



I.C.C. International Public Company Limited

# Sustainability Report

# 2024





I.C.C. International Plc. is determined to manage products and human resources concerned with economic, social and environmental issues under a policy of social responsibility for sustainable development under 3 pillars :



**“Good people,  
Good products,  
Good society”**



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# Message from President and Executive Chairman



In 2024, the Company faced various economic challenges, both from the global economic volatility that affected the industrial sector and changes caused by consumer behavior. Therefore, best efforts were made to adapt to the changes all the time, starting from adjusting the work structure within the organization to increasing efficiency, reducing redundancy, and developing the skills of executives and personnel to keep up with trends at all times.

In addition, last year, the Company initiated a strategic sustainability project, focusing on being a center for distributing products and providing services responsibly, paying attention to every impact caused by the Company's operations, adapting and responding to the needs of all stakeholders in all dimensions based on creating a balance of 3 elements: Environment, Society, and Governance.



# “Committed to sustainable growth with integrity and sincerity.”

## #MovingForwardtoSustainability #EverydayEveryGen

### Environmental

The Company focuses on environmental care by raising employees' awareness of environmental issues and using the principle of 'Reduce, Reuse, Recycle', such as reducing the use of office supplies, using recycled paper, using natural ink, and separating waste to recycle materials for further use. Externally, the Company focuses on product development by considering the source of raw materials or packaging used in the production process (tracing Carbon Footprint), along with using information technology systems in operations and communication to reduce energy consumption and ensure the use of available resources to the fullest value.

### Social

The Company is concerned with continuously developing the potential of its employees to have more knowledge and expertise, providing additional knowledge reviews (Reskill/Up skill) and systematic sharing/transfer of various skills to drive the organization's business operations sustainably and constantly continuing activities that benefit society and the country, in accordance with the aspiration of Dr. Thiam Chokwatana, the founder of the Saha Group.

### Governance

The Company places importance on compliance with the principles of good corporate governance, which is an important foundation for developing and creating sustainable value for the business. It conducts business with integrity, respects human rights and equality in all dimensions, and is responsible to stakeholders on the basis of sincerity and honesty, including setting a code of conduct for the Company's directors, executives, and employees that is clear, transparent, and verifiable.

Finally, I would like to thank all partners, customers, executives and employees, as well as all stakeholders in all dimensions for their steadfast trust in our products and services and unwavering support for all operations of the Company. I sincerely hope this continues incrementally this year and beyond, in order to strive for sustainable growth with integrity and sincerity.

**Mr. Thamarat Chokwatana**  
President and  
Executive Chairman



# About the report

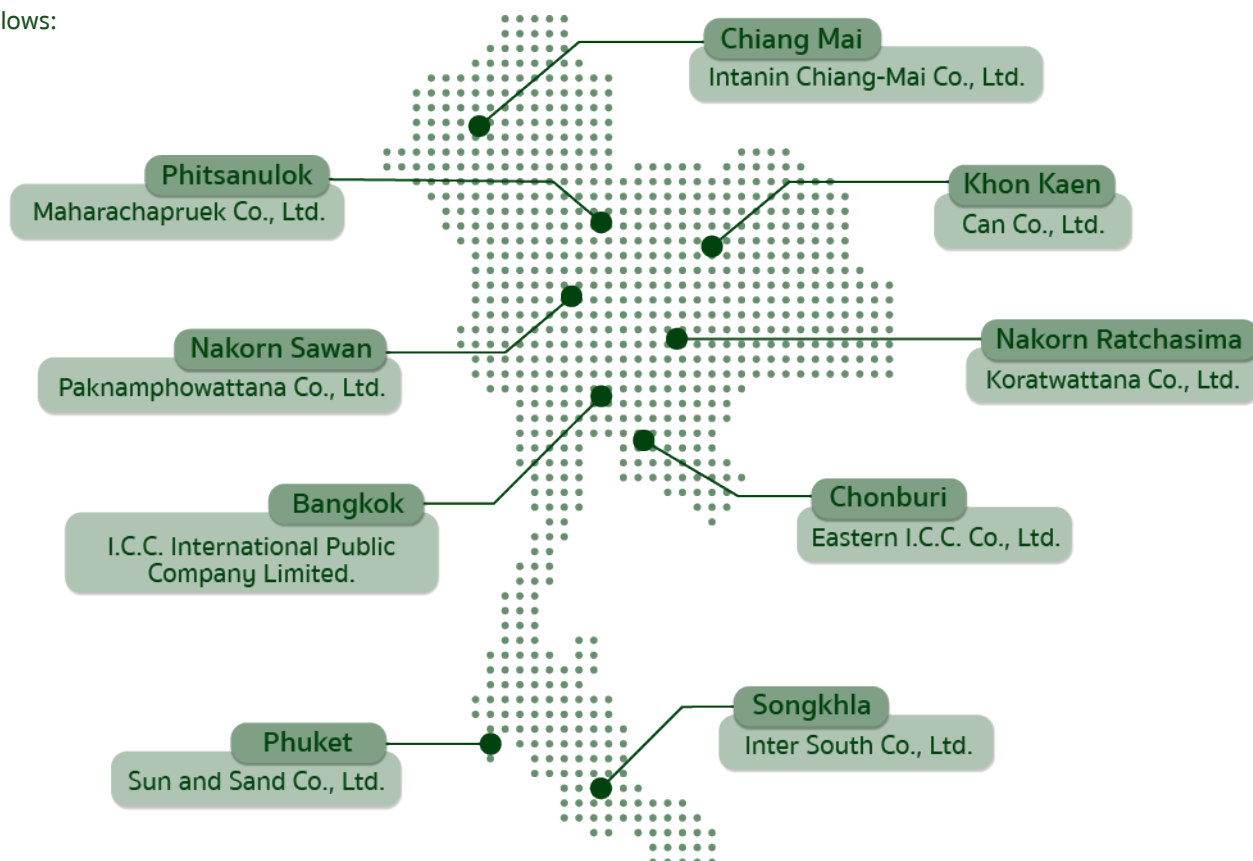
This Sustainability Report was generated to declare the operating results of I.C.C. International Public Company for the fiscal year of 2024. (January 1-December 31, 2024). It reveals our business management for sustainable growth that involves economic, social and environmental aspects. ICC business operation correlates to Sustainability Master Plan under the Corporate Social Responsibility Guidelines for Sustainable Growth in three areas “Good people, Good products and Good Society”

ICC has generated and disseminated the report for 8 consecutive years, since 2014 with reference to Global Reporting Initiative Standard (GRI).

The report discloses business operations that follow our directive framework (Vision and Company Strategy), Corporate Good Governance and practical guidelines of work philosophies. It also includes work force management, ethical development of the personnel, acquisition of more value for the businesses and provision of social opportunities for the community’s sustainability. The details discussed correspond to the economic, social and environmental aspects for Global Sustainability.

## SCOPE :

The Sustainability Report 2024 reveals the company’s business operations, and distribution of consumable goods in all business units under the company’s umbrella and 8 business partners across the country. They are as follows:



For further questions or suggestions, kindly contact:

Corporate Communication Business Unit, I.C.C. International Public Company Limited, with office address at 530 Soi Sathupradit 58, Bangpongpan Sub-district, Yannawa District, Bangkok 10120

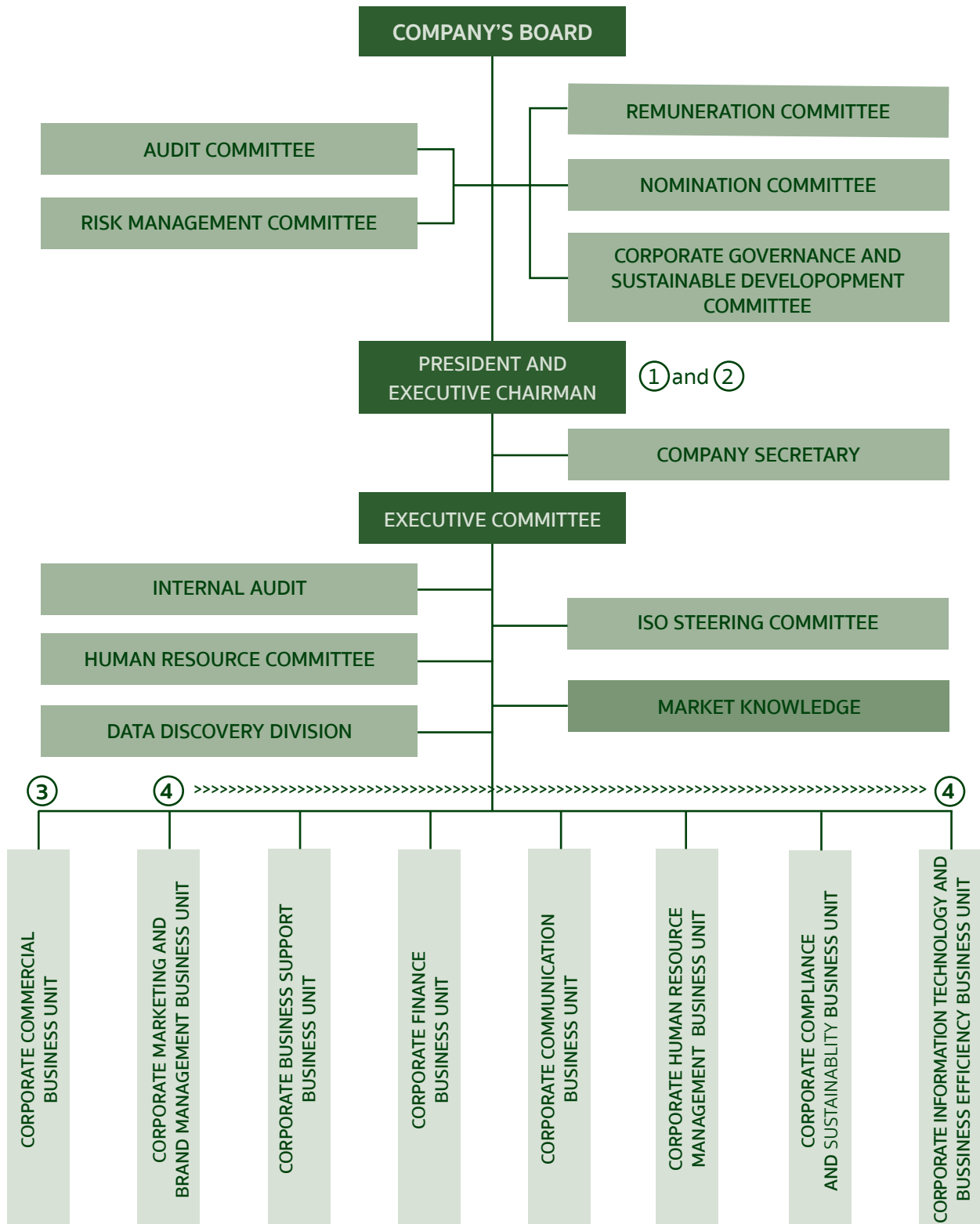
Telephone Number: 0-2293-9000 Email address: pr@icc.co.th





# Corporate Governance Structure

The Company strives for sustainable development in all dimensions by assigning duties and responsibilities based on the corporate organizational structure of March 1, 2024 which is publicized on the company website <http://www.icc.co.th>



1 - 4 Company's executives as announced by The Securities and Exchange Commission (SEC)

# About the Company

I.C.C. International Public Company Limited was established in 1964 with 7 founding staff as International Cosmetics Limited Partnership (PIAS).

1965

Appointed as agent for "Wacoal" lingerie from Japan.

1973

1

2

3

4

1964

Change name to International Company Cosmetics (Pias) Co., Ltd.

1970

Change name to International Company Cosmetics Co., Ltd. has 1,200 employees.

Established the first "His & Her Shop" in Big Jiang Shopping Mall, Nongkhai

1999

Launched Saha Group's products export expo, "Saha Group Export '98".

1997

16

15

14

13

2002

Launched "BSC" (Best Selected Collection).

1998

Appointed as agent for "DAKS" womenswear and menswear from London.

Established the "108 SHOP" project to support Thai retail, introducing the Quick Response Marketing System (QRMS) to sales service, installing the system at all points of sale nationwide.

2004

Television business through "S Channel" satellite TV.

2016

17

18

19

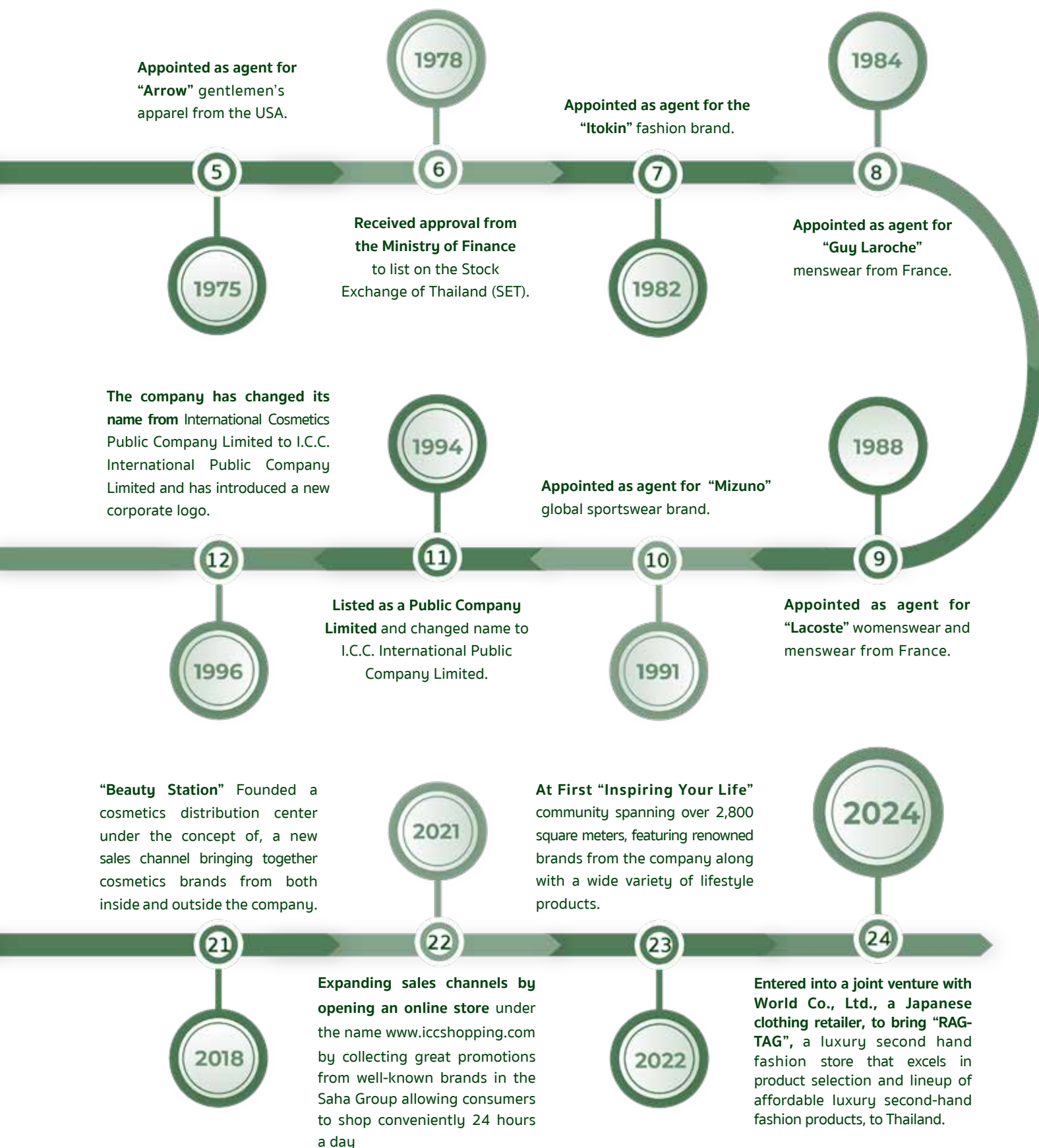
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2003

Established a new corporate headquarters in a six-storey twin building near the original building, which has been used until today. And Initiate the Sahaphat Innovation contest "CHAIRMAN AWARDS"

2008

eThailandBEST.com Sales channels were also expanded into online channels, starting with and The company also initiated the ICC INNOVATION AWARDS



# Overview of the business

Detailed numbers indicate the efficiency of ICC International PLC's operations in 2024

## Good corporate governance

- **No** cases of corruption
- **No** violations of the law, or relevant company regulations
- Implementation of gift policy for every festival
- Extended membership and participation in CAC

## Business growth

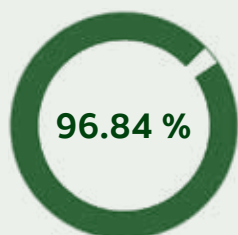
Details appear in the One Report for 2024

**2024** total revenues (annual)

**10,457 MB**

(January 2024 - to December 2024, a 12-month period)

Proportion of revenue  
from Thailand



proportion of revenue  
from overseas



## Compared to 2023

**2023** total revenues (annual)

**10,030 MB**

(January 2023 - to December 2023, a 12-month period)

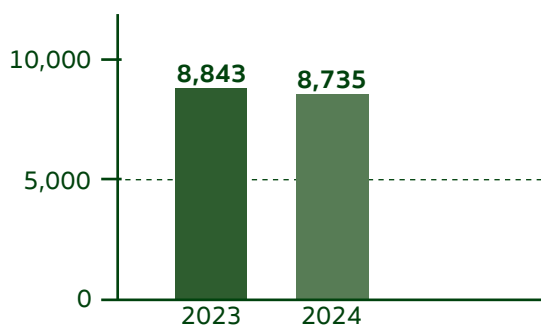
Proportion of revenue  
from Thailand



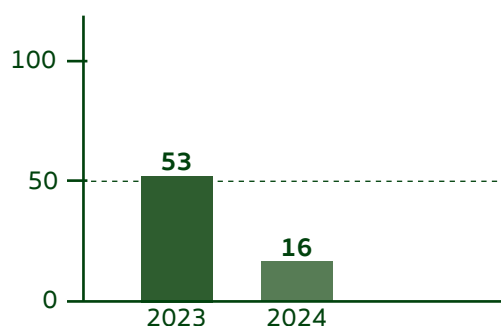
proportion of revenue  
from overseas



Sales (MB)

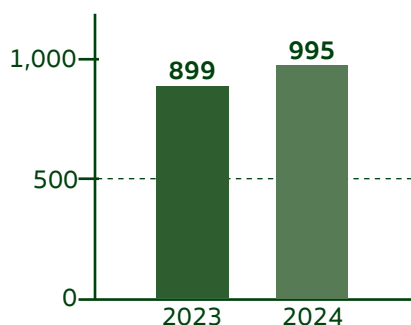


Employee benefits (MB)

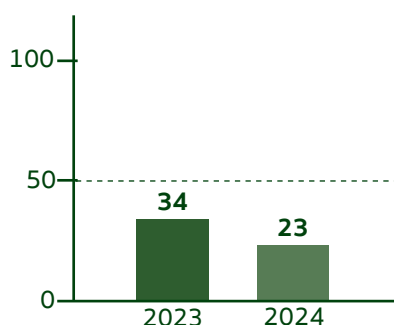




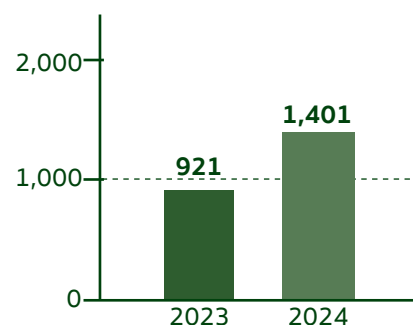
Profit (Losses) (MB)



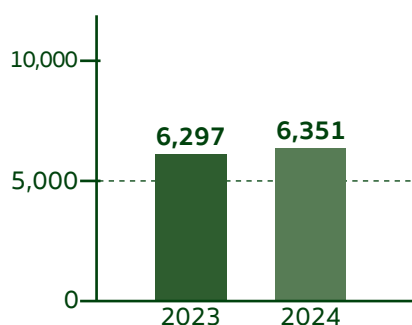
Corporate tax (MB)



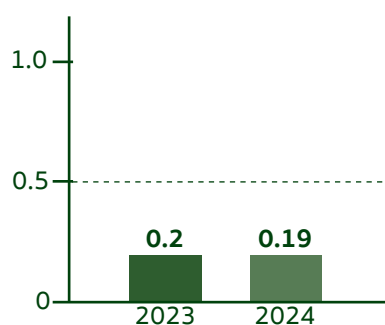
Annual dividend (MB)



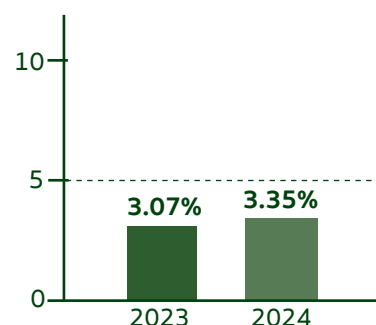
Sales costs (MB)



Debt to equity ratio



Return on equity



## Environmental



Greenhouse gas emissions  
**3,149** Ton CO<sub>2</sub>



Proportion of  
alternative fuel  
consumption  
**4.70%**



Reduced electricity  
usage **18.24%**



Decompose waste  
**352,694** Kilogram



Hazardous  
waste that goes  
to landfill is  
**ZERO**



Planting  
**61-2-36**  
acres of trees

## Social



The number of work-related injuries  
resulting in fatalities is **zero**.

Rate of Work-Related Injury That Required  
Taking Time Off 3 Times calculated to be  
**1.6223** case/1,000,000 hours worked



Total Employees **2,774** people  
- Sales employees **1,928** people  
- Office employees **846** people

Proportion of male employees **12.47%**  
female employees **87.53 %**



Promoting  
community water  
management in  
**200** households.

★ Employee  
satisfaction score is  
★ **100%** indicating  
★ full satisfaction.





# Vision, Mission

The Board of Directors is aware of the significance of the Company's performance, and therefore fully engages in setting the corporate vision/ mission based on ensuring its business operations is in line with the competitive direction of the market. So that the objectives of corporate management and employees may be aligned and in the same direction. These are reviewed annually to ensure that the corporate vision and mission is consistent with the current economic situation.

The Board of Directors' Meeting on February 21, 2024 reviewed the vision and mission of the Company and found them to remain well suited to the corporate business operation and in line with the prevailing economic situation.

## Vision :

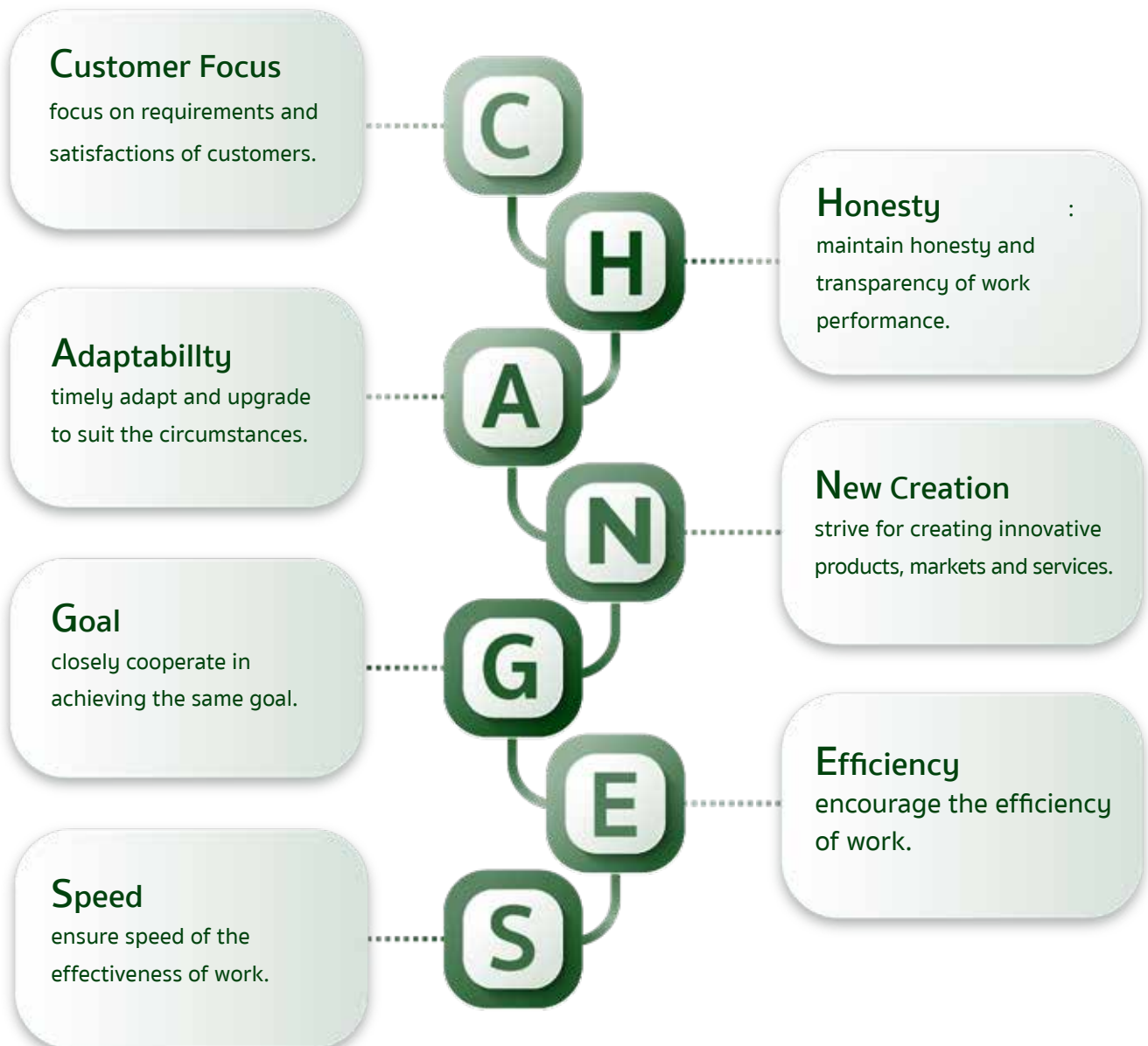
We aim to be a Thai national company with sustainable management for growth and development through our innovation products and good services in continually delivering happy, beauty and satisfactory experiences to customers.

## Mission :





# Values



## Strategies

The strategy for efficient management and effective performance either short-term, medium-term or long-term, designation of personnel suiting their duties including solutions to the root cause to facilitate new work procedures which become more efficient.

The strategy for upgrading processes to acquire the products and services that are more accurate for the distinctive presentation of products corresponding with the requirements of consumers in every group and suitable to each distribution channel.

The strategy for continually developing modern skill, knowledge and expertise for personnel to be ready to successfully handle the change in markets and distribution channels.

The strategy for deployment of the information technology to enhance speed and accuracy in activities performance including data and information management within the Company and connecting with the business partners or business alliances.



## ICC and Guidelines for Sustainable Development

I.C.C. International (Public) Co., Ltd.

is committed to sustainable development of the organization by establishing an operations framework that covers economic, social, and environmental aspects under the policy of social responsibility for sustainable development that includes three areas: good people, good products, good society to achieve the 17 United Nations sustainable development goals (UNSDGs).

# Key sustainable development highlights



The Company has been assessed by the Corporate Governance Report of Thai Listed Companies for the year 2024 and received the ranking at 5-star level.

The Company has been assessed in the Corporate Governance Report of Thai Listed Companies by the Thai Institute of Directors Association, supported by the SEC and the Stock Exchange of Thailand, and has been rated as “Excellent” (5-star level) for the 8th consecutive year and is ranked in the Top Quartile group of companies with a market capitalization of THB 10 billion or more.



The Company has been assessed for the quality of its 2024 AGM. “Full score of 100, Excellent” for the 5th consecutive year

The Company has been assessed for the quality of the 2024 Annual General Meeting of Shareholders and received a “full score of 100%, excellent rating” for the 5<sup>th</sup> consecutive year from the Quality Assessment Project for the Organization of Annual General Meetings of Listed Companies in the Stock Exchange of Thailand by the Thai Investors Association.



The Company has been certified for the organization’s carbon footprint mark. (Carbon Footprint for Organization : CFO)

The Company has been certified for the CFO mark. (Carbon Footprint for Organization : CFO) according to the standards and requirements of the Greenhouse Gas Management (Public) Organization, receiving its Certificate Standard TGO Guidance of the Carbon Footprint for Organization on 9 May 2024. As of the reporting date, the Company is in the process of renewing its certification mark (further details on page 89).



## Performance Summary: SET ESG Metrics

Environmental Dimension				
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2566)	Reporting year (e.g. 2567)
E1 Environmental Policy and Compliance Standards				
GRI 103	Environmental management policy and guidelines	Yes / No	Yes	Yes
	Number of cases or incidents of legal violations or negative environmental impacts, with explanation of mitigation measures	No. of cases	0	0
E2 Energy Management				
GRI 302	Energy management plan	Yes / No	Yes	Yes
	Energy consumption (electricity)	kWh	3,392,358	2,844.133
	Energy consumption fuel	lite	105,811.50	658,442.29
	Renewable energy consumption	kWh	108,543.60	108,090.50
E3 Water Management				
GRI 303	Water management plan	Yes / No	Yes	Yes
	Volume of water consumption	cubic meters	85,408	68,607.78
E4 Waster Management				
GRI 306	Waste management plan	Yes / No	Yes	Yes
	Volume of waste generated	kilograms	3,047	325,694
E5 Greenhouse Gas Management				
GRI 305	Greenhouse gas management plan	Yes / No	Yes	Yes
	Scope 1 and 2 greenhouse gas emissions	tCO2e	2,053	1,792
	External verification of greenhouse gas emission data	Yes / No	Yes	Yes





Social Dimension						
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2566)		Reporting year (e.g. 2567)	
S1 Human Rights						
GRI 412 (Disclosure 405-1)	Human rights policy and guidelines	Yes / No	Yes		Yes	
	Employees by gender and nationality		Female	Male	Female	Male
	Total number of employees - Thai	people people	2,753 2,753	427 427	2,482 2,482	346 346
	Number of cases of human rights violations, and explanations of remediation and mitigation measures	No. of cases	0		0	
S2 Fair Labor Practices						
GRI 401 (Disclosure 405-1)	Employees by age group		Female	Male	Female	Male
	- Below 30 years old	people	406	87	346	80
	- 0-50 years old	people	1,948	295	1,661	224
	- Over 50 years old	people	399	45	421	42
	Employees by level		Female	Male	Female	Male
	- Staff level	people	2,516	358	2,203	272
GRI 405	- Management level	people	223	55	202	53
	- Senior management level	people	14	14	23	21
	Number of employees with disabilities and/or elderly employees	people	16	3	14	3
Employee Compensation						
GRI 405	Total employee compensation	Bath	1,035,959,112		1,014,933,146	
	Percentage of employees enrolled in provident funds	%	82%		82.37%	
Employee Development						
GRI 404	Employee development plans or activities	Yes / No	Yes		Yes	
	Average hours of employee training	hours/ person/ year	7.7		9	



Social Dimension				
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2566)	Reporting year (e.g. 2567)
Occupational Safety, Health and Environment				
GRI 403	Occupational safety, health and environment improvement plans or activities	Yes / No	Yes	Yes
	Number of incidents or injuries leading to lost work time	No. of incidents/ injuries	2	3
Promoting Employee Relations and Employee Engagement				
GRI 402	Employee engagement and retention plan	Yes / No	Yes	Yes
GRI 407	Percentage of voluntary employee turnover	%	5.03	15.68%
	Number of significant labor disputes, and remediation measures	No. of cases	0	0
S3 Responsibility to Customers/Consumers				
Consumer Rights				
GRI 102-43	Consumer data protection policy and guidelines	Yes / No	Yes	Yes
	Number of incidents of consumer data breaches, and remediation measures	No. of cases	0	0
GRI 418	Number of incidents or complaints relating to consumer rights violations, and remediation measures	No. of cases	0	0
S4 Responsibility to Communities/Societies				
GRI 413	Policy on developing and engaging with communities/societies affected by the business	Yes / No	Yes	Yes
	Plans to support the development and engagement of communities /societies affected by the business	Yes / No	Yes	Yes
	Number of conflicts with communities /societies, and remediation measures	No. of cases	0	0
Governance and Economic Dimension				
G1 Policy, Structure and Governance System				
Business Code of Conduct				
GRI 102-17	Code of conduct	Yes / No	Yes	Yes
	Anti-corruption policy and guidelines	Yes / No	Yes	Yes



Governance and Economic Dimension				
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2566)	Reporting year (e.g. 2567)
GRI 102-17	Number of code of conduct violations or incidents of corruption, and remediation measures	No. of cases	0	0
COM-G1 Cybersecurity and Privacy Protection				
Disclosure 418-12	Cyber Security and Privacy Protection Policies and Practices	Yes / No	Yes	Yes
	Percentage of cybersecurity certified technology infrastructure	%	100	100
	Measures and guidelines for the use of personal information	Yes / No	Yes	Yes
	Percentage of employees trained in cybersecurity and personal data usage	%	100	100
	The number of incidents or cases where the company has been attacked by cyber attacks, with corrective measures	No. of cases	0	0
	Number of incidents or cases of personal data leakage with corrective measures	No. of cases	0	0
G2 Sustainability Policy and Strategy				
GRI 102-55	Sustainability policy and targets at the organization level	Yes / No	Yes	Yes
G3 Sustainability Risk Management				
GRI 102-15	Sustainability risk management policy and guidelines	Yes / No	Yes	Yes
	ESG risks and opportunities	Yes / No	Yes	Yes
	Emerging risks	Yes / No	Yes	Yes
	Business continuity plans (BCP)	Yes / No	Yes	Yes
G4 Sustainable Supply Chain Management				
GRI 308	Sustainable supply chain management policy and guidelines	Yes / No	Yes	Yes
	Sustainable supply chain management plan	Yes / No	Yes	Yes
GRI 414	Supplier Code of Conduct	Yes / No	Yes	Yes
	Percentage of suppliers acknowledging the Supplier Code of Conduct	%	100	100



# Challenges and Opportunities

## Changing Consumer Behavior

In 2024, consumers tended to buy products based on trends that are popular on social media, prioritized product quality over price, emphasized convenience by turning to buy products through online platforms, and using social media to search for information about new products. In addition, there is a tendency and behavior to care more about health and the environment. However, the Company has always adapted to such change by expanding the types of products and distribution formats. As a result, in 2024, the Company's online sales grew well. At the same time, offline sales recorded increased growth, with AI and automation systems increasingly used in marketing to reach customers specifically and efficiently.

### Emerging risks

In 2024, the Company has adjusted its internal work structure to increase efficiency and reduce duplication of work. As a result, the Company has had to plan for new personnel management by preparing plans for succession for employees nearing retirement, training and continuous skill development to ensure that personnel are always up to date with technology and trends, and recruiting and selecting personnel with appropriate qualifications and to ensure the mitigation of risks of shortage of personnel with knowledge, expertise and specific technical skills.

### Environmental and social impacts

With weather volatility and worsening environmental issues, consumers are increasingly concerned about sustainability and are turning to products that do not have negative impacts on the planet. In 2024, the Company placed emphasis and importance on sustainable business operations (Environmental, Social, Governance: ESG), as well as adjusting strategies and applying innovations to products and services to meet consumer needs.

## Operational plan in 2025

Focus on doing business to create sustainability with integrity and sincerity, using biodegradable packaging, and selecting natural raw materials whose origins are clearly state and can be verified.

Apply innovation to products and services to create business diversity, meet customer needs, reduce labor issues, and develop packaging to reduce environmental impacts.

Regarding greenhouse gas emissions within the organization, campaign for executives and employees to use resources wisely to their optimal value and benefit, reduce waste and waste from operations, and support activities that create participation between the organization and the community.



Currently, the company's business structure is divided into nine main groups, including.

1. Men products		
2. Women products		
3. Inner wear		
4. Lingerie		
5. Leather and shoes		
6. Cosmetics		
7. Baby products		
8. Household products		
9. Services		



# Awards for Goods and Services



The Company received the award in the economic and social category from the 8<sup>th</sup> “Thailand Headlines Person of the Year Award 2024”

The Company received the Economic and Social Award from the 8<sup>th</sup> “Thailand Headlines Person of the Year Award 2024”, continually being recognized as a leading company in the consumer goods industry in Thailand, maintaining the highest standards in terms of quality, products and creation of added economic and social value.



**MOMMY’S CHOICE Awards for the BEST NATURAL & ORGANIC SKINCARE**

Category of the Amarin Baby & Kids Awards 2024. The awards-winning products was Enfant Organic Plus Double Moisture & Enfant Organic Extra Mild Moisture Lotion.



**MOMMY’S CHOICE Awards for the BEST NATURAL & ORGANIC HEAD-TO-TOE WASH**

Category of the Amarin Baby & Kids Awards 2024. The awards-winning products was Enfant Organic Plus Shampoo & Body Wash Foam Mousse & Enfant Organic Plus Ultra Care Shampoo & Body Wash



**Healthy Living and Eco-Friendly product Awards for the BEST ORGANIC COTTONBUDS**

Category of the Amarin Baby & Kids Awards 2024. The awards-winning products that promote the physical and mental well-being of families Enfant Cotton Buds.



#### **BSC Extreme Caviar PhytoCelltec Nano Serum**

Received the Editor's Choice award for "The Best of Facial Serum" at the SUDSAPDA Beauty Awards 2024.



#### **BSC Expert White Spot Protect Sunscreen SPF50+ PA++++**

Received Editor's Choice Awards: The Shining Star of Thai Brands & The Best Skin Brightening Sunscreen from HELLO! Beauty Awards 2024



#### **BSC Expert White Spot Clearly Concentrate Serum**

Received the ICONIC DARK SPOT CORRECTING GLOWING SKIN SERUM award in the FACIAL CARE category.

#### **BSC Intensive Matte Ink Lip Stain**

Received the ICONIC INTENSIVE MATTE LIP STAIN award in the MAKEUP category from PRAEW ICONIC BEAUTY 2024.



#### **Pure Care BSC Super Nano Active White Intensive Moisturizer**

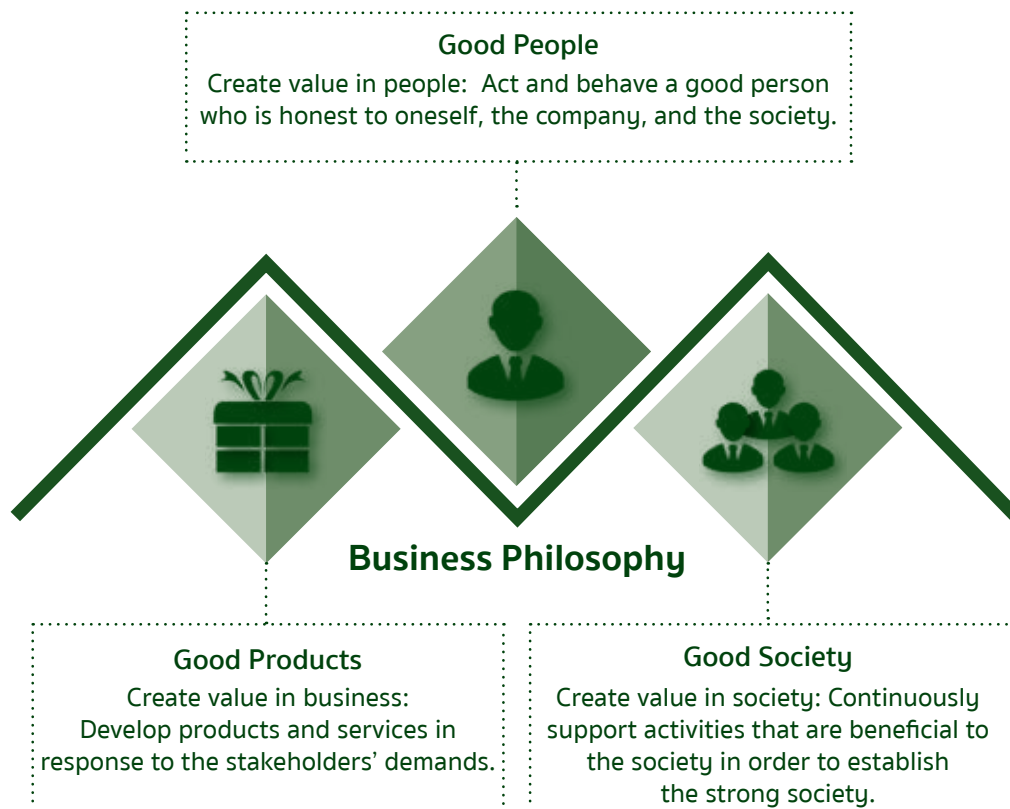
Received the Outstanding Quality Product Award "FDA Quality Award 2024" in the Innovation Category from the Food and Drug Administration (FDA) for products that are good, high-quality, safe, and socially responsible.



# Sustainable Growth Direction

To align with The Company's mission that states our determination to advance our organization with Good Governance, to make our business grow continuously and to provide great and sustainable benefits for all stakeholders, we identify our operation framework that covers all economic, social and environmental aspects. We are also ready to expand into new business areas and to continuously develop our personnel and organization with Good Governance in order to increase our potential and readiness to deal with the changes in competitions

## Sustainability Development Direction



### Strategies for Sustainability

- The company is determined to create value and to develop sustainability in every situation in every business as well as to the company and our stakeholders.
- The company designs the business code of conduct to be a guideline that is aligned with the Good Governance principle. The company treats customers, partners, stockholders, and stakeholders equally and fairly.

### Sustainability Goals

- The company provides good quality of life to consumers by adhering to the company's core principle "Good People, Good Products, Good Society."
- The company conducts the business based on the foundations of accountability, honesty, ethics, and morals bringing about the business operation with transparency, efficiency, effectiveness, and security as well as sustainable growth.



The company has determined frameworks and policies to implement sustainable development by considering the expectations of various groups of stakeholders, now complying with the principles of Economic Social and Governance (ESG) covering the three dimensions of the economy, society and the environment, specifying operational policy for each dimension as follows:



### Environmental dimension

Focus on being an organization that is friendly to the environment by managing energy, water and waste efficiently, coupled with instilling employees, suppliers and customers to be conscious of environmental conservation.

- Environmental management
- Biodiversity
- Energy management
- Water sources and pollution.
- Air pollution

### Social Dimension

Committed to developing the potential and skills of employees as well as wider society to be ready in terms of knowledge and capabilities, while instilling consciousness of “Giving” on the basis of “Good People” to drive society with quality sustainably.

- Human rights and diversity
- Occupational health and safety
- Promotion and development of labor skills.
- Customer Relations Center
- Responsibility towards consumers.

### Good Governance Dimension

Focus on creating competitive advantage by developing employees into “Capable People” together with creating value for customers with a diverse range of “Good Products” to meet customers’ needs in every way, as well as developing a Business Network with suppliers and customers and transforming work systems for greater efficiency and effectiveness.

- Stakeholder operations.
- Conducting business with transparency.

# Main issues concerning sustainability

ICC has gathered essential information and details relating to our industry and other businesses, domestically and internationally to study the changing tendency and direction. We can then make adjustment on our policies and business plans to meet the requirements. We shall stay competitive and competent in order to achieve our goals stated in Sustainable Development Roadmap through the Corporate Social Responsibility Guidelines in three aspects “Good people, Good products and Good Society”. Additionally, the company links key sustainability issues with economic, social, and environmental sustainability dimensions. This is carried out in accordance with the Global Reporting Initiative (GRI) Standards and the SDGs. Furthermore, the company has integrated the Double Materiality concept into its assessment process for the year 2024.

## Double Materiality Assessment Process



### Generating main issues in the report

ICC gives importance to all stakeholders and takes into consideration all factors that might affect them in terms of economic, social and environmental sustainability of the company.



### Identifying the issues

Review and identify the issues from the information provided by all stakeholders, internally and externally through projects and activities throughout the year.



### Inside the company

Consider Information from the working committees responsible for Corporate Sustainability and Company Strategy as well as Risk Management for the short, intermediate and long terms to achieve the goals.



### Outside the company

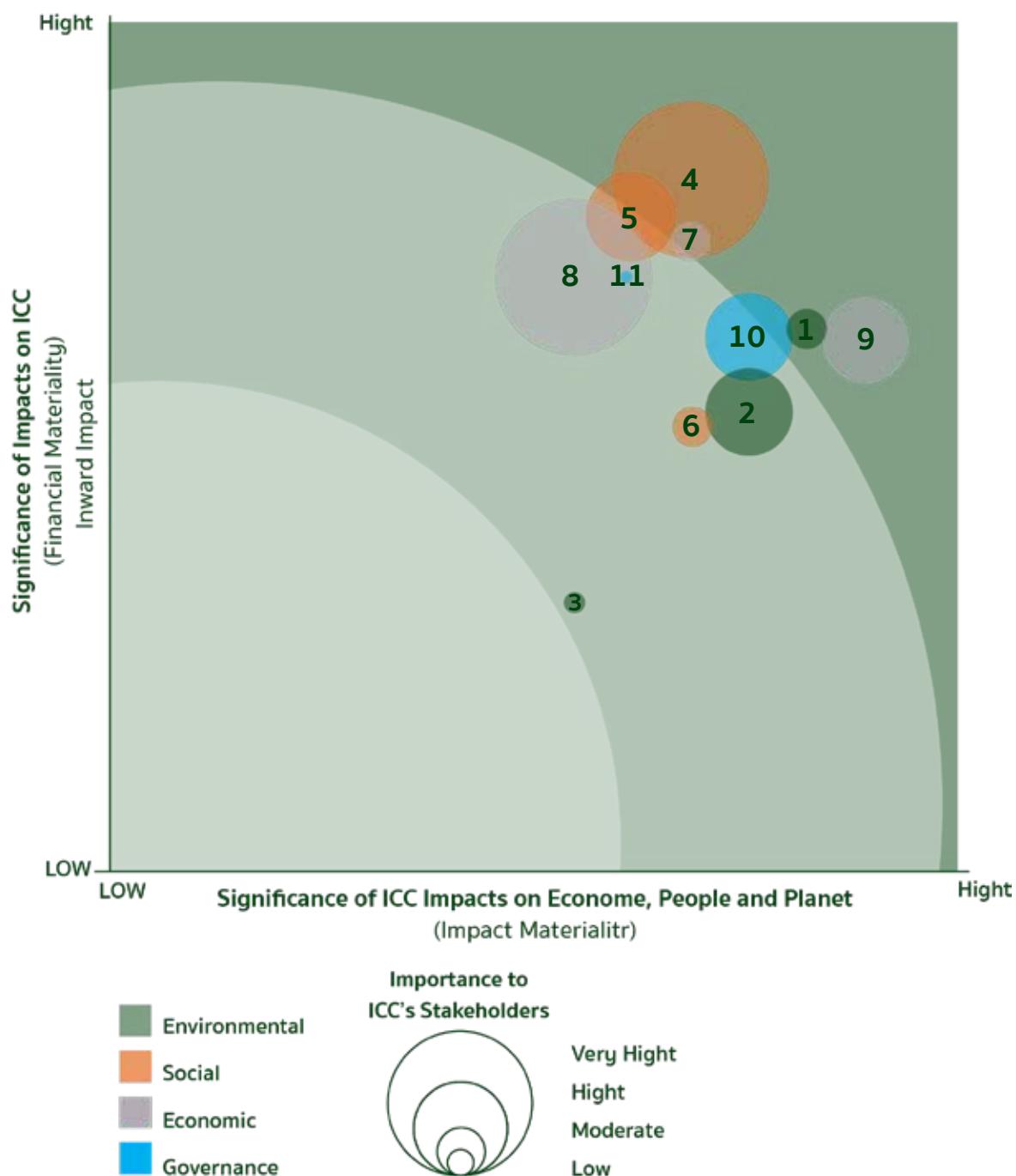
Study information from the working committees assigned to coordinate with stakeholders to understand decision-making factors. This can be done by conducting surveys or creating evaluation forms or information gathering, in formal and informal approaches such as through seminars, hearings, meetings or group interviews.



### Set priorities

Study the mutual concerns and examine the connection between the issue and the indicator based on GRI Standard. Then, select and prioritize these issues by considering both Impact Materiality and Financial Materiality dimensions.

# ICC Double Materiality Matrix



1. Climate Change and emissions
2. Waste and Circularity
3. Energy and Resource consumption
4. Customer Stewardship
5. Employee Development and Retention

6. Community and Social Contribution
7. Operational Efficiency
8. Innovation Sustainable Product and Service
9. Responsible Supply Chain
10. Integrity and Compliance
11. Data Privacy and Data Security





# Sustainable Development Goals (SDGs)

From the framework and business goals, the Company is committed to the United Nations Sustainable Development Goals (UN SDGs) in the following areas:

## SUSTAINABLE DEVELOPMENT GOALS



## 17 PARTNERSHIP FOR THE GOALS



GOAL1. No Poverty

GOAL2. Zero Hunger

GOAL3. Good Health and Well-being

GOAL4. Quality Education

GOAL5. Gender Equality

GOAL6. Clean Water and Sanitation

GOAL7. Affordable and Clean Energy

GOAL8. Decent Work and Economic Growth

GOAL9. Industry, Innovation, and Infrastructure

GOAL10. Reduced Inequalities

GOAL11. Sustainable Cities and Communities

GOAL12. Responsible Production and Consumption

GOAL13. Climate Action

GOAL14. Life Below Water

GOAL15. Life on Land

GOAL16. Peace, Justice and Strong Institutions

GOAL17. Partnerships for the Goal



## Consistent with Sustainable Development Goals of the United Nations

Main issue concerning sustainability (Good People : Good Products : Good Society)		GOAL																
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Governance	Good Governance																★	★
	value chain								★	★			★			★		
	Fair Business Conduct										★							
	Giving priority to customer									★			★		★	★		
	Anti-Corruption																★	
	Risk management												★				★	
	Partner potential development								★				★					
	Supply chain management		★							★			★					
	Data security and privacy																★	★
	Sustainable Research and Development																★	★
	Sustainable Research and Development								★	★								
	Sustainable Research and Development								★	★								
Social	Workplace Ethics and Human Right					★			★		★							
	Enhancing Quality of life and Happiness		★									★						
	Occupational Health and Safety			★					★				★					
	Development of Abilities and skill				★	★					★							
	Community and Social Development	★			★				★									
	Collaborating with Government Agencies to Establish																	★
	Educational Initiatives				★													
	Inheriting Tradition and Culture																★	
Environmental	Rules and Regulations Regarding Environmental Aspects	★								★			★	★				
	Energy Management							★										
	Water management						★						★					
	Health and Safety									★								
	Waste management												★					



The company is determined to create a competitive edge by development of employees to be “Capable People” while creating value for customers with many brands to meet customers’ needs in every way. This is done by developing a Business Network with suppliers and customers through many channels, as well as transforming systems and work processes to increase efficiency and effectiveness sustainably.



# Good Corporate Governance

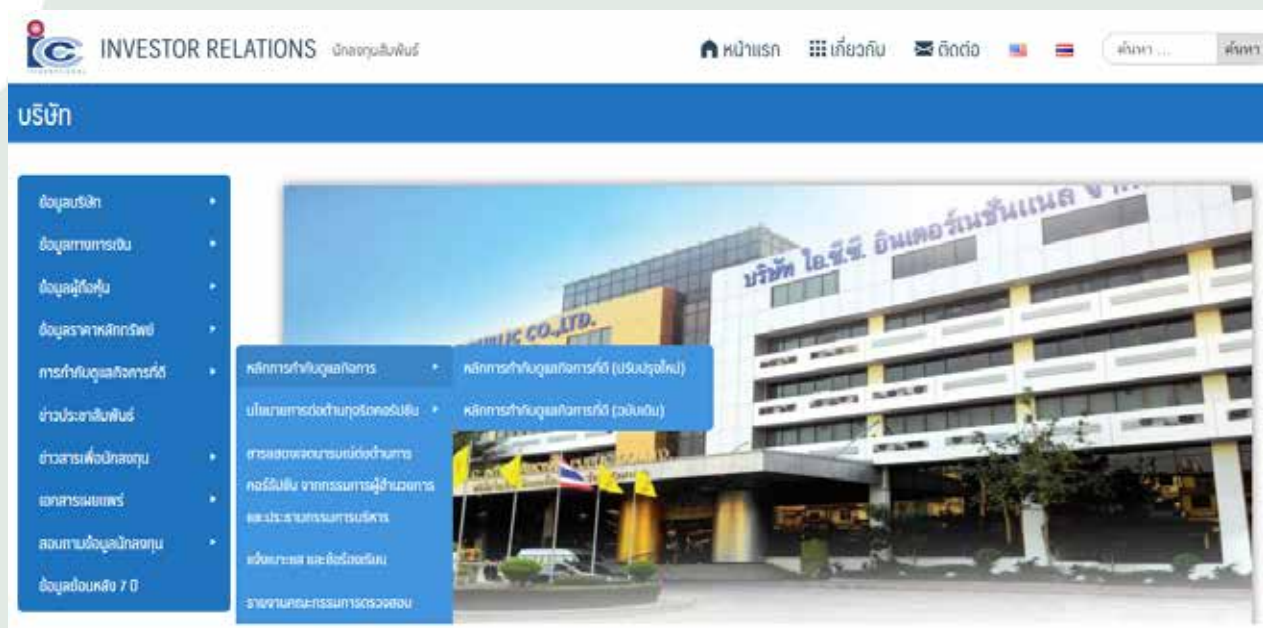
The company considers good corporate governance as one of the top priorities, and therefore provides written “the good corporate governance principles” for all directors, executives and employees to follow accordingly. We believe that a transparent good corporate governance system which can be examined as well as a well-balance internal control system together with respecting the rights of shareholders and stakeholders are important factors for the well-balance and sustainable growth of the company in the long run.



“The good corporate governance principles are communicated and assessed as follows.”

1. Preparing a policy handbook on the principles of good oversight for dissemination to the public through the company's websites, and giving it away to directors, managers and customers.
2. A video on the principles of good oversight for the orientation of new employees.
3. Training for every employee, with the stipulation for every member of employees to fill in a form to test and revise information through the e-learning system.
4. Dissemination of this information through the company's website [www.icc.co.th](http://www.icc.co.th), under the Column: Corporate Governance and Anti-Corruption Policies.

company's website [www.icc.co.th](http://www.icc.co.th)





# Risk management

The Company recognizes the importance of corporate risk management and has therefore established a Risk Management Committee which focuses on increasing the efficiency and effectiveness of risk management at the operational level by assessing operational risks, information technology risks, internal corruption risks, corruption risks, risks regarding personal data breach under the Personal Data Protection Act B.E. 2562, cybersecurity risks, etc. It has determined the methods of operation, monitoring, and creation of tools to support operations to achieve the set objectives.



## Operations in the Past Year

The Company has hired a consultant for sustainability operations which encompass personnel development to create knowledge, understanding and participation in the organization, analysis of sustainability risk factors to set future goals, development of organizational strategies, plans and projects, including assessment of readiness and gaps to comprehensively improve sustainability structures and processes to enable the organization to achieve its goals.

## Expectations

The company has a plan to adjust the management structure within the organization. Which is a result of the economic recovery and changing consumer behavior. In 2024, the company will focus on operating with brevity. To reduce redundancy and reduce risk in every dimension to drive the company to further success

(More Details : From 56-1 One-Report 2024)



# Working Process for Stakeholders

Realizing our determination for business sustainability and stakeholders' importance in giving business directions for ICC, and to ensure that our stakeholders could have joint-benefits of both short term and long term, we have classified different groups of stakeholders so that we can formulate the appropriate plans. This shall lead to sustainable growth based on conducting business via integrity with ICC's partners bringing into meaningful participation as well as continuous adjustment and development.

Stakeholders	Expectations	Participation / Communication Channels
Business partners	<ul style="list-style-type: none"><li>Follow the business agreements and requirements. Provide correct information.</li><li>Create good mutual relationship and understanding.</li><li>Share and exchange knowledge and insights for development of value-added products and services.</li></ul>	<ul style="list-style-type: none"><li>Communicate through various channels</li><li>Organize annual business partners meeting to inform business directions.</li><li>Visit business partners for their feedback and suggestions</li><li>Provide channels for feedback and complaints</li><li>Organize activities to promote good relationship</li><li>Enter into the joint- agreement with business partners to set ethical business conduct framework. This includes trade competition and prohibition on business conduct with companies that violate human rights and Intellectual Property.</li></ul>
Customers	<ul style="list-style-type: none"><li>Properly-informed about the products and services</li><li>Reasonable and fairly priced products and services</li><li>Get good quality products and services</li><li>Environmentally friendly products available as an alternative</li><li>Products and services warranty</li><li>Customer's privacy and confidentiality</li></ul>	<ul style="list-style-type: none"><li>Customer visit</li><li>Exhibitions and trade fairs</li><li>Communication channels</li><li>Customer Relations activities</li><li>ICC Call Center: information inquiries</li><li>Available channels for customer feedback and complaints</li></ul>





Stakeholders	Expectations	Participation / Communication Channels
Employees	<ul style="list-style-type: none"> <li>• Appropriate remuneration and welfare</li> <li>• Plans for skills training and development</li> <li>• Equal rights and opportunities for advancement</li> <li>• Safety and quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• Annual seminars and trainings for skill development</li> <li>• Attention to employees' feedback and complaints (The Voice-QR Code)</li> <li>• line openchat</li> <li>• Communication channels such as Broadcasting, webmail, intranet, Line group, etc.</li> </ul>
Shareholders	<ul style="list-style-type: none"> <li>• Gain high and continuous returns for their investment</li> <li>• Good operating results and continuous growth</li> <li>• Conduct business with transparency and good governance</li> <li>• Information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>• Annual General Meeting of Shareholders</li> <li>• Declaration of quarterly operating results as legally stated timeline</li> <li>• Respond to questions and doubts via telephone, emails and Annual Report</li> <li>• Organize "Analysts and Investors with ICC" annually</li> </ul>
Trade account payable	<ul style="list-style-type: none"> <li>• Able to comply with conditions and agreements of the contracts by making bank transfer via BAHTNET System and Media Clearing System by setting billing acceptance and transferring schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Listening to suggestions or complaints</li> </ul>
Business competitors	<ul style="list-style-type: none"> <li>• Conduct business and compete with integrity. Follow the Fair Play framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Formulate criteria and conditions for Fair Play.</li> </ul>
Debtors	<ul style="list-style-type: none"> <li>• Follow the clearly-defined and righteous conditions and details of the agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Listening to suggestions or complaints</li> </ul>



Stakeholders	Expectations	Participation / Communication Channels
Loan payable	<ul style="list-style-type: none"> <li>Comply with contracts and agreements clearly and fairly.</li> <li>Inform the creditor in advance if any contract's obligation cannot be met, in order to find rational solutions together.</li> <li>Loan and interest are always paid back on time</li> </ul>	<ul style="list-style-type: none"> <li>Annual Report</li> <li>Listening to suggestions or complaints</li> </ul>
Community, society	<ul style="list-style-type: none"> <li>Appropriate products and services for daily consumption.</li> <li>Provide information about health</li> <li>Conduct business with respect to the community, society</li> <li>Support activities that benefit communities and society</li> </ul>	<ul style="list-style-type: none"> <li>Communicate via various channels.</li> <li>Available channels for suggestions and complaints.</li> </ul>
Government sector	<ul style="list-style-type: none"> <li>Follow the related rules and regulations.</li> <li>Support and participate in projects and activities that have social benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Fulfill tax duty in a timely manner as legally stated.</li> <li>Always attend and provide feedback/ suggestions as well as giving continual support to the Government activities.</li> </ul>
Mass media	<ul style="list-style-type: none"> <li>Full disclosure of information in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Disseminate the information via available channels.</li> <li>Media visit for the company's operations and activities.</li> <li>Support and participate media's activities.</li> </ul>



# Anti-Corruption Policies

“Honesty” is one of the Company’s business practices. The Company places importance on internal management and conducts business with transparency and honesty. The Company has established a written anti-corruption policy and started communicating the message to “refrain from giving gifts to the Company’s directors, executives or employees on all occasions” to employees, business partners and external parties who engage with the Company through various channels, such as announcements, letters, emails and websites, etc.

This includes determining the procurement system to be transparent, clear and fair, with stipulations in bidding for hiring work, and clear methods to operate the business transparently for suppliers, with a central price list for supplies and equipment, comparisons of purchase prices and price competition in hiring for construction or store decoration in both normal and urgent cases. Management and staff must strictly comply with this system. If non-compliance with corrupt intentions is discovered, this is a severe disciplinary offence in the company.





In addition, the anti-corruption policy has been publicized through internal and external communication channels, such as the ICC HR app public relations board, Intranet system, and e-learning system, training and testing on the “Anti-Corruption Policy” via the e-learning system for all employees, and publishing the anti-corruption policy on the company website [www.icc.co.th](http://www.icc.co.th)



**Training is provided on the principles of good corporate governance and practices in accordance with the anti-corruption policy via the e-learning system.**



## Reporting clues or complaints

The company gives employees and stakeholders the opportunity to report clues or complaints when finding matters that may be illegal acts, corruption, or misconduct of employees in the company as well as behaviors that may be problematic and cause damage through the channels and processes specified by the company.

In case of bribery or corruption, or suspect of such actions, by I.C.C. International Public Company Limited’s employees or representatives, be it directly and indirectly, any illegal action and failure to follow the ethics of directors, executives and employees, or even any unfair working practice have been found: Please notify the company through the following channels.

### Online Channels

Audit Committee

e-mail: [iccauditcommittee@icc.co.th](mailto:iccauditcommittee@icc.co.th)

### Post: P.O.

Box 22, Yannawa, Bangkok 10120

### In person: verbally and in writing

Call center : 0-2294-4999

Corporate Secretary : 0-2295-0688

### Complainant Protection Measures

The Company has measures to protect those who report information or provide clues by keeping relevant information confidential and will into account the safety of the complainant, except in cases where disclosure is required by law. The complaint provides statements or provides any information that proves to be done in bad faith resulting in damage to the person or company. In the case of employees of the Company, disciplinary action will be taken according to the Company’s rules and/or legal proceedings, but if it is a third party who acts, the Company reserves the right to take legal action against that person.



# Fair Business Conduct



The company will not violate any Intellectual Property Law, no fake or copy products or even using other intellectual properties for our business without consent have never been executed. On the other hand, in 2004 we have initiated “Chairman Awards” to promote innovation for the organization (please more details on page 40), and also support our employees to submit their innovation works to compete in other events.

The company emphasizes on doing business with fairness and in good morality and ethics. We are determined to deal and compete in business in a fair and straightforward manner. Moreover, we are strongly against any misconduct such as spying on competitors’ secrets or briberies.



# Responsibility to Consumers

The company realizes that consumers' satisfaction and confidence are important key factors to the company's sustainable success; therefore, we have the following guidelines and procedures.

1.

We sell products and offer services which are environmentally friendly and safe for customers.

4.

We do not take bribes or agree to bribery in any forms both directly and indirectly.

2.

We are determined to develop products and services as well as create value-added products and services to meet customers' needs. We also provide honest and necessary information without holding back, or distort any fact or information.

5.

We serve our customers as promised. If it can't be done, we will notify them as soon as possible to discuss solution and avoid any damage.

3.

We conduct business with honesty and fairness without violating our customers' right. We will not reveal customers' information for the benefit of the company or others.

6.

We provide appropriate and adequate channels of communication to our customers so that they can give feedback or request to the company easily. Any complaints from the customers will be considered and dealt with timely and fairly.



# Sustainable Research and Development

As a leading distributor of fashion and beauty products, as well as consumer goods in Thailand, the Company is committed to researching and developing innovative products and services with social responsibility to increase efficiency and effectiveness for the organization and its stakeholders. Therefore, the Company initiated the Saha Group Innovation Contest (Chairman Awards) for the first time in 2004 to encourage companies in the group to strive to create innovations in products, production processes, marketing systems and services that will benefit the organization and consumers and to demonstrate the potential for business development. The contest continues to be held annually.

In Addition, as the company is the initiator of a competition of innovations in the Saha Group, hosted a website at [www.sahainnovation.icc.co.th](http://www.sahainnovation.icc.co.th) with the purpose of compiling information concerned with innovation in the Saha Group, and including many kinds of knowledge beneficial to preparing information for the contest, for group employees and the general public.



In 2024, companies in the Saha Group submitted their work to compete in the Saha Group Innovation Project (20<sup>th</sup> Chairman Awards) 2024. The number of works entered into the competition is as follows:

Participating and awarded works 2022-2024 (\*for the past 3 years)

Type / Year	2022	2023	2024
<b>Number of entries for Chairman Awards</b>	<b>84</b>	<b>88</b>	<b>124</b>
Number of entries by type of work			
• Product	21	19	30
• Production	25	27	36
• Energy Saving & Global Warming & Environment	2	8	-
• ESG : Environment, Social, Governance (เ็นุ 2567)	-	-	15
• System & Process	11	13	14
• Sales & Marketing	5	3	4
• Services & Personality	3	1	2
• Corporate Social Responsibility (CSR)	4	3	-
• Petty Awards	13	14	23
<b>Number of entries submitted for the Chairman Awards</b>			
Only I.C.C. International Public Company Limited	4	1	-
Affiliates of Saha Group	80	87	124

## Future Operational Goals

- Never stop developing and updating the [www.sahainnovation.icc.co.th](http://www.sahainnovation.icc.co.th) website to be up-to-date to support the trend of technological advancement so that employees in the group as well as the general public can benefit from access to innovative knowledge.
- Encourage all parties to think and create innovations in all dimensions, especially in ESG dimensions, to benefit the Company, the Group, and society sustainably.



## Performance results from research and innovation development



### PURE CARE BSC VEGAN SERIES

PURE CARE BSC cosmetics collaborated with the manufacturing company to conduct research and develop natural extracts. They have collaborated with reputable research institutes to develop products in the VEGAN SERIES formula, free from animal ingredients, not tested on animals, and are environmentally friendly.



### ARTY PROFESSIONAL CLEAN WORLD CLEAN GIRL

Products that combine beauty innovation and environmental responsibility “Every product from ARTY PROFESSIONAL under the concept of ‘CLEAN WORLD CLEAN GIRL’ contributes to environmental conservation and the sustainable care of our planet. The packaging in this collection is made of 15% bamboo fiber, 100% recyclable aluminum plates, and the packaging box is certified by FSC as paper in the Reforestation Project. This means that whenever paper is used, it is replanted to maintain the balance of nature and soil fertility. In addition, we use soy ink and honeycomb paper to reduce the use of bubbles in packaging for transportation.



### ENFANT

We are committed to creating products that are friendly to children, families and the environment, with the goal of inculcating responsibility towards society and nature by offering high-quality products that meet both usage and environmental concerns.

This year, Enfant is committed to the Enfant SOS: Save Our Sea Turtles project whereby Enfant invited children to protect sea turtles as a continuance of restoring the Thai marine ecosystem and protection of sea guardians, such as ‘sea turtles’, who play an important role in maintaining the equilibrium of the food chain, making the ecosystem more balanced and abundant in a sustainable way.



### ARROW

The innovation of “Upcycling Shirt” whereby “plastic waste is recycled into new products that provide added value and maximum benefit” to reduce the amount of plastic waste that is increasing exponentially at present and has an impact on the environment.

Under the concept of circular economy, from “producing, using and discarding” to “re-producing and transformation into something new” based on new design and development.

# Value Chain

## Factors



### Financial capital

- Value of securities  
**35,522.32 MB.**
- Debt 5,793.58 MB.
- Equity  
**29,436.78 MB.**



### Social capital

- Relationships with stakeholder groups
- 2,005** new partners, an increase of **37.14%**



### Personnel capital

- 2,774 employees
- Average of **9 hours** of training (per person)
- Training expenses  
**4,160,000 baht**



### Intellectual capital

- Create appropriate courses for employees at all levels
- Support **124** innovation projects



### Production capital

- Assets
- Property, building, and equipment



### Environmental capital

- Use of water resources:  
**68,607** cubic meters
- Electricity consumption:  
**2,844.133** kilowatts / hour
- Fuel consumption:  
**658,442.29** liters
- The amount of trash and waste to be disposed of is **325,694** kilograms.

## Value Sharing

Total income :

**10,457 MB.**

Net profit :

**995 MB.**

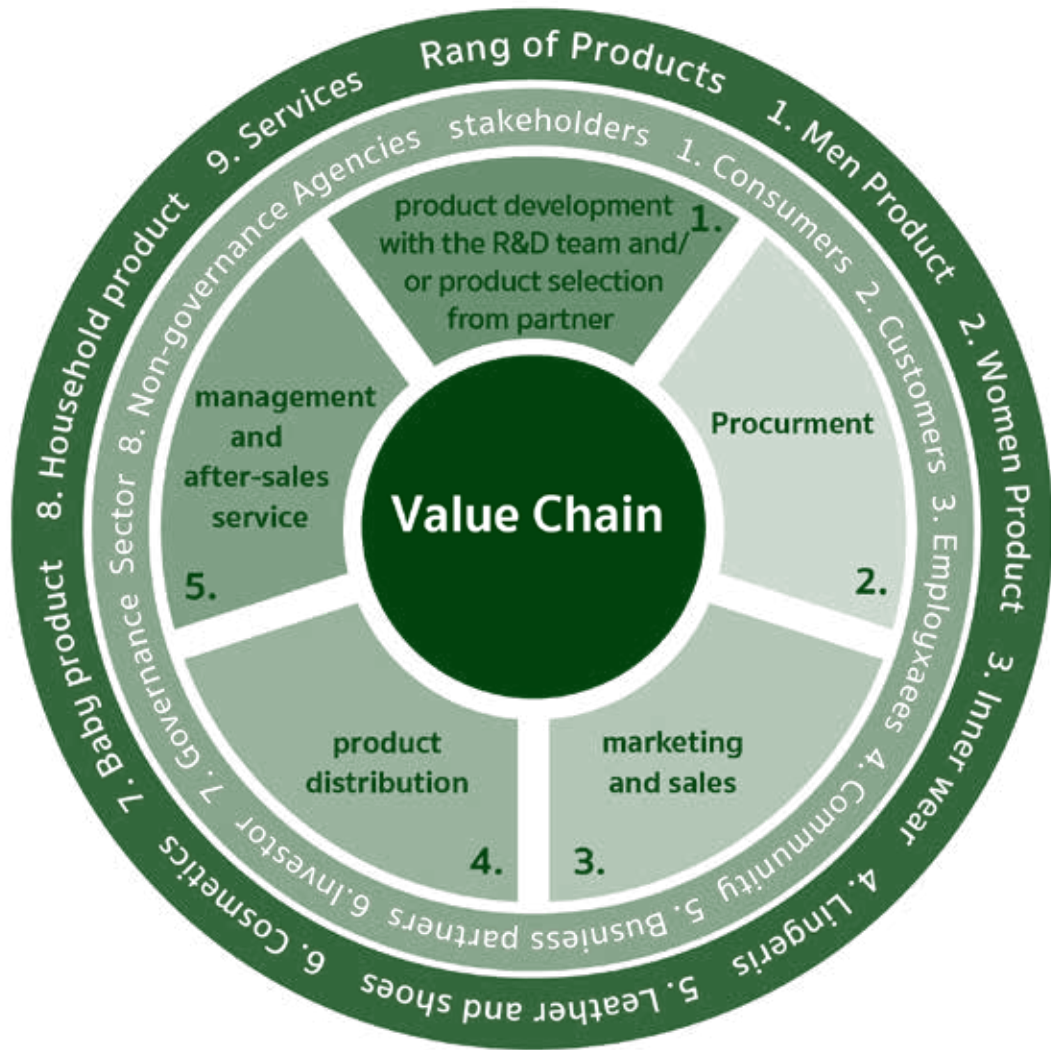
Lost time  
injury frequency rate (LTIFR)

**1.6223**  
1/1,000,000 hours

human rights complaints :

No human rights complaints  
Percentage of employees that  
resigned voluntarily:

**15.68%**



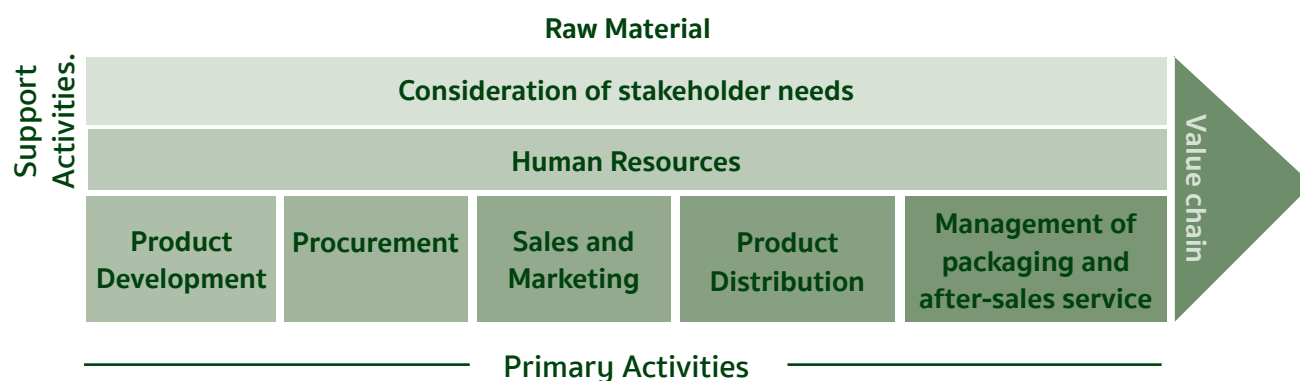
I.C.C. International Public Company Limited helps fulfill lifestyles of people of all walks of life with the following wide range of products and service of international standards:

1. Men products	2. Women products	3. Inner wear	4. Lingerie	5. Leather and shoes	6. Cosmetics	7. Baby products	8. Household products	9. Services



# Value Chain

Value chain development is a crucial strategy for conducting business. Therefore, the company focuses on every step and process of the value chain, from upstream to downstream, and creates value for all products and services within the company, with a primary focus on stakeholders.



## Primary Activities

### Product Development

The Company has regular discussions to create and conduct research to improve and develop products, including surveying customer needs to keep being on trend.

- Collaborates with the R&D team to develop products and services that meet consumer needs at all times.
- Being open to and seeking out innovations to be used in the production of new products.
- Participates in the production and/or selection of products prior to distribution. The Company attaches great importance and cares in every step of the production process.
- Controls product quality meticulously in accordance with legal agreements and various management standards according to international environmental, safety and consumer protection principles, such as ISO HACCAP, etc.
- Chooses quality and safe ingredients, with good hygiene as the main consideration.
- Ensures optimal use of production resources and encourage employees to invent new innovations through annual innovation contests such as INNOVATION.

### Procurement

As a leader in manufacturing consumer goods, the Company places importance on efficient, transparent and auditable procurement processes.

- Develops the potential of business partners to grow together with the Company by setting guidelines for them, as well as considering and inspecting quality and management processes to ensure compliance with standards.
- Establishes standardized procurement processes and select only socially responsible partners to assure customers that products and services are environmentally friendly from upstream, midstream and down stream throughout the product's lifecycle.





### Sales and Marketing

- Manages sales channels to meet customer needs both offline and online.
- Creates promotions to boost sales.
- Ensures implementation of customer data management systems to analyze sales and product performance.
- Builds customer relationships with after-sales and customer satisfaction measurement systems.
- Takes leading role in developing technology for work efficiency, product sales, customer care, and control and protection of basic data for all parties according to their rights.

### Product Distribution

The Company is committed to creating an efficient distribution system that covers all areas throughout the country and abroad.

- The Company has hired the its logistics network to operate warehouse management by various brands in the Company together with the warehouses.
- Commitment to product delivery with professional service
- Use of modern technology to store goods and manage transportation systems through the Company's logistics network, covering both domestic and international markets.

### Management of packaging and after-sales service

The Company is committed to promoting after-sales engagement and maintaining good long-term relationships with partners and customers.

- The Company has organized a process for exchanging knowledge and holds meetings with business partners to determine joint business plans.
- The Company is committed to developing environmentally friendly packaging, including the selection of materials that can be reused or recycled.

## Support Activities.

### Consideration of stakeholder needs

The Company creates engagement and good relationships with all stakeholders, both domestically and internationally, by

- Creating internal and external public relations media to create a good image for the organization.
- Focusing on communication and engagement consistently and continuously through regular activities.

### Human Resources

Because “employees” are the main factor driving the organization to success, the Company is committed to human resource management by:

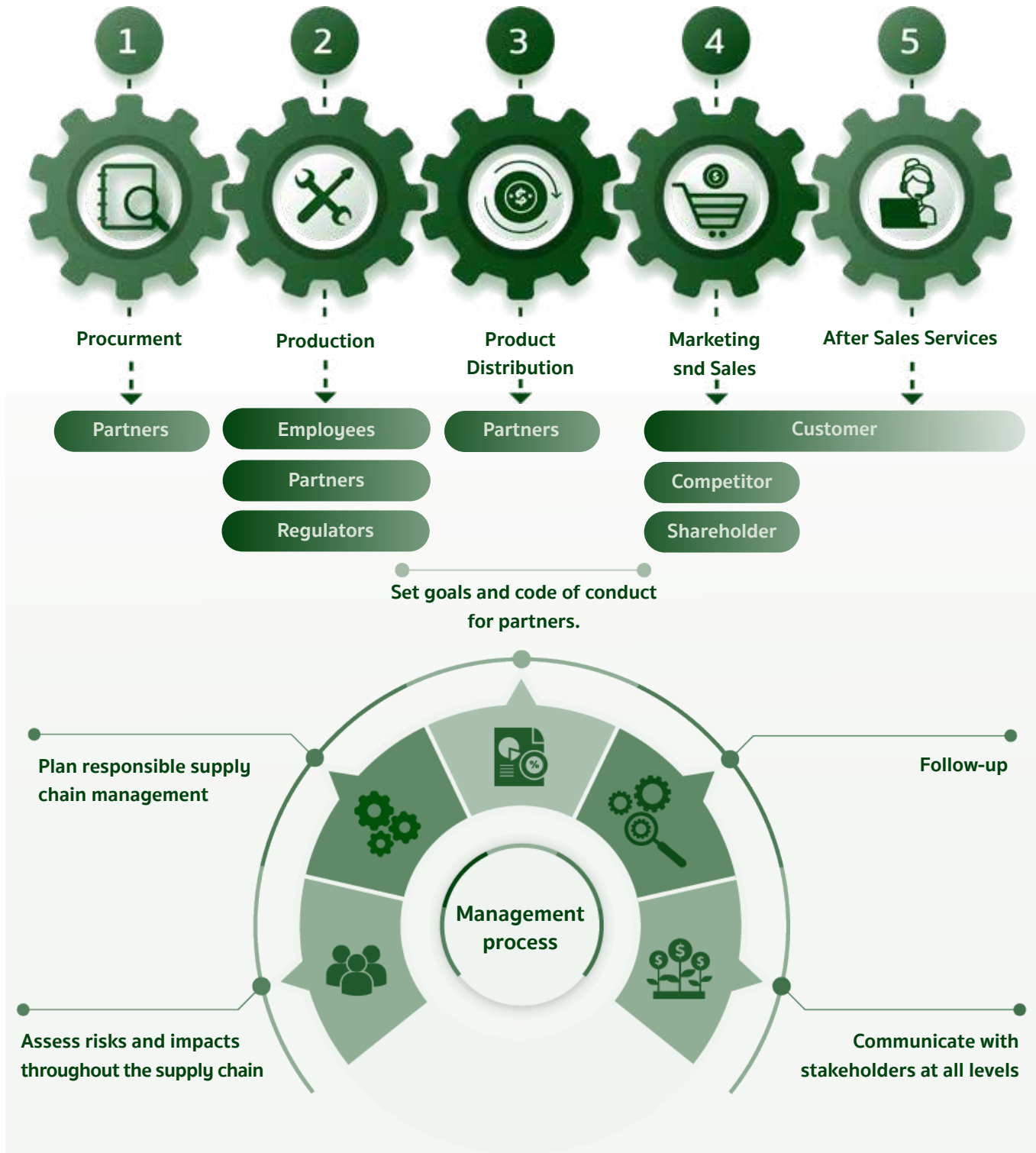
- Managing human resources, recruitment, and performance evaluation to ensure suitability.
- Developing personnel in various areas, both Hard Skills and Soft Skills, to always ensure preparedness.
- Managing locations, the environment and facilities related to the Company's operation.
- Managing employee welfare and promotion of basic rights.





# Supply Chain Management

In order to operate the business sustainably, the Company is aware of supply chain management, as well as promoting and supporting socially responsible procurement. The Company has established a procurement policy to be fair, transparent, and accountable to create shared value with stakeholders throughout the supply chain.

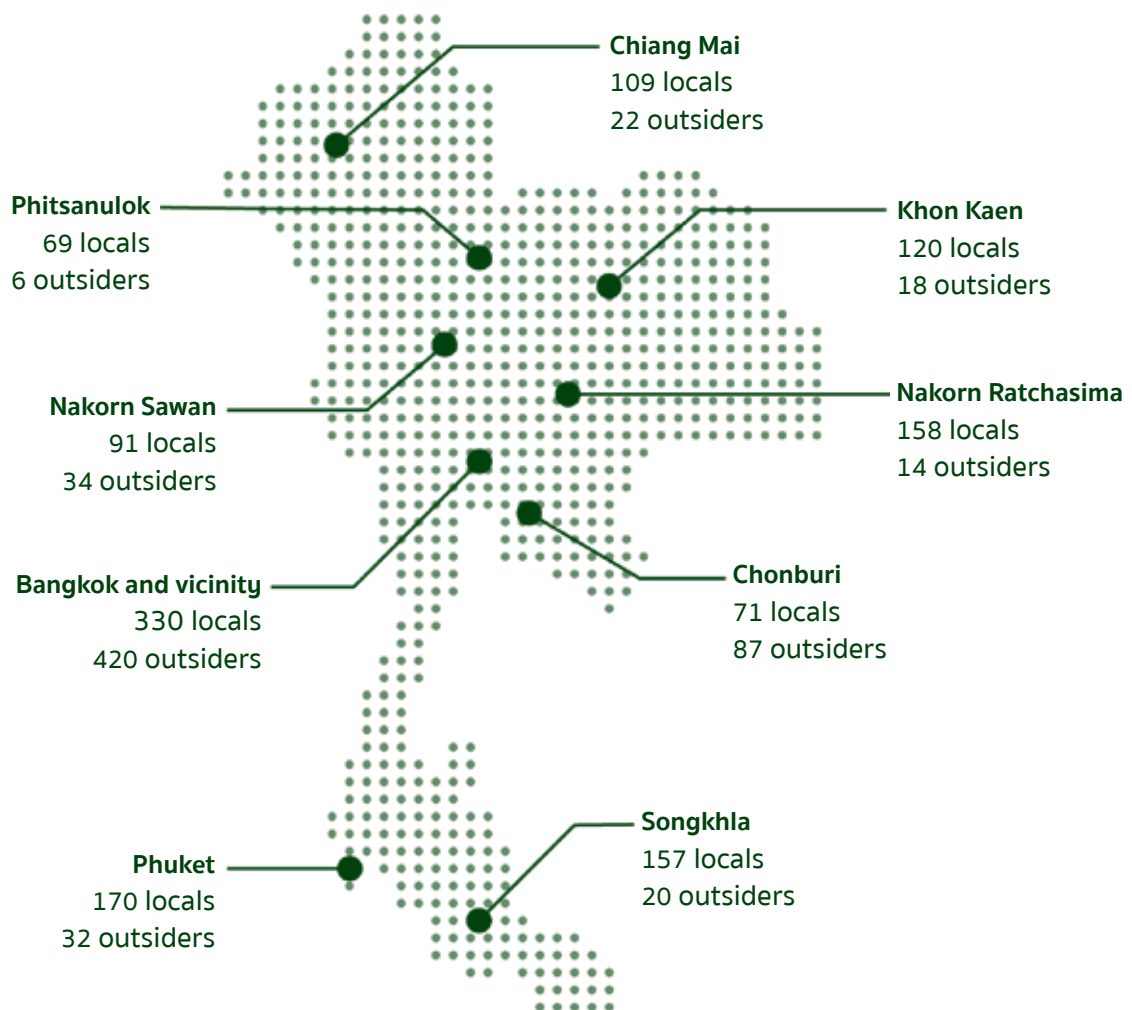




# Development of local partners

## Create jobs and careers, develop skills of local people

Since the main business of the company comprises of counter and retail sales, one of the company's policies is to hire local employees as a way to help create jobs and careers, as well as to improve the skills of the local people. In addition, local suppliers are hired to help decorate shops in each province in order to give local businesses the opportunity to submit a bid for their services.



\*more detail on list of provinces in each region, page 6

# Sustainable procurement policy

A sustainable procurement policy is a method that organizations employ when acquiring goods and services to ensure fairness, transparency, and verifiability. It considers the economic, societal, and environmental impact in addition to price, quality, and timely delivery, with the aim of maximizing benefits for both the company and the surrounding society.

In 2024, the company developed management formats and established reference prices for procurement for efficient cost saving, and to support the Request for Quotation (RFQ) system, which uses the reference prices for their procurement of product divided into groups of suppliers as follows:

## Hiring group:

- Construction work
- Display work
- Installation of electronic screens such as LED

## Purchasing group:

- Gifts and premiums
- Printing
- Electrical appliances
- Sales displays
- Office equipment

## Partner Selection Process/Product and Supplier Sourcing Process

### Identifying New Partners

- Selection from Affiliates, Internet Media, Trade Shows, and Various Stores
- Internal Employee and Business Partner Introductions

01

### Supplier Assessment

- Interviews and Screening
- Evaluation according to Vendor-Contractor Selection Manual

02

### Supplier Selection

- Choose Based on Assessment Results
- Measure Work Credibility / Certificate Review
- Request various standard certifications.

03

### Supplier Registration

- Submit documents certifying Tax Registration Certificate (Por. Por. 20) or other documents to be a vendor for trading.
- Partners who have worked together for the second time and passed the assessment will be registered.

04

### Partner Evaluation

- Check Product / Service Quality and Timely Delivery
- Evaluate Communication and Service Provision
- Compare Quality with Budgetary Limits

05

### Supplier Capacity Building

- Conduct Regular Training / Seminars for New and Existing Partners
- Review and Confirm Certification Documents

06



### Gradingu

- Grade A** (85-100 points) Good work, good service, punctuality, fair price.
  - Grade B** (70-84 points) Fair performance Improvements must be made on low-scoring topics.
  - Grade C** (under 70 points) needs improvement a lot and has been moved to the list of alternate partners.
- Note\***

Suppliers with low assessment scores, the company will give time to improve. If the business partner does not correct it, the Company will terminate the business partner immediately.

## Sustainable Procurement Performance

- In 2024 the company had 7,404 trade partners, with 2,005 new partners, calculated as 37.14%

They are divided into:

- » Retail partners (individuals) 1,761 Revenue accounted for 87.83% of the increase.
- » Major trading partners (juristic persons) 232 Revenues accounted for 11.57% of the increase.
- » Other partners 12 Revenues accounted for 0.60% of the increase.

In 2024 the company underwent organizational restructuring. Specifically, the procurement department implemented improvements to the new vendor storage and collection system to achieve sustainable procurement objectives. As a result, it was not possible to finalize the expenditure summary.

### Environmentally friendly procurement

- Printing Switch to Soy ink made with the same soybean oil used in cooking, and replace plain paper with corrugated paper, honeycomb paper, and green card paper, which are naturally produced and easily biodegradable. It does not pollute the destruction.
- Gifts and Souvenirs Issue media to encourage brands to use biodegradable or reusable products.
- ARTY PROFESSIONAL is one of the cosmetic brands. Release products under the concept of 'CLEAN WORLD CLEAN GIRL' contributes to environmental conservation and the sustainable care of our planet. The packaging in this collection is made of 15% bamboo fiber, 100% recyclable aluminum plates, and the packaging box is certified by FSC as paper in the Reforestation Project. In addition, we use soy ink and honeycomb paper to reduce the use of bubbles in packaging for transportation.

### Goals for 2025

Increase the number of new partners in the system by at least 10%, and of those new partners, at least 20% must have ESG certifications.



# Employee Development and Care

In 2024, I.C.C. International Public Company Limited total employees 2,774 people



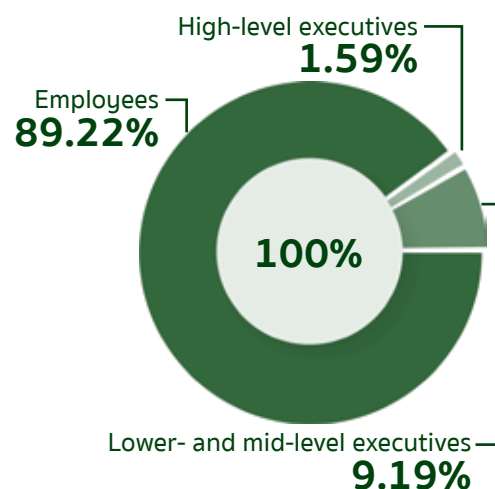
## Employee Statistics (by Gender)



## Employee Statistics and Rate Table (by Level)

High-level executives	53	23
Lower- and mid-level executives	21	202
Employees	272	2,203
Total	346	2,428

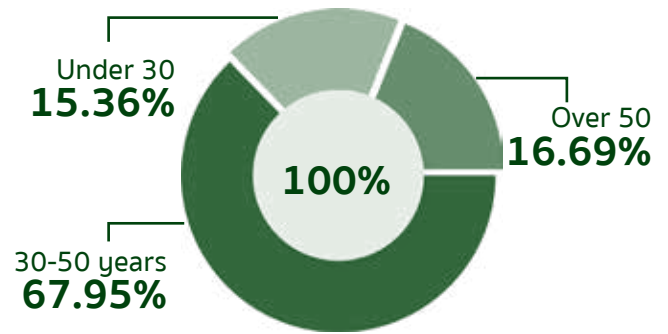
Man Women





### Employee Statistics Table (by Age)

Age	Men	Women
Over 50	42	421
30-50 years	224	1,661
Under 30	80	346
Total	346	2,428



Number of disabled employees Total of 17



**3**

Men



**4**

Women

Total compensation of employees

**Total: 1,014,933,146** baht, divided between

**157,930,248** baht for men and

**857,002,898** baht for women



Number of Employee Members of the Provident Fund

**2,285** people, calculated to be **82.37%** of all employees

Number of Employee Members of the Employees Savings and Credit Cooperative

**1,800** people, calculated to be **64.88%** of all employees



Rate of Work-Related Injury That Required Taking Time Off 3 times, calculated to be **1.6223 LTIFR** (1 time / 200,000 hours) หรือ **0.06%**  
Injury Frequency Rate (IFR) = 0.1014  
Injury Severity Rate (ISR) = 1.6223

### Statistics of Resignation and Deferred Retirement

- Voluntary resignation, **15.68%** of all employees, divided between 82 people for men and 353 people for women
- Total retiring employees: 83 people  
Deferred retirement: **16** people  
**Calculated as 19.28%**
- Cases of labor disputes: **None**



Average Number of Hours of Employee Training

**500 hours**

= 9 hours/person/year

### Average Number of Hours of Employee Training (by Level)

Level	Hours
High-level executives	86 hours
Mid-level executives	72 hours
Low- and mid-level executives	76 hours
Employees	28 hours
Salespersons	238 hours

Cost of Employee Training

**4,160,000 baht**





# GIVING

The company, as a leading distributor of fashion and beauty products In addition to operating in driving the business to achieve sustainable growth. Carrying out social mission is one of the things that the company. Pay attention and not overlook as well as being committed to continually supporting as well as encouraging personnel within the organization to have a consciousness of being a “Giver” as a volunteer by being an important force in helping and initiated activities that benefit the community environmental society and public interest on a regular basis.

In 2024, the Company continued to operate under the concept of “giving”, by focusing on promoting awareness, fostering unity and participating in various social activities such as volunteer projects, charity activities, and community assistance. Participation in these activities helped to strengthen and became an important part of the organization’s sustainability strategy.



“Giving” is the basis is the basis of being a “Good People”. Therefore, the company is committed to cultivating employee consciousness. With the concept of the five forms of “Giving” the business philosophy that the company adhered to for a long time.

(You can scan this QR Code to watch the Royal documentary)





# “Employees”

## The key driver of organizational success

The Company is committed to developing “employees” to realise their potential for excellence in every way, not just with the knowledge and skills required for work, but an awareness of values and striving to be a sustainable “giver” in every aspect by determining policies for systematic workforce development at all levels, from staffing, orientation, internal-external training and performance evaluation to measure productivity to the Company’s standards.



### 2024 Performance

- Average Number of Training Hours for Potential Development **500** hours, calculated as **9** hours/person/year
- Cost of Training **4,160,000 baht**

### Human Resource Development Training Statistics

	2022		2023		2024	
	Hour	Total Number	Hour	Total Number	Hour	Total Number
Salespersons	N/A	N/A	13,184	2,059	238	1,688
Employee	461	461	7,184	894	28	113
Beginning Management	143	143	1,520	124	76	137
Middle Management	141	141	1,767	39	72	62
Top Management	196	196	582	18	86	18

In addition, ICC still Place an emphasis on “Salespersons” development by taking good care of talent employees to keep them with the company longer and to help them becoming even more talented. We also encourage these employees to be our “prototype” employees and instructors to help developing newcomers to be as talented, which resulting in continuous organization growth under the concept of giving knowledge through various training projects that will create sustainability for the organization.

# Development of Abilities and Skills

The Human Resources Development Department, Human Resources Division, has organized employee training and development measures by using various technology and applications in combination with offline and classroom trainings. These trainings are categorized as basic trainings, specific training for sales staff, and training to develop skills (upskill and reskill)

In 2024, the potential and skills of all executives and employees will be developed, divided into:

- External training for senior executives, 9 courses
- External training for middle management, 7 courses
- External training for junior executives, 7 courses
- 4 courses for employees
- 5 courses for sales personnel.
- 2 online courses for office staff throughout the company.

## Executive Courses



### ICC Executive Outing : Move Forward 2024

To create an understanding of the operational direction, roles and responsibilities, work processes and work linkages between departments according to the new organizational structure, setting goals and performance indicators, budget and approval considerations by internal resource persons.



### Building a Powerful Brand

To enable seminar participants to understand the importance of building a strong and sustainable brand in all situations, and to be able to apply the knowledge and approaches gained to effectively determine and drive branding strategies in the organization, by an external instructor, Asst. Prof. Dr. Ake Pattaratanakun



## Courses for employees



### Master Of One Page Summary

To enable trainees to analyze various data systematically, differentiate key points and prioritize data correctly, present data obtained from analysis concisely and clearly, and in line with the set objectives, effectively communicate important data, and achieve the desired goals in the presentation by an external instructor, Mr. Wathanan Prommin (Beyond Training Institute).



### Brand Shift : Empowering Merchandising & Marketing for Tomorrow

To enable participants to gain knowledge and understanding of branding strategies, marketing plans, and fashion product management approaches to meet consumer needs, by external instructors, Ms. Kwanta Siriwachanangkun, Project Consulting, Director V&FS Vanilla & Friends Agency, and Mr. Wivat Santi-Asavaraporn, Executive Director Bunka Fashion School.

## Course for salespersons



### Brand Induction

To provide knowledge and understanding regarding Brand History, Brand Concept, Target Group, Product Knowledge of various brands that can be applied to manage sales, manage sales staff and manage stock to be effective according to the goals under their responsibility, by internal resource persons from the marketing and brand management departments.



### Empower Sales

To enable participants to learn of the product features (Selling Point) of each brand, sales techniques and methods so as to develop sales potential to reach the set target, by internal resource persons.





# Human Rights Management

From the concept that “**Everyone is us**”, the company has a policy giving equal priority to everyone with no violations of human rights, with a determination to give knowledge and understanding about the principles of human rights, with no limits to freedom, differences of opinion, physical condition (being disabled), gender, race, religion, political view or any other matter.

As well as avoiding expressing opinions which may cause conflict and disunity. Communication channels have been established for staff, or anyone who believes their human rights have been violated, or have been treated unfairly, to complain to the company and have those complaints heard, and dealt with fairly.

## Human Rights Policy

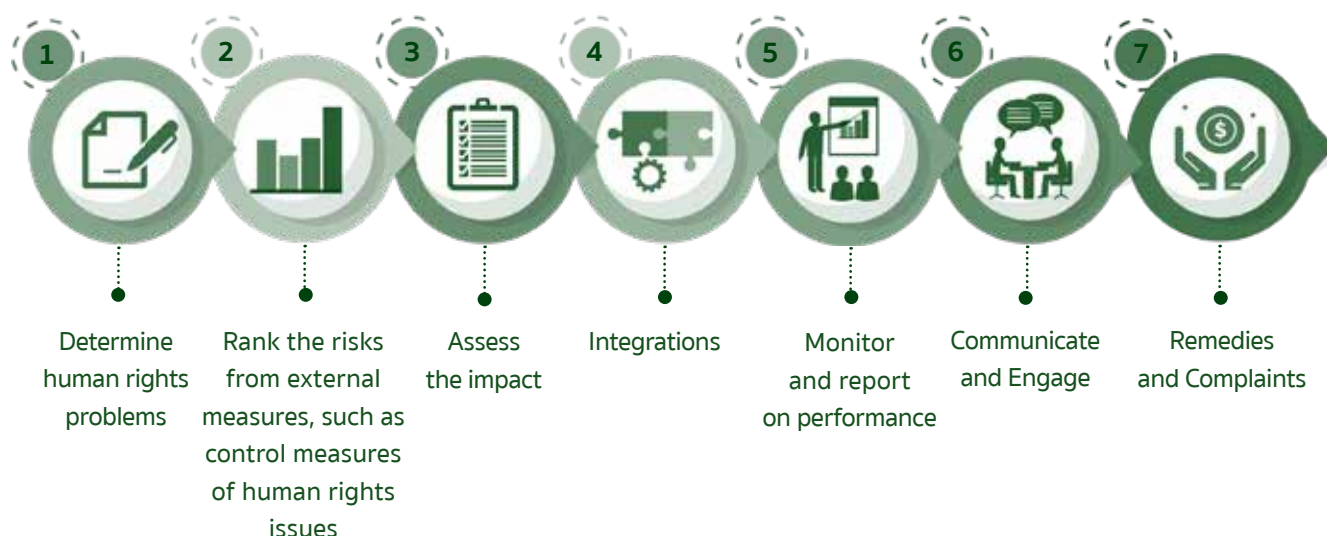
The Company has established a human rights policy. It has established guidelines as follows:

1. Do not act or support businesses that violate human rights.
2. Provide knowledge and understanding of human rights principles to employees to be part of their operations.
3. There is no limit to independence or differences of thought, gender, race, religion, politics or any other matter. Avoid expressing opinions that may cause conflict or division.
4. Provide communication channels so that employees or those who believe that their rights have been violated or treated unfairly can file complaints with the Company and complaints should be treated with attention and dealt with fairly.

## Human Rights Management Framework

To highlight equality in the company by accepting the many differences among people, policies, guidelines, activities, and communications were established under the Five Standards laid out by the UN Human Rights Office of the High Commissioner as follows:

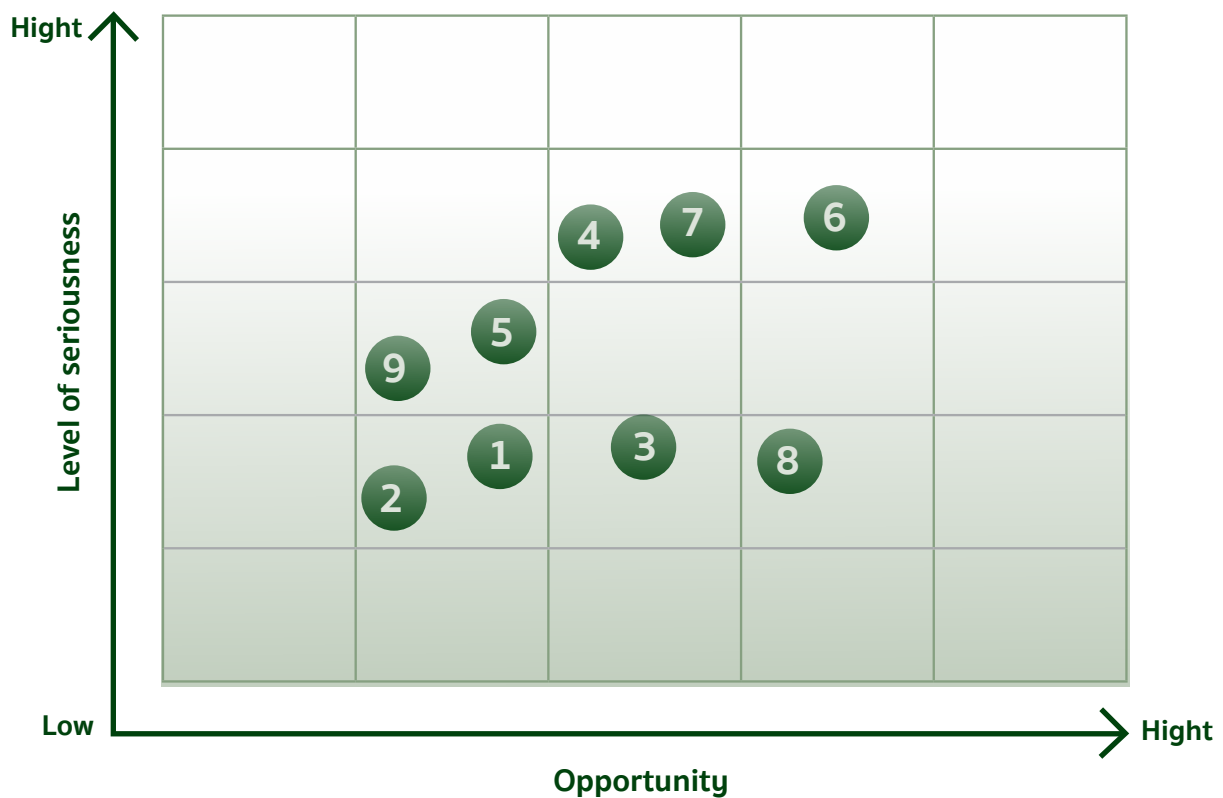
### Human Rights Management Framework





In addition, the company has scheduled a human rights risk assessment to evaluate the probability and potential impact of risks that may arise.

1. Create policies that employees can actually use.
2. Right to training to develop potential
3. Employment rights of employees and partners
4. Diversity and equality rights
5. Occupational health and safety
6. Pollution and working environment
7. Discrimination and harassment
8. Respect for privacy
9. Basic rights of being an equal employee







# Respecting Human Rights : Disabled Persons

For disabled people to be part of the organization, the company has created a workplace which provides convenience and encourages staff to treat disabled people equally. In 2019, the company did not only hire disabled people to work, but also set up programs to support their capability and give opportunities to the disabled, and people facing life crises, whether physical or mental. This gives them the motivation to return to society with value and happiness. Since 2015, the company offered people with stability 2 option as follow:



1. The company has given career opportunities to people with disability. The company also provides a range of facilities such as ramps and restrooms designed for the disabled



2. For those who do not wish to work at the office. The company has organized a product concession project for them to sell as their sustainable business.

## 2024 Performance

The company has acted in accordance with the Empowerment of Persons With Disabilities Act, B.E. 2540 (1997), and further amendments. In 2024, the company has a total of 2,774 employees, with 17 who have disabilities, including 3 men and 14 women. Furthermore, the company provides products for 14 disabled persons to sell. This brings the total of disabled persons in the company to 31 people.

# Gender Diversity (LGBTQ+)



According to the United Nations' Sustainable Development Goal No. 5 concerning sexual equality, and to enable LGBTQ people to work happily, the company has promoted equal human rights for LGBTQ people to be not limited to their birth gender, but to express their gender freely, as well as encouraging staff with potential to make progress in their careers free of discrimination or unfair treatment and praising them for their model conduct.

In 2021, the Company showed its awareness of human rights issues, by recognizing the potentials and capabilities to drive the business of gender diverse groups, and therefore established the BNBM group, "Be Normal Be More", within the Company to bring together gender diverse employees, and to announce the Company's commitment to operates within a framework of good corporate governance, striving to ensure that employees respect human rights and support equality in all forms. In addition, the BNBM-Big Data New Business Model project has been set up to exchange useful data concerning corporate development, and to support activities both inside and outside the company.

## 2025 Goals

To create an organization that respects human rights, the Company aims to establish a committee to determine policies and guidelines to create values and a corporate culture that values acceptance of gender differences, and is conscious of preventing any human rights violations, as well as adding topics to educate about human rights and gender equality in training courses.



# Promote Work of the Elderly



Thailand is now entering into an aging society. Both public and private sectors have continuously launched policies, strategies, and tactics to serve this age group such as The Twelfth National Economic and Social Development Plan (2017-2021), The National Plan for Older Persons, and Elderly Person Act. Senior citizens are likely to continue working even after their retirement. ICC realizes that our personnel is the heart of our company. Thus, we support and promote the work of the senior citizens based on the concepts of flexibility and willingness. We give job opportunities to the senior citizens who are competent and physically capable of working so that they feel worthy. They can also constantly develop their skills, strengthen their physical and mental health, as well as earn a living for themselves.

Year	Extended On Contract	Number of Retired Employees who Continue	
		Total	Percentage
2022	53	22	41.51
2023	51	19	37.25
2024	83	16	19.28

(Table: Senior employees stay on after retirement of The Company)

## 2024 Performance

The company recognizes the value, knowledge, and experience of employees of retirement age who have worked with the company for a long time. It offers a flexible policy for employees who choose to delay retirement to choose the days they would like to work as appropriate and effective. Furthermore, in 1996, the company established a provident fund and savings cooperative for employees to encourage a culture of saving and assistance for when an employee has a financial need, and for expenses and as guarantee for after the employee retires.

## 2025 Goals

Currently the company has 463 employees who are over the age of 50, with 421 women and 42 men, spread over a variety of departments. The company has planned for succession in these positions for when the employees are ready to retire and to encourage knowledge, roles, and responsibilities are passed on to other employees so the organization may continue to move forward.



# Connections in the Organization

Because “employees” are the heart of the organization, the Company has a policy to facilitate the establishment of internal communication channels with the objective of interconnecting relationships within the organization, between the Company and employees, and among employees themselves, to be informed of necessary news and information, including channels for complaints, through various projects as follows:

## ICCHR App & ICCSG App

The Company, through the Human Resources Management Department, Human Resources Division, has collaborated with the Information Technology Division to develop the ICCHR App for office workers and the ICCSG App for sales staff to connect the relationship between employees and the Company, allowing employees to access the application conveniently on their mobile phones, reducing complications, reducing steps, and reducing paper usage. The application consists of various functions that meet comprehensive needs, such as check-in and check-out, salary checking, and creating leave forms, etc.



## ICC Communication Line Openchat

Corporate Communications Department created a Line Openchat group to be another tool that the organizations can use to develop internal communication systems to be efficient and consistent with sustainable operations in the digital age. The purpose and benefits are to help organizations have fast and convenient access to communication channels, reduce delays in distributing important information, such as news notifications or important announcements of the organization, reduce paper use in the communication process, and help reduce environmental impacts, which is in line with the Sustainable Development Goals (SDGs) in terms of being environmentally friendly and developing human resources.

## The Voice

In 2018, the public relations department of the Head Office set up the “THE VOICE, Because Every Voice Matters” program for employees to express their opinions and suggestions, sending complaints or praise by scanning a QR Code. All messages are confidential in the interest of the informant, and will not be neglected if they will benefit the organization’s development.

In 2024, the Company had a total of 2,774 employees comprising 1,928 salespeople and 846 office staff. Among all personnel, no complaints were found affecting the Company’s operations.





# Fair Labor Treatment

**Employees**  
are valuable resources  
and important  
factors contributing to  
the company's success.  
We have guidelines  
concerning labor  
treatment as follows:

1

Employees shall be respected in their human's dignity and basic rights in a workplace. We do not reveal or pass on employees' personal information to anyone.

2

We treat employees according to the labor law and the Company's rules and regulations.

3

We promote equality in employment. There will be no discrimination on gender, skin color, race, religion, age, disability, or any non-work related conditions.

4

We encourage and support any training or exchange of knowledge to develop every personnel's potentials equally in order to attain job security and promotion befitting their abilities.

5

We welcome and encourage employees to take part in setting directions for the company's development.

6

We provide fair compensation which are appropriate to employees' knowledge, abilities, responsibilities, and work performance.

7

We provide fair compensation which are appropriate to employees' knowledge, abilities, responsibilities, and work performance.



# Compensation Policy to Promote Company Loyalty

Apart from personnel development in ones' professional fields, ICC also places an importance on the employee supervision with fair and equal management. Establishing employee remuneration policy is one of ICC's strategies to retain capable employees with The Company. Top managements of every division shall evaluate and determine employee's annual remunerations or incentive by comparing them with the same industry, as well as adhering to fairness, and conforming to The Company's turnover and employees' performance. The Company paid the employees remuneration in forms of salary, commission, and travel expense, allowance, over time, reward, and bonus.

## 2024 Performance

Remuneration amount

**1,014,933,146 baht**



## Classified by role



Office employee

**563,761,905 baht**

Sales employee

**451,171,241 bah**



## Classified by gender

Male

**157,930,248 baht**



Female

**857,002,898 baht**

representing



### Provident fund

Currently there are **2,285** employees who are members.

### Savings cooperative

Currently there are **1,800** employees as members.

representing



## Another benefit

The compensation figure for salary increase for the year 2024 is calculated as 5% of salary.

(\*More details 56-1 One Report, I.C.C. International PLC.)





# Occupational Health and Safety

The Company recognizes employee safety as a driving force for business, so the Company cares strictly about employee health and focuses on occupational health and employee safety.

## Occupational health and safety policies

- Monitor and survey the spread of infectious diseases.
- Compile, monitor and analyze business performance under changes that may arise from imperfect bio-safety.
- Collaborate with the public and private sectors to promote the health and well-being of employees in the organization and the general public.

## Risk Management Measures for Sustainability (ESG)

1. Organize health screenings for employees. Including free vaccinations in communicable disease groups and disease groups that need protection
2. Inspect and analyze the working conditions of systems within the building, such as the lighting system, the water and water treatment systems, the cooling and air conditioning systems, etc.
3. Appoint officers to oversee occupational health and safety.
4. Create safety manuals and trainings for employees.
5. Create an emergency plan in case of a fire and carry out fire drills for all employees every year.





## 2024 Performance

### Premises

1. Increase safety in cleaning frequently touched surfaces with disinfectant.
2. Additional spraying of antiseptic when cleaning meeting rooms before every meeting.
3. Extra-specially increased maintenance of air conditioning, air filtration and disinfection systems, over and above normal conditions.
4. Elevator maintenance is carried out according to the specified standards by regularly checking the condition and service life of spare parts every month to ensure that the elevator use is fully efficient and with maximum safety.

### Personal Hygiene Operations

1. Communicate to employees guidelines for preventing communicable diseases by creating posters to be put up in various locations and through other public relations channels, including computer wallpaper, announcement boards, Line, etc.
2. Encourage employees to always maintain personal hygiene.
3. Any employees that are sick or act questionably should speak to a superior to set up a doctor's appointment, take time off, and follow their doctor's instructions until they are completely well and able to return to work.
4. Organize for vaccinations to prevent infectious diseases and disease groups that require protection for head office employees and sales staff.

## Safety Training Guidelines 2025 Performance



### Employee service vehicles

- It is required that the interior of the vehicles are disinfected every time, both before and after use.
- Refrain from eating while traveling, but beverages are permitted.



### Passenger lifts

- Contact points of passenger lifts are regularly cleaned with disinfectant.



### Work desks

- Daily cleaning is done after work.
- Measures have been issued for all parties to do 5S and to clean up their desks neatly after work every day.



### Canteen

- It is required that cleaning is carried out every time, both before and after use.
- It is required that only up to 4 people may be seated at each table to dine.



### Space for outside individuals

- Defined waiting area for outsiders
- Designate a pick-up and delivery point for postal packages outside the building. and refrain from accepting personal parcels in all cases



### Driving

Instead requires a valid driver's license when applying for positions that require driving vehicles. Measures were added to carefully inspect all driver's licenses of employees.



## Influenza vaccination against four strains in 2024

The Welfare Unit, Human Resources Department, recognizes the importance of employee health. Therefore, the Company provides influenza vaccination as another welfare to employees. The Company hopes that all employees will be healthy and mindful of the importance of taking care of their health for themselves, their families, their coworkers, and society.



## First aid and basic life support

The Human Resource Development Department, Human Resource Division, organized a training course on “Basic First Aid and Basic Life Support (CPD/AED/First Aid)” for employees conducted by the BEAT CPR TRAINING CENTER, an emergency life support training center, so that participants may have basic first aid skills, have knowledge and understanding of basic life support CPR, and learn how to use the AED correctly to reduce the risk of death and so that they are able to help themselves and others safely.



## Fire prevention and fire evacuation

To enhance knowledge and understanding on fire prevention and suppression and enable employees to follow the prevention plan and have knowledge of fire suppression methods of the establishment so as to reduce the risk of fire and possible impacts, the Human Resource Development Department, Human Resources Division arranges for review of procedures and online testing via the E-learning system. In 2024, 100% of all employees were able to pass the test.



# Personal Data Protection Policy

The company recognizes the importance of the information it receives and utilizes, especially personal information, and has created a Personal Data Privacy Policy for stakeholders, employees, customers, trade partners, job applicants, and visitors to the company. All data is to be collected and managed in accordance with appropriate regulations and measures to ensure that the company has acted within the Personal Data Privacy Policy regarding all information collected and utilized.

To create awareness of data and privacy, the company has announced the Personal Data Privacy Policy on [www.icc.co.th](http://www.icc.co.th) as follows:

#### Personal Data Privacy Policy

- Announcement of privacy for customers, trade partners, and visitors
- Announcement of privacy for employees and job applicants
- Use of Cookies



**All queries about the Company's cyber-security policies should be addressed to:**

**Human Resources Department,**

**I.C.C International Public Company Limited, 530 Soi Sathupradit 58 Alley, Yaek 5, Bang Phongphang Sub-district, Yannawa District, Bangkok Metropolis 10120.**

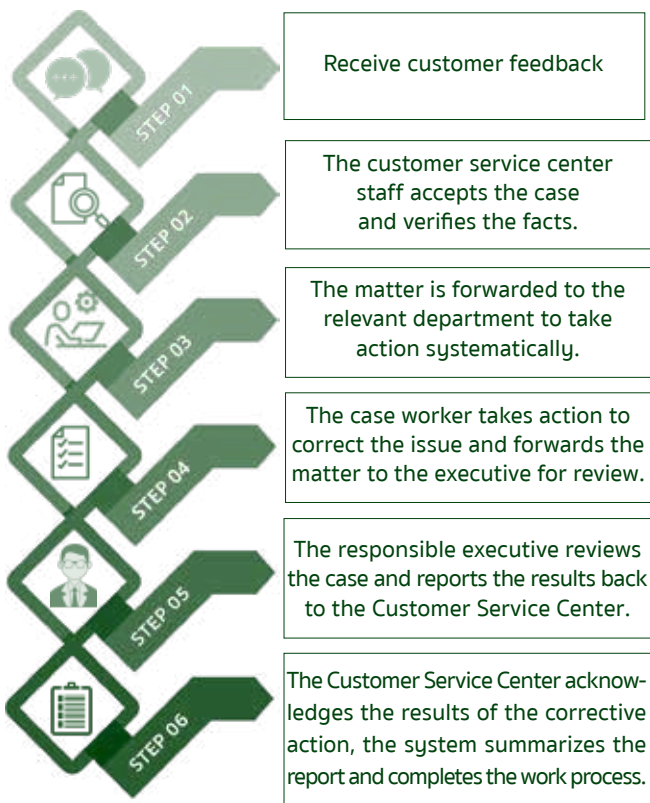
**For customer service Tel: 0-2294-4999**

**For employees and applicant Tel: 0-2293-9000  
Ext. 108**

# Customer Relations Center

Because service is at the heart of its business, ICC international Public Company Limited not only distributes fashion and beauty products which consider good quality, fair prices and responsibility in every product and service, which are core principles in meeting customers' needs. We also consider maximum satisfaction in our products and services, both when products are in use and after sales.

The company has thus set up a "Customer Relations Center" as a medium for communication between customers and the company in taking complaints, criticisms and suggestions about products to create long-term relationships and drive the business to sustainable success.



To be consistent with modern consumer behavior, the company has opened many channels enabling contact with the Customer Relations Center as follows:

- Telephone on 0-2294-4999 from Monday to Friday from 08.00 to 17.00
- E-mail to [services@icc.co.th](mailto:services@icc.co.th)
- A prepaid letter at every product counter nationwide can be sent by mail without a stamp.

## Performance results in 2024


• There were findings of complaints about the quality of the products distributed that were defective. The Company solved the problem by sending the complaint to the product manufacturer to improve the products and product scubic torage to be more standardized and also replaced the defective goods with new products for the customers.

• There were complaints regarding the service of salespersons. The Company warned the said employees and has included the topic of the complaint as part of the training for new salespersons to prevent recurrence and to develop the performance and service of the salespersons to be more efficient.

## Goal

In 2025, the company aims to create innovation in improving and producing new products. as well as developing standards for service and create satisfaction for customers both while using the product and after the sale. We sincerely hope that no complaints will be found in any case





# Giving priority to customer satisfaction with the service received from sales employees

In addition to disclosing important financial information, the Company also focuses on non-financial operations by emphasizing creation of customer satisfaction for services rendered, and considers creating user satisfaction an important competitive strategy. The Company therefore focuses on providing services to render customer satisfaction and consistently conducting surveys both offline and online to evaluate customers' response.

The Company sets the customer satisfaction standard mark at 80 percent or more which, from the survey in 2024, was found to have passed the criteria.

## Evaluation criteria

- Telephone interview  
Random telephone inquiries from customer groups

## Goals

The company will continue to review quality management systems to determine plans to improve and develop service standards to be more efficient, sustainable and concrete.







# Security Operation regarding Personal Data Protection

The Company has collected, used and disclosed personal data of customers, business partners, employees, stakeholders and persons related to the Company with respect and awareness of the importance and commitment to comply with the law in maintaining the security of personal data according to the Personal Data Protection Act B.E. 2562. The Company has issued guidelines for maintaining data security which are strictly enforced as follows:

## Internal bodies and personnel

Established a responsible agency to determine the policy and security measures for personal data protection, and set up a working group to monitor and evaluate the performance of the personal data controller. The Company will review the policy at least once a year or in the event that there is an amendment to the law.

## Operating procedures

Establish the objectives for collecting and/or using personal data, to focus on operational benefits under the legal framework and with due caution, under appropriate security standards

## Stipulate measures on disclosing personal data

Determination to comply with the law and implement personal data protection measures deemed necessary and appropriate for confidentiality standards

## Data storage time limits

The Company will store data for as long as necessary to execute business according to the objectives, or for a period not exceeding 10 years. In the event of a dispute it will destroy/delete such data when it is no longer necessary, or the storage period has expired.

## Security measures

The Company has implemented security measures for personal data as appropriate, which are strictly enforced and regularly reviewed as follows:

- Technical measures such as access credentials and passwords (Secure Sockets Layer/SSL) and network device security.
- Organizational Measures such as setting data security policies, confidentiality, establishing access rights, and stipulating guidelines, regulations and risk management evaluation.



### Setting access rights

The Company requires employees and personnel to comply with the Personal Data Protection Act and be aware of security, and not to use data for other purposes or to cause damage to the Company.

The rights of the data subject are legal rights, and the data subject can request to exercise rights under the requirements of the law, such as rights to withdraw consent, rights to request access, amendment, suspension, deletion or transfer, and rights to file a complaint objecting to the disclosure or use of personal data.

### Penalties

The Company has determined penalties for those who violate personal data policies and practices, who will be subject to disciplinary action in accordance with the Company's regulations without compromise, and further legal proceedings may be considered, in the event that such offences cause damage to the Company and/or any other party.

### Personal data breach

As soon as the Company has received notification or become aware of the breach, the Company will notify the Office of the Personal Data Protection Commission within 72 hours. In the event that the breach is a high risk, the Company will report the violation and appropriate remedies thereof to the data subject without delay.

#### Controller of Personal Data Details

All queries about the Company's cyber-security policies should be addressed to:

**Human Resources Department**

I.C.C International Public Company Limited

530 Soi Sathupradit 58 Alley, Yaek 5, Bang Phong

phang Sub-district, Yannawa District, Bangkok

Metropolis 10120,

**Tel :** 0-294-4999,

**E-mail :** service@icc.co.th



\*The full announcement is contained in the Annual Registration / Annual Report 2024  
(From 56-1 One Report, 2024)



# Continuing the Theme of “Giving” for Sustainable Social Development

To continue the concept of “giving” in every dimension, as a company whose business includes diverse fashion and beauty products for all genders, ages, and stages of life, we are focused on paying forward to groups who are directly related to the business, such as customers, partners, suppliers, and employees, and those who are indirectly connected to the business, including society and the public and private sectors, willingly and wholeheartedly, to sustainably improve quality of people, community, and society.





# Community and Social Development

Our company is aware of our duties and full responsibilities to the country, community, and society as well as the local culture and tradition. Therefore, we have certain guidelines and practice to ensure our public responsibilities as follows:





## Various internal activities for ICC residents



### **“Giving Life” by donating blood.**

Encouraging employees to be familiar with “giving” to others by donating blood with the Thai Red Cross in the yearly drive for donations, “1 person gives to many”, on four occasions every year (every 3 months). In 2024, 351 employees registered to give blood, donating a total 351 units or 140,400 cc.

### **“Providing welfare”**

#### **In the annual health check-up**

The Company recognizes the importance of employee health, so it provides annual health check-ups and flu vaccinations. Maintaining good employee health reduces the risk of getting sick or taking leave, resulting in a happier and more productive workforce. Furthermore, maintaining interest in employees’ health helps to support the organization’s retention of qualified and skilled employees.



### **“Giving right”**

#### **Leave to perform religious activities**

The Company recognizes the importance of religious preservation and therefore entitles employees to take leave to practice their religion. 5 days per year In addition, various charitable activities are promoted continuously and regularly, such as the organization of alms giving activities. Dry food Offered to monks on important days for auspiciousness. Carry on good traditions and offer as Buddhist worship.

### **Continuing the faith “Yi Tong Tian Tai”**

The company recognizes the importance of continuing Buddhism and supporting executives and employees in the company and in the Sahapat Group Join in donating according to your faith. To join in creating and maintain the Guanyin Pavilion “Yi Tong Tian Tai”, where the figure of the Guanyin Bodhisattva on a dragon turtle at SahaGroup Industrial Park, Nonsi Sub-district, Kabinburi District. Prachinburi Province. The Vihara has now been completed, and you can visit to pay respects to the Bodhisattva Guan Yin as usual. You can also donate according to your means at the Dr. Thiam Chokwattana Foundation, account number 068-292-0498, Siam Commercial Bank. Sathupradit Branch, or contact 0-2293-9000 for more information.





# ICC Gives Back to Society

Her Royal Highness Princess Maha Chakri Sirindhorn



## 1 Burapha University's Thai music competition project

The company has supported the Faculty of Music and Performing Art of Burapha University In organizing a Thai music competition for students in the Eastern Region to compete for the Royal Trophy of Her Royal Highness Princess Maha Chakri Sirindhorn, which the company has continuously supported annually for the 40 th year with the objective of promoting arts and culture. Encourage practice and continue Thai music. In 2024, there were a total of 1,200 contestants from schools throughout the eastern country.

Thai music competition for students in the Eastern Region It is a project that has been held continuously every year. Therefore, it is not only about promoting cooperation in preserving arts and culture. Still building relationships and promote unity Encourage youth to be aware of the value of Thai art and music. Which is unique and the good culture of the nation will continue.



## 2 Thai Classical Music and Drama Project of Developing Art Appreciation among Juveniles to Carry on Thai Culture

Our Company has continuously provided scholarship to support the Faculty of Music and Drama of the Bunditpatanasilpa Institute of the Ministry of Culture for the purpose of setting up the "Thai Music and Drama Project of Developing Art Appreciation among Juveniles to carry on Thai Culture" continued every year, and together with companies of the Saha Group. The objectives are to develop an awareness of the value of the arts and culture regarding Thai classical dancing and music among the youth, and give them the opportunity to learn and implant an understanding and love of Thai arts and culture during summer schools through learning Thai Classical dancing and music with qualified experts free of charge. They can also bring their achievement in the project to practice further to advance their learning and to become their special ability that can be used to further their studies and carrying out a profession.





### 3 ENFANT supported the KPN Music Competition 2024

ENFANT provided the stage for the musical talent competition, KPN Music Competition 2024, KIDS TALENT category, involving singing, band performances and dancing of students selected from KPN Music Institute nationwide, aged 6 and under, held at Zspotlight, G floor, Future Park & Zpell Rangsit shopping mall.



### 4 ARTY PROFESSIONAL Support official makeup in the "Young Trainee" program

ARTY PROFESSIONAL cosmetics brand organized the Clean World, Clean Girl Beauty Workshop to train young contestants in professional makeup application in the program "Young Trainee", a new form of drama reality program that is not a singing or dancing contest but rather a program that searches for the best trainees to set them on the path to becoming "the real deal". ARTY PROFESSIONAL cosmetics is the official makeup sponsor so that the young contestants can do their own makeup and take care of themselves during the retreat or competition.



### 5 "His Majesty the King's Royally-Sponsored Kathin Ceremony" charity project

The Company was granted the royal Kathin robes from His Majesty the King, for the annual royal Kathin robe offering ceremony which was held in 2024 at Wat Dok Mai. The total funds raised through donations for charity was THB 5,009,762.25.





## 6 Project to provide wheelchairs and assistive devices for children and the disabled (RICD Wheelchair Project)

The Company supported the transportation costs of wheelchairs or assistive devices donated by domestic and international organizations to the Rajanagarindra Child Development Institute, Department of Mental Health, Ministry of Public Health, a project under the royal patronage of Her Royal Highness Princess Maha Chakri Sirindhorn, which has been operating since 2011.

In 2024 (January-December), THB 600,000 was donated to support the Foundation's expenses on transportation and local employment costs to produce materials for 878 wheelchairs and disability assistive devices. The project achieved its set goal and was successfully implemented.



## 7 Enfant donated products to hospitals and various children's shelters.

ENFANT's care and concern for children's health led to the donation of more than 1,000 pieces of products for child care and children's clothing, to various hospitals and children's shelters such as Lersin Hospital, Charoenkrung Pracharak Hospital, Rangsit Infant Home, Phyathai Infant Home, and Pakkret Infant Home. ENFANT is firm in its continued commitment to developing the best products in caring for maternal and children's health and hygiene to ensure that every family is confident in the products' quality and safety.



## 8 “Wacoal Pink Bow Fights Breast Cancer” Project

Wacoal is committed to helping Thai women to be safe from breast cancer. It has been running the “Wacoal Pink Ribbon Fights Breast Cancer” project for 25 years, focusing on the importance of health of Thai women’s health, especially with regard to breast cancer prevention, through campaigns and education about breast cancer, as well as emphasizing knowledge about self-examination of breast abnormalities, which will help reduce the number of breast cancer cases and deaths. In 2024, the following activities were carried out:



- Collaboration with the fashion brand SIRIVANNAVARI to create “Princess Collection 2024” designed by Her Royal Highness Princess Sirivannavari Nariratana Rajakanya for the second consecutive year, whereby part of the proceeds are donated to help breast cancer patients and raise awareness among Thai women nationwide through 3 partner organizations: the Queen Sirikit Centre for Breast Cancer, Chulalongkorn Hospital, Thai Red Cross Society, Kanchanabharami Foundation and the National Cancer Institute.



- Donated THB 200,000 to the Kanchanabharami Foundation, which operates a breast cancer screening project using a mobile mammography machines under Mahidol University Hospital, Thanyaburi, Pathum Thani, in providing services to at-risk and disadvantaged women nationwide.



- Organized the Hat from Heart activity, espousing Beautiful Hat, Beautiful Heart, whereby volunteers are invited to join together to decorate beautiful hats to give to breast cancer patients who are suffering from the side effects of chemotherapy at various locations.



- Donated 300 Balancing Bras, bras with artificial breasts, and 2,000 hats to cancer patients in 10 locations.



- Since 2017, Wacoal has been organizing proactive activities by taking teams of medical professionals to take turns in educating target women in various communities under the topic “Being aware of breast cancer”, providing knowledge about nutrition and beneficial foods, training them to perform breast self-examination, and providing reassurance through breast cancer screening services by medical personnel. If any abnormalities are found, they will be sent for repeat examinations with mammograms and ultrasounds. Thai Wacoal supports all examination costs. If any signs of breast cancer are found, they will be sent for further treatment. To date, Wacoal has organized this activity in 30 communities, with no less than 2,000 Thai women participating in this activity.

### “Wacoal Bra Day, We Want Your Old Bra” Project

Entering the 13th year in 2024, donations of all brands of old underwear for both men and women were accepted to be disposed of by proper incineration to help reduce environmental problems. Because most “undergarment” materials are made from polymers, it takes more than 400 years for one bra to decompose. Moreover, improper disposal can also cause pollution problems, including increasing the amount of greenhouse gases that cause global warming and PM 2.5 dust.



## 7 “ICC Shares Kindness in Helping Flood Victims” Project

I.C.C. International Public Company Limited realizes the importance of social and environmental responsibility, which is part of the sustainable business approach. In the past year, the Company has collaborated with various agencies to provide assistance to flood victims by providing necessary products to alleviate their suffering in the affected areas and restore quality of life during the crisis.



The Company, together with the Dr. Thiam Chokwatana Foundation, donated a 5.10-meter flat-bottomed fiberglass boat, seating 20 people and weighing 200 kilograms, to the Royal Thai Army Headquarters and the Ruamkatanyu Foundation to help flood victims.



The Company provided encouragement and 9,372 items of products, worth THB 10,619,951, to alleviate the suffering of flood victims in the North, including clothing, underwear for men and women, and shoes from the brands ELLE, ELLE HOMME, NATURALIZER, KBRA KULLASTRI, MIX Self and 5Up, which the Company delivered to Top News, Channel 7 HD, the Royal Thai Army and Ejan Page to support the distribution of assistance to the affected areas.



The Company's executives and employees donated clothing, items, consumer goods, which the corporate communications department delivered to NBT News Station and the Baan Nokkamin Foundation to help flood victims.





The Company donated office equipment to the Fan Dee - Fan Den, Jai Tueng Jai, Thais Never Abandon One Another web pages to be sent to flood victims in Chiang Rai Province for further use.

These flood relief activities reflect the Company's commitment to creating a better society, a society of giving, and reducing the negative impact on the environment in the long run. The Company believes that such cooperation will help improve the quality of life of the flood victims and serve as part of sustainable social development. I.C.C. International Public Company Limited will continue to work for the benefit of society and the environment into the future.



The Company, together with the Thai Power of Kindness Foundation, joined hands with SUSTAINABILITY EXPO 2024 to send encouragement to flood victims and organize a charity concert, "Thai Power of Kindness, Returning Smiles to Schools Damaged by Floods".



## 9 Enfant SOS : Save Our Sea Turtles Project

ENFANT invited children to protect sea turtles, to continue the pledge of their rehabilitation and restoration of the marine ecosystem of Thailand as well as to protect such sea guardians as 'sea turtles', which play an important role in maintaining the equilibrium of the food chain, making the ecosystem more balanced and abundant in a sustainable way. With the business concept of "To love" children means we must work together to "protect the world", Enfant has made us realize the importance of taking care of natural resources, to maintain their abundance and beauty in order to pass on a livable and thriving world for the next generation of children. Enfant is therefore attentive throughout its process, starting from selecting organic and environmentally friendly raw materials to preventing used products from having any impacts, especially for groups of animals important to the Thai marine ecosystem, such as sea turtles, which are facing a crisis from plastic waste caused by humans. Every purchase will be part of the Enfant SOS: Save Our Sea Turtles project, which will take the whole family whose heart is filled with intent of saving the world on a One Day Trip activity at the Sattahip Navy Sea Turtle Research Center, Chonburi Province, to restore the environment around the Thai sea turtle conservation area and be the starting point for raising awareness among children about the important mission of taking care of this world.

# Sustainable Development in Environmental Dimension



The organization emphasizes energy management and is dedicated to being environmentally conscious. It aims to foster an ethos of environmental conservation among its employees, partners, customers, and stakeholders.





# Environmental Policy

The company is continually dedicated to operating its business with responsibility to consumers, with supervision of every stage in the process of manufacturing, distributing, and providing service in every product. The company also considers responsibility to the environment and energy conservation.

With operating guidelines stipulated as follows:

**1.**

Operating the business in compliance with environmental laws, regulations and policies by considering impacts to natural resources and the environment with constant review and assessment of operations

**2.**

Creating innovation in the organization and creating awareness among staff at every level, bringing about cooperation and responsibility in managing the environment and using resources efficiently and sustainably.

**3.**

Promoting giving knowledge and training to every member of staff about the environment through the e-learning system. The content consists of caring for the environment and saving energy, including evaluation forms to test their understanding. This process is now in progress and to be driven as one of the key topics in training new staff.

**4.**

Promoting environmental management systems, from using resources economically and measures to treat, revive and replace, and monitoring and preventing of impacts on natural resources and the environment sustainably.

**5.**

A system to select suppliers in the supply chain who operate their businesses in an environmentally friendly way.

**6.**

Promoting the development and dissemination of environmentally friendly technology

In 2024, there were no environmental complaints from communities nearby the company.  
In 2024, there were no significant violations of environmental laws and regulations.



# Sustainable management of the environment

The Company, as a creator of fashion and beauty products, recognizes the importance of environmental management, especially for stakeholders and is, therefore, committed to conducting business in accordance with the framework of sustainable environmental management and administration to reflect its responsibility towards society and the environment from upstream to downstream, starting from product development with the R&D team and/or product selection from partner factories chosen from the procurement process, importation and introduction of products to the market and sales, product distribution, management and after-sales service.

## Environmental Challenges and Solutions:

Organization's Energy	
Problem	Management Approach
1. The problem of using electricity and energy without value	<ul style="list-style-type: none"><li>• Motivate staff to increase their awareness and understanding of energy conservation through environmental training.</li><li>• Research and implement strategies to conserve energy across multiple platforms.</li></ul>
2. Environmental problems from fossil energy use	<ul style="list-style-type: none"><li>• Consider using clean or renewable energy.</li></ul>

Garbage and waste management	
Problem	Management Approach
1. Challenges with waste management within the organization	<ul style="list-style-type: none"><li>• Enhancing understanding about waste management and adopting the 3Rs approach (Reduce, Reuse, Recycle).</li><li>• Advocating for mindful consumption of resources, especially plastic water bottles and paper products.</li><li>• Optimizing the packaging practices for transportation.</li><li>• Initiating campaigns to raise awareness and influence consumer behavior positively.</li></ul>



Water Usage Concerns	
Problem	Management Approach
1. Water scarcity	<ul style="list-style-type: none"><li>Promote economical and valuable use of water.</li></ul>
2. The problem of water quality deterioration	<ul style="list-style-type: none"><li>Treat wastewater before releasing it to the public.</li><li>Collaborate with the public and private sectors to support clean water projects.</li></ul>
3. The problem of access to water resources	<ul style="list-style-type: none"><li>Conservation and development of watersheds</li><li>Encourage communities to have their own water sources.</li></ul>

Greenhouse Gas Emissions	
Problem	Management Approach
1. Global warming problem	<ul style="list-style-type: none"><li>Seriously reduce greenhouse gas emissions from the organization. Both directly and indirectly</li></ul>
2. The problem of climate change	<ul style="list-style-type: none"><li>Carbon Footprint Formation</li></ul>

Biodiversity Issues	
Problem	Management Approach
1. The problem of extinct animals	<ul style="list-style-type: none"><li>Conserve and promote environmentally friendly practices</li><li>Habitat restoration</li></ul>
2. The problem of deforestation	<ul style="list-style-type: none"><li>Promote reforestation and reforestation activities.</li><li>Restore watersheds through the development of environmentally friendly products</li></ul>
3. Shortage of raw materials	<ul style="list-style-type: none"><li>Promote sustainable farming practices</li><li>Create agricultural sites</li><li>Sourcing raw materials to produce sustainable products</li></ul>



# Key Environmental Operations

## Energy Management



Install plugs for charging points for 6 electric vehicles.  
Explore the area to install rooftop solar.

## Greenhouse Gas Emissions



Total greenhouse gas emissions (category 1+2 only) amounted to **1,792** Ton CO<sub>2</sub>e

## Water Usage



**10,950** cubic meters of wastewater treatment  
Average **913** cubic meters / month

## Electricity consumption



In 2024, the Company can reduce energy consumption by **18.24%**  
Installing solar cells saves **4.70%** of energy per month.

## Waste Management



Waste for decomposition **325,694** kilograms  
garbage **313,160** kilograms      destroy the product **12,534** kilograms

## Developing vacant land to be agricultural land.

Total **292-0-68.60** Rai

Divided to farmers to rent for farming,  
**230-2-32.6** Rai

Plant Replacement Trees **61-2-36** Rai  
**4,671** Plant

- 2,886 Eucalyptus
- 1,000 Golden Teak
- 650 Mangoes
- 135 Coconuts
- Burmese Sal 11-1-7.5 Rai





# Fuel energy management

The company is a distributor of various types of products. Including being a service provider for delivering various products to reach customers safely. Therefore, the company is aware of the efficient management of fuel energy. and reduce environmental and social impacts of air pollution emissions in every activity

## Activities using fuel energy in brief:

- Oil welfare for executive cars
- Gasoline benefits for employees to use on business-related travel.
- Fuel costs for utilities within the company

Performance in 2024	
Energy use activities (divided according to scope of use)	Amount of use (liter)
Stationary Combustion (off road)	
• Diesel Fuel Burning for Fire Pump	-
• Diesel Fuel Burning for Generator	259.91
• Gasoline combustion for lawn mowers	91.94
Mobile Combustion (on road) and Fuelsenergy related activities	
• Diesel fuel combustion B7	509,437.7
• Diesel fuel combustion B10	66.62
• Gasohol 91 gasoline burning	8,298.07
• Gasohol 95 gasoline burning	140,038.21
• Gasohol E20 gasoline burning	4,989.75

## Goals for 2025

The Company recognizes the importance of using renewable energy as a sustainable alternative in terms of energy. Therefore, employees have installed 6 power outlets to plug in EV chargers and encourage employees to use EVs instead. It also provides promotions for employees to use charging points at welfare prices to incentivize and encourage participation.



# Electrical energy management

In 2024, the company Need to reduce the amount of expenses in many parts. Including finding tenants To help alleviate energy costs. However, the company still has measures in place to supervise energy use for maximum efficiency. With minimal impact on work.

- Activate electrical power only where it is needed.
- Campaign for employees to use electricity economically.

## 2024 Performance

### Electricity consumption

- A total of **4,168,000 KWh** of electricity was consumed. When deducting the amount of electricity consumption from 30 tenant companies.
- Total electricity consumption **2,844,133 KWh**
- The cost of electricity consumption amounted to **15,591,687 baht**.
- Decreased by 18.42% from the year 2023 due to a reduction in the FT rate and an increase in the number of tenants.

### The amount of electricity generated is self-used.

In 2016, the Company set up a solar rooftop project by installing solar panels on the roof of I.C.C. International Public Company Limited's headquarters in Bangkok.

- Currently, the company uses about **700** kilowatts of electricity on weekdays and **150** kilowatts on weekends.
- The total installation area of solar panels is **1,230** square meters, capable of installing **276** panels (using a solar wound of **315 kW / panel**), capable of generating **86.94 kW** of electricity.
- In 2024, the Company can use solar energy to generate electricity for corporate use, which replaces electricity consumption by **108,089.8 KWh**, representing savings of **733,177.11 baht / year**, an average of **61,306.08** per month or **4.70%**.



## Goals for 2025

In line with international sustainability guidelines and environmental policies, the Company recognizes the importance of using renewable energy as a sustainable alternative in the field of energy. Therefore, the company has installed 6 power outlets for employees to plug in chargers for electric vehicles. This is expected to save about 10% on electricity bills.





# Types of sorted paper include

Throughout its operation, the Company is committed to conducting business responsibly in all dimensions, especially in the environmental dimension, which is a limited natural resource, and in line with the guidelines for the preparation of the 56-1 One Report on the preparation of greenhouse gas emissions in the industrial and service sectors for listed companies and to reduce the Company's risk from the impacts arising from both direct and indirect greenhouse gas emissions.

To build credibility in awareness of greenhouse gas emissions problems. In 2024, the Company has collected data to prepare greenhouse gas emission reports for use in submitting data verification and certification of carbon footprint data from verified persons registered by the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO) or equivalent. Such information can be disclosed initially, as follows:

The amount of greenhouse gas emissions (tCO <sub>2</sub> e)		
Sources of greenhouse gas emissions From scope Type 1	Consumption (liters)	GHG emissions (tCO <sub>2</sub> e)
<b>Stationary</b>		
Diesel fuel combustion	259.91	0.70
Gasoline combustion	91.94	0.20
<b>Mobile Combustion</b>		
Diesel fuel combustion	108,749.30	298.04
Diesel fuel combustion	15,675.35	35.61
<b>Fugitive</b>		
Methane (CH <sub>4</sub> ) leakage from toilets	1,167.89	32.70
R134a refrigerant leak of refrigerator and water dispenser	No purchases or refills this year.	
R407C refrigerant leak from Machine Generator	No purchases or refills this year.	
Sources of greenhouse gas emissions From scope Type 2	Consumption (kWh)	GHG emissions (tCO <sub>2</sub> e)
Electricity consumption from the Metropolitan Electricity Authority	2,844,133	1,695.64



Sources of greenhouse gas emissions From scope Type 3	GHG emissions (tCO <sub>2</sub> e)
Activities related to fuel and energy	320.65
Garbage and waste management	726.53

In addition, greenhouse gas emissions from the scope of operations of the reported categories are further separated. as follows:

Sources of greenhouse gas emissions	Consumption (Kilogram)	GHG emissions (tCO <sub>2</sub> e)
R22 Refrigerant leak for air conditioners	161.0	283.36
R32 Refrigerant leak for air conditioners	0.21	32.70

Carbon Concentration Index		
Sources of greenhouse gas emissions	Consumption	Unit
Scope 1	368.00	tCO <sub>2</sub> e
Scope 2	1,424.00	tCO <sub>2</sub> e
Scope 3	1,048.00	tCO <sub>2</sub> e
Total (Scope 1+2)	1,792.00	tCO <sub>2</sub> e
Total (Scope 1+2+3)	2,840.00	tCO <sub>2</sub> e
Biogenic Carbon separation report	25	tCO <sub>2</sub> e
R-22 Refrigerant leak separation report	284	tCO <sub>2</sub> e

As of the reporting date, the company is in the process of applying for the organizational carbon footprint certification for the 2/2025 period.



# Waste Management

In 2024, the Company has been working to raise awareness among employees to use resources wisely through various campaigns, including waste separation. Under the concept of 3Rs (Reduce, Reuse, Recycle)

## Management Approach

- Distinguish used paper from other types of waste by removing used paper. 1 Pages are recycled and converted into sticky notes / notebooks instead of post-it notes.
- For important papers, they are sorted and destroyed with a paper shredder to prevent data leakage and to respect personal information (PDPA).
- The adoption of electronic channels instead of paperless in all departments resulted in a significant decrease in the number of paper usage and orders for paper for internal use.
- E-waste, The Company has inspected the condition of use according to the annual agenda and screened equipment that cannot be serviced. Forward it to a factory that has a dedicated e-waste recycling process.
- Donate and distribute to destructive sources to put waste into the decomposition process in the right way.

To advocate the importance of waste separation to its employees, in order to become an environmentally friendly organization (green office) and aligned with the Company's environmental policy, in 2024, the Company has campaigned and fostered raising awareness among "employees" by initiating waste separation within the organization. The Company has arranged for 4 color-coded bins: blue for general waste, white for paper, yellow for plastic bottles, and orange for electronic waste. Public relations posters have also been produced to enable executives and employees to separate waste and dispose of plastic bottles correctly, starting with separating caps, separating labels, and squeezing the bottles, which will lead to the creation of good behavior in the future. In 2025, waste separation will be further increased.



## Operations in 2024

### Types of sorted paper include



**360** Kilograms  
of carton box



**700** Kilograms  
of white / waste paper



**480** Kilograms  
of plastic bottles



### (1) Forwarding plastic bottles for processing

Corporate Communications, together with the Administration and Human Resources departments, brought plastic bottles from waste separation to Wat Jak Daeng in Samut Prakan Province. The plastic bottles were to be transformed into fibers for making monk robes and various types of clothing, the labels melted down to be used as fuel, and the caps melted down to be used as plastic products again, replacing the need to make new ones.



### (2) Sending on plastic bottle caps for recycling

Another portion of bottle caps from the sorted waste was sent to Precious Plastic Bangkok, an organization specializing in plastic recycling, to be transformed into new products such as furniture, household items or reusable materials.



### (3) Project to donate desk calendars for the blind

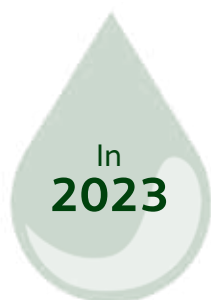
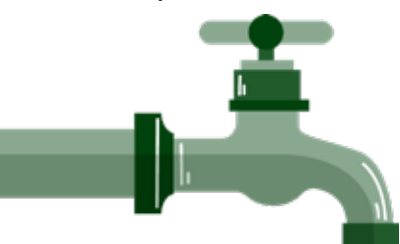
The Corporate Communications Department served as a medium to receive donations of used calendars from employees within the Company and its subsidiaries to be donated to agencies in need. In 2024, old desk calendars were given to the Educational Technology Center for the Blind to produce Braille for the visually impaired. These calendars will be reused to provide blind people with notebooks for recording, and some will be sold to generate income for the center to purchase necessary equipment to maintain other public utilities.



# Water management

Water resources are an important resource and are necessary for the survival of humans and animals. The Company is aware of its importance and is committed to sustainable water management. To be able to use limited resources as efficiently as possible. At the same time, we control and ensure that there is no impact on the community. and the surrounding environment from the release of wastewater.

The company has prepared wastewater treatment from office building activities Under water quality standards set by law before releasing into natural sources so that the community can recycle it and use it in various ways, such as watering plants. cleaning It also encourages employees to be aware of conserving water resources through various methods. In addition, the company Water management measures have also been added. By checking the water meter every day. To observe the amount of water used each day and in order to prevent the case that if there is a water leak, the problem can be resolved in a timely manner.

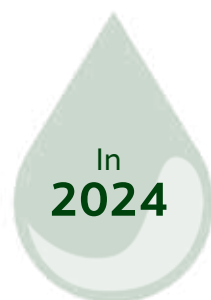


## Water consumption

the company used  
**85,408** cubic  
meters of water

## Water usage expenses

with water usage costs of  
**1,364,179.55** baht.



the company used  
**68,607.78** cubic  
meters of water

with water usage costs of  
**1,251,929.85** baht.

**Water usage decreased by 16,800.22 cubic meters or 19.67%**  
(This is due to improvements to the water supply system and a restructuring of the Company, which resulted in a reduction in the number of employees, thereby resulting in a reduction in water usage.)





# Sustainable Water Resource Management

The Company recognizes the value of water resources, which are the main necessities for life. At present, water or clean water sources are at risk of scarcity, especially in remote and arid areas, so the Company has focused on water resource management through the following projects:

## Wastewater Treatment Project

The Company has installed wastewater treatment machines by recognizing the use of water resources wisely, as well as studying the process of reuse to reduce wastewater discharge into public streams and treating them for reuse in the organization.

### 2024 Performance

The Company is able to treat wastewater in a total of **10,950** cubic meters, with an average treatment capacity of **913** cubic meters / month.

Treated water is used to water the plants. Car wash, floor wash in the area around the company. Some of them are released into public streams.



## W B G Project

W B G ( White Black Gold ) is a special collection created by ICC International Public Company Limited to commemorate and be part of the continuation of the legacy of His Majesty King Bhumibol Adulyadej the Great whereby part of the revenue from product sales will be donated to the Utokapat Foundation under Royal Patronage in support of community water management activities which have been underway since May 2017. After deducting expenses, the proceeds from the charity fashion gala dinner event in collaboration with Dr. Thiam Chokwatana Foundation and the Saha Group of companies, totaling THB 3,325,999 will be contributed, as it has been continuously from past years, to support the activities of the Utokapat Foundation at the Phet Nam Nueng Agricultural Cooperative Community, Tha Yang District, Phetchaburi Province.





In 2018, the Company provided a budget of THB 2,000,000 to operate, improve, and develop the water system linkage structure in the area, along with a water distribution system in integrated farming plots in line with the New Theory of Agriculture.

In 2019, the Company supported a budget of THB 700,000 in cooperation with the Uthokpat Foundation and the community to build a building for trimming, packing and storing produce before being directly transported to consumers without going through middlemen, delivered directly to Golden Place under the name “Rai Chiwit Por Piang Phetchaburi”

In 2021, the Company supported the construction of more than 10 multi-level water towers to bring water from a 23-rai pond for distribution to more than 500 rai of planting areas with a budget of THB 440,000 to ensure sufficient water for agriculture and consumption.

In 2022, the Company provided a budget of THB 180,500 to improve the greenhouse for growing vegetables.

In 2023, the Company provided a budget of THB 878,700 for the development of a water connection system structure and the installation of a solar power system for the produce packaging and storage building.

In 2024, the Company provided a budget of THB 150,000 for the planting of vetiver grass and local plants, as well as the creation of a water distribution system in the area, and a budget of THB 652,000 for the dredging of water intake and drainage routes and the improvement of efficiency of the solar energy system.

As a result of the Company’s contribution, the Phet Nam Nueng community area, which was originally an arid area with shortage of water, little rainfall, laterite soil and lacking fertility, is now able to connect to water sources and manage a total of 9 ponds, resulting in an increase in water reserves for consumption and agriculture by more than 100,000 cubic meters. The solar-powered water pumping system and high water towers have been added to distribute water to the community’s new theory farming plots, resulting in sufficient water for consumption and agriculture throughout the year. The community jointly established the Phet Nam Nueng Farmers’ Federation Community Enterprise, grouping together to produce systematically, with a building to store agricultural products of the community, developing products and packaging to increase the value of products until they are accepted and trusted, and are sold in Golden Place stores. The addition of a solar-powered system helps reduce the cost and burden of product packaging, allowing members to have a stable and continuous income, reducing debt burden before receiving land for farming and averting increasing debt. Vetiver grass has been planted and propagated for farmers, creating a 3-type, 4-benefit forest to create a sustainable ecosystem, a model community that develops in all dimensions, including soil, water, energy, agriculture and marketing, and is a place of learning and study for students, youths, and the general public.



### ICC rallied the brave to plant forests.

In 2024, as a continuation of sustainability efforts to the Phet Nam Nueng community area, ICC International Public Company Limited, together with the Uthok Phat Foundation, led executives and more than 100 employees to join forces with farmers to plant trees in the Phet Nam Nueng community area, Klat Luang Sub-district, Tha Yang District, Phetchaburi Province by planting 25,000 vetiver grass seedlings around the pond and 160 trees. They selected 3 types of trees with 4 beneficial characteristics: usable trees or economic trees or trees for building houses, edible trees or fruit trees, firewood trees, and the 4th benefit is soil conservation and preservation, such as Bodhi, Teak, Paduak, Red wood, Rosewood, Yang Na, Golden Teak, and Mango trees. They also installed a water distribution system to continuously care for every tree to rehabilitate the area around the pond, covering a distance of 700 meters, which is an important water source for agricultural use by community members, to increase green space, maintain topsoil, prevent bank erosion, and help provide shade to the surrounding pond area.





# Increasing green space

Increasing green space. It is one of the missions that the company gives importance to because it is found that at present Thailand is experiencing a shortage of green space. Especially in Bangkok which is the location of the company's head office. Therefore, the company is committed to creating and support activities to increase green space within the organization Including participation with communities and agencies in restoring, caring for, and conserving the environment on an ongoing basis. To preserve biodiversity and the original ecosystem.



## Operational goals

1. Manage green space both inside and outside the organization.
2. Allocate green space that is accessible to all genders and ages in cooperation with the public and private sectors.
3. Regularly inspect and take care to ensure that the area is always fertile.
4. Planting more trees every year for the public benefit of the community and the general public.



### Performance in 2024

Plant trees on a total area of **292-0-68.60 Rai.**

### Types of plants used for planting include:



Eucalyptus

**2,886**



Golden Teak

**1,000**



Mangoes

**650**



Coconuts

**135**

Plant Replacement Trees

**61-2-36 Rai.**

**4,671 plant**

Burmese Sal

**11-1-7.50 Rai.**

Divided to farmers to rent for farming,  
creating income, creating careers in 2024, another

**230-2-32.6 Rai.**

### Development plan for 2025

The company has a plan to restore Natural areas in other parts throughout the chain, focusing on marine resources such as marine species conservation and coral conservation which is trending toward crisis.



GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-1 Organizational details	83	7-13				
	2-2 Entities included in the organization's sustainability reporting	83	7				
	2-3 Reporting period, frequency and contact point	14	6				
	2-4 Restatements of information						
	2-5 External assurance						
	2-6 Activities, value chain and other business relationships	12-13, 16-28	42-45				
	2-7 Employees	98-99	50-51				
	2-8 Workers who are not employees	60-78					
	2-9 Governance structure and composition	83	7				
	2-10 Nomination and selection of the highest governance body	226					
	2-11 Chair of the highest governance body		4-5				
	2-12 Role of the highest governance body in overseeing the management of impacts	230-231	32-35				
	2-13 Delegation of responsibility for managing impacts		7				
	2-14 Role of the highest governance body in sustainability reporting	230-231	4-5				
	2-15 Conflicts of interest	121-131					
	2-16 Communication of critical concerns		68				
	2-17 Collective knowledge of the highest governance body						





GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	109-110					
	2-19 Remuneration policies	93-94, 227	63				
	2-20 Process to determine remuneration	93-94, 227					
	2-21 Annual total compensation ratio	112-113	63				
	2-22 Statement on sustainable development strategy	43-44	82				
	2-23 Policy commitments	43-44	83-84				
	2-24 Embedding policy commitments	43-44	67, 70-71				
	2-25 Processes to remediate negative impacts						
	2-26 Mechanisms for seeking advice and raising concerns	118-119	67-68				
	2-27 Compliance with laws and regulations	40	36-37				
	2-28 Membership associations						
	2-29 Approach to stakeholder engagement	60-115	33-35				
	2-30 Collective bargaining agreements						
GRI 3: Material Topics 2021	3-1 Process to determine material topics						
	3-2 List of material topics						
	3-3 Management of material topics						
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed						
	201-2 Financial implications and other risks and opportunities due to climate change		20				
	201-3 Defined benefit plan obligations and other retirement plans	73-74, 98-99	60				
	201-4 Financial assistance received from government						



GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	98-99					
	202-2 Proportion of senior management hired from the local community		50-51				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported						
	203-2 Significant indirect economic impacts		20				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers						
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	73, 117- 119	36-37				
	205-2 Communication and training about anti-corruption policies and procedures	117- 119	36-37				
	205-3 Confirmed incidents of corruption and actions taken	119					
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti - competitive behavior, anti-trust, and monopoly practices						
GRI 207: Tax 2019	207-1 Approach to tax						
	207-2 Tax governance, control, and risk management						
	207-3 Stakeholder engagement and management of concerns related to tax		33-35				
	207-4 Country-by-country reporting						
GRI 301: Materials 2016	301-1 Materials used by weight or volume						
	301-2 Recycled input materials used						
	301-3 Reclaimed products and their packaging materials						



GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 302: Energy 2016	302-1 Energy consumption within the organization		86-87				
	302-2 Energy consumption outside of the organization		86-87				
	302-3 Energy intensity						
	302-4 Reduction of energy consumption		83-84				
	302-5 Reductions in energy requirements of products and services						
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource		93-95				
	303-2 Management of water discharge-related impacts		92-95				
	303-3 Water withdrawal						
	303-4 Water discharge		92-95				
	303-5 Water consumption		92-95				
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas						
	304-2 Significant impacts of activities, products and services on biodiversity						
	304-3 Habitats protected or restored						
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations						



GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		88				
	305-2 Energy indirect (Scope 2) GHG emissions		89				
	305-3 Other indirect (Scope 3) GHG emissions		89				
	305-4 GHG emissions intensity						
	305-5 Reduction of GHG emissions						
	305-6 Emissions of ozone-depleting substances (ODS)						
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions						
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		90-91				
	306-2 Management of significant waste-related impacts		90-91				
	306-3 Waste generated		90-91				
	306-4 Waste diverted from disposal		90-91				
	306-5 Waste directed to disposal		90-91				
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria						
	308-2 Negative environmental impacts in the supply chain and actions taken						
GRI 401: Employment 2016	401-1 New employee hires and employee turnover						
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	72-73, 98-99	50-51, 63				
	401-3 Parental leave		62-63				



GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
<b>GRI 402: Labor/ Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes						
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system		64-66				
	403-2 Hazard identification, risk assessment, and incident investigation						
	403-3 Occupational health services	72-73, 98-99	64-66				
	403-4 Worker participation, consultation, and communication on occupational health and safety						
	403-5 Worker training on occupational health and safety		66				
	403-6 Promotion of worker health		64-66				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		64-66				
	403-8 Workers covered by an occupational health and safety management system	72-73, 98-99					
	403-9 Work-related injuries	72-73,	51				
	403-10 Work-related ill health						
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee		53				
	404-2 Programs for upgrading employee skills and transition assistance programs	105-108	54-55				
	404-3 Percentage of employees receiving regular performance and career development reviews						
<b>GRI 405: Diversity and Equal Opportu- nity 2016</b>	405-1 Diversity of governance bodies and employees		50-59,63				
	405-2 Ratio of basic salary and remuneration of women to men						
<b>GRI 406: Non-discrimi- nation 2016</b>	406-1 Incidents of discrimination and corrective actions taken						





GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk						
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor						
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor						
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures						
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples						
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		73-80				
	413-2 Operations with significant actual and potential negative impacts on local communities						
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria						
	414-2 Negative social impacts in the supply chain and actions taken						
GRI 415: Public Policy 2016	415-1 Political contributions						
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		40,69				
	416-2 Incidents of non- compliance concerning the health and safety impacts of products and services						
GRI 417: Marketing and Labeling 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk						
	417-2 Incidents of non-compliance concerning product and service information and labeling		39				
	417-3 Incidents of non-compliance concerning marketing communications						
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data						



# Reader Surver

Feedback from reader opinion surveys on the 2024 Sustainability Report will inform content improvements and the format for future reports. Please use a ✓ to mark your preferences or provide your opinions in the space provided

1. Basic information

☐ Female ☐ Male ☐ Not Specified

2. Which Stakeholder groups do you belong to as a reader of the Sustainability Report 2024?

☐ Employee ☐ Customer ☐ Investor and Shareholder ☐ Business alliance and partner  
☐ Supplier ☐ Government ☐ Credit and financial institution ☐ Society and community  
☐ Media ☐ Other, please specify .....

3. Through which channels did you receive this Sustainability Report 2024 (Select all that apply)

☐ www.icc.co.th ☐ Seminar ☐ ICC's employee  
☐ Other, please specify.....

4. What are the objects of reading this Sustainability Report 2024 (Select all that apply)

☐ As information for making investment decisions  
☐ As a guideline for developing your sustainability report  
☐ For research and education  
☐ To use as a guideline for applying for work  
☐ Other, please specify.....

5. Please rate your opinion on the ICC's Sustainability Report 2024?

	High	Moderate	Low	Need improvement
After reading the disclosure, how well do you understand ICC's materiality issue?				
How well do the contents correspond to your expectations?				
To what extent are you satisfied with the overall sustainability report?				



6. To what extent are you satisfied with the overall sustainability report?

Governance	Social	Environmental
<input type="checkbox"/> Good Corporate Governance	<input type="checkbox"/> Human Rights Management	<input type="checkbox"/> Enterprise resource management (Energy, Water, Waste)
<input type="checkbox"/> Working Process for Stakeholders	<input type="checkbox"/> Occupational Health and Safety	<input type="checkbox"/> Environmental Concern
<input type="checkbox"/> Anti-Corruption Policies	<input type="checkbox"/> Customer Relations Center	<input type="checkbox"/> Community involvement in environmental development
<input type="checkbox"/> Value Chain	<input type="checkbox"/> Community and Social Development	<input type="checkbox"/> Greenhouse Gas Management
<input type="checkbox"/> Sustainable Procurement	<input type="checkbox"/> Personal Data Protection Policy	

7. Please provide suggestion for improving the information disclosure in ICC's Sustainability Report in the Future.

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\*\* You Can also summit this survey an online channel QR code

**“Committed to sustainable growth  
with integrity and sincerity.”**

**#MovingForwardtoSustainability**  
**#EverydayEveryGen**

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