

# Business Sustainability Development

## Policies and Goals for the Sustainability Management

The Board of Director intends to manage the organization efficiently and achieve the objectives and believes that by maintaining a high standard of business ethics and by following good corporate governance practices will provide a strong background for the long-term success of the Group. The qualifications of the good corporate governance consist of:

- Honesty,
- Transparency,
- Independence,
- Responsibilities to the duties,
- Fairness, and
- Social responsibilities.

This corporate governance principle has reflected the values, guidelines, and direction that will help boost the confidence in business enabling competition with ethics, international standard, legal compliance, and in accordance with the regulation on the good corporate governance under the SET's regulations and the guidelines of the SEC.

## Management of Impacts on the Related Persons in Business Circle

### Equal Treatment of Shareholders

The Board of Directors acknowledges that it is its duty to maintain an equal treatment to all groups of shareholders of the Company, individual or institutional. Basic rights of shareholders are outlined under the previous section - "Right of Shareholders".

To protect the equitable rights of all shareholders, the Group Company prohibits directors, and staff to use inside information acquired at work conflict for personal benefits. Directors and all employees are not allowed to conduct a connected transaction that may have of interest with the Company and its subsidiaries. If it is necessary, for the benefit of the Group, to conduct a connected transaction, it must comply with all the SET rules, procedures and disclosure of connected transaction by a listed company.

### Stakeholders in the Supply Chain Analysis

The Board of Directors understands the importance of fair treatment to all stakeholders such as customers, employees, suppliers, shareholders, investors, creditors, community, the government, competitors and external auditors. Company respects the rights of all stakeholders and provides channels for stakeholders to communicate with the Group Company for unfair treatment and misconduct complaints. Procedures and practice on treatment of major groups of stakeholders are summarized next.

### Shareholders

The Company strictly adheres to the practice of treating all shareholders equally. Details of shareholders equal rights are disclosed in previous sections on "Rights of Shareholders" and "Equitable Treatment of Shareholders". All businesses of the Group are operated with honesty, prudent financial management and good business ethics as to ensure that the shareholders continue to receive the highest benefits.



## **Customers**

The Company appreciates the correlation between the success of its business and customers' satisfaction. The Group Company provides its customers high standard products as well as services at fair and competitive prices and provides the best service to the customers of the Company including executing its commitments according to the agreement with its best efforts.

## **Employees**

Company recognizes the contribution of employees for the success of the Company. It is the Group Company's policy to treat all staff members fairly in relation to remuneration, welfare, training, and discipline. Company adopts a decentralized policy on matter concerning staff welfare and development. Individual companies within the group are given flexibilities to set their own detailed schemes according to the need and specific working conditions of each entity.

The Group Company encourages employees to attend various work related outside courses. Selected employees are eligible to attend workshops and seminars presented by experts and academics to strengthen effectiveness and teamwork whereby the average training hours for the executives who is not a director is 12 hours for this year (especially for the people responsible for the supervising an accounting process, the "accountant", has received a training to further develop the accounting knowledge for no less than 6 hours a year). Company also provides in-house work-related training programs, talks and activities at regular intervals on selected functional areas with the aim to assist professional development of individual employees and to strengthen the general work performance of the staff.

The Group Company pays proper attention on the general well-being of its employees. Individual companies within the Group organizes their own recreational events and activities with the aim to help balancing work and leisure of the workforce. Company also employs appropriate safety measures in all its work places to prevent accidents, injuries and other related health issues.

## **Creditors**

Company's policy is to equally and fairly treat its creditors and lenders, all creditors will be treated fairly and equally in accordance with agreed terms and conditions.

## **Suppliers**

The Group adheres to the policy of equitable treatment to all suppliers and honors all commitments as stipulated in agreements with suppliers. Company also avoids choosing suppliers with conflict of interest to connected persons of the Company and its subsidiaries.

## **Competitors**

The Company respects fair and ethical competition practices in treating its competitors. The Company never uses any unethical and fraudulent means in acquiring trade and related secrets as well as businesses from its competitors.

## **Community, Social, and Environment**

Company cares about the society and the environment which is a basis to be a good corporate citizen. The Company promotes the use of alternative energy through its operation, and all its project layout, construction and landscaping designs meets high standards of environmental protection. The Group Company installs effective waste management, sewerage systems and flooding controls in all its housing and investment property projects. The Muang Thong Thani housing estate and IMPACT exhibition facilities are good examples to display the high standard of practices adopted by Bangkok Land on its commitment to good environmental care and protection.



## Intellectual Properties or Copyright

The Company has a policy to comply with the laws relating to not violating the intellectual property rights or the copyrights including not supporting the employees does any acts which is a violation of the intellectual property rights of others without permission.

## Measures to Inform Intel and Informer Protection Mechanism

The Company has provided channels for complaint or whistleblowing in the event of illegal or unethical acts or violations of the Anti-Corruption Policy or behaviors that may imply corruption or misconduct of individuals in the organization including employees, executives and stakeholders. The channels for reporting clues or complaints can be made through 3 channels as follows:

- Email to: [Auditcommittee@bangkokland.co.th](mailto:Auditcommittee@bangkokland.co.th)
- By mail to: Attn: Chairman of the Audit Committee (through the chief of compliance), Bangkok Land Public Company Limited, No. 47/569-576, New Geneva Industry Condominium, Floor 10, Moo 3, Popular 3 Road, Tambol Bannmai, Amphur Pak Kret, Nonthaburi Province
- Tel. 66-2504-4949 (internal number 1093)

## Sustainability Management in terms of Environment

### Policies and Guidelines relating to Environment

As the Company committed to be a good corporate citizen, the Company cares about the society and the environment. Bangkok Land promotes the conservation of energy within its operation, and all its project layout, construction and landscaping designs meet high standards of environmental protection. The Group Company installs effective waste management, sewerage systems and flooding controls in all its housing and investment property projects. The Muang Thong Thani housing estate and IMPACT exhibition facilities are good examples to display the high standard of practices adopted by Bangkok Land on its commitment to good environmental care and protection.

## Result from the Environmental Operation

### 1. Project to Reduce the Use of Energy in Exhibition Area

As a result of global warming issues that are increasing day by day whether the increase in temperature or climate change, it affects way of life and energy costs are also rising. For that reason, Impact Exhibition Management Company Limited has implemented a project to reduce the use of energy in exhibition area and instill the value to everyone in the organization to be aware and contribute in reducing energy consumption, along with working in accordance with the laws to lessen the impact of Global warming and save the organization's cost. It can be planned by continuing to reduce the use of energy consumption. For instance, replacing existing light bulbs to with energy-saving LED in the building areas and function rooms, adjusting the Air Curtain, a device that can protect inside air from flowing outside for maintaining the room temperature and air conditioning system control project (BBP), etc.

#### Summary Report on the Operation to Reduce Energy Consumption in 2022

- IMPACT has a goal to reduce energy consumption in the exhibition area by 4% (Based on the data from 2020 as a comparison base. This reflects on the behavior of using energy more than in the year 2021 where there was in the COVID-19 situation and ordered to close the area periodically) can actually be achieved at 7.83%.
- Reduce electric power consumption up to 1,811,224 kilowatt/hour calculated to be the expense saving rate of 7,806,376.27 baht (the average electricity rate is 4.31 baht per kilowatt/hour).



- Able to help reducing Global warming or greenhouse gasses of 1,016,096.77 tons of carbon dioxide (kgCO<sub>2</sub>e) equivalent to the reduction of energy consumption in a 2 storey house, size 16 square wah, in the amount of 5,407 households.

## 2. Clean Energy Installation of Solar Cell Project

As a result of the energy reduction project, the executive team has supported and promoted the use of clean energy. Installation of solar cell in the type of Solar Rooftop by converting natural energy into solar energy into the form of electrical energy which saves the electricity costs, including a reduction of the greenhouse gas emission issues. Hence, the solar cell is considered to be an alternative for clean and sustainable energy.

Reports on the Installation of Solar Cell in Different Areas

- IMPACT CHALLENGER building, IMPACT FORUM building, and IMPACT IN DOOR PARKING 3 building  
Total installed capacity is 1,062.84 kW with total electricity production is 1,137,805 kWh by Impact Exhibition Management Company Limited
- COSMO BAZAAR Phase 1 building, COSMO BAZAAR Phase 2 building (in the progress of installation)  
Total installed capacity is 969.84 kWh by Bangkok Land Agency Company Limited
- COSMO OFFICE PARK building (in the progress of installation)  
Total installed capacity is 165.24 kWh by Bangkok Airport Industry Co., Ltd.
- BEEHIVE LIFESTYLE MALL building (in the progress of installation)
- Total installed capacity is 369 kWh by Bangkok Land Public Company Limited

## 3. Electric Vehicle Charging Station Service Project

Impact Exhibition Management Company Limited realizes the importance of electric cars, which is a new innovation that cares for the environment by reducing pollution from the combustion of fuel engines. For that reason, it opened 8 service areas for charging electric cars at level 2, along with 8 electric cars for rent to provide car sharing services to customers attending events or using services in the surrounding center areas. This can be considered as the driving point of the business by adhering to the sustainable development principles to meet the needs of customers as well as protect the environment.

Report on the Installation of Electric Vehicle Charging Station in 2021-2022

Phrase 1 Project for 4 service areas, in total of 12 parking spaces, including

1. Parking area P1 Challenger (G27-G28) (3 parking space)
2. Parking area P3 (3 parking space)
3. Parking area The Portal (3 parking space)
4. Parking area Bee Hive Lifestyle Mall (3 parking space)

Phrase 2 Project for 2 service areas, in total of 13 parking spaces, including

1. Parking building P1 Challenger (G30-G33) (9 parking space)
2. Parking area Novotel (4 parking space)

## 4. Waste Segregation Project

Due to over 10 million of IMPACT Exhibition and Convention Center, Muang Thong Thani visitor attending events and activities each year, Impact Exhibition Management Company Limited has modified the form of service and facilitated customers by replacing single garbage cans into separated garbage

cans in a systematic collection of waste segregation to take each type of waste to be properly disposed. For instance, preventing contaminated waste to leak into the water sources or the soil surfaces. While uncontaminated waste can be managed at its maximum benefit by using the 4R principles: Reuse, Repair/Recover, Reduce, and Recycle in order to reduce pollution to the environment for enhancing reputation and being in line with the sustainable event management policy.

“Recycled Waste” Volume Summary Report from Segregation in Exhibition Building in 2022

- Plastic bottles are in total of 3,868 kilograms
- Cardboards are in total of 7,929.6 kilograms
- White papers are in total of 4.5 kilograms
- Scraps/paper cores in total of 1,753.1 kilograms
- Zinc pips (empty pips) are in total of 180 cards
- Glass bottles are in total of 109 kilograms
- Aluminum cans are in total of 51.2 kilograms

#### **5. Reduction of Plastic Consumption Project**

Nowadays, there are plenty uses of plastic materials in daily life. As a result, there are large amount of plastic waste left by each day. As a well-known fact, plastic waste is difficult to decompose as it takes a long time leading to environmental effects. Impact Exhibition Management Company Limited is committed to a sustainable event management policy and recognizes the problem of plastic waste that cause Global warming, therefore campaigning and requesting for cooperation from service users to reduce the use of plastic. For instance, replacing plastic bags to cloth bags, not handing out plastic straws in the restaurant, switching to use Bio-degradable food containers, including eating utensils such as, containers, takeaway boxes, straws, glasses, cutleries, and tissue paper, etc. According to the 2022 reports, 40 items of Bio-degradable food containers were used throughout the catering process and the Impact chain restaurants.

#### **6. IMPACT Sharing the Love for Society Project: Donation of plastic water bottle caps in assorted colors to produce commemorative medals to save the world**

IMPACT jointly delivered 40 kilograms of plastic bottle caps in assorted colors to The Rainbow Room Foundation. (The organization creates a positive understanding of special needs that does not aim for profit) for producing colorful commemorative medals to save the world for participants in the charity walk-run event in the “The Rainbow Fun Run 2023” project held on 13 May 2023 at Suan Luang Rama IX Park.

#### **7. IMPACT Sharing the Love for Society Project: Beauty for Charity**

Cosmetics are considered beauty products. There are in many types, various brands, and incline to change trends all the time, causing consumers to choose to buy a variety of products. For unused but not expired cosmetics, IMPACT has opened the Beauty for Charity Project, accepting donations from fellow employees and executives in order to bring the aforementioned cosmetics forward for appropriate benefits as follows:

- Cosmetics that are not expired: donate to schools and foundations for makeup uses in events.
- Cosmetics that are expired: donate to foundation for children with intellectual disabilities to create art work.

#### **8. Environmental Friendly Product Selection Project**

IMPACT supports the procurement of environmental friendly products for business activities, including machinery/appliances that continuously reduce energy consumption.



## **9. Reduce-Avoid-Quit the Use of Plastic Packaging in Food Centers Project**

In 2022, Food Arena and Sky Kitchen campaign for stores to change the use of plastic containers to biodegradable and environmental friendly materials, with goals of:

- The number of stores which switches to use bagasse or biodegradable food boxes should be at least 50% of all stores.
- The number of stores which switches to use biodegradable bags or cloth bags should be at least 50% of all stores.
- The number of stores which switches to use biodegradable drinking straws should be at least 50% of all stores.

Summary of 2022 Operation Report

- The number of stores which switches to use bagasse or biodegradable food boxes is 66% of all stores.
- The number of stores which switches to use biodegradable bags or cloth bags is 90% of all stores.
- The number of stores which switches to use biodegradable drinking straws is 63 % of all stores.

## **10. Waste Segregation for Recycling in Food Centers Project**

IMPACT food centers (Food Arena, Sky Kitchen) realize the importance of waste segregation types of plastic bottles and beverage cans which can bring benefits or generate income for the organization instead of discharging large amounts of waste.

- Plastic bottles and caps are collected to recycle plastic bottle caps.
- Beverage cans can be sold to companies that buy recyclable waste.

## **11. Zero Waste Project: Use of Technology to Transform Food Waste into Fertilizer**

Apart from providing services and facilities for organizing various events, it is known that IMPACT Muang Thong Thani is a food-drink service provider. In each event, there will be countless waste from ingredients from cooking and food waste from eating leftovers, which IMPACT is aware of, that affects the environment and pays attention to such food waste. It is regarded as a resource that can be transformed to create value in respond to the sustainable event management policy supporting the Zero Waste Project. Therefore, the Food Waste Composer machine technology has been used to transform food waste into fertilizer to nourish the soil using in IMPACT's own organic vegetable and ornamental plantations.

Such innovation can reduce landfill of food waste up to 100 kilograms per day or 36,500 kilograms per year. This can supply food waste which will be transformed to into fertilizer up to 20 kilograms per day or 7,300 kilograms per year equivalent to the use of fertilizer for planting 28 trees per day or 10,220 trees per year. And more importantly, it can reduce greenhouse gas emissions, which is the cause of global warming, up to 315 kilograms (kgCO<sub>2</sub>e) per day or 115 tons per year.

In the past 2022, IMPACT had a total of 4,118 kilograms of food waste and up to 1,062.5 kilograms of food waste has been processed to be fertilizer which can be used in plantation. Furthermore, it can also save the significant amount of expense in purchasing fertilizers. It is considered the best value and promotes the organization's reputation under sustainable business practices.

## **12. Plastic Bottle Cap Recycling Project**

Due to a large number of people who use the service at the IMPACT Exhibition and Convention Center every year, it results in a large number of water bottles. The Company therefore produces the cabinet for sorting the water bottles and bottle caps for recycling. When the significant amount of plastic bottle caps are collected, they will be taken through the process of cleaning, grinding and melting



turning into liquid plastic by machines. Then, they are formed into various prints; bent and assembled into plant pots, trash cans, containers, or decorating the interior of the activity rooms, etc. Whereby the operating result are

In January - February 2023

- Collect plastic bottle caps from water bottle sorting boxes from various buildings
- Purchase crushers and plastic melting machines and install them
- Train and learn to use the machine

In March 2023

- Start producing and developing products

### **13. Replacing Paper with Online Document System Project**

At this present, environmental problems are matters which should be highly aware due to living and business operating factors in many aspects that directly and indirectly affect the environment. For instance, a rate of paper usage is high but not worthwhile in many departments and organizations. It therefore causes a lot of paper waste. In order to reduce the problem of paper waste, which is in line with the Company's environmental protection policy, and achieve a sustainable ecological balance, the Company focuses on management by implementing the I am 3R (Reduce, Reuse/Recycle and Replenish) principle by campaigning for staffs to use online document instead of paper and use both sides of the paper for the most benefit and worthwhile. Furthermore, it also reduces the organization's cost, the amount of paper waste, extend to the reduction of logging which is the main component of paper production, and reduce fuel combustion in paper mills including the transportation sector.

### **14. The 3E Procurement to Replace Signing and Storing the Document into Electronic Form Project.**

With a commitment to reduce the use of paper in the organization, the Company implements the 3E Procurement Project to replace signing and storing the document into electronic form.

- Store the document in electronic form (E-document) to be easy to search, save the storage area, and reduce the carbon dioxide (greenhouse gas)
- Sign the document in electronic form (E-Signature) to be convenient, speedy, modern which does not waste the resource
- Be environmental friendly reduce the pollution which harms to human Environment

### **15. The Project to Adapt the Use of Waste Asset to Reduce the Business Cost**

The FA Asset unit uses an unused raiser tool to modify into lifting and moving equipment (shelf/moving box) inside the Store Asset which is to adapt the unused material to be the working tool whereby it is not necessary to purchase the tool from outsiders. It is considered recycle the unused material to make working process to be efficient and reduce the organization's operating cost.

### **16. The Zero Waste Project to Invent and Adapt Paper and Waste Material**

With a commitment to implement Sustainability policy to meet the environmental sustainability in effectively utilizing the resources in compliance with the 3R principle and economic sustainability in lessen procurement cost in equipment and decoration in banquet, the Zero Waste Project to invent and adapt paper and waste material to be a new invention in accordance with recycling principle therefore arises. For instance, an invention and adaptation of waste paper and material into vase for placing Center Peace and decorated by flowers making from corn husks, longan peels, nutshells, custard apple seeds which can be decorated in the vase making from paper box. This is regarded as modifying





unused material into reusable material which is to reduce junk, pollution to the environment, consumption of energy, and resource including reduce organization's expense by adapting the waste material into vases, flowers, leaves and other decorations in the banquets so as to be captivating and resulting in a good reputation in environmental care.

**17. Lotto to Change Waste to Revenue for Society Project**

The project has been implemented since 2019 until now for creating an opportunity for every IMPACT's fellow to make a merit together by making donation box for accepting used lotto. Then the lotto from the donation will be distributed to Public Welfare Center for Developing Children with Special Needs, Huai Mu temple, Ratchaburi Province for inventing other products namely float basket (kratong), wreath, sandalwood flower, fan, and decorations. This activity does not only change the waste into usable products but also promote career opportunity to the children in the other way around.

**18. Waste Management in Muang Thong Thani's Area**

As the Muang Thong Thani' area is enormous consisting of group of accommodations, offices, and exhibition centers, the shops had been designed to have center wastewater treatment system before releasing wastewater to the nature which is to create the ecosystem equilibrium. It does not affect the environment and compliance with the laws whereby the wastewater which will be released from the project to natural channel has passed wastewater treatment process to be in effluent quality standards regulated by laws. The maximum capacity of wastewater treatment is 7,500 cubic meter per day.

**19. The Project to Organize Sustainable Events (Green Package)**

The IMPACT Muang Thong Thani, with a determination to organize sustainable events, therefore initiates the Green Package Project to provide an alternative for customers who are aware and interested in organizing the event in any kind to meet with sustainability covering economic, social, and environmental aspects. The agency or organization can choose options to organize the sustainable events which is appropriate and comply with each agency's event arrangement whereby the IMPACT is prompt to support the customers' sustainable event arrangement.

- Venue and equipment service for organizing sustainable event namely announcing sustainable policy to relevant people; arranging sustainable meeting room by avoid using table and chair cloth in the meeting, setting group service point in replacement of individual service point, avoiding plastic straw in all activities; controlling the air conditioner's temperature at 25 degree Celsius for environmental friendly; segregation of recycle waste, organic waste, and general waste including using the reused garbage cans, environmental friendly paper bag, and environmental friendly products ,for instance, hand washing soap and dishwashing liquid.
- The customers can choose food menu lists for environmental friendly meeting for reducing Global warming by selecting the vegetarian menu or plant base protein.
- In case, there is left over food from the event, IMPACT has a service to distribute the leftover food for donation to foundations in order to contribute to the society.

**20. Hotel Sustainable Project by NOVOTEL BANGKOK IMPACT and ibis BANGKOK IMPACT**

NOVOTEL BANGKOK IMPACT and ibis BANGKOK IMPACT are aware of the importance of sustainability in business operation for lessen an impact on society and environment by providing the environmental friendly service and selecting environmental friendly product including setting a guideline to save energy and reduce rubbish etc. In overall, economic, social, and environmental factors are used in as a key principle in operating business with responsibilities towards employees, communities, and ecosystem as follows:





### 1) **Reduce the Use of Single-Use Plastics**

NOVOTEL BANGKOK IMPACT and ibis BANGKOK IMPACT have revoked the use of single-use plastics and replaced with products made from natural materials in all hotels' departments that provide services to customers within December 2022.

#### **Objectives**

1. To raise awareness among staffs and encourage participation of customers to reduce the use of single-use plastics
2. To reiterate Accor's strategy to reduce the use of single-use plastics with the 3 "R" principle
3. To visualize and behave in a concrete way as it is difficult to measure the progress and effort in the hotel's level. However, it must work together solemnly

#### **Operating Result**

Reduce the use of single-use plastics to zero by December 2022 whereby some items listed in poster is acceptable for further use, such as plastic bags for garbage in the room, zipper bag for pillow, or spare room key cards, etc.

### 2) **Hydro Vegetable Plots on Hotel Rooftops**

Utilizing Hotel Novotel's rooftop space by growing vegetable gardens and hydroponics, is a worthwhile investment in sustainable food resource and space management in high-rise buildings. The agriculture products will be turned into raw materials in cooking in order to serve fresh and non-chemical vegetable gardens and hydroponics in our hotels. It is expected to reduce the purchase of products from soil-based agriculture by replacing to vegetable garden and hydroponics vegetables that can be grown within the hotel for 30 percent of orders by 2023 in some food menus.

#### **Objectives**

1. Cultivate awareness in reducing the use of pesticides in the products which are used in cooking for hotel's staff and customers
2. Impress customers who tasted the vegetables that are fine, tasty, with high nutritional value, and fresh than soil-based vegetables
3. Participate in reducing the purchase of products from traditional soil-based agriculture by replacing with vegetable garden and hydroponics vegetables that can be grown within the hotel

### 3) **Reduce Chemical by TERSANO Stabilized Aqueous Ozone**

Ibis hotel reduces the use of chemicals in cleaning by replacing with TERSANO SAO (Stabilized Aqueous Ozone) in order to lessen the use of chemicals that affect the environment for the safety and non-toxicity. It is expected to reduce the chemical consumption ratio for more than 70%. With TERSANO SAO, it is expected to eliminate pure chemical waste at a total of 550 liters or dilute solution of 7,000 liters and save toxic plastic waste from packaging for approximately 20 kilograms.

## 21. **Paper in Exchange for Merit Project**

Muang Thong Services and Management Company Limited and SCG Packaging Public Company Limited or SCGP jointly organize "Paper in Exchange for Merit" Project by inviting residents to donate waste paper. This is to raise the level of caring for the environment within a residential community and encourage participation in contribution to society. Sorting-classifying -paper for recycling into paper based furniture including paper toy house, sets of tables, and chairs made of paper to give to the children's foundation in Nonthaburi Province.



## **Operating Result**

The amount of paper waste from the 22 Popular Condominiums accumulated over 4,400 kilograms, producing 4 toy paper houses.

- Reduce cutting down 75 trees
- Reduce CO2 emissions by 2,992 kilograms
- Reduce water consumption by 114,400 liters
- Reduce fuel consumption by 6,160 liters
- Reduce energy consumption 17,600 kilowatts

### **22. Clothes Swap 100% Recycled Project, Change Old Clothes to New Clothes**

Muang Thong Services and Management Company Limited (MSM) cooperates with SC Grand, a recycled textile brand to convey the eco-friendly concept, in organizing the Clothes Swap 100% Recycled Project, turning old clothes into new ones. The MSM staffs are invited to change old clothes into a new uniform (polo) by recycling it into new fibers and fabrics. At this time, MSM collected up to 250 old clothes of navy, blue, green, and white clothes to be sent to SC Grand in order to make new shirts. This is to support the sustainability policy of reducing environmental impact, reducing cotton cultivation, reducing labor, and reducing the use of chemical dyes, etc.

## **Economic Operating Result**

### **1. Project to Support the Employment of People in Community and Student**

Impact Exhibition Management Company Limited consistently support the employment of people in the community to create revenue and career to people in the relative community which also includes a creation of a good relationship between the Company and the community. In addition, this also supports income generation for students by employing the students during semester break or holidays and paying wages to interns who come to work with Impact Exhibition Management Company Limited in order to support student's dairy expense which the report can be summarized

In 2022, an employment on daily employees was 9,385 people which amounted to 682,868 working hours.

### **2. Project to Support the Employment of the Disabled / Handicapped People and Provide Facilities**

Impact Exhibition Management Company Limited supports the employment of disabled / handicapped people and provide facilities.

In 2022, an employment on disabled people was 8 people.

### **3. IMPACT Farm Project**

The project arises from love and concern on everyone's health. IMPACT Farm was established to help farmer earn income by engaging to purchase organic vegetables and fruits from the Local Philosopher's Network Center of New Theory Agriculture Plot Chiang Mai Province. There are in total of 69 people who garden in organic farming system. The first set of products consisted of lime, lettuce, tomato, other local vegetable, as well as fruits such as banana, rose apple and organic guava. It is an intermediary to pass organic vegetables and fruits to consumers including taking those products for cooking for customers at the IMPACT Group's restaurants and IMPACT Catering Service as well.

The operation started in May 2022 with the willingness to purchase agricultural products at the market price to support farmers to generate income in the community and have sufficient organic products to meet the client's demand. In addition, the environment is taken care by the community. All these small beginnings will turn into a big picture leading to further sustainability.



#### 4. **Project to Promote a Good Reputation for Muang Thong Thani Community Through the Made in Muang Thong Program**

IMPACT Exhibition and Convention Center, Muang Thong Thani, is an event and conference venue located in the heart of the Muang Thong Thani community which has more than 10,000 residents. Creating perception on way of living and presenting interesting landmark of Muang Thong Thani's residents through social media channels will create reputation and promote good relationship between the organization and the community as well as create opportunity for people in the community, and encourage the community to generate income from the outsider into Muang Thong Thani community.

#### 5. **Pak Kret District Vegetarian Festival at Muang Thong Thani**

Muang Thong Thani holds Vegetarian Festival every year with purposes of:

1. To maintain vegetarian festival tradition
2. To promote vegetarian eating, abstaining from slaughter, abstaining from savory food and observing religious precepts
3. To stimulate the economy during Pak Kret District's Vegetarian Festival

2019 - There were 48 stores joining the project.

2020 - There were 46 stores joining the project.

2021 - There were 44 stores joining the project.

2022 - There were 78 stores joining the project.

#### 6. **Pak Kret Attractive Goods Festival**

Pak Kret Attractive Goods Festival opens the space for Koh Kret's local resident and people to sell local product every Saturday and Sunday of the month in the space of Muang Thong Thani market.

##### **Objective**

1. To create activity in the Muang Thong Thani market's space and attract more customers
2. To make Muang Thong Thani to be the hub of integrated shopping center
3. To promote Pak Kret District, Nonthaburi Province' attractive goods to be more widely well known
4. To connect the organization with the local resident including promoting revenue generation and building a strong local economy

##### **Operating Result**

1. Stores that sell food and OTOP products in Pak Kret District, Nonthaburi Province, are excessively interested to attend Pak Kret Attractive Goods at Muang Thong Thani.

Residents and operators in Muang Thong Thani and customers who come to shop in Muang Thong Thani know Pak Kret District, Nonthaburi Province's attractive goods. Also, it is a way to generate revenue for residents in Pak Kret, Nonthaburi Province, and relative district who come to open store booth in Pak Kret Attractive Goods Festival at Muang Thong Thani market.

### **Social Operating Result**

#### 1. **IMPACT Sharing the Love for Society Project**

- 1) IMPACT donates the pass year's calendar to make Braille medias for the visual impaired person.  
Impact Exhibition Management Company Limited and Bangkok Land affiliates' staffs donated the pass year's calendar to create Braille teaching materials for the visual impaired person. The Office of Corporate Communications delivered over 1,000 pass year calendars to the Educational Technology Center for the Blind in Nonthaburi Province to produce Braille teaching materials for the visual impaired person.
- 2) On Children's Day, IMPACT Sharing Love for Society donates sweets from the IMPACT 's bakery kitchen to agents in education institution and school in Nonthaburi Province and Bangkok areas.



- 3) Donate first-hand and second-hand goods to Surplus Project to change goods to tuition fees for children under the care of Baan Nokkamin Foundation
- 4) Donate towel and pillowcase that is used but still in good condition to treat stray dog and cat that are sick and need surgery; delivered to Soi Dog Foundation, Phuket Province
- 5) Donate 5,000 bottles of drinking water to help the flooded communities through Pak Kret Municipality from the situations of heavy rain, cumulative rain and storm at the beginning of October 2022
- 6) Donate goods to help bedridden patients to the “Volunteer Visit” Project by the Mirror Foundation
- 7) Donate portable toilets to the “Happy Day Fighting Floods” Project for the Rewat Buddhinan Foundation to provide to flood victims.
- 8) Arrange an activity to donate first-hand and second-hand clothes in good condition including clothes and goods for mother and child, dolls, bags, shoes, etc., to be delivered to Emergency Home, Don Mueang which is operated by the Association for the Promotion of the Status of Women under the Royal Patronage.

## **2. Dredging Canal and Drain Project**

At present, a variety of businesses has expanded in areas of Muang Thong Thani, Chaengwattana causing a large number of people to move to Muang Thong Thani. The Company has prepared a plan to dredge the canal in the areas of Muang Thong Thani in order to be able to drain the rainwater efficiently to help and alleviate the suffering of the community when heavy rain exceeds the amount of drainage that the project has designed and causes flood.

## **3. Listening to Opinion and Demand of Muang Thong Thani Community Project**

The Company has appointed the officers to meet Muang Thong Thani community and relative areas including hold a meeting to open a session for the community to propose a way and opinion to mutually resolve problems. The report summarizes as follow:

In 2022, there were 5 times participating in opinion hearing with the community.

## **4. “Pun Ya Pun Suk” Project**

With an awareness of public health problem, an access to medical treatment by physician, a lack of medicine in remote community, the Company hence arranges the “Pun Ya Pun Suk” Project to collect medicines left over from the employees who were sick and recovered and accept donation on various types of medicines to pass to indigent patients living in remote community through Umphang Hospital, Tak Province, which is located in cross boarder of Northern part of Thailand and in need for medicine for several indigent patients.

## **5. Blood Donation Site Project**

Impact Exhibition Management Company Limited by Corporate Human Resources Department cooperates with the Thai Red Cross Society has held an activity for blood donation 4 times per year consistently by asking the IMPACT and Bangkok Land affiliates’ staffs and people in general to engage in blood donation in order to rescue lives of other people in society which receives good feedback from several participants in blood donation.

## **6. “Kla MICE” Project**

Impact Exhibition Management Company Limited welcomes students from various universities to learn and train in MICE sector under the “Kla MICE” Project. An innovation project for sustainable



development and recruitment of new generations for MICE industry with objectives to open opportunities for students from many institutions to learn and train from doing, build experience, raise awareness of the importance of the MICE industry, and align with the concept of sustainability to prepare to be a new generation of personnel for the MICE business in the future.

#### **7. Scholarship Program, Cosmo Bazaar, Muang Thong Thani, Building Dream into the Future**

Education is important to children, who are the future of the nation, Bangkok Land Agency Company Limited and Cosmo Bazaar Shopping Center Executive cooperate with Muang Thong Services and Management Company Limited, Muang Thong Thani Condominium Juristic Person Committee, and various shop operators to establish the Cosmo Bazaar Scholarship Program “Building Dream into the Future” by selecting student with good grades, good behavior that is appropriate to be a good role model for youth to receive a scholarship. The objectives of the program are as follows:

1. To dedicate as a royal charity on the occasion of Her Majesty Queen Sirikit’s birthday and Mother’s Day
2. To contribute to the society and to promote the future of student who live in Muang Thong Thani and Pak Kret District with good grades and good behavior
3. To connect a good relationship between Cosmo Bazaar Muang Thong Thani and business operators as one unity

In summary, the results of the scholarship program Cosmo Bazaar, Muang Thong Thani, Building Dream into the Future has received more and more responses from applicants and sponsors every year. Therefore, the project has been carried out continuously for a period of 4 years from 2018 - 2022 and still continues to operate the program consistently.

2018 - 25 people: THB 75,000

2019 - 70 people: THB 389,000

2020 - 65 people: THB 325,000

2021 - Canceled due to COVID-19 situation

2022 - 100 people: THB 500,000

#### **8. Sharing Kindness for Rescuing Little Life Project**

Nowadays, there are many stray dogs and cats which part of them come from being abandoned in public places. When they touch with an illness or accident leading to disabilities, they will lack of caretaker. As a result, foundations that aim to help animals need take care of them. With an increasing in numbers of animals, it causes a shortage of food and supplies to take care of these animals thoroughly. Therefore, the Company has established Sharing Kindness for Rescuing Little Life Project to accept food, equipment, necessary goods donation for stray dogs and cats, which will be donated to the Disabled Animal Shelter Foundation. There are several people who bring food and goods for donation to disabled animals, and this project will be continued.

## **CORPORATE SOCIAL RESPONSIBILITY**

### **Policies and Guidelines for Corporate Social Responsibility**

At the time of making this report, no written procedure manual has been prepared at the time of preparing this report although there has been a continuous policies’ implementation. In view of the Group’s organization structure and nature of its current business, the Board of Directors believes that the current arrangement is appropriate and adequate.

