

CENTRAL**RETAIL**

Leading
EXCELLENCE,
Advancing
SUSTAINABILITY

Performance data 2024



GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Business Ethics							
	Reported Breaches of Business Ethics	Cases	80	48	63	81	Thailand
	- Corruption/Bribery	Cases	2	0	0	0	Thailand
	- Fraud	Cases	22	11	14	17	Thailand
	- Money Laundering and Insider Trading	Cases	0	0	0	0	Thailand
	- Conflict of Interest	Cases	1	0	3	1	Thailand
	- Internal Regulatory Non-Compliance	Cases	55	37	46	63	Thailand
	- Anti-Competitive Practices	Cases	0	0	0	0	Thailand
	Reported Other Types of Breaches of Business Ethics	Cases	7	2	3	2	Thailand
	- Society and Community	Cases	0	0	2	1	Thailand
	- Environment, Occupational Health and Safety	Cases	1	1	1	1	Thailand
	- Products and Packaging	Cases	0	0	0	0	Thailand
	- Human Rights Violations	Cases	1	0	0	0	Thailand
	- Discrimination & All Types of Harassment	Cases	0	0	0	0	Thailand
	- Others	Cases	5	1	0	0	Thailand
	Breaches of Business Ethics under Investigation	Cases	0	2	1	1	Thailand
	- Corruption/Bribery	Cases	0	0	0	0	Thailand
	- Fraud	Cases	0	1	0	0	Thailand
	- Money Laundering and Insider Trading	Cases	0	0	0	0	Thailand
	- Conflict of Interest	Cases	0	0	0	0	Thailand
	- Internal Regulatory Non-Compliance	Cases	0	1	1	1	Thailand
	- Anti-Competitive Practices	Cases	0	0	0	0	Thailand
	Other Types of Breaches of Business Ethics under Investigation	Cases	0	0	0	0	Thailand
	- Society and Community	Cases	0	0	0	0	Thailand
	- Environment, Occupational Health and Safety	Cases	0	0	0	0	Thailand
	- Products and Packaging	Cases	0	0	0	0	Thailand
	- Human Rights Violations	Cases	0	0	0	0	Thailand
	- Discrimination & All Types of Harassment	Cases	0	0	0	0	Thailand
	- Others	Cases	0	0	0	0	Thailand

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Business Ethics							
205-3 (2016)	Confirmed Breaches of Business Ethics	Cases	49	28	33	33	Thailand
	- Corruption/Bribery	Cases	1	0	0	0	Thailand
	- Fraud	Cases	15	8	13	11	Thailand
	- Money Laundering and Insider Trading	Cases	0	0	0	0	Thailand
	- Conflict of Interest	Cases	0	0	1	0	Thailand
	- Internal Regulatory Non-Compliance	Cases	33	20	19	22	Thailand
-	- Conviction of Business Ethics *	Cases	0	0	0	0	Thailand
	- The Amount of Fines related to Business Ethics Breaches and Conviction **	Baht	0	0	0	0	Thailand
206-1 (2016)	- Anti-Competitive Practices	Cases	0	0	0	0	Thailand
-	Confirmed Other Types of Breaches of Business Ethics	Cases	1	0	3	2	Thailand
2-27 (2021)	- Society and Community	Cases	0	0	2	1	Thailand
2-27 (2021)	- Environment, Occupational Health and Safety	Cases	0	0	1	1	Thailand
-	- Products and Packaging	Cases	0	0	0	0	Thailand
2-27 (2021)	- Human Rights Violations	Cases	0	0	0	0	Thailand
-	- Discrimination & All Types of Harassment	Cases	0	0	0	0	Thailand
	- Others	Cases	1	0	0	0	Thailand
-	Provisions for fines and settlements specified for ESG issues in audited accounts						
	- Fines	Baht	0	0	0	0	Thailand
	- Settlements	Baht	0	0	0	0	Thailand
	Provisions for fines and penalties specified for Environmental issues						
	- Fines	Baht	0	0	0	0	Thailand
	- Penalties	Baht	0	0	0	0	Thailand
205-3 (2016)	Actions Taken against Confirmed Breaches of Business Ethics for Employees	Cases	47	26	35	34	Thailand
	- Termination of Contract/ Dismissed	Cases	16	13	16	7	Thailand
	- Warning/Disciplinary Actions	Cases	21	8	12	19	Thailand
	- Transfer	Cases	1	0	0	0	Thailand
	- Send Back	Cases	3	4	4	7	Thailand
	- Corrective Actions as Complaint/Suggestion	Cases	6	1	3	1	Thailand
	- No Action	Cases	0	0	0	0	Thailand

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Business Ethics							
205-3 (2016)	Actions Taken against Confirmed Breaches of Business Ethics for Business Partners (i.e. Suppliers, Contractors, etc.)	Cases	0	2	1	1	Thailand
	- Termination of Contract/ Not Renew Contract	Cases	0	1	1	1	Thailand
	- Warning/Disciplinary Actions	Cases	0	0	0	0	Thailand
	- Corrective Actions as Complaint/Suggestion	Cases	3	1	0	0	Thailand
	- No Action	Cases	0	0	0	0	Thailand
	Public legal cases regarding corruption brought against the organization or its employees	Cases	0	0	0	0	Thailand
-	Written/Digital Acknowledgement to Codes of Conduct						
	- Employees	%	96	100	100	100	Thailand, Vietnam and Italy
	- Contractors/ Suppliers/ Service Providers	%	3.2	35	100	100	Thailand
	- Subsidiaries	%	100	100	100	100	Thailand, Vietnam and Italy
	- Joint ventures (including stakes above 10%)	%	100	N/A	N/A	N/A	No Data
	Training on Codes of Conduct						
	- Employees	%	96	100	99	98	Thailand, Vietnam and Italy
	- Contractors/ Suppliers/ Service Providers	%	3.2	N/A	N/A	N/A	No Data
	- Subsidiaries	%	100	100	99	98	Thailand, Vietnam and Italy
	- Joint ventures (including stakes above 10%)	%	100	N/A	N/A	N/A	No Data
205-2 (2016)	Communication on Anti-Corruption Policies and Procedures						
	- Board of Director*	%	N/A	100	100	100	Thailand, Vietnam and Italy
	- Employees	%	N/A	69	100	100	Thailand
	- Employee Category						
	- Executive/Top Management	%	N/A	73	100	100	Thailand, Vietnam and Italy
	- Middle Management	%	N/A	90	100	100	Thailand, Vietnam and Italy
	- Senior Employees and Junior Management	%	N/A	95	100	100	Thailand, Vietnam and Italy
	- Non-Management (including Part-Time Employees)	%	N/A	67	98	99	Thailand, Vietnam and Italy
	- Region						
	-Thailand	%	N/A	58	100	100	Thailand = Communication = Training
-Vietnam	%	N/A	96	N/A	98	No data	
-Italy	%	N/A	N/A	100	100	Italy	

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Business Ethics							
205-2 (2016)	- Business Partners	%	N/A	N/A	100	100	Thailand and Italy
	- Type of Business Partners						
	- Contractors	%	N/A	N/A	100	100	Thailand and Italy
	- Suppliers	%	N/A	N/A	100	100	Thailand and Italy
	- Service Providers	%	N/A	N/A	100	100	Thailand and Italy
	- Region						
	-Thailand	%	N/A	N/A	100	100	Thailand
	-Vietnam	%	N/A	N/A	N/A	98	No data
	-Italy	%	N/A	N/A	100	100	Italy
	Training on Anti-Corruption Policies and Procedures						
	- Board of Director*	%	N/A	100	100	100	Thailand
	- Employees	%	N/A	69	91	87	Thailand
	- Employee Category						
	- Executive/Top Management	%	N/A	73	72	91	Thailand, Vietnam and Italy
	- Middle Management	%	N/A	90	93	96	Thailand, Vietnam and Italy
	- Senior Employees and Junior Management	%	N/A	95	96	97	Thailand, Vietnam and Italy
	- Non-Management (including Part-Time Employees)	%	N/A	67	94	87	Thailand, Vietnam and Italy
	- Region						
	- Thailand	%	N/A	58	91	63	Thailand
	- Vietnam	%	N/A	96	98	98	Vietnam
- Italy	%	N/A	N/A	100	100	Italy	

Remarks

* Conviction of Business Ethics including Corruption/Bribery, Fraud, Money Laundering and Insider Trading, Conflict of Interest, and Internal Regulatory Non-Compliance

** The Amount of Fines related to Business Ethics Breaches and Conviction including Corruption/Bribery, Fraud, Money Laundering and Insider Trading, Conflict of Interest, and Internal Regulatory Non-Compliance. The Company governance body members consists only of the Board of Director that oversees business operations in all regions including Thailand, Vietnam and Italy.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Customer Relationship Management							
2-29	Customer Satisfaction Score	%	89	89	89	90	Thailand and Vietnam
-	- Percentage of Revenues	%	72	69	92	93	Thailand and Vietnam

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Supply Chain Management							
	Supplier Screening and Selection						
-	Total Suppliers	Numbers	24,560	12,698	9,435	9,154	Thailand
	Total Significant Suppliers	Numbers	290	1,136	572	2,119	Thailand
-	- Tier 1 Suppliers	Numbers	24,560	12,698	9,435	9,154	Thailand
	- Significant Tier-1 Suppliers*	Numbers	290	1,136	572	2,119	Thailand
	- Percentage of Total Spending on Significant Tier-1 Suppliers	%	N/A	65*	63*	65	Thailand
	- Non Tier-1 Suppliers	Numbers	N/A	N/A	N/A	N/A	-
	- Significant Non Tier-1 Suppliers	Numbers	N/A	N/A	N/A	N/A	-
	- Geographic Location						
	- Thailand	%	93.8	85.9	88.4	86.9	Thailand
	- Outside of Thailand	%	6.2	14.1	11.6	13.1	Thailand
	- Business Category						
	- Food	%	27	36	37	35.5	Thailand
	- Fashion	%	14	38	34	30.0	Thailand
	- Hardline	%	9	20	19	29.1	Thailand
	- Property	%	50	6	6	2.2	Thailand
	- Health & Wellness	%	N/A	N/A	3	N/A	-
	- Business Category						
	- Food	Million THB	139,474	134,995	152,176	109,162	Thailand
	- Fashion	%	27	24	21	32.8	Thailand
	- Hardline	%	14	32	38	9.9	Thailand
	- Property	%	9	42	39	52.4	Thailand
	- Health & Wellness	%	50	2	1	0.3	Thailand
	- Health & Wellness	%	N/A	N/A	1	N/A	-

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Supply Chain Management							
	Supplier Assessment						
	- Total suppliers assessed	Numbers	N/A	2,737	1,986	1,014	Thailand
	- Total number of significant tier-1 and non tier-1 suppliers assessed **	Numbers	N/A	10	77	317	Thailand
	- Percentage of significant suppliers assessed	%	N/A	0.9	13.5	14.9	Thailand
-	- Suppliers assessed with substantial actual/potential negative impacts/risks	Numbers	N/A	0	0	5	Thailand
	- Percentage of suppliers with substantial actual/potential negative impacts/risks with agreed corrective action plan	%	N/A	0	0	5	Thailand
	- Suppliers with substantial actual/potential negative impacts/risks terminated	Numbers	N/A	0	0	0	Thailand
308-1 (2016)	New Suppliers screened using Environmental Criteria	%	100	100	100	100	Thailand
414-1 (2016)	New Suppliers screened using Social Criteria	%	100	100	100	100	Thailand
	Supplier Development						
	- Total suppliers supported in corrective action plan implementation	Numbers	N/A	0	0	5	Thailand
	- Percentage of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	%	N/A	0	0	100	Thailand
	- Total suppliers in capacity building programs ***	Numbers	N/A	0	0	267	Thailand
	- Percentage of significant suppliers in capacity building programs	%	N/A	0	0	12.6	Thailand

Remarks

* Only for suppliers of Food, Fashion and Hardline business categories in Thailand for FY2021.

** In 2022-2023, the total number of significant tier-1 and non tier-1 suppliers represent on-site assessment. In 2024, the total number of significant tier-1 and non tier-1 suppliers represent desk assessment

*** The total suppliers in capacity building includes both significant and non-significant suppliers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Cybersecurity							
-	Cases of Information Security Breached Incidents¹ or Other Cybersecurity Incidents²	Cases	2	4	3	3	Thailand
418-1 (2016)	- Cases of Data Breaches Incidents ³ , which consist of Data Breaches, Data Thefts, or Losses of Customer Data	Cases	0	1	0	3	Thailand
-	- Customers and Employees Affected by Company's Data Breach	Persons	0	0	0	0	Thailand
-	- Fines/Penalties Paid in Relation to Information Security Breaches or other Cybersecurity Incidents	THB	0	0	0	0	Thailand
Privacy Protection							
418-1 (2016)	Substantiated Complaints⁴ regarding Breaches of Customer's Personal Data	Cases	1	0	0	0	Thailand
	- Complaints Received from Third Parties	Cases	1	0	0	0	Thailand
	- Complaints Received from Regulatory Bodies	Cases	0	0	0	1	Thailand
	Identified Leaks, Thefts, or Losses of Customer Data*	Cases	0	1	6	3	Thailand

Remarks

¹ Information security breaches is defined as unauthorized access to computer data, applications, networks, devices, and data security systems.

² Other cybersecurity incidents is defined as a cybersecurity breach other than unauthorized data access or disclosure, e.g. a perpetrator taking control of an information system that controls the organization's power generation or transport system.

³ Data breach is defined as a consequence of a cybersecurity breach leading to an unwanted situation or unlawful action, data leakage, unauthorized change or disclosure of personal information as well as sorting and processing of personal or confidential information which affects cybersecurity.

⁴ Substantiated complaints is defined as a complaint letter drafted by a customer or a government regulatory body related to a breach of customer personal data, or a third-party complaint, which is consistent with the Company's personal data criteria or policy.

⁵ Secondary purposes are defined as the use of customer data different from the purpose previously notified to the data subject.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2024
			2021	2022	2023	2024	
Packaging							
301-1 (2016)	Total Weight of Packaging Materials	Metric Tons	3,290	2,769	6,480	7,724	Thailand, Vietnam, and Italy
301-2 (2016)	- Total Weight of Non-Renewable Packaging Materials	Metric Tons	ND	2,608	4,640	6,888	Thailand, Vietnam, and Italy
		% of Total Weight	ND	94.2	71.6	84.5	Thailand, Vietnam, and Italy
	- Total Weight of Renewable Packaging Materials	Metric Tons	ND	161	1,840	836	Thailand, Vietnam, and Italy
		% of Total Weight	ND	5.8	28.4	15.5	Thailand, Vietnam, and Italy
-	Total Weight of Paper fiber Packaging	Metric Tons	ND	ND	1,811	2,838	Thailand, Vietnam, and Italy
	- Recycled and/or Certified Material	% of Total Weight	ND	ND	20.5	11.7	Thailand, Vietnam, and Italy
	Total Weight of Plastic Packaging	Metric Tons	3,290	2,769	4,669	4,885	Thailand, Vietnam, and Italy
	- Recycled Content within Plastic Packaging	% of Total Weight	ND	0	9.4	11.2	Thailand, Vietnam, and Italy
	- Recyclable Plastic Packaging	% of Total Weight	ND	3.0	12.5	6.5	Thailand, Vietnam, and Italy
	- Compostable Plastic Packaging	% of Total Weight	ND	2.8	9.5	2.7	Thailand, Vietnam, and Italy
	Total Weight of Metal Packaging	% of Total Weight	0	0	0	0	Thailand, Vietnam, and Italy
	Total Weight of Glass Packaging	% of Total Weight	0	0	0	0	Thailand, Vietnam, and Italy

Remarks:

- ND refers to no data

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2024
			2021	2022	2023	2024	
Energy Consumption							
302-1 (2016)	Total Energy Consumption (Within the Organization)	MWh	1,245,916	1,031,482	1,167,878	1,413,630	Thailand, Vietnam, and Italy
		GJ	4,485,298	3,713,332	4,204,358	5,089,067	Thailand, Vietnam, and Italy
	Total Non-Renewable Energy Consumption	MWh	1,194,350	952,014	1,033,468	1,240,634	Thailand, Vietnam, and Italy
		GJ	4,299,661	3,427,250	3,720,479	4,466,280	Thailand, Vietnam, and Italy
	- Total Non-Renewable Fuels Consumption	MWh	124,919	64,681	112,516	106,604	Thailand, Vietnam, and Italy
		GJ	449,709	232,848	405,053	383,771	Thailand, Vietnam, and Italy
	- Diesel	MWh	101,447	9,656	63,208	61,424	Thailand, Vietnam, and Italy
		GJ	449,709	34,761	227,547	221,125	Thailand, Vietnam, and Italy
	- LPG	MWh	23,472	20,382	10,438	11,141	Thailand, Vietnam, and Italy
		GJ	84,498	73,374	37,574	40,106	Thailand, Vietnam, and Italy
	- Gasoline	MWh	ND	34,643	38,870	34,039	Thailand, Vietnam, and Italy
		GJ	ND	124,714	139,931	122,540	Thailand, Vietnam, and Italy
	- Total Non-Renewable Energy Purchased for Consumption	MWh	1,069,431	887,334	920,952	1,134,030	Thailand, Vietnam, and Italy
		GJ	3,849,952	3,194,402	3,315,427	4,082,509	Thailand, Vietnam, and Italy
	- Electricity	MWh	1,069,431	887,334	920,952	1,134,030	Thailand, Vietnam, and Italy
		GJ	3,849,952	3,194,402	3,315,427	4,082,509	Thailand, Vietnam, and Italy
	- Total Non-Renewable Energy Sold	MWh	0	0	0	0	Thailand, Vietnam, and Italy
		GJ	0	0	0	0	Thailand, Vietnam, and Italy
	- Electricity	MWh	0	0	0	0	Thailand, Vietnam, and Italy
		GJ	0	0	0	0	Thailand, Vietnam, and Italy
	Total Renewable Energy Consumption	MWh	51,566	79,467	134,411	172,996	Thailand, Vietnam, and Italy
		GJ	185,638	286,081	483,879	622,787	Thailand, Vietnam, and Italy
	- Total Renewable Fuels Consumption	MWh	0	3,338	6,584	6,405	Thailand, Vietnam, and Italy
		GJ	ND	12,015	23,702	23,056	Thailand, Vietnam, and Italy
	- Biodiesel	MWh	ND	694	3,875	3,791	Thailand, Vietnam, and Italy
		GJ	ND	2,500	13,950	13,648	Thailand, Vietnam, and Italy
	- Bioethanol	MWh	ND	2,643	2,709	2,613	Thailand, Vietnam, and Italy
		GJ	ND	9,515	9,751	9,408	Thailand, Vietnam, and Italy
	- Total Renewable Energy Purchased for Consumption	MWh	51,566	76,129	127,827	166,592	Thailand, Vietnam, and Italy
		GJ	185,638	274,066	460,177	599,730	Thailand, Vietnam, and Italy
- Electricity (Solar PV)	MWh	51,566	76,129	127,827	166,592	Thailand, Vietnam, and Italy	
	GJ	185,638	274,066	460,177	599,730	Thailand, Vietnam, and Italy	
- Total Renewable Energy Sold	MWh	0	0	0	0	Thailand, Vietnam, and Italy	
	MWh	0	0	0	0	Thailand, Vietnam, and Italy	
302-3 (2016)	Energy Intensity Ratio	GJ/Baht	ND	1.69E-05	1.91E-05	8.10E-02	Thailand, Vietnam, and Italy
302-4 (2016)	Energy Consumption Reduction from Conservation or Efficiency Initiatives	J	ND	ND	ND	ND	Thailand, Vietnam, and Italy

Remarks:

- ND refers to no data

Definitions and Calculation Guidelines**Energy**

- Total energy consumption includes fossil fuels, electricity and renewable energy.
- Energy fuel consumption is calculated as the total amount of fuel consumed for each type multiplied by the calorific value for each type.
- The amount of electrical energy consumption (gigajoules) is equal to the sum of the amount of electrical energy consumed (megawatt hours) multiplied by 3.6.
- The conversion factor is based on Thailand Energy Efficiency Situation Report (Department of Alternative Energy Development) and Efficiency and The Engineering ToolBox from https://www.engineeringtoolbox.com/fuels-higher-calorific-values-d_169.html

Intensity

- The energy intensity value is calculated by the company's total revenue.

Base year

The base year for comparing environmental data efficiency is 2023, which has been thoroughly collected and validated by an external verifier.

GRI Standards	Area	Data	Unit	Data Collection Period				Data Coverage
				2021	2022	2023	2024	2024
Water Withdrawal								
303-3 (2018)	All Areas	- Water Withdrawal: Third-party water (Municipal Water Suppliers)	Million Cubic Metre	6.67	7.36	7.11	10.34	Thailand, Vietnam, and Italy
			Megalitre	6,670	7,364	7,110	10,343	Thailand, Vietnam, and Italy
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	6.67	7.36	7.11	10.34	Thailand, Vietnam, and Italy
			Megalitre	6,670	7,364	7,110	10,343	Thailand, Vietnam, and Italy
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Water Withdrawal: Fresh Surface Water	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Water Withdrawal: Fresh Groundwater	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Water Withdrawal: Seawater (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Water Withdrawal: Produce water	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
	- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy	
		Megalitre	0	0	0	0	Thailand, Vietnam, and Italy	
	Areas with Water Stress	Water Withdrawal: Municipal Water Suppliers	Million Cubic Metre	ND	5.33	4.06	5.28	Thailand, Vietnam, and Italy
			Megalitre	ND	5,329	4,060	5,277	Thailand, Vietnam, and Italy
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	ND	5.33	4.06	5.28	Thailand, Vietnam, and Italy
			Megalitre	ND	5,329	4,060	5,277	Thailand, Vietnam, and Italy
- Other water (>1,000 mg/L TDS)		Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy	
		Megalitre	0	0	0	0	Thailand, Vietnam, and Italy	

GRI Standards	Area	Data	Unit	Data Collection Period				Data Coverage
				2021	2022	2023	2024	2024
Water Discharge								
303-4 (2018)	All Areas	- Water Discharge: Municipal Water Treatment	Million Cubic Metre	5.34	5.89	5.69	8.27	Thailand, Vietnam, and Italy
			Megalitre	5,340	5,891	5,691	8,274	Thailand, Vietnam, and Italy
		- Freshwater ($\leq 1,000$ mg/L TDS)	Million Cubic Metre	5.34	5.89	5.69	8.27	Thailand, Vietnam, and Italy
			Megalitre	5,340	5,891	5,691	8,274	Thailand, Vietnam, and Italy
		- Other water ($> 1,000$ mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand, Vietnam, and Italy
			Megalitre	0	0	0	0	Thailand, Vietnam, and Italy
Water Consumption								
303-5 (2018)	All Areas	- Total water consumption	Million Cubic Metre	1.33	1.47	1.42	2.07	Thailand, Vietnam, and Italy
			Megalitre	1,330	1,473	1,419	2,069	Thailand, Vietnam, and Italy
	Areas with Water Stress	- Total water consumption	Million Cubic Metre	ND	1.07	0.81	1.06	Thailand, Vietnam, and Italy
			Megalitre	ND	1,066	814	1,055	Thailand, Vietnam, and Italy
The Number of Incidents of Non-Compliance with Water Quality/Quantity Permits, Standards and Regulations								
-	All Areas	- Incidents of Non-Compliance with Water Quality/Quantity Permits, Standards and Regulations	Cases	0	0	0	0	Thailand, Vietnam, and Italy

Remarks:

- ND refers to no data
- The operation does not have water storage.

Definitions and Calculation Guidelines

- Water withdrawal is defined as the amount of water collected from various water sources for the activities of the organization, calculated as the water rate (baht) / water price (baht per unit).
- Water consumption is defined as the water used in all processes or operations, including water for consumption and recirculating water that is recovered but not recirculated back to the original water source, including evaporation, dehydration, and more, calculated from 20% of the water drawn up for use.
- Water discharge is defined as the water that has been treated and discharged into public water sources.
- A water stress area is where water consumption is unsustainable to supply long-term sustainable water demand, which is located in a high-level water stress area.
- Water Intensity is calculated from water consumption with reference to the total revenue of the company.

Base year

The base year used in the calculation for comparison of environmental data performance is 2023 when the data has been collected completely comprehensive and validated by external verifiers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
GHG Emissions							
-	Total GHG Emissions	Metric Tons CO ₂ e	461,298	571,781	1,028,346	1,464,163	Thailand, Vietnam, and Italy
305-1 (2016)	Total Direct GHG Emissions (Scope 1)	Metric Tons CO ₂ e	39,527	53,772	62,505	111,397	Thailand, Vietnam, and Italy
	- Biogenic CO ₂ Emission	Metric Tons CO ₂ e	ND	851	7,149	22,996	Thailand, Vietnam, and Italy
305-2 (2016)	Total Indirect GHG Emissions (Scope 2 Location-Based)	Metric Tons CO ₂ e	384,588	435,910	479,478	593,038	Thailand, Vietnam, and Italy
305-3 (2016)	Total Other Indirect GHG Emissions (Scope 3)	Metric Tons CO ₂ e	37,183	82,099	486,894	759,728	Thailand, Vietnam, and Italy
	- Purchased goods and services (Water)	Metric Tons CO ₂ e	ND	ND	3,701	9,268	Thailand, Vietnam, and Italy
	- Purchased goods and services (Packaging use)	Metric Tons CO ₂ e	ND	ND	16,601	22,263	Thailand, Vietnam, and Italy
	- Fuel and energy-related activities	Metric Tons CO ₂ e	ND	ND	69,137	111,989	Thailand, Vietnam, and Italy
	- Upstream Transportation and distribution	Metric Tons CO ₂ e	ND	ND	ND	46,324	Thailand, Vietnam, and Italy
	- Waste Generated in Operations	Metric Tons CO ₂ e	ND	ND	45,734	145,280	Thailand, Vietnam, and Italy
	- Business Travel by Airplane	Metric Tons CO ₂ e	376	591	1,269	1,592	Thailand, Vietnam, and Italy
	- Employee Commuting	Metric Tons CO ₂ e	22,858	49,474	196,062	245,288	Thailand, Vietnam, and Italy
	- Downstream Transportation and Distribution	Metric Tons CO ₂ e	13,949	32,034	68,610	78,667	Thailand, Vietnam, and Italy
	- Downstream Leased Assets	Metric Tons CO ₂ e	ND	ND	85,780	99,057	Thailand, Vietnam, and Italy
	- Biogenic CO ₂ Emission	Metric Tons CO ₂ e	ND	ND	ND	ND	Thailand, Vietnam, and Italy
305-4 (2016)	GHG Emission Intensity (Scope 1&2)	Metric Tons CO ₂ e	ND	2.07E-06	2.15E-06	2.68E-03	Thailand, Vietnam, and Italy
305-5 (2016)	Total Direct Reduction of GHG Emission from Reduction Initiatives	Metric Tons CO ₂ e	ND	ND	ND	ND	Thailand, Vietnam, and Italy

Remarks:

- ND refers to no data
- Total Indirect GHG Emissions (Scope 2) presented Location-Based and Market-Based

Definitions and Calculation Guidelines

Greenhouse gas emission

Greenhouse gas emissions reporting covers CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃ and is shown in terms of the CO₂ equivalent to Global Warming Potential (GWP).

1. Reporting Scope

Identifying the organization's scope for collecting sources of greenhouse gas emissions covering affiliates, subsidiaries, joint ventures, and other companies under operational control of Central Retail with the following details:

- 1.1 Direct GHG emissions (Scope 1) are processes and activities that generate greenhouse gas emissions directly from the organization's operations, such as fuel combustion of the organization's machinery and vehicles, leakage (fugitive emissions) in air conditioning and refrigeration systems, CO₂ and FM200 fire extinguisher chemicals, as well as septic tank methane emissions.
- 1.2 Indirect GHG emissions Energy consumption (Scope 2) is the use of energy obtained from outside sources for the Company's operations, such as electricity from other projects (Without Bundle).
- 1.3 Other Indirect GHG emissions (Scope 3) are indirect emissions that occur as a result of a company's activities, but are from sources not owned or controlled by the company. The scope 3 of the Company include purchased goods and services, waste generated in operations, business travel, employee commuting, downstream distribution and transportation.

2. Quantity Reporting

2.1 Calculation of Scope 1 GHG emissions from the combustion process based on fuel consumption (by weight or volume) and greenhouse gas emission values referred to Intergovernment Panel on Climate Change 2006 (IPCC)

2.2 Calculation of greenhouse gas emissions produced indirectly Scope 2 will be reported from a total of external acquired electrical energy with the reference of the emission value from the producer or seller using the following methods:

- The location-based approach calculates the quantity of indirect GHG emissions from energy based on the average value of GHG emissions to categorize electrical generation based on its geographical location at the local, regional, and national levels.
- The market-based approach is a method for calculating indirect GHG emissions from energy for organizations that wish to report greenhouse gas emissions on their output through a Power Purchase Agreement (PPA) or through their own contract. This includes the acquisition of a Renewable Energy Certificate (REC) credit certificate.

2.3 Other indirect greenhouse gas emissions (Scope 3) can be calculated in line with the Greenhouse Gas Protocol standard and classified into 6 categories for the Company's operations in 2023:

- Category 1: Purchased goods and services, including water consumption, which is calculated based on the amount of water used (m³) and the emission factor referred to by TGO.
- Category 3: Fuel- and Energy-Related Activities, including emissions related to the production of fuels and energy purchased and consumed and the emission factor referred to by TGO.
- Category 4: Upstream Distribution and Transportation, calculated based on the total distance of the Supplier's product delivery to Own operation (km) operated by Supplier and the emission factor referred to by TGO.
- Category 5: Waste generated in operations, including general waste, recycled waste, and hazardous waste, which is calculated based on the amount of waste (kg) and the emission factor referred to by TGO.
- Category 6: Business travel, including travel by plane, which is calculated based on the distance (km) and the emission factor referred to by Defra.
- Category 7: Employee commuting, calculated based on the total employee commuting distance (km) and the emission factor referred to by TGO.
- Category 9: Downstream Distribution and Transportation, calculated based on the total distance of the company's product delivery to customers (km) operated by outsourcing and the emission factor referred to by TGO.
- Category 13: Downstream leased assets, calculated based on the total electricity consumption (kWh), water consumption (m³), and cooking gas consumption (kg) of the company's tenants and the emission factor referred to by TGO.

3. Assessment method

- Corresponding to The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard Revised Edition and the Carbon Footprint Assessment Guidelines of the Thailand Greenhouse Gas Management Organization (TGO).
- The conversion factor is based on the annual energy report of Thailand Department of Alternative Energy Development and Efficiency and The Engineering Tool Box (https://www.engineeringtoolbox.com/fuels-higher-calorific-values-d_169.html)
- Emission Factor based on Intergovernmental Panel on Climate Change (IPCC) and Thailand Greenhouse Gas Management Organization (TGO).
- Global Warming Potential (GWP) according to Intergovernmental Panel on Climate Change (IPCC: Intergovernment Panel on Climate Change 2006).

Intensity

- Greenhouse Gas Emission Intensity is calculated by using the company's entire revenue.
- Intensity values include scope 1 and 2.

Base year

- The base year used in the calculation for comparison of environmental data performance is 2023 when the data has been collected completely comprehensive and validated by external verifiers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2024
			2021	2022	2023	2024	
Waste Management							
306-3 (2020)	Total Waste Generated	Metric Tons	67,102	98,007	98,201	71,913	Thailand, Vietnam, and Italy
	- Hazardous Waste	Metric Tons	ND	45	67	390	Thailand, Vietnam, and Italy
	- Non-Hazardous Waste	Metric Tons	ND	97,962	98,134	71,522	Thailand, Vietnam, and Italy
306-4 (2020)	Total Waste Diverted from Disposal	Metric Tons	5,318	10,273	7,993	9,152	Thailand, Vietnam, and Italy
	- Total Hazardous Waste Diverted from Disposal	Metric Tons	ND	13	3	5	Thailand, Vietnam, and Italy
	- Preparation for reuse	Metric Tons	ND	0	0	5	Thailand, Vietnam, and Italy
	- Recycling	Metric Tons	ND	13	3	0	Thailand, Vietnam, and Italy
	- Other recovery operations	Metric Tons	ND	0	0	0	Thailand, Vietnam, and Italy
	- Total Non-Hazardous Waste Diverted from Disposal	Metric Tons	ND	10,260	7,990	9,147	Thailand, Vietnam, and Italy
	- Preparation for reuse	Metric Tons	ND	0	0	262	Thailand, Vietnam, and Italy
	- Recycling	Metric Tons	ND	10,260	7,990	8,579	Thailand, Vietnam, and Italy
	- Other recovery operations	Metric Tons	ND	0	0	305	Thailand, Vietnam, and Italy
306-5 (2020)	Total Waste Disposed	Metric Tons	61,784	87,735	90,208	62,761	Thailand, Vietnam, and Italy
	- Total Hazardous Waste Disposed	Metric Tons	ND	32	64	385	Thailand, Vietnam, and Italy
	- Incineration with energy recovery	Metric Tons	ND	0	0	0	Thailand, Vietnam, and Italy
	- Incineration without energy recovery	Metric Tons	ND	2	0	0	Thailand, Vietnam, and Italy
	- Landfilling	Metric Tons	ND	0	0	0	Thailand, Vietnam, and Italy
	- Other disposal operations	Metric Tons	ND	30	64	385	Thailand, Vietnam, and Italy
	- Total Non-Hazardous Waste Disposed	Metric Tons	ND	87,703	90,144	62,376	Thailand, Vietnam, and Italy
	- Incineration with energy recovery	Metric Tons	ND	0	0	0	Thailand, Vietnam, and Italy
	- Incineration without energy recovery	Metric Tons	ND	0	-	0	Thailand, Vietnam, and Italy
	- Landfilling	Metric Tons	ND	87,703	90,144	62,376	Thailand, Vietnam, and Italy
	- Other disposal operations	Metric Tons	ND	0	0	0	Thailand, Vietnam, and Italy

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Food Loss & Waste							
306-3 (a) (2020)	Total Food Loss & Waste Generated	Metric Tons	3785	4,717	4,567	5,170	Thailand and Italy
	- Bakery	Metric Tons	ND	173	172	770	Thailand and Italy
	- Deli	Metric Tons	ND	214	209	0	Thailand and Italy
	- Fresh Meat	Metric Tons	ND	170	186	191	Thailand and Italy
	- Fresh Packaged	Metric Tons	ND	107	86	119	Thailand and Italy
	- Fresh Seafood	Metric Tons	ND	41	55	117	Thailand and Italy
	- Produce	Metric Tons	ND	1,020	1,054	1	Thailand and Italy
	- Snack	Metric Tons	ND	44	52	1	Thailand and Italy
	- Other: (Ex. Organic waste from stores, canteen)	Metric Tons	3,785	2,948	2,753	3,971	Thailand and Italy
306-4 (a) (2020)	Food loss & Waste to utilization	Metric Tons	759	1,006	1,526	568	Thailand and Italy
	- Used for Alternative Purposes	Metric Tons	759	1,006	1,526	568	Thailand and Italy
306-5 (a) (2020)	Total food Loss & Waste directed to disposal	Metric Tons	3,026	3,711	3,041	4,602	Thailand and Italy
	- Landfilling	Metric Tons	3,026	3,711	3,041	4,602	Thailand and Italy
-	Food Loss & Waste Value	Baht	320,938,706	10,922,114	402,598,246	392,916,707	Thailand and Italy

Remarks:

- ND refers to no data
- Boundary of waste related data does not include wastes arising from maintenance activities done by outsourced service providers.

Definitions and Calculation Guidelines

- Waste refers to garbage and waste occurred from company's operations and activities. The total amount of waste generated in this report is calculated by weight and estimation.
- Waste diverted from disposal: offsite refers to garbage and waste that are recycled through the recycling process or reused by external organizations
- Waste directed to disposal offsite refers to garbage and waste that is taken through the process of disposal such as landfill, incineration by external organizations

Base year

- The base year used in the calculation for comparison of environmental data performance is 2023 when the data has been collected completely comprehensive and validated by external verifiers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Responsible Sourcing							
-	Sales of Organic Products	THB	215,951,015	365,054,246	457,339,496	450,337,485	Thailand
-	Sales of OTOP Products	THB	175,012,598	143,726,710	213,530,390	233,966,093	Thailand
-	Sale of Occupational Health & Safety Products	THB	44,971,206	68,281,541	84,373,108	98,698,621	Thailand
416-1 (2016)	Percentage of Significant Product/Service Categories Assessed for Health and Safety Impact Improvement	%	100	100	100	100	Thailand
416-2 (2016)	Incidents Concerning Health and Safety Impacts of Products/Services	Cases	0	0	0	0	Thailand
	- Non-Compliance with Regulations resulting in a Fine or	Cases	0	0	1	7	Thailand
	- Non-Compliance with Regulations resulting in a Warning	Cases	0	0	2	0	Thailand
	- Non-Compliance with Voluntary Codes	Cases	0	0	0	0	Thailand
-	Number of recalls issued	Cases	0	0	0	0	Thailand
	Quantity of products recalled	Units	0	0	0	0	Thailand
	Expenses incurred due to recalls issued in the corresponding fiscal year	THB	0	0	0	0	Thailand
	Revenues (as provided in Company Information section)	Million Baht	195,654	236,245	248,688	262,804	Thailand
	Cost of recalls as a percentage of annual revenues	%	0	0	0	0	Thailand

Remark

- The scope of Responsible Sourcing include Thailand (Central Food Retail Company Limited (CFR) and Central Food Minimarket Company Limited (CFM))

Definitions

- Sales of Organic and Health Products refer to the sale of organic foods and health-focused items made with natural ingredients, free from harmful chemicals, and designed to support consumer health and environmental sustainability.
- Sales of OTOP Products refer to the sale of community-based products that reflect local craftsmanship, culture, and resources, developed under the "One Tambon One Product" (OTOP) initiative.
- Incidents concerning health and safety impacts of products and services refer to cases where non-compliance with applicable laws, regulations, or internal standards related to health and safety has been identified.
- Non-Compliance with Regulations resulting in a Fine or Penalty refers to cases where the company has been found at fault for violating regulations, leading to fines or penalties being imposed. Incidents where suppliers are at fault and receive penalties should not be included in the company's performance data.
- Non-Compliance with Regulations resulting in a Warning refers to cases where the company has been found at fault for violating regulations, leading to an official warning issued by a regulatory body. Incidents where suppliers are at fault and receive warnings should not be included in the company's performance data.
- Non-Compliance with Voluntary Codes refers to complaints or incidents related to the health and safety impacts of products and/or services where the company has failed to adhere to voluntary codes or standards. These incidents specifically involve non-compliance with health and safety regulations or internal protocols that may impact customer well-being.
- Recall refers to actions taken by a company to remove a product from the market. Recalls may be initiated voluntarily by the company or mandated by relevant government agencies.
- Quantity of products recalled (units) refers to the total count of the number of product (in units) involved in a recall.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Occupational Health and Safety							
403-9 (2018)	Hours Worked						
	- Employees	Hours	101,219,284	154,823,759	131,866,123	140,813,606	Thailand, Vietnam and Italy
	- Contractors	Hours	11,066,646	34,591,037	197,915,356	195,500,811	Thailand, Vietnam and Italy
	Fatalities from Work-Related Injuries						
	- Employees	Cases	0	0	0	0	Thailand, Vietnam and Italy
		Cases/1 million hours worked	0	0	0	0	Thailand, Vietnam and Italy
	- Contractors	Cases	0	0	0	1	Thailand, Vietnam and Italy
		Cases/1 million hours worked	0	0	0	0.00000001	Thailand, Vietnam and Italy
	High-Consequence Work-Related Injuries						
	- Employees	Cases	0	0	0	1	Thailand, Vietnam and Italy
		Cases/1 million hours worked	0	0	0	0.00000001	Thailand, Vietnam and Italy
	- Contractors	Cases	0	0	0	1	Thailand, Vietnam and Italy
		Cases/1 million hours worked	0	0	0	0.00000001	Thailand, Vietnam and Italy
	Recordable Work-Related Injuries						
	- Employees	Cases	22	87	173	191	Thailand, Vietnam and Italy
		Cases/1 million hours worked	0.00000022	0.00000056	0.00000131	0.00000136	Thailand, Vietnam and Italy
	- Contractors	Cases	0	7	62	136	Thailand, Vietnam and Italy
		Cases/1 million hours worked	0	0.00000020	0.00000031	0.00000070	Thailand, Vietnam and Italy
Lost Time Injury Frequency Rate (LTIFR)							
- Employees	Cases/1 million hours worked	1.037	0.562	0.780	0.830	Thailand, Vietnam and Italy	
- Contractors	Cases/1 million hours worked	0.181	0.202	0.130	0.380	Thailand, Vietnam and Italy	
403-10 (2018)	Fatalities from Work-Related Ill-Health						
	- Employees	Cases	0	0	0	0	Thailand, Vietnam and Italy
	- Contractors	Cases	0	0	0	0	Thailand, Vietnam and Italy
	Recordable Work-Related Ill-Health						
	- Employees	Cases	0	18	0	0	Thailand, Vietnam and Italy
- Contractors	Cases	0	0	0	0	Thailand, Vietnam and Italy	

Definitions and calculation guidelines

Hours Worked is the total number of working hours including regular working hours and overtime

Work-Related Injuries as a result of injuries that occur from work or activity of the Company

Recordable work-related injuries Medical Injuries: MTIs

High-Consequence Work-Related Injuries Work-related injuries that result in time away from work where a full recovery cannot be made within 180 days.

Remark

For the year 2022-2023, contractor data reporting does not include transportation workers and salesperson of the fashion and hardline groups, and contractors of the property group because the data has not yet been collected.

Method for Calculating Work-Hours

Number of employee work-hours

= Working hours (hour) = Number of worker x scheduled workday x number of working hour per day

Calculation Guidelines

Rate of fatalities as a result of work-related injuries

= number of fatalities as a result of work - related injuries [200,000 or 1,000,000] / number of hour worked

Rate of high-consequence work-related injuries

= number of high - consequence work - related injuries x [200,000 or 1,000,000] / number of hour worked

Rate of recordable work-related injuries

= number of recordable work - related injuries x [200,000 or 1,000,000] / number of hour worked

Lost Time Injury Frequency Rate (LTIFR)

= number of lost - time injuries frequency x [200,000 or 1,000,000] / number of hour worked

Fatalities from Work-Related Ill-Health

=number of lost - time occupational illness frequency x [200,000 or 1,000,000] / number of hour worked

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
	Total Workforce	FTEs	20,124	33,461	53,585	23,429	37,905	61,334	22,942	37,565	60,507	24,382	40,437	64,819	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	38	62	100	38	62	100	38	62	100	38	62	100	Thailand, Vietnam and Italy
	Total Workforce - Full-Time Employees	FTEs	19,447	31,751	51,198	21,443	33,666	55,109	21,595	33,885	55,480	22,186	35,484	57,670	Thailand, Vietnam and Italy
	- Percentage of Total Full-Time Employees	%	38	62	100	39	61	100	39	61	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			96			90			92			89	Thailand, Vietnam and Italy
	Total Workforce - Part-Time Employees	FTEs	677	1,710	2,387	1,986	4,239	6,225	1,347	3,680	5,027	2,196	4,953	7,149	Thailand, Vietnam and Italy
	- Percentage of Total Part-Time Employees	%	28	72	100	32	68	100	27	73	100	30.72	69.28	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			4			10			8			11	Thailand, Vietnam and Italy
	Total Workforce - Areas of Operation														
	- Thailand	FTEs	14,402	24,818	39,220	15,831	26,385	42,216	16,837	27,685	44,522	17,640	28,993	46,633	Thailand, Vietnam and Italy
	- Percentage of Total Workforce in Thailand	%	37	63	100	38	63	100	38	62	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			73			69			74			72	Thailand, Vietnam and Italy
	- Vietnam	FTEs	5,414	7,576	12,990	7,240	10,391	17,631	5,715	8,674	14,389	6,360	10,235	16,595	Thailand, Vietnam and Italy
	- Percentage of Total Workforce in Vietnam	%	42	58	100	41	59	100	40	60	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			24			29			24			26	Thailand, Vietnam and Italy
	- Italy	FTEs	308	1,067	1,375	358	1,129	1,487	390	1,206	1,596	382	1,209	1,591	Thailand, Vietnam and Italy
	- Percentage of Total Workforce in Italy	%	22	78	100	24	76	100	24	76	100	24	76	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			3			2			3			2	Thailand, Vietnam and Italy
	Total Workforce - Employee Category														
	- Management Workforce (Senior Employees and Junior Management, and Higher)	FTEs	1,240	1,312	2,552	1,950	2,358	4,308	782	943	1,725	788	959	1,747	Thailand, Vietnam and Italy
	- Percentage of Total Management Workforce	%	49	51	100	45	55	100	45	55	100	45	55	100	Thailand, Vietnam and Italy
	- Executive/Top Management	FTEs	51	35	86	50	42	92	61	36	97	61	40	101	Thailand, Vietnam and Italy
	- Percentage of Total Executive/Top Management	%	59	41	100	54	46	100	63	37	100	60	40	100	Thailand, Vietnam and Italy
	- Middle Management	FTEs	391	322	713	243	272	515	165	189	354	164	200	364	Thailand, Vietnam and Italy
	- Percentage of Total Middle Management Positions	%	55	45	100	47	53	100	47	53	100	45	55	100	Thailand, Vietnam and Italy
	- Senior Employees and Junior Management	FTEs	798	955	1,753	1,657	2,044	3,701	556	718	1,274	563	719	1,282	Thailand, Vietnam and Italy
	- Percentage of Total Senior Employee/Junior Management	%	46	54	100	45	55	100	44	56	100	44	56	100	Thailand, Vietnam and Italy
	- Non-Management (including Part-Time Employees)	FTEs	18,884	32,149	51,033	21,479	35,547	57,026	22,160	36,622	58,782	23,594	39,478	63,072	Thailand, Vietnam and Italy
	- Percentage of Total Non-Management	%	37	63	100	38	62	100	38	62	100	37	63	100	Thailand, Vietnam and Italy
	- Management in Revenue-Generating Functions**	FTEs	723	807	1,530	23,059	37,171	60,230	369	510	879	451	604	1,055	Thailand, Vietnam and Italy
	- Percentage of Total Management Position in Revenue-Generating Functions	%	47	53	100	38	62	100	42	58	100	43	57	100	Thailand, Vietnam and Italy
	- STEM-Related Positions	FTEs	1,282	1,425	2,707	601	976	1,577	1,549	1,190	2,739	1,589	1,327	2,916	Thailand, Vietnam and Italy
	- Percentage of Total STEM-Related Positions	%	47	53	100	38	62	100	57	43	100	54	46	100	Thailand, Vietnam and Italy

405-1 (2016)

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
Total Workforce - Nationalities															
- Thai		FTEs	14,233	24,788	39,021	15,653	26,344	41,997	16,708	27,653	44,361	17,518	28,961	46,479	Thailand, Vietnam and Italy
- Percentage of Total Thai Workforce		%	36	64	100	37	63	100	38	62	100	38	62	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			73			68			73			72	Thailand, Vietnam and Italy
- Vietnamese		FTEs	5,390	7,565	12,955	7,206	10,381	17,587	5,687	8,664	14,351	6,331	10,224	16,555	Thailand, Vietnam and Italy
- Percentage of Total Vietnamese Workforce		%	42	58	100	41	59	100	40	60	100	38	62	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			24			29			24			26	Thailand, Vietnam and Italy
- Italian		FTEs	1,077	215	1,292	344	1,059	1,403	280	985	1,265	368	1,131	1,499	Thailand, Vietnam and Italy
- Percentage of Total Italian Workforce		%	83	17	100	25	75	100	22	78	100	25	75	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			2			2			2			2	Thailand, Vietnam and Italy
- French		FTEs	43	8	51	48	10	58	37	10	47	38	10	48	Thailand, Vietnam and Italy
- Percentage of Total French Workforce		%	84	16	100	83	17	100	79	21	100	79	21	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			0.1			0			0.1			0.07	Thailand, Vietnam and Italy
- Indian		FTEs	23	5	28.0	38	7	45	30	6	36.0	22	6	28	Thailand, Vietnam and Italy
- Percentage of Total Indian Workforce		%	82	18	100	84	16	100	83	17	100	79	21	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			0.1			0			0.1			0.04	Thailand, Vietnam and Italy
- Burmese		FTEs	50	8	58	41	9	50	25	8	33	24	7	31	Thailand, Vietnam and Italy
- Percentage of Total Burmese Workforce		%	86	14	100	82	18	100	76	24	100	77	23	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			0.1			0			0			0.05	Thailand, Vietnam and Italy
- Other Nationalities		FTEs	179	29	208	137	102	239	175	239	414	81	98	179	Thailand, Vietnam and Italy
- Percentage of Total Other Nationalities Workforce		%	86	14	100	57	43	100	42	58	100	45	55	100	Thailand, Vietnam and Italy
- Percentage of Total Workforce		%			0.4			0			1			0.3	Thailand, Vietnam and Italy
Total Management Workforce - Nationalities															
- Thai		FTEs	403	513	916	464	572	1,036	458	595	1,053	489	616	1105	Thailand, Vietnam and Italy
- Percentage of Total Thai Management Workforce		%	44	56	100	45	55	100	43	57	100	44	56	100	Thailand, Vietnam and Italy
- Percentage of Total Management Workforce		%			36			24			61			63	Thailand, Vietnam and Italy
- Vietnamese		FTEs	611	640	1,251	1,241	1,620	2,861	110	175	285	99	173	272	Thailand, Vietnam and Italy
- Percentage of Total Vietnamese Management Workforce		%	49	51	100	43	57	100	39	61	100	36	64	100	Thailand, Vietnam and Italy
- Percentage of Total Management Workforce		%			49			66			17			16	Thailand, Vietnam and Italy
- Italian		FTEs	87	128	215	92	129	129	98	144	242	96	145	241	Thailand, Vietnam and Italy
- Percentage of Total Italian Management Workforce		%	40	60	100	71	100	171	40	60	100	40	60	100	Thailand, Vietnam and Italy
- Percentage of Total Management Workforce		%			8			3			14			14	Thailand, Vietnam and Italy
- Indian		FTEs	1	1	2	35	4	39	29	4	33	21	5	26	Thailand, Vietnam and Italy
- Percentage of Total Indian Management Workforce		%	50	50	100	90	10	100	88	12	100	81	19	100	Thailand, Vietnam and Italy
- Percentage of Total Management Workforce		%			0.1			1			2			1.5	Thailand, Vietnam and Italy
- French		FTEs	47	8	55	47	7	54	35	7	42	33	6	39	Thailand, Vietnam and Italy
- Percentage of Total French Management Workforce		%	85	15	100	87	13	100	83	17	100	85	15	100	Thailand, Vietnam and Italy
- Percentage of Total Management Workforce		%			2			1			2			2	Thailand, Vietnam and Italy
- Other Nationalities		FTEs	91	22	113	71	26	97	52	18	70	51	15	66	Thailand, Vietnam and Italy
- Percentage of Total Other Nationalities Workforce		%	81	19	100	73	27	100	74	26	100	77	23	100	Thailand, Vietnam and Italy
- Percentage of Total Management Workforce		%			4			2			4			4	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
Total Workforce - Religions*															
	- Buddhist	FTEs	12,851	21,611	34,462	14,023	23,242	37,265	14,548	23,731	38,279	16,728	27,780	44,508	Thailand
	- Percentage of Total Buddhist Workforce	%	37	63	100	38	62	100	38	62	100	38	62	100	Thailand
	- Percentage of Total Workforce	%			88			61			63			69	Thailand
	- Muslim	FTEs	577	708	1,285	666	922	1,588	683	1010	1,693	622	926	1,548	Thailand
	- Percentage of Total Muslim Workforce	%	45	55	100	42	58	100	40	60	100	40	60	100	Thailand
	- Percentage of Total Workforce	%			3			3			3			2.4	Thailand
	- Christian	FTEs	128	171	299	159	189	348	141	204	345	150	203	353	Thailand
	- Percentage of Total Christian Workforce	%	43	57	100	46	54	100	41	59	100	42	58	100	Thailand
	- Percentage of Total Workforce	%			1			1			1			0.5	Thailand
	- Other Religions	FTEs	846	2,328	3,174	983	2,032	3,015	1465	2,740	4,205	140	84	224	Thailand
	- Percentage of Total Other Religions Workforce	%	27	73	100	33	67	100	35	65	100	63	37	100	Thailand
	- Percentage of Total Workforce	%			8			5			7			0.4	Thailand
Total Workforce - Age Group															
	- Age <30 Years	FTEs	6,867	12,114	18,981	9,386	15,574	24,960	8,867	14,452	23,319	9,649	15,685	25,334	Thailand, Vietnam and Italy
	- Percentage of Total Workforce Age <30 Years	%	36	64	100	38	62	100	38	62	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			35			41			39			39	Thailand, Vietnam and Italy
	- Age 30-50 Years	FTEs	12,047	19,000	31,047	12,880	20,089	32,969	12,567	20,250	32,817	13,074	21,608	34,682	Thailand, Vietnam and Italy
	- Percentage of Total Workforce Age 30-50 Years	%	39	61	100	39	61	100	38	62	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			58			54			54			54	Thailand, Vietnam and Italy
	- Age >50 Years	FTEs	1,210	2,347	3,557	1,163	2,242	3,405	1,508	2,863	4,371	1,659	3,144	4,803	Thailand, Vietnam and Italy
	- Percentage of Total Workforce Age >50 Years	%	34	66	100	34	66	100	35	65	100	35	65	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			7			6			7			7	Thailand, Vietnam and Italy
Total Workforce -- Other Diversity Indicators															
	- Disabilities	FTEs			438			130			242	138	121	259	Thailand and Italy
	- Percentage Total Workforce	%			0.82			0.21			0.40			0.40	Thailand and Italy
Ratio Between Average Compensation of Female to Male Employees															
	- Executive/Top Management														
	- Base Salary Only	-			N/A			0.85			0.88			0.97	Thailand, Vietnam and Italy
	- Base Salary + Other Cash Incentives	-			N/A			0.64			0.87			0.99	Thailand, Vietnam and Italy
	- Senior Employees and Junior Management, and Middle Management														
	- Base Salary Only	-			N/A			0.77			0.92			0.93	Thailand, Vietnam and Italy
	- Base Salary + Other Cash Incentives	-			N/A			0.76			0.92			1.01	Thailand, Vietnam and Italy
	- Non-Management														
	- Base Salary Only	-			N/A			1.08			1.06			1.05	Thailand, Vietnam and Italy
	- Base Salary + Other Cash Incentives	-			N/A			1.03			1.02			1.02	Thailand, Vietnam and Italy
	Total Hours of Human Rights Training	Hours			15,140			41.79			10			1.0	Thailand, Vietnam and Italy
	Shares of Employees that Received Human Rights Training	%			38.6			99			100			96	Thailand, Vietnam and Italy
New Employee Hires and Rate*															
	- Percentage of Total New Employee Hires	%	38	62	100	40	60	100	38	62	100	37	63	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	11.60	18.87	30.46	19.50	29.73	49.23	21.42	34.87	56.29	20	33	53	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
New Employee Hires and Rate-- Areas of Operation															
- Thailand	FTEs	N/A	N/A	N/A	7,741	11,729	19,470	10,823	17,639	28,462	10,139	16,703	26,842	Thailand, Vietnam and Italy	
- Percentage of Total New Hires in Thailand	%	N/A	N/A	N/A	40	60	100	38	62	100	38	62	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	N/A	N/A	N/A	12.62	19.12	31.74	17.89	29.15	47.04	16	26	41	Thailand, Vietnam and Italy	
- Vietnam	FTEs	N/A	N/A	N/A	4,120	6,286	10,406	2,024	3,224	5,248	2,725	4,629	7,354	Thailand, Vietnam and Italy	
- Percentage of Total New Hires in Vietnam	%	N/A	N/A	N/A	40	60	100	39	61	100	37	63	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	N/A	N/A	N/A	6.72	10.25	16.97	3.35	5.33	8.67	4	7	11	Thailand, Vietnam and Italy	
- Italy	FTEs	N/A	N/A	N/A	99	218	317	103	203	306	85	261	346	Thailand, Vietnam and Italy	
- Percentage of Total New Hires in Italy	%	N/A	N/A	N/A	31	69	100	34	66	100	25	75	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	N/A	N/A	N/A	0.16	0.36	0.52	0.17	0.34	0.51	0.1	0.4	0.5	Thailand, Vietnam and Italy	
New Employee Hires and Rate - Employee Category*															
- Executive/Top Management	FTEs	4	5	9	9	4	13	7	6	13	6	1	7	Thailand, Vietnam and Italy	
- Percentage of Total New Executive/Top Management Hires	%	44	56	100	69	31	100	54	46	100	86	14	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.00	0.01	Thailand, Vietnam and Italy	
- Middle Management	FTEs	53	19	72	72	63	135	24	13	37	8	14	22	Thailand, Vietnam and Italy	
- Percentage of Total New Middle Management Hires	%	74	26	100	53	47	100	65	35	100	36	64	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0.10	0.04	0.13	0.12	0.10	0.22	0.04	0.02	0.06	0.01	0.02	0.03	Thailand, Vietnam and Italy	
- Senior Employee and Junior Management	FTEs	116	91	207	630	816	1,446	72	99	171	62	67	129	Thailand, Vietnam and Italy	
- Percentage of Total New Senior Employee and Junior Management	%	56	44	100	44	56	100	42	58	100	48	52	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0.22	0.17	0.39	1.03	1.33	2.36	0.12	0.16	0.28	0.10	0.10	0.20	Thailand, Vietnam and Italy	
- Non-Management Employees	FTEs	6,041	9,994	16,035	11,249	17,350	28,599	12,859	20,979	33,838	12,873	21,511	34,384	Thailand, Vietnam and Italy	
- Percentage of Total New Non-Management Hires	%	38	62	100	39	61	100	38	62	100	37	63	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	11.27	18.65	29.92	18.34	28.29	46.63	21.25	34.67	55.92	19.86	33.19	53.05	Thailand, Vietnam and Italy	
New Employee Hires and Rate - Age Group*															
- Age <30 Years	FTEs	3,945	6,975	10,920	7,713	11,693	19,406	9,266	14,737	24,003	9,087	14,784	23,871	Thailand, Vietnam and Italy	
- Percentage of Total New Age <30 Years Hires	%	36	64	100	40	60	100	39	61	100	38	62	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	7.36	13.02	20.38	12.58	19.06	31.64	15.11	24.03	39.13	14.0	22.8	36.8	Thailand, Vietnam and Italy	
- Age 30-50 Years	FTEs	2,217	3,069	5,286	4,158	6,442	10,600	3,615	6,245	9,860	3,806	6,669	10,475	Thailand, Vietnam and Italy	
- Percentage of Total New Age 30-50 Years Hires	%	42	58	100	39	61	100	37	63	100	36	64	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	4.14	5.73	9.86	6.78	10.50	17.28	5.89	10.18	16.08	5.9	10.3	16.2	Thailand, Vietnam and Italy	
- Age >50 Years	FTEs	52	65	117	89	98	187	81	115	196	56	140	196	Thailand, Vietnam and Italy	
- Percentage of Total New Age >50 Years Hires	%	44	56	100	48	52	100	41	59	100	29	71	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0.10	0.12	0.22	0.15	0.16	0.30	0.13	0.19	0.32	0.1	0.2	0.3	Thailand, Vietnam and Italy	
New Employee Hires and Rate - Nationality*															
- Thai	FTEs	6,150	10,096	16,246	7,691	11,712	19,403	10,792	17,629	28,421	10,124	16,690	26,814	Thailand, Vietnam and Italy	
- Percentage of Total New Thai Hires	%	38	62	100	40	60	100	38	62	100	38	62	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	11.48	18.84	30.32	12.54	19.10	31.63	17.60	28.74	46.34	-	-	41.4	Thailand, Vietnam and Italy	
- Vietnamese	FTEs	19	2	21	4,113	6,284	10,397	2,022	3,225	5,247	2,725	4,635	7,360	Thailand, Vietnam and Italy	
- Percentage of Total New Vietnamese Hires	%	90	10	100	40	60	100	39	61	100	37	63	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0.04	0	0.04	6.71	10.25	16.95	3.30	5.26	8.55	-	-	11.4	Thailand, Vietnam and Italy	
- Italian	FTEs	12	1	13	92	202	294	103	203	306	79	239	318	Thailand, Vietnam and Italy	
- Percentage of Total New Italian Hires	%	92	8	100	31	69	100	34	66	100	25	75	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0.02	0	0.02	0.15	0.33	0.48	0.17	0.33	0.50	-	-	0.5	Thailand, Vietnam and Italy	
- Indian	FTEs	0	2	2	11	2	13	13	5	18	-	1	1	Thailand, Vietnam and Italy	
- Percentage of Total New Indian Hires	%	0	100	100	85	15	100	72	28	100	-	100	100	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%	0	0	0	0.02	0.00	0.02	0.02	0.01	0.03	-	0	0	Thailand, Vietnam and Italy	

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
401-1 (2016)	- Other Nationalities	FTEs	33	8	41	53	33	86	32	35	67	13	22	35	Thailand, Vietnam and Italy
	- Percentage of Total New Other Nationalities Hires	%	80	20	100	62	38	100	48	52	100	37	63	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	0.06	0.01	0.08	0.09	0.05	0.14	0.05	0.06	0.11	-	-	0.05	Thailand, Vietnam and Italy
	Internal Hires (Open Positions Filled by Internal Candidates)*	FTEs	4,326	5,678	10,004	2,836	4,956	7,792	926	1,612	2,538	741	1,234	1,975	Thailand, Vietnam and Italy
	- Percentage of Total Internal Hires	%	43	57	100	36	64	100	36	64	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%	8.1	10.6	61.3	4.6	8.1	25.8	2.7	4.7	7.5	2.1	3.6	5.7	Thailand, Vietnam and Italy
	Internal Hires - Employee Category*														
	- Executive/Top Management	FTEs	4	1	5	4	3	7	3	4	7	5	3	8	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.03			0.0			0.0	0.01	0.01	0.02	Thailand, Vietnam and Italy
	- Middle Management	FTEs	15	17	32	28	21	49	13	20	33	11	11	22	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.20			0.2			0.1	0.03	0.03	0.06	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	FTEs	74	74	148	243	236	479	46	54	100	34	43	77	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.91			1.6			0.3	0.10	0.12	0.22	Thailand, Vietnam and Italy
	- Non-Management Employees	FTEs	4,233	5,586	9,819	2,561	4,696	7,257	864	1,534	2,398	691	1,177	1,868	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			60.15			24.0			7.0	2.0	3.4	5.4	Thailand, Vietnam and Italy
	Internal Hires - Age Group*														
	- Age <30 Years	FTEs	1,391	1,921	3,312	884	1,696	2,580	402	721	1,123	319	494	813	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			20.29			8.5			3.3	0.9	1.4	2.4	Thailand, Vietnam and Italy
	- Age 30-50 Years	FTEs	2,726	3,458	6,184	1,825	3,039	4,864	498	838	1,336	387	691	1,078	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			37.89			16.1			3.9	1.1	2.0	3.1	Thailand, Vietnam and Italy
	- Age >50 Years	FTEs	209	299	508	127	221	348	26	53	79	35	49	84	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			3.11			1.2			0.2	0.1	0.1	0.2	Thailand, Vietnam and Italy
	Internal Hires - Nationality*														
	- Thai	FTEs	4,259	5,671	9,930	1,934	3,367	5,301	400	851	1,251	256	408	664	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			60.8			17.6			3.7	0.7	1.2	1.9	Thailand, Vietnam and Italy
	- Vietnam	FTEs	4	0	4	862	1,562	2,424	510	739	1,249	469	793	1,262	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.1			8.0			3.7	1.4	2.3	3.7	Thailand, Vietnam and Italy
	-Italy	FTEs	8	1	9	19	23	42	11	21	32	11	28	39	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.06			0.1			0.1	0.03	0.08	0.11	Thailand, Vietnam and Italy
	- French	FTEs	41	2	43	8	1	9	2	-	2	1	1	2	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.26			0.0			0.0	0.00	0.00	0.01	Thailand, Vietnam and Italy
	- Other Nationalities	FTEs	14	4	18	13	3	16	3	1	4	4	4	8	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			0.11			0.1			0.0	0.01	0.01	0.02	Thailand, Vietnam and Italy
	Average Hiring Cost per New Hire*	THB/FTE			3,718			3,357			7,290	-	-	3,767	Thailand, Vietnam and Italy
	Employee Performance Appraisal														
404-3 (2016)	- Management by Objectives: Systematic use of Agreed Measurable Targets by Line Superior	%			100			100			100			100	Thailand, Vietnam and Italy
	- Multidimensional Performance Appraisal (E.g. 360 Degree Feedback)*	%			1			-			100			100	Thailand, Vietnam and Italy
	- Formal Comparative Ranking of Employees	%			100			100			100			100	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
	Employee Turnover and Rate	FTEs	10,803	6,575	17,378	9,892	16,029	25,921	8,664	15,238	23,902	9,946	15,434	25,380	Thailand, Vietnam and Italy
	- Percentage of Total Employee Turnover	%	62.16	37.84	100	38.16	61.84	100	36.25	63.75	100.00	39	61	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	20.16	12.27	32.43	16.13	26.13	42.26	14.32	25.18	39.50	15	24	39	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Areas of Operation														
	- Thailand	FTEs	N/A	N/A	N/A	6,324	10,503	16,827	6,008	10,218	16,226	6,477	10,439	16,916	Thailand, Vietnam and Italy
	- Percentage of Total Turnover in Thailand	%	N/A	N/A	N/A	38	62	100	37	63	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	10.31	17.12	27.44	9.93	16.89	26.82	10	16	26	Thailand, Vietnam and Italy
	- Vietnam	FTEs	N/A	N/A	N/A	3,533	5,437	8,970	2,627	4,958	7,585	3,440	4,912	8,352	Thailand, Vietnam and Italy
	- Percentage of Total Turnover in Vietnam	%	N/A	N/A	N/A	39	61	100	35	65	100	41	59	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	5.76	8.86	14.62	4.34	8.19	12.54	5	8	13	Thailand, Vietnam and Italy
	- Italy	FTEs	N/A	N/A	N/A	35	89	124	29	62	91	29	83	112	Thailand, Vietnam and Italy
	- Percentage of Total Turnover in Italy	%	N/A	N/A	N/A	28	72	100	32	68	100	26	74	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	0.06	0.15	0.20	0.05	0.10	0.15	0.04	0.13	0.17	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Employee Category														
	- Executive/Top Management	FTEs	N/A	N/A	11.00	8	1	9	4	7	11	8	-	8	Thailand, Vietnam and Italy
	- Percentage of Total Executive/Top Management Turnover	%	N/A	N/A	N/A	88.9	11.1	100	36.4	63.6	100	100	-	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.02	0.01	0.00	0.015	0.01	0.01	0.02	0.01	-	0.01	Thailand, Vietnam and Italy
	- Middle Management	FTEs	N/A	N/A	129	70	47	117	15	20	35	18	16	34	Thailand, Vietnam and Italy
	- Percentage of Total Middle Management Turnover	%	N/A	N/A	N/A	59.83	40.17	100	42.86	57.14	100	53	47	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.24	0.11	0.08	0.19	0.02	0.03	0.06	0.03	0.02	0.05	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	FTEs	N/A	N/A	541	506	672	1,178	133	140	273	73	88	161	Thailand, Vietnam and Italy
	- Percentage of Total Senior Employee and Junior Management	%	N/A	N/A	N/A	42.95	57.05	100	48.72	51.28	100	45	55	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	1.01	0.82	1.10	1.92	0.22	0.23	0.45	0.11	0.14	0.25	Thailand, Vietnam and Italy
401-I (16)	- Non-Management Employees	FTEs	N/A	N/A	16,697	9,308	15,309	24,617	8,512	15,071	23,583	9,847	15,330	25,177	Thailand, Vietnam and Italy
	- Percentage of Total Non-Management Turnover	%	N/A	N/A	N/A	37.81	62.19	100	36.09	63.91	100	39	61	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	31.16	15.18	24.96	40.68	14.07	24.91	38.45	15.19	24	38.8	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Age Group														
	- Age <30 Years	FTEs	N/A	N/A	10,245	5,848	9,436	15,284	5,296	9,088	14,384	6,364	9,739	16,103	Thailand, Vietnam and Italy
	- Percentage of Total Age <30 Years Turnover	%	N/A	N/A	N/A	38	62	100	37	63	100	40	60	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	19.12	9.53	15.38	25	8.75	15.02	24	10	15	25	Thailand, Vietnam and Italy
	- Age 30-50 Years	FTEs	N/A	N/A	6,730	3,897	6,346	10,243	3,249	5,969	9,218	3,465	5,523	8,988	Thailand, Vietnam and Italy
	- Percentage of Total Age 30-50 Years Turnover	%	N/A	N/A	N/A	38	62	100	35	65	100	39	61	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	12.56	6.35	10.35	17	5.37	9.86	15	5	9	14	Thailand, Vietnam and Italy
	- Age >50 Years	FTEs	N/A	N/A	407	147	247	394	119	181	300	117	172	289	Thailand, Vietnam and Italy
	- Percentage of Total Age >50 Years Turnover	%	N/A	N/A	N/A	37	63	100	40	60	100	40	60	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.76	0.24	0.40	0.64	0.20	0.30	0.50	0.18	0.27	0.45	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Nationality														
	- Thai	FTEs	N/A	N/A	20.04	6,278	10,492	16,770	5,973	10,210	16,183	6,463	10,436	16,899	Thailand, Vietnam and Italy
	- Percentage of Total Thai Turnover	%	N/A	N/A	N/A	37.44	62.56	100	36.91	63.09	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.04	10.24	17.11	27.34	9.87	16.87	26.75	10	16	26	Thailand, Vietnam and Italy
	- Vietnamese	FTEs	N/A	N/A	12.08	3,525	5,437	8,962	2,625	4,956	7,581	3,437	4,911	8,348	Thailand, Vietnam and Italy
	- Percentage of Total Vietnamese Turnover	%	N/A	N/A	N/A	39.33	60.67	100	34.63	65.37	100	41	59	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.02	5.75	8.86	14.61	4.34	8.19	12.53	5	8	13	Thailand, Vietnam and Italy
	- Italian	FTEs	N/A	N/A	0.20	33	82	115	27	56	83	26	74	100	Thailand, Vietnam and Italy
	- Percentage of Total Italian Turnover	%	N/A	N/A	N/A	28.70	71.30	100	32.53	67.47	100	26	74	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.00	0.05	0.13	0.19	0.04	0.09	0.14	0.04	0.11	0.15	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Labor Practice and Human Rights															
401-I (2016)	- French	FTEs	N/A	N/A	0.01	14	3	17	6	2	8	4	2	6	Thailand, Vietnam and Italy
	- Percentage of Total French Turnover	%	N/A	N/A	N/A	82.35	17.65	100	75.00	25.00	100	67	33	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.00	0.02	0.00	0.03	0.01	0.00	0.01	0.01	0.00	0.01	Thailand, Vietnam and Italy
	-Burmese	FTEs	N/A	N/A	0.00	8	0	8	9	1	10	3	1	4	Thailand, Vietnam and Italy
	- Percentage of Total Burmese Turnover	%	N/A	N/A	N/A	100	0	100	90	10	100	75	25	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	-	0.01	0	0.01	0.01	0.00	0.02	0.00	0.00	0.01	Thailand, Vietnam and Italy
	- Other Nationalities	FTEs	N/A	N/A	0.10	34	15	49	24	13	37	13	10	23	Thailand, Vietnam and Italy
	- Percentage of Total Other Nationalities Turnover	%	N/A	N/A	N/A	69.39	30.61	100	64.86	35.14	100	57	43	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	0.00	0.06	0.02	0.08	0.04	0.02	0.06	0.02	0.02	0.04	Thailand, Vietnam and Italy
	Total Voluntary Employee Turnover and Rate	FTEs	3,376	5,841	9,217	8,589	13,791	22,380	8,233	14,441	22,674	9,262	14,603	23,865	Thailand, Vietnam and Italy
	- Percentage of Total Voluntary Employee Turnover	%	37	63	100	38	62	100	36	64	100	39	61	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	6.3	10.9	17.2	14.00	22.49	36.49	13.61	23.87	37.47	14	23	36.82	Thailand, Vietnam and Italy
	Total Voluntary Employee Turnover and Rate - Employee Category														
	- Executive/Top Management	FTEs			5			8.00			9.00	8	-	8	Thailand, Vietnam and Italy
- Percentage of Total Workforce	%			0.01			0.01			0.01	0.01	-	0.01	Thailand, Vietnam and Italy	
- Middle Management	FTEs			38			97			30	17	16	33	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%			0.07			0.16			0.05	0.03	0.02	0.05	Thailand, Vietnam and Italy	
- Senior Employee and Junior Management	FTEs			161			1,059			251	72	83	155	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%			0.3			1.73			0.41	0.11	0.13	0.24	Thailand, Vietnam and Italy	
- Non-Management Employees	FTEs			9,002			20,880			22,384	9,165	14,504	23,669	Thailand, Vietnam and Italy	
- Percentage of Total Workforce	%			16.8			34.04			36.99	14.14	22.38	36.52	Thailand, Vietnam and Italy	
Employee Engagement Score*	%	73	74	73	73	72	72	73	72	76	0	0	82	Thailand, Vietnam and Italy	
Employee Engagement Score - Employee Category*															
- Executive/Top Management	%			84			82			76	87	81	85	Thailand, Vietnam and Italy	
- Middle Management	%			64			61			65	71	69	70	Thailand, Vietnam and Italy	
- Senior Employee and Junior Management	%			71			60			60	76	74	75	Thailand, Vietnam and Italy	
- Non-Management Employees	%			75			73			73	82	81	81	Thailand, Vietnam and Italy	
Employee Engagement Score - Nationality*															
- Thai	%			74			72			76	-	-	82	Thailand, Vietnam and Italy	
- Non-Thai	%			61			58			52	-	-	72	Thailand, Vietnam and Italy	
Parental Leave															
- Employees entitled to parental leave	FTEs	N/A	N/A	N/A	463	25,973	26,436	1625	30,868	32,493	1,885	32,696	34,581	Thailand, Vietnam and Italy	
- Employees that took parental leave	FTEs	N/A	N/A	N/A	3	1,198	1,201	35	1,488	1,523	24	1,315	1,339	Thailand, Vietnam and Italy	
- Employees returned to work after parental leave ended	FTEs	N/A	N/A	N/A	0	992	992	31	1,242	1,273	20	1,129	1,149	Thailand, Vietnam and Italy	
- Return to work rate of employees that took parental leave (Percentage of employees that took parental leave)	%	N/A	N/A	N/A	0	82.80	82.60	88.57	83.47	83.59	83	86	86	Thailand, Vietnam and Italy	
- Employees returned to work after parental leave ended and still employ	FTEs	N/A	N/A	N/A	0	776	776	31	1,198	1,229	10	776	786	Thailand, Vietnam and Italy	
- Retention rate of employees that took parental leave (Percentage of employees returned to work after parental leave ended)	%	N/A	N/A	N/A	0	78.23	78.23	100	96.46	96.54	50	69	68	Thailand, Vietnam and Italy	
Freedom of Association and Collective Bargaining															
- Percentage of employees represented by Welfare Committee, Collective Bargaining Agreements, or similar	%			100			100			100			100	Thailand, Vietnam and Italy	

Remark

* Only for employees in Thailand or data coverage of 72% of revenue for FY2019-2021.

** Only for employees in Thailand and Vietnam or data coverage of 94% of revenue for FY2019-2021.

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2024
			2021			2022			2023			2024			
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Human Capital Development															
404-1 (2016)	Average Hours of Training per Employee - Total Workforce	Hours/FTE/Year	13.2	14.2	13.8	14.4	15.3	14.9	19.5	17.3	18.1	25.3	21.6	23.0	Thailand, Vietnam and Italy
	Average Hours of Training per Employee - Employee Category														
	- Executive/Top Management	Hours/FTE/Year	15.7	13.9	14.5	4.6	6.3	5.4	11.6	21.1	14.3	27.8	19.8	25.2	Thailand, Vietnam and Italy
	- Middle Management	Hours/FTE/Year	16.5	18.7	17.8	10.7	12.7	11.7	24.2	26.9	25.4	27.4	28.9	28.6	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	Hours/FTE/Year	17.4	20.7	19.4	11.1	12.9	12.0	34.5	31.1	32.4	32.3	30.9	32.0	Thailand, Vietnam and Italy
	- Non-Management Employees	Hours/FTE/Year	10.5	11.8	11.3	14.3	15.0	14.6	19.1	16.9	17.8	24.9	20.9	21.4	Thailand, Vietnam and Italy
-	Average Cost of Training per Employee	THB/FTE/Year	2,800			2,133			3,602			3,307			Thailand, Vietnam and Italy
-	Human Capital Return On Investment (HCROI)	-	1.2			1.5			1.6			1.6			Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period				Data Coverage
			2021	2022	2023	2024	2024
Indirect Economic Impacts							
203-1 (2016)	Philanthropic Contributions	THB	77,478,320	125,726,079	79,730,000	91,686,753	Thailand
	- Cash Contributions	THB	24,042,092	17,748,463	11,870,000	21,408,769	Thailand
	- In-Kind Giving: Product or Services, Donations, Projects/ Partnerships or Similar	THB	18,038,566	42,334,258	39,250,000	40,111,172	Thailand
	- Management Overheads	THB	24,760,700	36,967,830	28,610,000	30,166,812	Thailand



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