions.

GHG Emissions Management Data

Total Greenhouse Gas Emission
(thousand tons CO_2e)

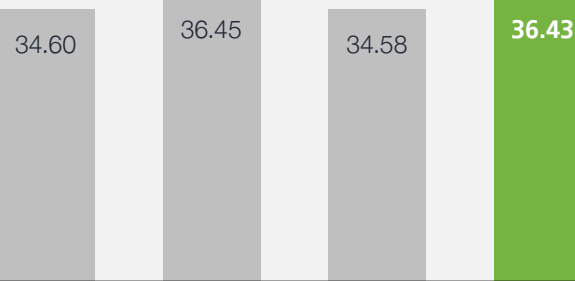### 36.43

⬆ Increase by 5.34%
(Compared with 2022)

GHG Intensity per Unit of Revenue
(ton CO_2e/million THB)
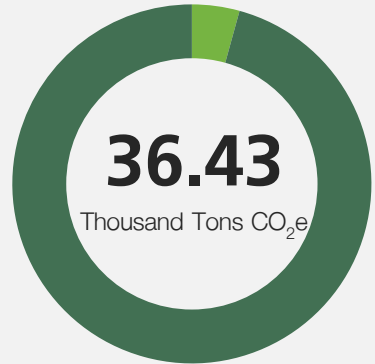
Increase by 1.17%
(Compared with 2022) ⬆

2020	2021	2022	2023
3.58	3.34	2.43	2.45
34.60	36.45	34.58	36.43

🟩 Greenhouse Gas Emission (thousand tons CO_2e)
● Greenhouse Gas Emission (thousand tons CO_2e)
—●— GHG Intensity per Unit of Revenue (ton CO_2e/million THB)

GHG Emissions (Scope 1 & 2)
(thousand tons CO_2e)

36.43
Thousand Tons CO_2e

● Scope 1   **4.28%**
● Scope 2   **95.72%**

GHG Emissions by Source
(thousand tons CO_2e)

36.43
Thousand Tons CO_2e
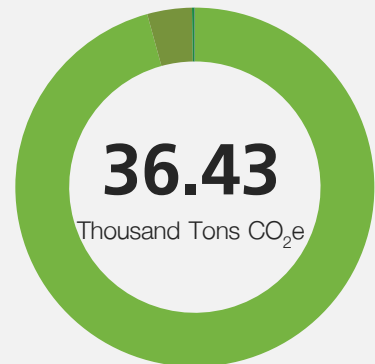
● Electricity   **95.72%**
● Coolant   **4.03%**
● Stationary Combustion   **0.21%**
● Mobile Combustion   **0.04%**
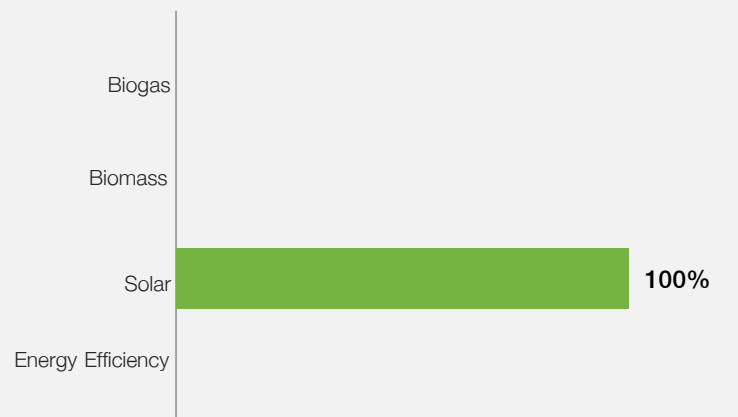
GHG Emissions Reduction from Projects
(tons CO_2e)

2020	2021	2022	2023
NA	NA	NA	110.06
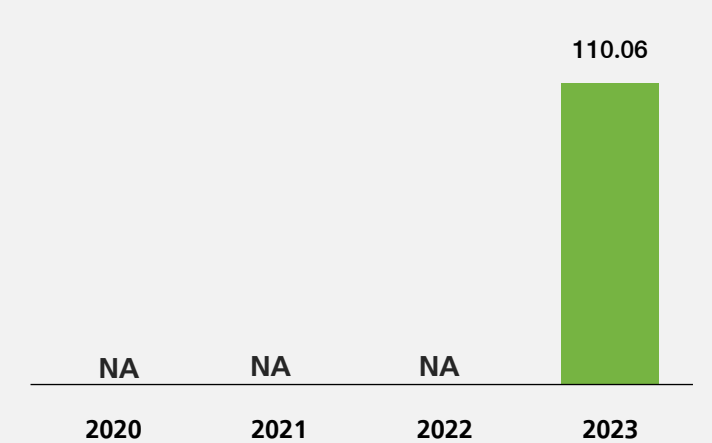
Type of GHG Emissions Reduction from Projects

Biogas	
Biomass	
Solar	100%
Energy Efficiency	

Energy Management Data

Total Energy Consumption
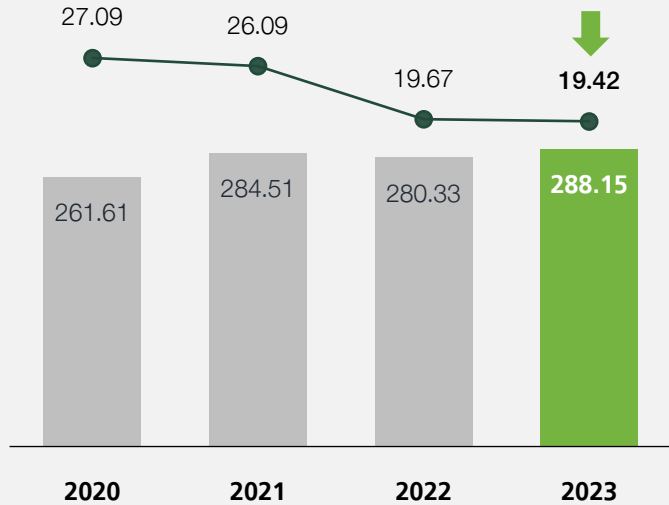(thousand GJ)

288.15
▲ **Increase by 2.79%**
(Compared with 2022)

## Total Energy Usage per Unit of Revenue
(GJ/million THB)

Decrease by 1.28%
(Compared with 2022) ⬇

Year	Value (line)
2020	27.09
2021	26.09
2022	19.67
2023	**19.42**

Year	Energy Consumption (thousand GJ)
2020	261.61
2021	284.51
2022	280.33
2023	**288.15**

■ Energy Consumption (thousand GJ)
— ● — Energy Consumption per Unit of Revenue (GJ/million THB)

Energy Consumption by Energy Source
(thousand GJ)

288.15
Thousand GJ
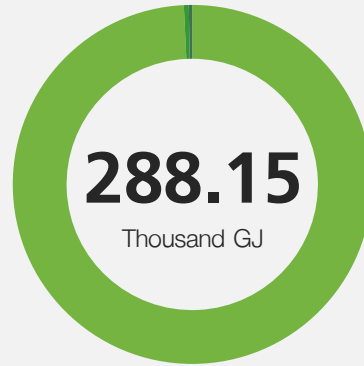
- ● Electricity — **99.25%**
- ● Fossil Fuel — **0.44%**
- ● Renewable Energy — **0.31%**
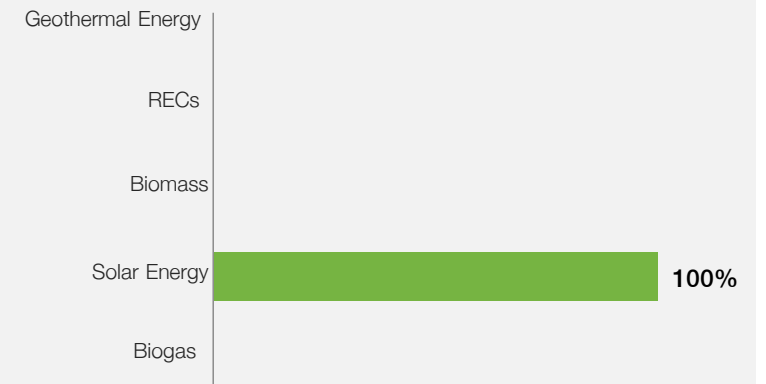
Energy Consumption by Type
(thousand GJ)

288.15
Thousand GJ
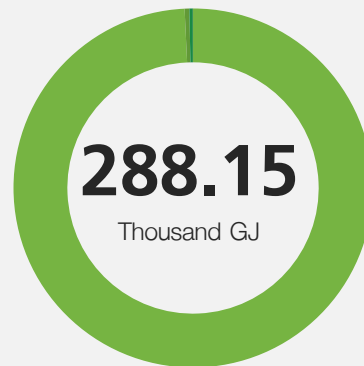
- ● Electricity — **99.25%**
- ● Fuel Oil — **0.42%**
- ● Renewable Energy — **0.31%**
- ● LPG — **0.02%**

Renewable Energy Consumption
(thousand GJ)

2020	2021	2022	2023
NA	NA	NA	0.89

Renewable Energy Consumption by Type

Type	Value
Geothermal Energy	
RECs	
Biomass	
Solar Energy	100%
Biogas	
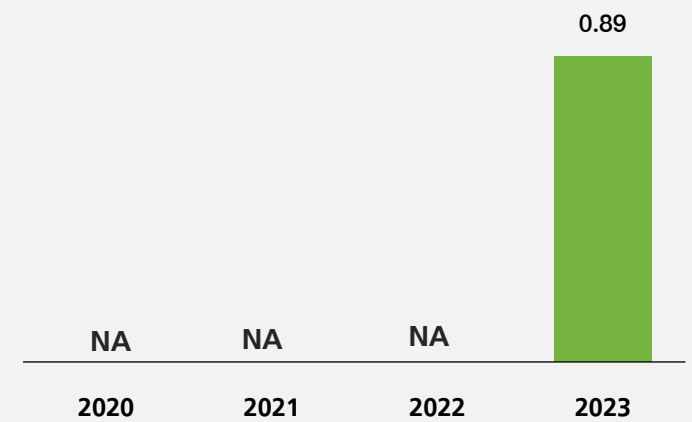
Case Study

True IDC Advances as Thailand's Leading Green Data Center, Partnering with Altervim for Comprehensive Solar Panel Installation

True Internet Data Center Company Limited (True IDC) integrates traditional power systems of its data centers with advanced clean energy technologies to align with and support the government's energy policies. These policies aim to increase the nation's renewable energy usage to over 30% by 2030. The initiative focuses on reducing coal and natural gas combustion, lowering carbon footprints, mitigating greenhouse gas emissions, and accumulating carbon credits over the project's 20-year operational period. In collaboration with Altervim Co., Ltd., a clean energy service provider, True IDC is implementing a solar energy production project featuring state-of-the-art solar panel technology with an installed capacity of approximately 1 Megawatt Peak (MWp).

Bought Clean Energy to Reduce GHG Emissions

110.26 Ton CO_2e

Infrastructure Development and Efficient Energy Use in Data Centers

True IDC, in collaboration with True Group, has signed a Memorandum of Understanding (MoU) with B.Grimm Power Public Company Limited to advance digital innovations in energy businesses and contribute to sustainable growth in Thai society. The partnership focuses on the development of infrastructure and solutions for both primary and backup power systems, as well as efficient cooling systems for True IDC's data centers. Additionally, the collaboration aims to create energy management solutions, increase the share of renewable or clean energy, and reduce the carbon footprint associated with business operations. This initiative reinforces True IDC's commitment to being a leader in providing environmentally friendly and sustainable data center and cloud services in Thailand, delivering high-quality services to both public and private sector businesses.

Circular Economy

The transition to a circular economy is a key priority for Ascend Group as the world faces challenges related to resource overconsumption and waste management. Rather than relying on traditional linear operational models, Ascend Group focuses on maximizing resource efficiency through recycling, extending product lifecycles, and minimizing waste at every stage of its operations. By adopting circular economy principles, the company not only reduces its environmental impact but also strengthens its long-term sustainability. These efforts help lower costs, increase resilience, and meet the expectations of stakeholders who value sustainable practices.

Supporting the SDGs

| 8 DECENT WORK AND ECONOMIC GROWTH | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION |

Key Performances 2023

349.8 tons
Total Volume of Waste

100%
Percentage of Hazardous Waste
that can be Reused/Recycled

8.69 tons
Total Volume of Waste
that Sent to the Landfill

Goal and Progress

97.52%

100% of total waste can be reused/recycled

Future Workplans

- Collaborate with relevant partners to drive sustainable packaging measures.

- Encourage children, youth and the new generation to understand and acknowledge the importance of being a part of the operating mechanism according to the circular economy framework.

Waste Management Data

Quantity of Waste
(tons)

349.87

แยกตามประเภท

- Non-hazardous Waste **99.16%**
- Hazardous Waste **0.84%**

Waste Diverted from Disposal
97.52%

Quantity of Waste
(tons)

	2020	2021	2022	2023
Non-hazardous Waste	NA	NA	NA	346.87
Hazardous Waste				2.93

Total: 349.87

- Hazardous Waste
- Non-hazardous Waste

Quantity of Non-hazardous Waste by Disposal Methods
(tons)

Non-hazardous Waste
346.87
tons

- Reuse **64.25%**
- Recycle **33.24%**
- Landfill **2.50%**

Quantity of Hazardous Waste by Disposal Methods
(tons)

Hazardous Waste
2.93
tons

- Recycle **52.82%**
- Reuse **47.18%**

Quantity of Waste Sent to Landfill
(tons)
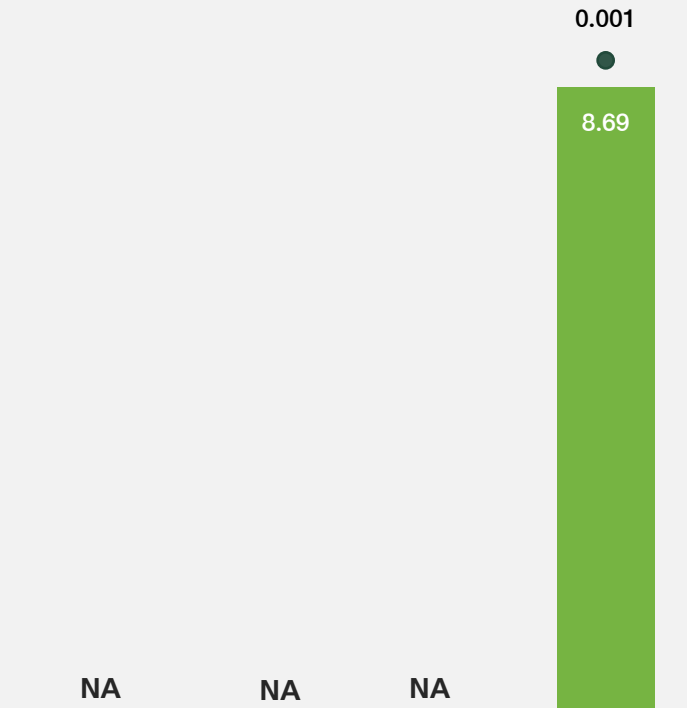
	2020	2021	2022	2566
Total Volume of Waste (tons)	NA	NA	NA	8.69
Total Volume of Waste per Unit of Revenue (tons/million THB)				0.001

- Total Volume of Waste (tons)
- Total Volume of Waste per Unit of Revenue (tons/million THB)

Water Stewardship

Tackling water scarcity and ensuring responsible water use are critical to the operations of Ascend Group. The company recognizes the challenges posed by climate change and increasing water demands, particularly in water-stressed areas. To mitigate these risks, Ascend Group has implemented sustainable water management initiatives focusing on efficient water use, reducing consumption, and promoting water recycling within its operations.　These practices help safeguard the environment, reduce operational risks, and meet the expectations of stakeholders concerned with sustainable water management. These efforts are part of the company's broader environmental goals.

Supporting the SDGs

Key Performances 2023

53.31
thousand cubic meter
Total Water Consumption

3.59
cubic meters/million THB
Water Withdrawal per unit of Revenue

6.98%
Proportion of Water Withdrawal per unit of Revenue
Increased (compared to 2022)

Goal and Progress

100%

20% reduction of water withdrawal per unit of revenue compared to base year 2020

Future Workplans

Expand the scope of water risk assessment and collaborate on developing water management plans for suppliers.

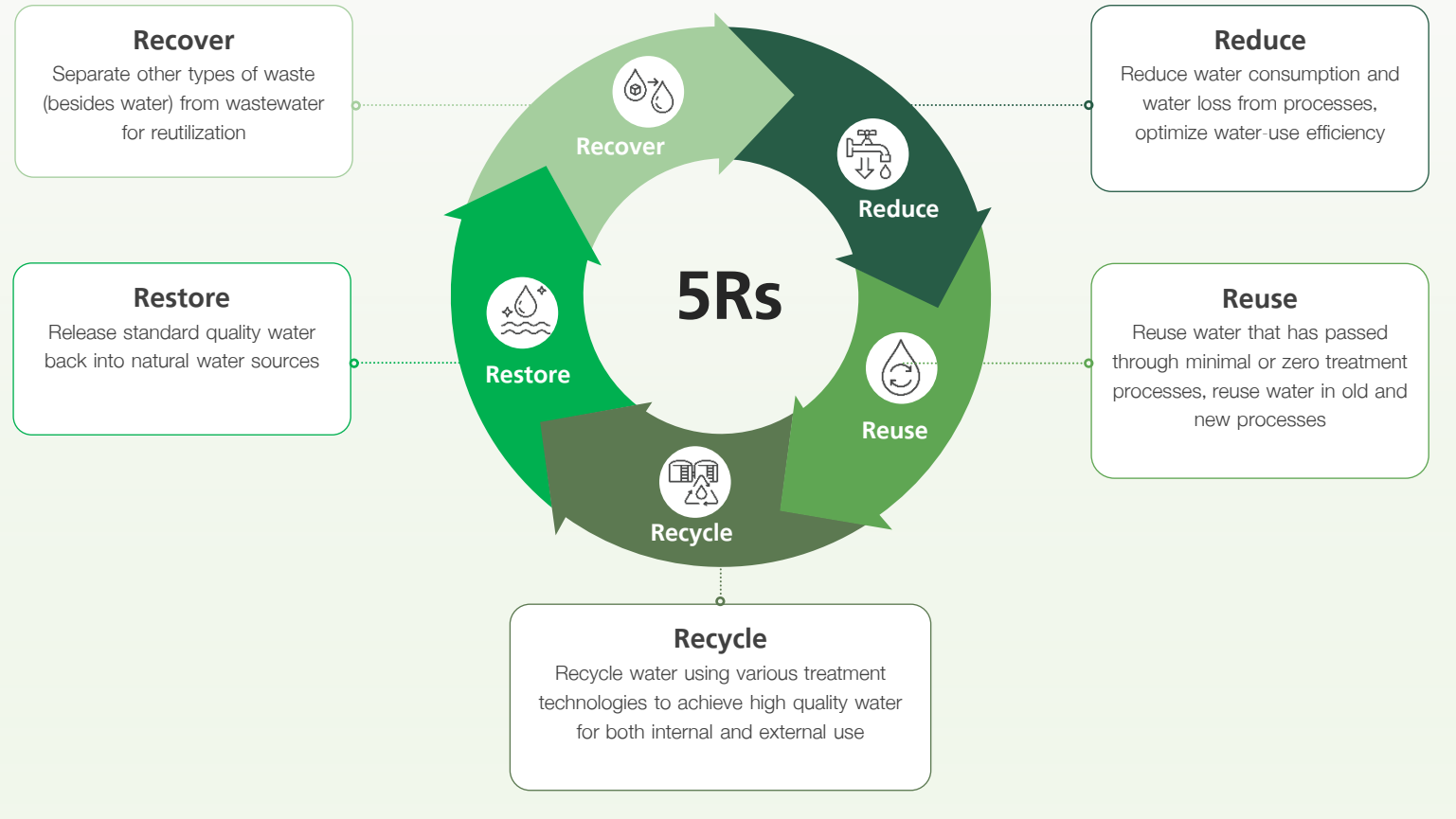Provide training on water use efficiency management for all employees.

Promote projects related to access to water sources and good sanitation for communities, covering all countries with operations.
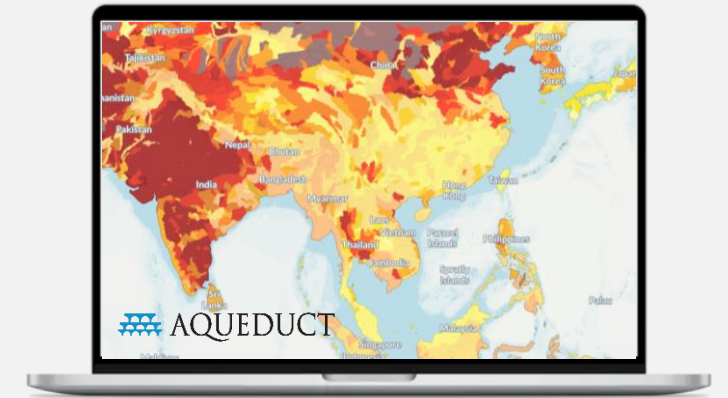
Organization Water Management

Ascend Group is dedicated to promoting water stewardship practices across the organization to achieve sustainable water management and conservation. Our efforts focus on reducing water consumption, recycling, and reusing water while actively participating in community initiatives to ensure responsible water use and the protection of water resources.
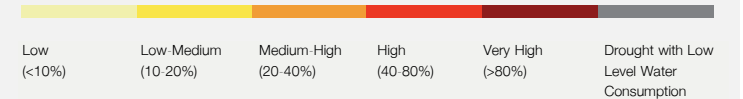
Circular Water Management

5Rs

Recover
Separate other types of waste (besides water) from wastewater for reutilization

Reduce
Reduce water consumption and water loss from processes, optimize water-use efficiency

Restore
Release standard quality water back into natural water sources

Reuse
Reuse water that has passed through minimal or zero treatment processes, reuse water in old and new processes

Recycle
Recycle water using various treatment technologies to achieve high quality water for both internal and external use

Baseline Water Stress

Water Stress Level

AQUEDUCT

Low (<10%)	Low-Medium (10-20%)	Medium-High (20-40%)	High (40-80%)	Very High (>80%)	Drought with Low Level Water Consumption

Charoen Pokphand Group conducts assessments of baseline water stress, which measures the ratio of water withdrawal to the total renewable water available annually. These assessments classify water stress levels as high (40-80%) or extremely high (>80%) for all units across the Group's business sectors. The evaluation is carried out using the globally recognized Aqueduct Water Risk Atlas developed by the World Resources Institute (WRI) and reported in accordance with GRI standards.

Water Resources Data

Water Withdrawal
(thousand cubic meters)

53.31

⬆ **Increase by 11.40%**
(Compared with 2022)

Proportion of Water in Stressed Areas

● Water in non water stressed areas		0%
● Water in water stressed areas*		100%

Proportion of Water by Type

● Freshwater TDS < 1,000 mg/L		100%
● Other Water TDS > 1,000 mg/L		0%

Water Withdrawal by Source
(thousand cubic meters)

53.31 thousand cubic meters

● Third-party Water **100%**

Water Discharge
(thousand cubic meters)

2.26

NA

Proportion of Water in Stressed Areas

● Water in non water stressed areas		0%
● Water in water stressed areas*		100%

Proportion of Water by Type

● Freshwater TDS < 1,000 mg/L		100%
● Other Water TDS > 1,000 mg/L		0%

Water Discharge by Source
(thousand cubic meters)

2.26 thousand cubic meters

● Surface Water **100%**

Water Consumption
(thousand cubic meters)

51.05

⬆ **Increase by 6.68%**
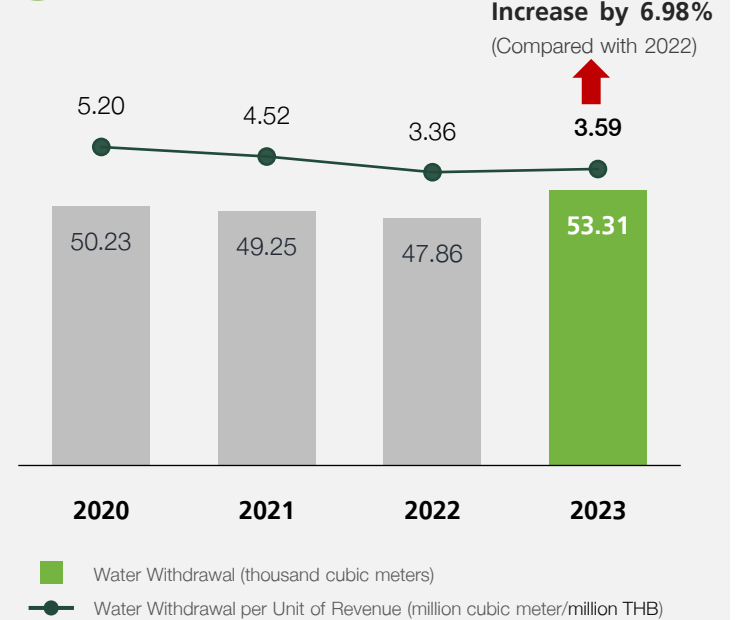(Compared with 2022)

Proportion of Water in Stressed Areas

● Water in non water stressed areas		0%
● Water in water stressed areas*		100%

Water Withdrawal per Unit of Revenue
(cubic meter/million THB)

Increase by 6.98%
(Compared with 2022)

Year	Water Withdrawal per Unit of Revenue	Water Withdrawal
2020	5.20	50.23
2021	4.52	49.25
2022	3.36	47.86
2023	3.59	53.31

■ Water Withdrawal (thousand cubic meters)
● Water Withdrawal per Unit of Revenue (million cubic meter/million THB)

*Remark: Units located in high and extremely high baseline water stress areas based on Aqueduct Water Risk Atlas

Ecosystem & Biodiversity Protection

The issue of ecosystem protection and biodiversity conservation has become increasingly important for Ascend Group due to the expansion of digital infrastructure and operations. Additionally, the use of natural resources and the generation of electronic waste can impact natural ecosystems. To mitigate these risks, Ascend Group has implemented environmentally friendly practices, including sustainable resource management, waste reduction, and participation in conservation projects. These efforts not only minimize environmental impacts but also align with Charoen Pokphand Group's biodiversity goals, enabling Ascend Group to contribute to the preservation of vital ecosystems while advancing sustainable business operations.

Supporting the SDGs

14 LIFE BELOW WATER

15 LIFE ON LAND

Key Performances 2023

IBAT

The IBAT Web-Based Tool is an online program designed to assess locations critical to biodiversity conservation, such as protected areas or regions with high biodiversity value.

Goal and Progress

N/A

100% of business groups conduct collaborative projects with international partners to manage and monitor biodiversity in business operations

Future Workplans

 Establish the Anti-deforestation Policy

 Establish Group-wide biodiversity guidelines

Ecosystem and Biodiversity Protection

As part of our strategy, environmental education and awareness are key priorities. We actively participate in initiatives that empower employees, business partners, and communities to access essential information and resources needed to protect ecosystems and biodiversity.

Ecosystem and Biodiversity Protection Management Framework

Promoting Ecosystem and Biodiversity Awareness

Raising awareness and capacity in ecosystem and biodiversity protection and restoration

Creating Networks and Collaboration with Stakeholders for Ecosystem and Biodiversity Protection

Collaborating through projects and initiatives with business partners, suppliers, government agencies and other national and international agencies on ecosystem and biodiversity protection along our value chain.

Zero Deforestation Commitment

Working with key stakeholders along the value chain to eliminate commodities-driven deforestation.

Conserving and Restoring on Land and Marine Ecosystem and Biodiversity

Protecting lives and restoring land and marine ecosystems and biodiversity.

Respecting and Managing Natural Resources

Engaging people and local communities in managing the benefit of natural resources, the environment, and biodiversity.
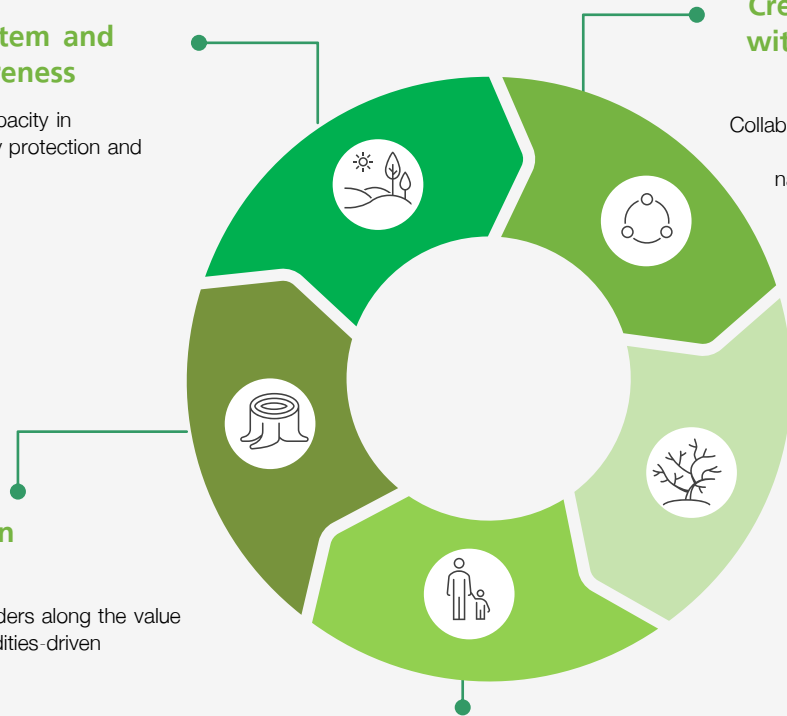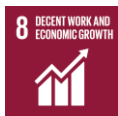
Responsible Supply Chain Management

Building a responsible supply chain is a critical priority for Ascend Group Company Limited, especially when addressing challenges such as ethical resource sourcing, environmental impact, and labor rights in supplier operations. To manage these complexities, Ascend Group has established strict supplier standards, conducts regular audits, and fosters partnerships with vendors committed to sustainable practices. This approach not only mitigates risks but also enhances transparency and accountability throughout the supply chain. By prioritizing responsible resource sourcing, Ascend Group aligns with stakeholder expectations and reinforces sustainability within its operations.

Supporting the SDGs

| 4 QUALITY EDUCATION | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION |

Key Performances 2023

89.04%

Proportion of Tier-1 Suppliers
that Received Communication on SCoC and Sustainability Topics

100%

Proportion of New Suppliers
that Passes Sustainability Screening Criteria

92.11%

Proportion of Tier-1 Suppliers
that Received Sustainability Assessment

Goal and Progress

0%*

High risk suppliers are audited on sustainability*

Remark
* In 2023, the scope of the audit were expanded to cover business and sustainability risks

Future Workplans

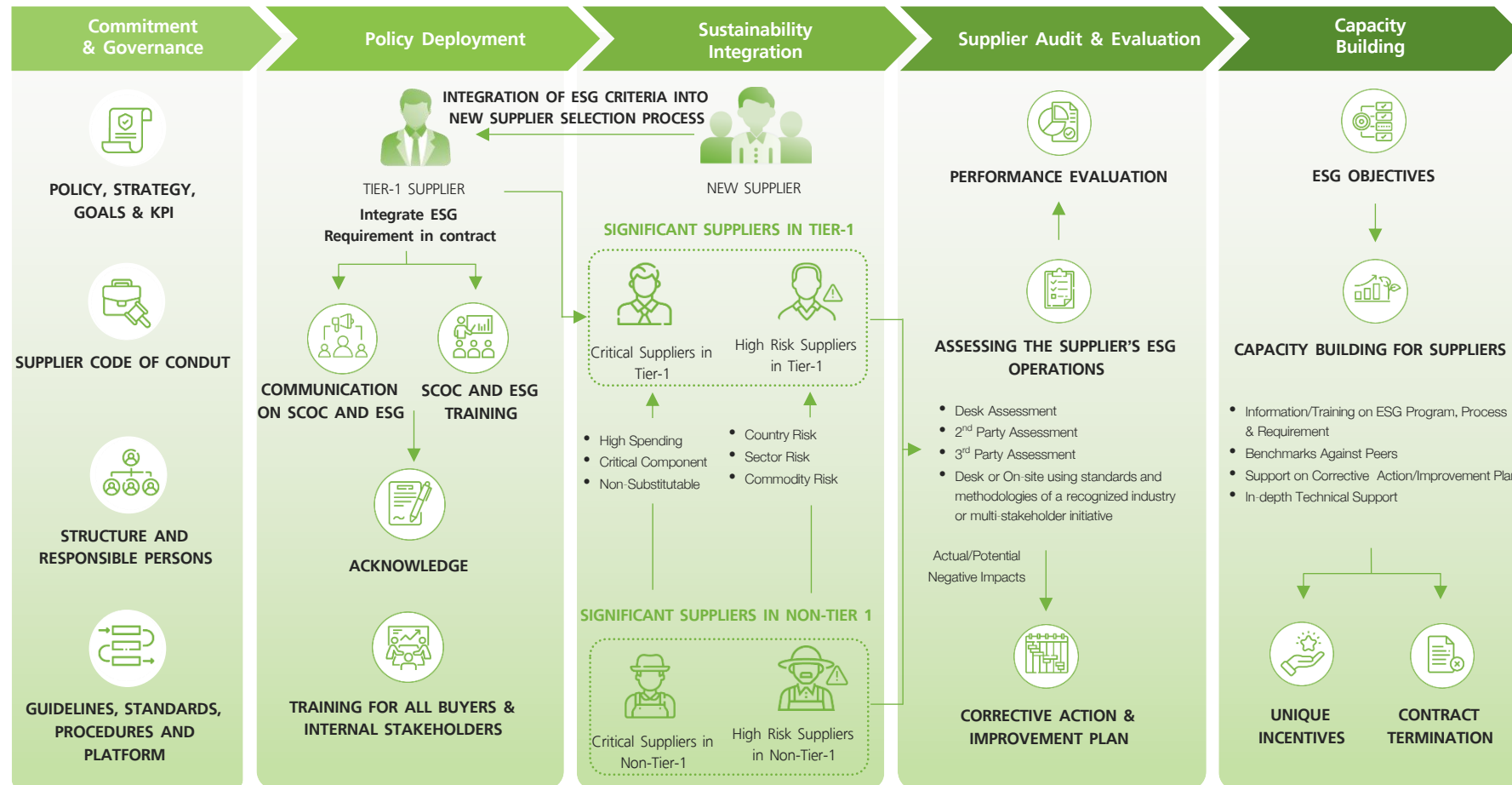Exponentially enhance supply chain management through technology and digital application.

Proactively develop suppliers and enhance their capacity for sustainable growth.

Encourage the reduction of indirect greenhouse gas emissions (Scope 3) along the organization's supply chain.

Responsible Supply Chain Management

Ascend Group recognizes that the supply chain plays a vital role in driving sustainable and socially responsible business practices. Efficient supply chain management not only ensures the delivery of high-quality products to consumers but also promotes stability and sustainability for business partners, communities, and the environment. To achieve this, Ascend Group has strengthened its supply chain management framework, prioritizing transparency and high standards—from selecting business partners to managing raw materials and production processes. One notable initiative under Ascend Commerce is the development of the Supplier 360 platform, designed to facilitate the evaluation and selection of business partners. This platform incorporates criteria related to quality, environmental considerations, and compliance with governance standards, aiming to minimize environmental impacts and enhance the well-being of communities and workers within the supply chain. Additionally, Ascend offers comprehensive warehouse and delivery services to support end-to-end operations. These efforts are at the core of Ascend Group's mission to drive continuous growth and build trust with consumers, business partners, and all stakeholders.

Commitment & Governance

- POLICY, STRATEGY, GOALS & KPI
- SUPPLIER CODE OF CONDUT
- STRUCTURE AND RESPONSIBLE PERSONS
- GUIDELINES, STANDARDS, PROCEDURES AND PLATFORM

Policy Deployment

TIER-1 SUPPLIER

Integrate ESG Requirement in contract

- COMMUNICATION ON SCOC AND ESG
- SCOC AND ESG TRAINING

ACKNOWLEDGE

TRAINING FOR ALL BUYERS & INTERNAL STAKEHOLDERS

Sustainability Integration

INTEGRATION OF ESG CRITERIA INTO NEW SUPPLIER SELECTION PROCESS

NEW SUPPLIER

SIGNIFICANT SUPPLIERS IN TIER-1

Critical Suppliers in Tier-1

High Risk Suppliers in Tier-1

- High Spending
- Critical Component
- Non-Substitutable

- Country Risk
- Sector Risk
- Commodity Risk

SIGNIFICANT SUPPLIERS IN NON-TIER 1

Critical Suppliers in Non-Tier-1

High Risk Suppliers in Non-Tier-1

Supplier Audit & Evaluation

PERFORMANCE EVALUATION

ASSESSING THE SUPPLIER'S ESG OPERATIONS

- Desk Assessment
- 2nd Party Assessment
- 3rd Party Assessment
- Desk or On-site using standards and methodologies of a recognized industry or multi-stakeholder initiative

Actual/Potential Negative Impacts

CORRECTIVE ACTION & IMPROVEMENT PLAN

Capacity Building

ESG OBJECTIVES

CAPACITY BUILDING FOR SUPPLIERS

- Information/Training on ESG Program, Process & Requirement
- Benchmarks Against Peers
- Support on Corrective Action/Improvement Plan
- In-depth Technical Support

UNIQUE INCENTIVES

CONTRACT TERMINATION

---

356 suppliers

Total Tier-1 Suppliers

38 suppliers

Significant Tier-1 Suppliers with Sustainability Importance

38 suppliers

Significant Tier-1 Suppliers with Sustainability Importance Received Sustainability Assessment

61.16%

Proportion of Procurement Value from Tier 1 Suppliers with Critical Sustainability Importance

Case Study

Supplier 360: A Service for Supplier Qualification and Business Evaluation

In today's business landscape, being a partner that operates transparently, complies with legal requirements, and acts responsibly towards society in line with sustainable procurement or ESG measures is becoming a critical standard. Under Ascend Commerce, Pantavanij Co., Ltd. offers the "Supplier 360" service, demonstrating its commitment to strengthening confidence and positioning itself as a leader in ethical procurement practices. The Supplier 360 platform serves as a centralized service hub provided by Pantavanij, incorporating policy frameworks and technological capabilities. It works in tandem with buyers and suppliers who join the ecosystem, ensuring every procurement process in the cycle is traceable, trackable, auditable, and reportable. This helps prevent unethical, non-transparent, or unlawful activities, such as unfair bidding practices, unreasonable exclusion of suppliers, or non-compliance with ethical and legal standards. For example, the system can detect and address irregularities, such as suppliers failing to register the required information or exhibiting a lack of transparency in their dealings. Through these measures, Supplier 360 aims to establish a robust and sustainable procurement ecosystem grounded in fairness and ethical principles.

Aden: Fulfillment Service Provider

Aden is a fulfillment service provider under Ascend Commerce, part of the Ascend Group. Initially, Aden was established to primarily support iTruemart's logistics services. Over time, however, it evolved into a fully-fledged fulfillment business targeting the B2C market and providing shopping services for customers. Aden manages over 8,000 square meters of warehouse space, processing an average of 8,000 items daily and housing over 20,000 product types, amounting to more than 1.5 million items. This makes Aden one of the largest warehouses in Thailand. Aden has developed three e-commerce service models: Drop Ship Service Cross Docking Service Fulfillment. These services offer end-to-end e-commerce solutions. Aden is now expanding its operations to serve new customer groups, reducing its reliance on iTruemart to 50% and aiming to handle up to 24,000 orders per day. The company's target customers include brands establishing their own webstores and e-commerce entrepreneurs operating on marketplaces like WeLoveShopping and Tarad.com. To achieve this, Aden leverages a B2C e-commerce-optimized software solution and collaborates with six logistics partners. Customers can choose delivery times, locations, and even modify delivery destinations. While these flexible services may increase operational costs, the improved customer experience makes it a worthwhile investment.

Sustainability Performances

Business Activities

GRI Standards	Disclosure	2020	2021	2022	2023
GRI 2-6	Office Area (Square Meter)	2,971.52	2,971.52	4,072.53	4,072.53
	Data Center (Center)	5	5	5	5
	Tier-1 Suppliers (Entity)	N/A	560	529	356

Financial

Unit: million THB

GRI Standards	Disclosure	2020	2021	2022	2023
GRI 201-1	Revenue	9,656	10,905	14,252	16,645
	Capital Expenses	-	-	4,259	3,238
	Operating Costs	-	-	6,369	8,859
	Total Expenses	-	10,951	13,215	17,780
	Employee Wages and Benefits	-	2,160	2,515	2,927
	Payment to Government: Income Taxes	-	26	9	67

Anti-corruption and Anti-competitive

GRI Standards	Disclosure	2020	2021	2022	2023
Operations Assessed for Risks Related to Corruption					
GRI 205-1	Total Percentage of Operation Assessed for Risks Related to Corruption (Percentage)	N/A	100	100	100
Communication and training about anti-corruption policies and procedures					
GRI 205-2	Total Percentage of Governance Body Members Received Communication and Training on Anti-corruption Policy (Percentage)	N/A	100	100	100
	Total Percentage of Employees Received Communication and Training on Anti-corruption Policy (Percentage)	N/A	100	100	100
	Total Percentage of Supplier Received Communication on Anti-corruption Policy (Percentage)	N/A	100	100	100
GRI 205-3	Total Number of Confirmed Incidents of Corruption (Case)	1	0	0	0
	• Fraud (Case)	0	0	0	0
	• Conflict of Interest (Case)	1	0	0	0
	• Non-compliance (Case)	0	0	0	0
	• Discrimination and Harassment (Case)	0	0	0	0
	• Corruption (Case)	0	0	0	0
	• Anti-competitive Behavior (Case)	N/A	100	100	100

Anti-corruption and Anti-competitive

GRI Standards	Disclosure	2020	2021	2022	2023
GRI 205-3	Total Number of Confirmed Incidents in which Employees were Dismissed or Disciplined (Case)	0	0	0	0
	Total Number of Confirmed Incidents when Contracts with Business Partners were Terminate (Case)	0	0	0	0
GRI 206-1	Total Number of Legal Actions for Anti-competitive Behavior (Case)	0	0	0	0

Material

GRI Standards	Disclosure	2020	2021	2022	2023
Plastic Packaging Volume					
GRI 301-1	Total Plastic Packaging (Thousand Ton)	-	9.26	9.26	-
	Reusable – Recyclable Plastic Packaging (Percentage)	-	100	100	-
GRI 301-2	Overview of Recycled Input Materials for Plastic & Non-plastic Packaging (Ton)	-	-	-	-
		-	-	-	-
	• Plastic (Recycled Input Materials of Plastic) (Ton)	-	-	-	-
		-	-	-	-
	• Paper and Wood (Recycled Input Materials of Paper & Wood) (Ton)	-	-	-	-
		-	-	-	-
	• Metal (Steel and Aluminum) (Recycled Input Materials of Metal) (Ton)	-	-	-	-
		-	-	-	-
	• Glass (Recycled Input Materials of Glass) (Ton)	-	-	-	-
		-	-	-	-

Energy

GRI Standards	Disclosure	2020	2021	2022	2023
Energy Consumption within Organization					
GRI 302-1	Total Energy Consumption (Thousand GJ)	261.61	284.51	280.33	288.15
	Total Energy Consumption (Thousand MWh)	72.73	79.09	77.93	80.11
	Total Non-renewable Energy Consumption (Thousand GJ)	4.59	2.91	2.90	1.26
	Total Non-renewable Energy Consumption (Thousand MWh)	1.28	0.81	0.81	0.35
	Total Renewable Energy Consumption (Thousand GJ)	-	-	-	0.89
	Total Renewable Energy Consumption (Thousand MWh)	-	-	-	0.25
	Electricity Purchased (Thousand GJ)	257.02	281.60	277.43	286.90
	Electricity Purchased (Thousand MWh)	71.40	78.22	77.06	79.45
	Electricity Sold (Thousand GJ)	-	-	-	-
	Electricity Sold (MWh)	-	-	-	-
GRI 302-3	Energy Intensity (Total Energy Consumption / Million THB of Revenue)	27.09	26.09	19.67	17.31
GRI 302-4	Reduction of Energy Consumption (Thousand GJ)	-	-	-	0.89
	Reduction of Energy Consumption (MWh)	-	-	-	0.25

Water and Effluents

Unit: Thousand m^3

GRI Standards	Disclosure	2020	2021	2022	2023
Water Withdrawal					
GRI 303-3	Total Water Withdrawal from all Areas	50.23	49.25	47.86	53.31
	• Freshwater Withdrawal	50.23	49.25	47.86	53.12
	– Surface water	-	-	-	-
	– Groundwater	-	-	-	-
	– Third-party Water	50.23	49.25	47.86	53.12
	– Rainwater	-	-	-	-
	• Other Water Withdrawal	-	-	-	0.19
	– Surface water	-	-	-	-
	– Groundwater	-	-	-	-
	– Third-party Water	-	-	-	0.19
	– Rainwater	-	-	-	52.04*
GRI 303-3	Total Water Withdrawal from all Areas with Water stress	-	-	-	51.85
	• Freshwater Withdrawal	-	-	-	0.00
	– Surface water	-	-	-	0.00
	– Groundwater	-	-	-	51.85
	– Third-party Water	-	-	-	-

GRI Standards	Disclosure	2020	2021	2022	2023
Water Withdrawal					
GRI 303-3	• Other Water Withdrawal	-	-	-	0.19
	– Seawater	-	-	-	-
	– Surface water	-	-	-	-
	– Groundwater	-	-	-	-
	– Third-party Water by the Withdrawal Sources	-	-	-	0.19
GRI 303-3	Water Intensity (m^3 / Million THB of Revenue)	5.20	4.52	3.36	3.59
Water Discharge					
GRI 303-4	Total Water Discharge to all Areas of Destination	-	-	-	2.26
	• Seawater	-	-	-	-
	• Surface water	-	-	-	2.26
	• Third-party Water	-	-	-	-
	Total Water Discharge to all Areas by Categories	26.75	390.56	393.55	461.22
	• Freshwater	26.75	390.56	393.55	461.22
	• Other Water				

Remark: * In 2023, the volume of water from/to all areas with water stress increased significantly due to the updated water stress data in the Aqueduct Water Risk Atlas 4.0.

Water and Effluents

Unit: Thousand m^3

GRI Standards	Disclosure	2020	2021	2022	2023
Water Discharge					
GRI 303-4	Total Water Discharge to all Areas with Water Stress	-	-	-	2.26*
	• Freshwater	-	-	-	2.26
	• Other Water	-	-	-	-
Quality of Treated Water					
GRI 303-4	Biological Oxygen Demand (BOD) (Mg./L)	N/A	N/A	N/A	N/A
	Chemical Oxygen Demand (COD) (Mg./L)	N/A	N/A	N/A	N/A
Water Consumption					
GRI 303-5	Total Water Consumption from all Areas	50.23	49.25	47.86	51.06
	Total Water Consumption from all Areas with Water Stress	-	-	-	49.79*

Remark: * In 2023, the volume of water from/to all areas with water stress increased significantly due to the updated water stress data in the Aqueduct Water Risk Atlas 4.0.

Emissions

Unit: tCO_2e

GRI Standards	Disclosure	2020	2021	2022	2023
Direct (Scope 1) GHG Emissions					
GRI 305-1	Direct (Scope 1) GHG Emissions	0.28	0.19	0.19	1.56
	Biogenic CO_2 Emissions	0.03	0.02	0.02	-
Indirect (Scope 2) GHG Emissions					
GRI 305-2	Indirect (Scope 2) GHG Emissions (Location Based)	34.31	36.26	34.40	34.98
	Indirect (Scope 2) GHG Emissions (Market Based)	34.31	36.26	34.40	34.87
	Purchased Heating	-	-	-	-
	Purchased Colling	-	-	-	-
GRI 305-5	Reduction of GHG Emissions	-	-	-	0.11
GHG Emissions Intensity					
GRI 305-4	GHG Emissions Intensity (Scope 1 & 2) (tCO_2e/Million THB of Revenue)	3.58	3.34	2.43	2.45
Other Significant Emissions					
GRI 305-7	Volatile Organic Compounds	N/A	N/A	N/A	N/A
Other Indirect (Scope 3) GHG Emissions					
GRI 305-3	Total Scope 3 GHG Emissions	-	-	-	-

Waste

Unit: Ton

GRI Standards	Disclosure	2020	2021	2022	2023
Waste Generated					
GRI 306-3	Total Weights of Waste	–	–	–	349.80
	• Hazardous Waste	–	–	–	2.93
	• Non-hazardous Waste	–	–	–	346.87
	Waste Intensity	–	–	–	0.02
Waste Diverted from Disposal					
GRI 306-4	Total Weights of Waste Diverted from Disposal: Hazardous Waste	–	–	–	2.93
	• Reused	–	–	–	1.38
	• Recycled	–	–	–	1.55
	Total Weights of Waste Diverted from Disposal: Non-hazardous Waste	–	–	–	338.18
	• Reused	–	–	–	222.86
	• Recycled	–	–	–	115.32
Waste Directed to Disposal					
GRI 306-5	Total Weights of Waste Directed to Disposal: Hazardous Waste	–	–	–	0.0011
	• Incineration	–	–	–	0.0011
	– Incineration with Energy Recovery	–	–	–	–
	– Incineration without Energy Recovery	–	–	–	0.0011

Waste

Unit: Ton

GRI Standards	Disclosure	2020	2021	2022	2023
Waste Directed to Disposal					
GRI 306-5	• Landfilled	–	–	–	–
	• Other Methods	–	–	–	–
GRI 306-5	Total Weights of Waste Directed to Disposal: Non-hazardous Waste	–	–	–	8.69
	• Incineration	–	–	–	–
	– Incineration with Energy Recovery	–	–	–	–
	– Incineration without Energy Recovery	–	–	–	–
	• Landfilled	–	–	–	8.69
	• Other Methods	–	–	–	–

Supplier Environmental Assessment

GRI Standards	Disclosure	2020	2021	2022	2023
New suppliers that were screened using environmental criteria					
GRI 308-1	Percentage of New Suppliers that were Screened using Environmental Criteria (Percent)	N/A	N/A	100	100

Supplier Environmental Assessment

GRI Standards	Disclosure	2020	2021	2022	2023
New suppliers that were screened using environmental criteria					
GRI 308-2	Number of Suppliers Assessed for Environmental Impacts (Entity)	N/A	N/A	2	35
	Number of Suppliers Identified as having Significant Actual and Potential Negative Environmental Impacts (Entity)	N/A	N/A	0	0
	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon (Percent)	N/A	N/A	N/A*	N/A*
	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated (Percent)	N/A	N/A	0	0

<u>Remark:</u> * Due to There is no Significant Actual and Potential Negative Environmental Impacts

Human Capital

Unit: Person

GRI Standards	Disclosure	2020		2021		2022		2023	
		Female	Male	Female	Male	Female	Male	Female	Male
Total Workforce									
GRI 2-7	Employee	1,805		2,775		2,491		3,229	
		869	936	1,260	1,515	1,229	1,262	1,513	1,716

Human Capital

Unit: Person

GRI Standards	Disclosure	2020		2021		2022		2023	
		Female	Male	Female	Male	Female	Male	Female	Male
Total Employee by Region									
GRI 2-7	Thailand	1,737		2,064		2,491		2,469	
		858	879	1,002	1,062	1,229	1,262	-	-
	China	-		-		-		1	
		-	-	-	-	-	-	-	-
	Others	68		711		-		759	
		11	57	258	453	-	-	-	-
Total Employee by Age Group									
GRI 2-7	Under 30 Years Old	652		1,667		644		1,133	
		296	356	788	879	331	313	-	-
	30-50 Years Old	1,105		1,036		1,736		1,987	
		548	557	435	601	843	893	-	-
	Over 50 Years Old	48		72		111		109	
		25	23	37	35	55	56	-	-
Total Employee by Contract Type									
GRI 2-7	Permanent Employees	1,805		2,775		2,440		3,229	
		869	936	1,260	1,515	1,208	1,232	1,513	1,716

Human Capital

Unit: Person

GRI Standards	Disclosure	2020 Female	2020 Male	2021 Female	2021 Male	2022 Female	2022 Male	2023 Female	2023 Male
Total Employee by Contract Type									
GRI 2-7	Temporary Employees	-		-		51		-	
		-	-	-	-	21	31	-	-
	Full-time Employees	1,805		2,775		2,491		3,229	
		869	936	1,260	1,515	1,229	1,262	1,513	1,716
Total Employee by Level									
	Top Managements	36		52		72		163	
		11	25	18	34	24	48	50	113
	Middle Managements	128		370		213		967	
		54	74	154	216	95	118	421	546
	Managements	416		1,298		609		1,609	
		183	233	567	731	267	342	800	809
	Staff/Officers	1,217		819		1,597		490	
		616	601	367	452	843	754	242	248
	Workers	8		236		-		-	
		5	3	154	82	-	-	-	-

Human Capital

Unit: Person

GRI Standards	Disclosure	2020 Female	2020 Male	2021 Female	2021 Male	2022 Female	2022 Male	2023 Female	2023 Male
New Employee Hired									
GRI 401-1	Total New Employee Hired	484		1,131		1,055		972	
		210	274	543	588	490	565	441	531
New Employee Hired by Age Group									
GRI 401-1	Under 30 Years Old	239		595		480		467	
		103	136	290	305	234	246	-	-
	30-50 Years Old	243		514		572		501	
		105	138	242	272	255	317	-	-
	Over 50 Years Old	2		22		3		4	
		2	0	11	11	1	2	-	-
Employee Turnover									
GRI 401-1	Total Employee Turnover (Person)	385		1,032		731		951	
		158	227	545	578	346	385	399	552
	Employee Turnover Rate (All Level) (Percent)	21.33%		37.19%		29.35%		29.45%	
	Employee Turnover Rate (Exclude Worker Level) (Percent)	-		-		-		29.45%	

Human Capital

Unit: Person

GRI Standards	Disclosure	2020 Female	2020 Male	2021 Female	2021 Male	2022 Female	2022 Male	2023 Female	2023 Male
Employee Turnover by Age Group									
GRI 401-1	Under 30 Years Old	151		374		304		511	
		60	91	160	214	154	150	-	-
	30-50 Years Old	231		645		414		438	
		97	134	287	358	187	227	-	-
	Over 50 Years Old	3		13		13		2	
		1	2	7	6	5	8	-	-
Parental Leave									
GRI 401-3	Total number of employees that were entitled to parental leave	1,805		2,775		2,491		3,229	
		869	936	1,260	1,515	1,229	1,262	1,513	1,716
	Total number of employees that took parental leave	17		92		32		25	
		17	0	47	45	23	9	-	-
	Total number of employees that returned to work in the reporting period after parental leave ended	14		85		-		14	
		14	0	43	42	-	-	-	-
	Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	-		-		-		-	
		-	-	-	-	-	-	-	-

Occupational Health & Safety

GRI Standards	Disclosure	2020 Female	2020 Male	2021 Female	2021 Male	2022 Female	2022 Male	2023 Female	2023 Male
Number of Hours Worked (Employees)									
GRI 403-9	Number of Hours Worked (Million Hour)	-	-	2.07	3.53	2.90	3.31	0.62	0.42
Work-related Injuries (Employees)									
GRI 403-9	Fatality as a Result of Work-related Injury (Case)	-		1		0		0	
		-	-	0	1	0	0	0	0
	Fatality as a Result of Work-related Injury (Case/1,000,000 Hrs. Worked)	-		0.18		0		0	
		-	-	0	0	0	0	0	0
	High-consequence Work-related Injury (Excluded Fatality (Case)	-		2		0		0	
		-	-	0	0	0	0	0	0
	High-consequence Work-related Injury (Excluded Fatality (Case/1,000,000 Hrs. Worked)	-		0.36		0		0	
		-	-	0	0	0	0	0	0
Work-related Ill Health (Employees)									
GRI 403-10	Recordable Work-related Ill Health (Case)	-		0		0		0	
		-	-	0	0	0	0	0	0
	Occupational Illness Frequency Rate (OIFR) (Lost Day/1,000,000 Hrs. Worked)	-		0		0		0	
		-	-	0	0	0	0	0	0

Occupational Health & Safety

GRI Standards	Disclosure	2020 Female	2020 Male	2021 Female	2021 Male	2022 Female	2022 Male	2023 Female	2023 Male
Number of Hours Worked (Contractors)									
GRI 403-9	Number of Hours Worked (Millions Hours)	-	-	0.47	0.19	0.34	0.32	0.12	0.18
Work-related Injuries (Contractors)									
GRI 403-9	Fatality as a Result of Work-related Injury (Case)	-		0		0		0	
		-	-	0	0	0	0	0	0
	Fatality as a Result of Work-related Injury (Case/ 1,000,000 Hrs. Worked)	-		0		0		0	
		-	-	0	0	0	0	0	0
Work-related Injuries (Contractors)									
GRI 403-9	High-consequence Work-related Injury (Excluded Fatality (Case)	-		0		0		0	
		-	-	0	0	0	0	0	0
	High-consequence Work-related Injury (Excluded Fatality (Case / 1,000,000 Hrs. Worked)	-		0		0		0	
		-	-	0	0	0	0	0	0
	– Vehicle (Case)		-		0		0		0
	– Machine (Case)		-		0		0		0
	– Electrocute (Case)		-		0		0		0
	– Fall from Height (Case)		-		0		0		0
	– Others (Case)		-		0		0		0

Occupational Health & Safety

GRI Standards	Disclosure	2020 Female	2020 Male	2021 Female	2021 Male	2022 Female	2022 Male	2023 Female	2023 Male
Work-related Injuries (Contractors)									
GRI 403-9	Recordable Work-related Injury (Case)	-		0		0		0	
		-	-	0	0	0	0	0	0
	Recordable Work-related Injury (Case/1,000,000 Hrs. Worked)	-		0		0		0	
		-	-	0	0	0	0	0	0
	Lost-time Injury Frequency Rate (LTIFR) (Case/ 1,000,000 Hrs. Worked)	-		0		0		0	
		-	-	0	0	0	0	0	0
	Lost Day Rate (LDR)	-		0		0		0	
		-	-	0	0	0	0	0	0
Work-related Ill Health (Contractors)									
GRI 403-10	Recordable Work-related Ill Health (Case)	-		0		0		0	
		-	-	0	0	0	0	0	0
	Occupational Illness Frequency Rate (OIFR) (Lost Day / 1,000,000 Hrs. Worked)	-		0		0		0	
		-	-	0	0	0	0	0	0

Training and Education

Unit: Hour/Employee/Year

GRI Standards	Disclosure	2020		2021		2022		2023	
		Female	Male	Female	Male	Female	Male	Female	Male
Average Hours of Training									
GRI 404-1	Average Training Hours for all Employees	2.49		9.85		-		8.22	
		2.18	2.77	8.27	11.15	-	-	8.67	7.80
Hours of Training by Employee Level									
	Top Managements	8.69		2.44		-		7.91	
		12.36	7.08	3.06	2.12	-	-	8.56	7.25
	Middle Managements	8.18		10.04		-		8.72	
		7.46	8.70	9.75	10.24	-	-	7.90	9.16
	Managements	2.63		11.11		-		9.69	
		2.49	2.73	9.45	12.40	-	-	9.87	9.53
	Staff / Officers	1.67		10.17		-		3.00	
		1.46	1.89	7.81	12.09	-	-	3.00	3.00
	Workers	-		-		-		-	
		-	-	-	-	-	-	-	-
Employee Performance Appraisal									
GRI 404-3	Percentage of employees received a regular performance and career development review (Percent)	100		100		100		100	
		100	100	100	100	100	100	100	100

Freedom of Association and Collective Bargaining

GRI Standards	Disclosure	2020		2021		2022		2023	
		Female	Male	Female	Male	Female	Male	Female	Male
Freedom of Association / Collective Bargaining Agreements									
GRI 407-1	Employee Covered by Collective Bargaining Agreements (Percent)	100	100	100	100	100	100	100	100

Supplier Social Assessment

GRI Standards	Disclosure	2020	2021	2022	2023
New suppliers that were screened using environmental criteria					
GRI 414-1	Percentage of New Suppliers that were Screened using Social Criteria (Percent)	N/A	N/A	100	100
GRI 414-2	Number of Suppliers Assessed for Social Impacts (Entity)	N/A	N/A	2	35
	Number of Suppliers Identified as having Significant Actual and Potential Negative Social Impacts (Entity)	N/A	N/A	0	0
	Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon (Percent)	N/A	N/A	N/A*	N/A*
	Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated (Percent)	N/A	N/A	0	0

Remark: * Due to there is no significant actual and potential negative environmental impacts

Assurance Statement

LRQA Independent Assurance Statement

Relating to ASCEND GROUP COMPANY LIMITED's ESG data for the calendar year 2023

This Assurance Statement has been prepared for ASCEND GROUP COMPANY LIMITED in accordance with our contract but is intended for the readers of this Report.

Terms of engagement

LRQA (Thailand) Ltd. was commissioned by ASCEND GROUP COMPANY LIMITED (ASCEND) to provide independent assurance on its ESG data 2023 "the data" against the assurance criteria below to a limited level of assurance and at the materiality of the professional judgement of the verifier, using ISAE3000.

Our assurance engagement covered ASCEND's operations in Thailand only, and services and specifically the following requirements:
Evaluating the reliability of data and information, with reference to GRI for only the selected indicators listed below:
- Environmental:
  GRI 302-1 Energy consumption within the organization, GRI 303-3 Water withdrawal, GRI 303-4 Water discharge, GRI 303-5 Water consumption, GRI 305-1 Direct (scope 1) GHG emissions, GRI 305-2 Energy indirect (scope 2) GHG emissions, GRI 306-3 Waste generated, GRI 306-4 Waste diverted from disposal and GRI 306-5 Waste directed to disposal.
- Social:
  GRI 403-9 to 10 Work-related injuries and ill health.

Our assurance engagement excluded the data and information of ASCEND's subsidiaries and operations where it has no operational control, all operations, and activities outside of Thailand and suppliers and any third-parties mentioned in the report.

LRQA's responsibility is only to ASCEND. LRQA disclaims any liability or responsibility to others as explained in the end footnote. ASCEND's responsibility is for collecting, aggregating, analysing and presenting all the data and information within the report and for maintaining effective internal controls over the systems from which the data is derived. Ultimately, the report has been approved by, and remains the responsibility of ASCEND.

LRQA's Opinion

Based on LRQA's approach nothing has come to our attention that would cause us to believe that ASCEND has not, in all material respects:
- Met the requirements above
- Disclosed reliable performance data and information as no errors or omissions were detected

The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

Note: The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limit assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained in a reasonable assurance engagement..

LRQA's approach

LRQA's assurance engagements are carried out in accordance with our verification procedure. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:

- Auditing ASCEND's data management systems to confirm that there were no significant errors, omissions or misstatements in the report. We did this by reviewing the effectiveness of data handling process, and systems, including those for internal verification. We also spoke with key people in various departments responsible for compiling the data.
- Visited ASCEND's operations as business representative (Data Centre in Samutprakarn) to sample performance data and information for the selected specific standard disclosures to confirm its reliability.

Observations

Further observations and findings, made during the assurance engagement, are:
- Reliability: Data management systems are well defined, periodically internal verification should be conducted to maintain reliability.

LRQA's standards, competence and independence

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

This verification is the only works undertaken by LRQA for ASCEND and as such does not compromise our independence or impartiality.

Opart Charuratana   Dated: 25 November 2024
Lead Verifier

On behalf of LRQA (Thailand) Limited
No. 252/123, Muang Thai - Phatra Complex Tower B, 26th Floor,
Unit 252/123 (C), Ratchadaphisek Road, Huaykwang Sub-district,
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LRQA reference: BGK00001060/F