



**I.C.C. International Public Company Limited**

# **Sustainability Report**

# **2023**



WE MAKE PEOPLE HAPPY AND BEAUTIFUL



ICC International PCL 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**



# Contents

Message from Executive Chairman.....	4
About the Report.....	6
Overview of the business .....	10
Vision Mission .....	12

## ICC Sustainability Approach

ICC and Guidelines for Sustainable Development.....	16
Sustainable Growth Direction .....	22
Main Issues Concerning Sustainability .....	24

## Governance and Economy

Good Corporate Governance.....	34
Risk management .....	35
Working Process for Stakeholders.....	36
Anti-Corruption Policies .....	40
Responsibility to Consumers .....	43
Sustainable Research and Development .....	44
Value Chain .....	48
Procurement Policy.....	54



Create the Value of Good People, Good Products and Good Society

Employee Development and Care .....	59
Human Rights Management .....	64
Fair Labor Treatment.....	70
Occupational Health and Safety .....	72
Personal Data Protection Policy and Cyber Security Operations .....	78
Sustainable Community and Social Development.....	81

Environmental Concern

Environmental Policy .....	87
Sustainable Environmental Management .....	88
Energy Management.....	90
Electrical Energy Management .....	92
Greenhouse Gas Management .....	94
Waste Management .....	96
Water Management.....	98
Increasing Green Space.....	100

Appendix

GRI .....	102
Reader Survey.....	110



# Message from President and Executive Chairman



The economic crisis over the past several years has heavily impacted every sector, including ICC. Although the situation surrounding the COVID-19 pandemic has eased, it has directly affected consumer behavior, particularly in purchasing habits. While political crises in foreign countries may not have a direct impact, they do affect the import and export of goods. Furthermore, the consequences of war have led to oil prices skyrocketing, directly impacting the company's logistics system.

In the past year, we have worked diligently to adapt and be prepared for change, focusing on improving our business management practices and streamlining processes to reduce redundancies. Our goal is to enable the organization to move forward continuously and sustainably. Additionally, we have emphasized product development and distribution channels to meet consumer demands effectively. At the same time, we have considered the impact on stakeholders in all aspects (ESG: Environmental, Social, Governance).



# “ Move Forward: Honest Sustainability ”

On the environmental front, the company focuses on environmental care by promoting environmental awareness among employees and adopting the principles of Reduce: Reuse: Recycle. This includes reducing the use of disposable materials in the office, using recycled paper, natural ink, and segregating waste for recycling. Externally, the company emphasizes product development by considering the origin of raw materials or packaging used in the production process (Carbon Footprint) while integrating information technology systems for operations and communication to reduce energy consumption and optimize resource utilization.

For the social aspect, we continuously develop our employees to have more knowledge and expertise by providing a review of knowledge/ additional skills (reskill/upskill), providing a process for sharing/transferring various skills systematically to continuously drive business operations of the

organization, and continues to carry out activities that benefit society and the country as per to the determination of Dr. Thiam Chokwatana, the founder of the Saha Group.

In terms of good governance we attach importance to compliance with good corporate governance principles. This is an important foundation for sustainable business development and value creation. The company conducts business ethically. Respect human rights and equality in all dimensions. And are responsible to stakeholders on the basis of sincerity and honesty, including setting a code of ethics for company directors executives and employees clearly, transparently, and verifiably.

Finally, I would like to thank all executives and employees. As well as stakeholders who have worked together to overcome every obstacle and join in supporting every change I look forward to your great support again this year and beyond.

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



# About the report

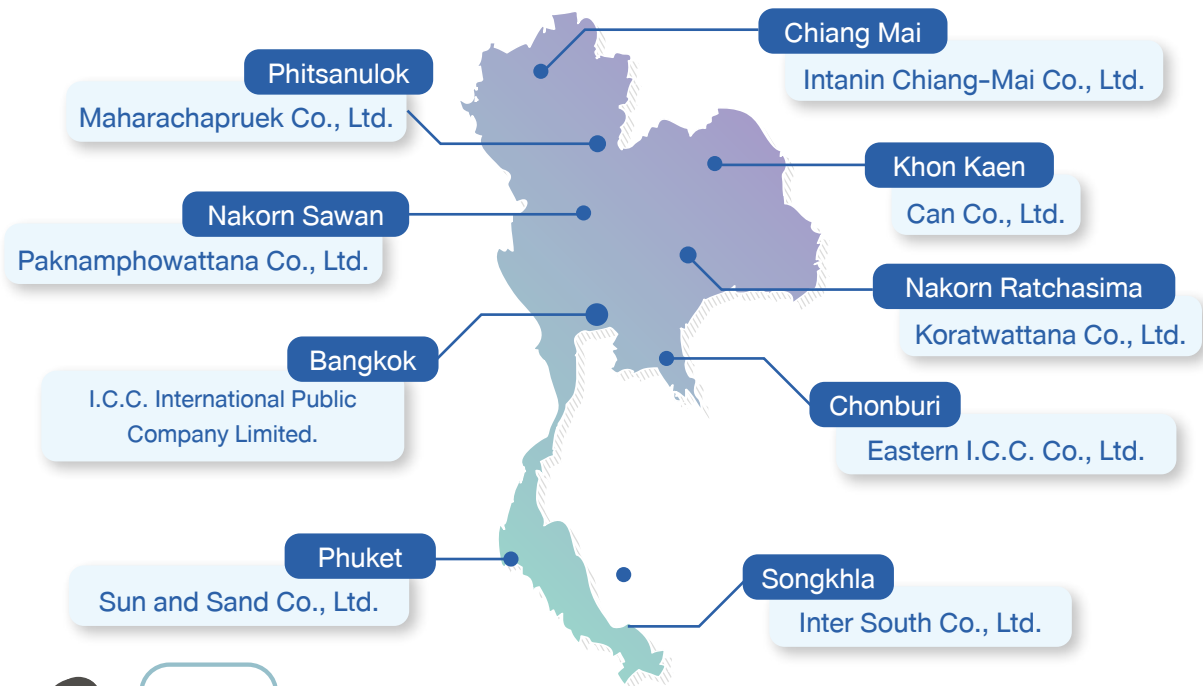
This Sustainability Report was generated to declare the operating results of I.C.C. International Public Company for the fiscal year of 2023. (January 1–December 31, 2023). It reveals our business management for sustainable growth that involves economic, social and environmental aspects. ICC business 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 2023 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:

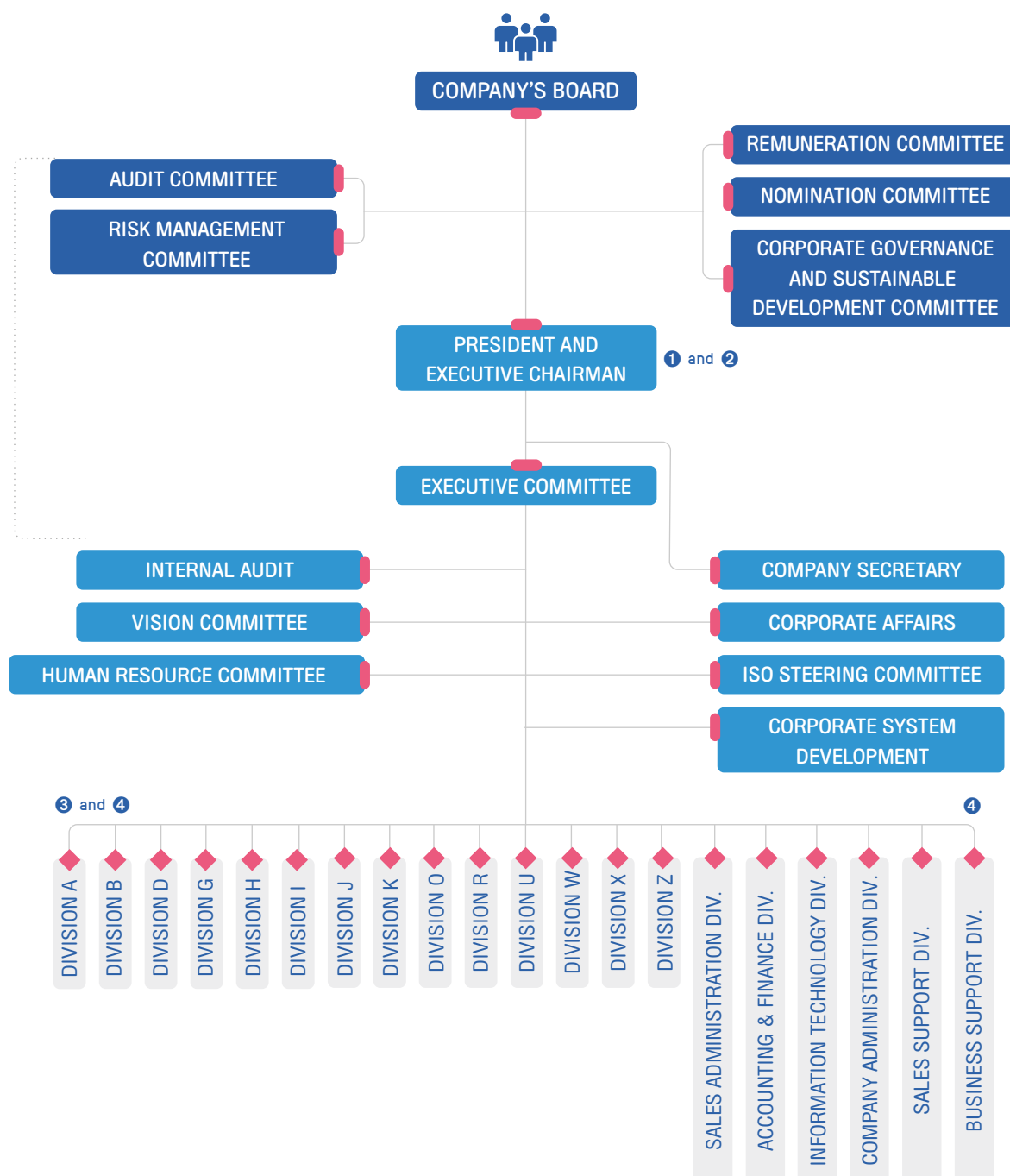


For further questions or suggestions, kindly contact:

Corporate Public Relations Affairs, Company Administration Division, 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](mailto: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 December 31, 2022 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

## 1964

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

## 1975

Appointed as agent for gentlemen's apparel "Arrow" from the USA.

## 1982

Appointed as agent for the "Itokin" fashion brand.

## 1988

Appointed as agent for "Lacoste" womenswear and menswear from France.

## 1994

Listed as a Public Company Limited and changed name to I.C.C. International Public Company Limited.

## 1997

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

## 1998

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

## 1970

Appointed as agent for of "Wacoal" lingerie from Japan.

## 1978

Received approval from the Ministry of Finance to list on the Stock Exchange of Thailand (SET).

## 1984

Appointed as agent for "Guy Laroche" menswear from France.

## 1991

Appointed as agent for global sportswear brand "Mizuno".

## 1996

To reflect its origins and ideas of "Asian-ness", the company changed its logo with the "I" for the company and the two "Cs" arranged concentrically like a globe and a dragon, representing the Year of the Dragon for the company's foundation in 1964, and a rat for the Year of the Rat denoting the name change. Combined, they refer to rising power of Asia with the flexibility to face any situation enduringly.





# 1999

Launched "BSC" (Best Selected Collection).

# 2003

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.

# 2008

Television business through "S Channel" satellite TV.

# 2018

Founded a cosmetics distribution center under the concept of "Beauty Station", a new sales channel bringing together cosmetics brands from both inside and outside the company.

# 2021

Expanding sales channels by opening an online store under the name [www.iccshopping.com](http://www.iccshopping.com) by collecting great promotions from well-known brands in the Saha Group allowing consumers to shop conveniently 24 hours a day

# 2023

The company has signed a memorandum of understanding with Humanica Public Company Limited with the aim of jointly managing human resources through the use of information technology to drive full-scale Digital Transformation.

13

# 2002

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

14

15

# 2004

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"

16

17

# 2016

Sales channels were also expanded into online channels, starting with [eThailandBEST.com](http://eThailandBEST.com) and The company also initiated the ICC INNOVATION AWARDS.

18

19

# 2020

A Master License was signed for "Kumamon", the mascot of Kumamoto Prefecture from Japan.

20

21

# 2022

Expands sales channels to accommodate new shopping lifestyles under the name "At First" "Inspiring Your Life", a community of over 2,800 square meters that gathers famous brands in the company such as Lacoste, Guy Laroche, Daks, Naturalizer, Wacoal, BSC, Elle, Enfant and many other lifestyle products at G Floor, Zone A, MBK Center.

22

23

**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. Cosmetics and perfume products
2. Men's wear
3. Women's wear
4. Baby products
5. Leather and accessories
6. Sportswear
7. Household products





# Overview of the business

Detailed numbers indicate the efficiency of ICC International PLC's operations in 2023



## 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

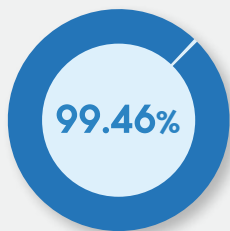
Details appear in the One Report for 2023

**2023** total revenues (annual)

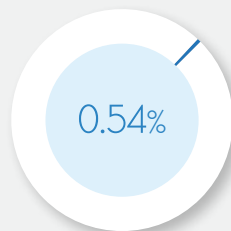
**10,030 MB**

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

Proportion of revenue  
from Thailand



proportion of revenue  
from overseas



## Compared to 2022

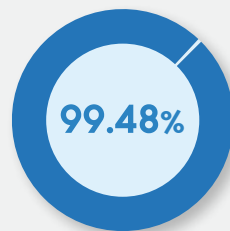
**2022**

total revenues (annual)

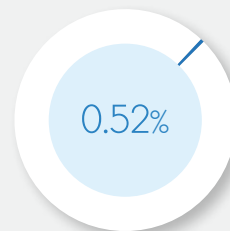
**9,471 MB**

(January 2022 to December 2022, a 12-month period)

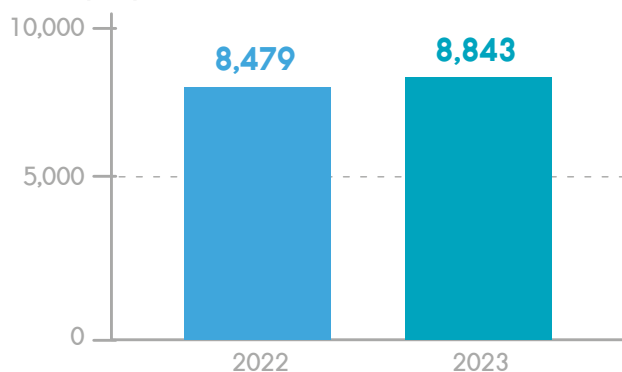
Proportion of revenue  
from Thailand



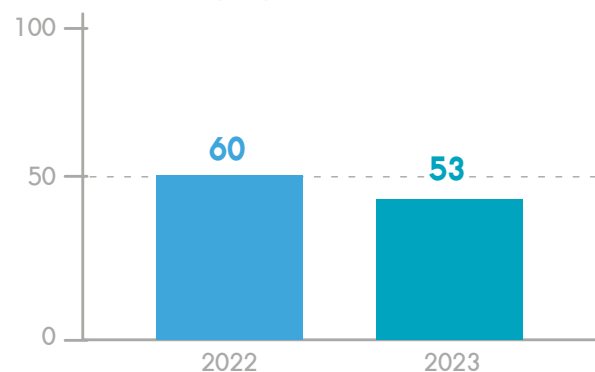
proportion of revenue  
from overseas



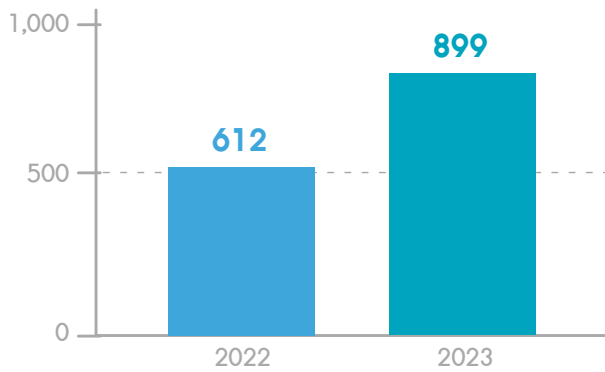
## Sales (MB)



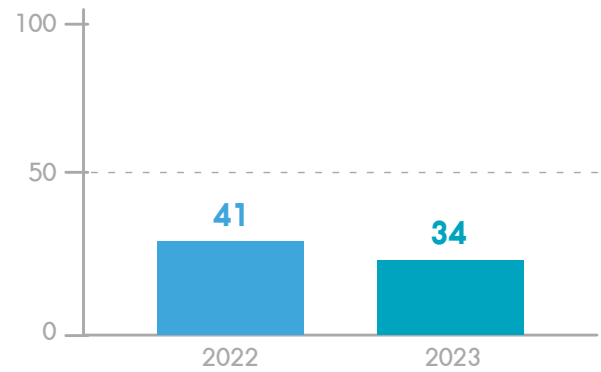
## Employee benefits (MB)



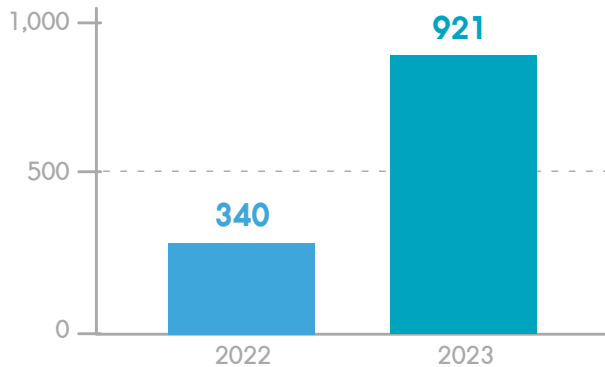
Profit (Losses) (MB)



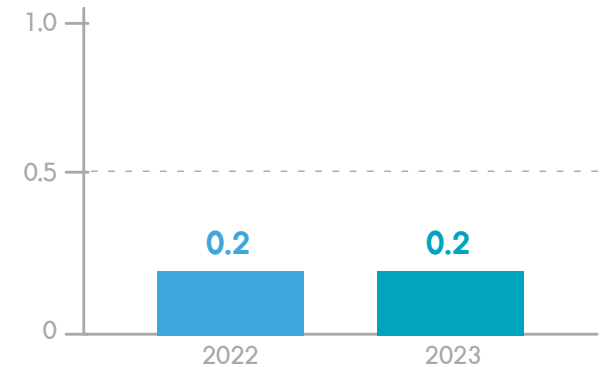
Corporate tax (MB)



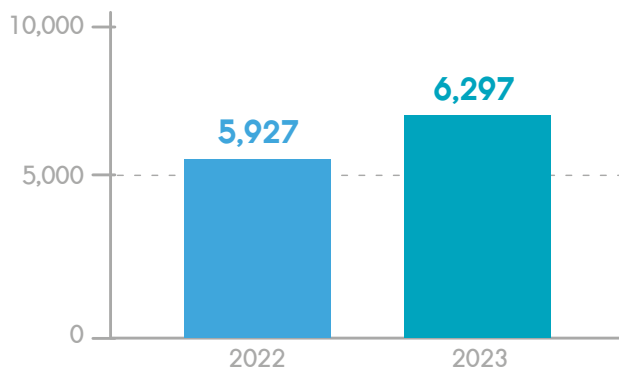
Annual dividend (MB)



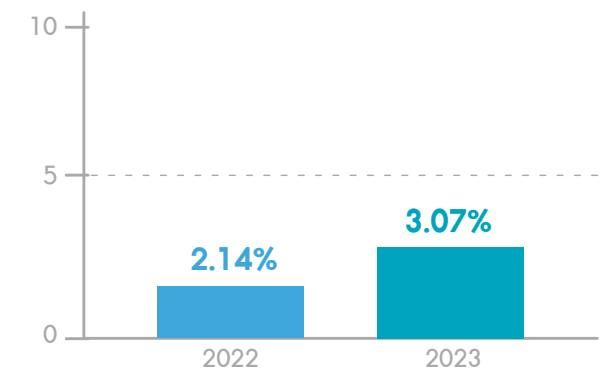
Debt to equity ratio



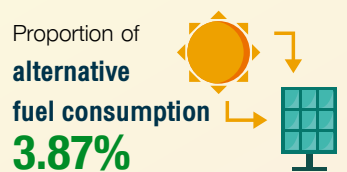
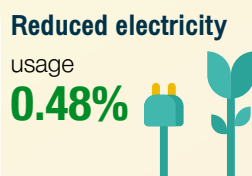
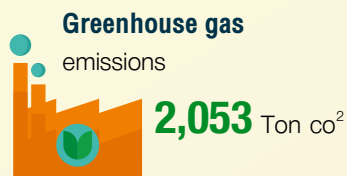
Sales costs (MB)



Return on equity



## Environmental



## 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 **1.6669** case/1,000,000 hours worked

**Total Employees 3,180** people  
(Sales employees **2,096** people  
Office employees **1,084** people)



Proportion of **female employees 86.57%**  
Employee **satisfaction score is 100%**, indicating full satisfaction.



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





# Vision, Mission

As the leaders of business operations, the Board of Directors and management have operated the business under a plan, vision, mission, values and strategies which have been set, and to operate the business consistent with market competition with a common destination.

In 2023, the Board of Directors and management have reviewed and specified vision, mission, values and strategies to be a business plan for a three year period, which will be implemented in 2022 to 2024 as follows:



## 2022-2024

### 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.

## พันธกิจ :

1

To develop new models of business operation in all dimensions in response to the market and consumer changes.

2

To develop and create innovation of high quality products to satisfy the requirements, happiness and beauty of customers.

3

To develop many up-to-date varieties of distribution channels to suit the change in lifestyles and behaviors of consumers in each group.

4

To continually enhance ability and efficiency of personnel in terms of their attitude, thinking system and duties performance with honesty and ethics.

5

To upgrade our organization under the corporate governance, code of ethics and policy with responsibility for the society and environments in order to lead to sustainable growth and development.

# Values

## Customer Focus

focus on requirements and satisfactions of customers.

## Honesty

maintain honesty and transparency of work performance.

## Adaptability

timely adapt and upgrade to suit the circumstances.

## New Creation

strive for creating innovative products, markets and services.

## Goal

closely cooperate in achieving the same goal.

## Efficiency

encourage the efficiency of work.

## Speed

ensure speed of the effectiveness of work.



## 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 received an “Excellent” Corporate Governance Report from the Thai Institute of Directors (IOD), supported by the SEC and the Stock Exchange of Thailand, for the 7th consecutive year.
- The quality of the annual general meeting of common shareholders in 2566 was evaluated by the Thai Investors Association and received a “Perfect Score, Excellent, Exemplary” rating (5-star level) for the 4th consecutive year.
- The company, in collaboration with Shell Thailand Limited, installed an electric vehicle (EV) charging station under the SHELL RECHARGE brand, marking the first charging station in a business organization’s office (see details on page 91).
- The company partnered with the media to open 4 manufacturing plants for 4 brands under BSC International’s care, including PURE CARE, ESSENCE, BSC BAMBOO towels, and ENFANT, showcasing sustainability potential under the “Good People, Good Products, Good Society” policy (see details on pages 46-47).





## Performance Summary: SET ESG Metrics

Environmental Dimension				
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2565)	Reporting year (e.g. 2566)
<b>E1 Environmental Policy and Compliance Standards</b>				
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
<b>E2 Energy Management</b>				
GRI 302	Energy management plan	Yes / No	Yes	Yes
	Energy consumption (electricity / fuel)	kWh	4,232,565	3,392,358
	Renewable energy consumption	kWh	110,932.25	108,543.60
<b>E3 Water Management</b>				
GRI 303	Water management plan	Yes / No	Yes	Yes
	Volume of water consumption	cubic meters	53,745	85,408
<b>E4 Waster Management</b>				
GRI 306	Waste management plan	Yes / No	Yes	Yes
	Volume of waste generated	kilograms	1,179	3,047
<b>E5 Greenhouse Gas Management</b>				
GRI 305	Greenhouse gas management plan	Yes / No	Yes	Yes
	Scope 1 and 2 greenhouse gas emissions	tCO2e	N/A	2,053
	External verification of greenhouse gas emission data	Yes / No	No	Yes



Social Dimension						
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2565)		Reporting year (e.g. 2566)	
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	2,932	444	2,753	427
		people	2,932	444	2,753	427
	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	502	90	406	87
	30-50 years old	People	2,048	308	1,948	295
	Over 50 years old	People	382	46	399	45
	Employees by level		Female	Male	Female	Male
	Staff level	People	2,777	392	2,516	358
	Management level	People	142	39	223	55
	Senior management level	People	13	13	14	14
GRI 405	Number of employees with disabilities and/or elderly employees	People	15	3	16	3
Employee Compensation						
GRI 405	Total employee compensation	Bath	1,010,888,278		1,035,959,112	
	Percentage of employees enrolled in provident funds	%	79%		82%	
Employee Development						
GRI 404	Employee development plans or activities	Yes / No	Yes		Yes	
	Average hours of employee training	hours/ person/ year	2		7.7	



### Occupational Safety, Health and Environment

	Occupational safety, health and environment improvement plans or activities	Yes / No	Yes	Yes
GRI 403	Number of incidents or injuries leading to lost work time	No. of incidents/ injuries	3	2

### Promoting Employee Relations and Employee Engagement

GRI 402	Employee engagement and retention plan	Yes / No	Yes	Yes
	Percentage of voluntary employee turnover	%	1.98	5.03
GRI 407	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 incidents	0	0
GRI 418	Number of incidents or complaints relating to consumer rights violations, and remediation measures	No. of incidents/ complaints	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

GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2565)	Reporting year (e.g. 2566)
---------------	----------------	------	----------------------------	----------------------------

### 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

GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2565)	Reporting year (e.g. 2566)
GRI 102-17	Number of code of conduct violations or incidents of corruption, and remediation measures	No. of cases	0	0
<b>COM-G1 Cybersecurity and Privacy Protection</b>				
Disclosure 418-1	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
Disclosure 418-1	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
<b>G2 Sustainability Policy and Strategy</b>				
GRI 102-55	Sustainability policy and targets at the organization level	Yes / No	Yes	Yes
<b>G3 Sustainability Risk Management</b>				
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	No	No
	Business continuity plans (BCP)	Yes / No	Yes	Yes
<b>G4 Sustainable Supply Chain Management</b>				
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

Due to the COVID-19 pandemic situation. As a result, consumer behavior has changed, with more tendency to shop online. At the same time, the products that consumers prefer to buy are products related to health and epidemic prevention, which the company does not distribute.

However, the Company has always adapted to this change. By expanding the types of products and distribution models, 2023 is the year that the Company has achieved good growth in online sales. At the same time, offline sales are likely to grow as the epidemic situation eases.

## Emerging risks

Consumers are becoming more conscious about health and safety. Even though the pandemic has subsided, in-store distribution continues to maintain strict cleanliness and security measures, as well as adding multiple payment channels to facilitate and pay attention to personal information security (PDPA), which is a key factor in building customer confidence.

## Environmental and social impacts

Due to inclement weather and escalating environmental problems. As a result, consumers tend to be more conscious about sustainability. In 2023, the Company emphasizes and emphasizes on sustainable business operations (Environmental, Social, Governance (ESG), as well as changing strategies and applying innovations to products and services to meet the needs of consumers.



## 2024 Goals

- ☺ Focus on business operations to create sincere sustainability. Reduce the use of plastic in packaging as well as select natural raw materials that are clearly sourced and verifiable.
- ☺ Apply innovation to products and services to create business diversification. Meet the needs Reduce labor problems and develop packaging to reduce environmental impact.
- ☺ Promote the use of clean energy. Control supply chains and reduce greenhouse gas emissions within the organization.

# Awards for Goods and Services



- MOMMY'S CHOICE Awards for the BEST KIDS SUNSCREEN LOTION Category of the Amarin Baby & Kids Awards 2023. The award-winning products was Enfant Organic Plus Face & Body Sunscreen Milky.



- The EDITOR'S CHOICE Award for the BEST CHILDREN CLOTHES Category of the Amarin Baby & Kids Awards 2023. The award-winning products was Enfant Children's clothes.



- The EDITOR'S CHOICE Award for the BEST NATURAL & ORGANIC BABY LAUNDRY DETERGENT Category of the Amarin Baby & Kids Awards 2023. The award-winning products was Enfant Baby Fabric Wash with Softener.



- The Best of SKINCARE ITEMS 2023 Category of The Best of Daily Beauty 2023 by Dailynews. The award-winning products was PURE CARE BSC Nano White Intensive Moisturize.



# 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

### Business Philosophy



#### Good People

Create value in people: Act and behave a good person who is honest to oneself, the company, and the society.



#### Good Products

Create value in business: Develop products and services in response to the stakeholders' demands.



#### Good Society

Create value in society: Continuously support activities that are beneficial to the society in order to establish the strong society.

### Thought to Success

1

Fight for Glory

2

Think Positive

3

Discipline

4

Faith

5

Readiness

6

Integrity

7

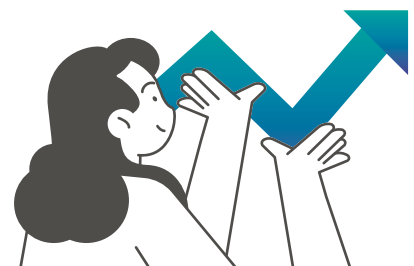
Unity

### 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.



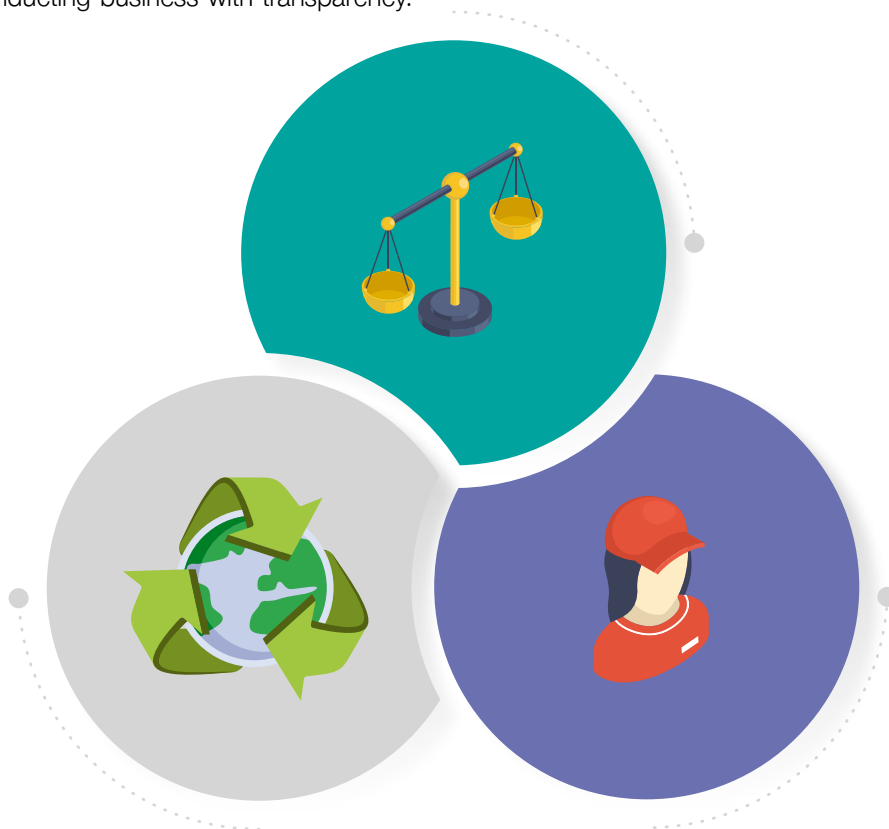


The company has determined frameworks and policies to implement sustainable development by considering the expectations of various groups of stakeholders, now complying with the principles of Economic Social and Governance (ESG) covering the three dimensions of the economy, society and the environment,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

### 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.



### 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.



# 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”. The main concerns about corporate sustainability are discussed in accordance with economic, social and environmental dimensions for sustainability as stated in Global Reporting Initiative Standard (GRI).



## 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

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.

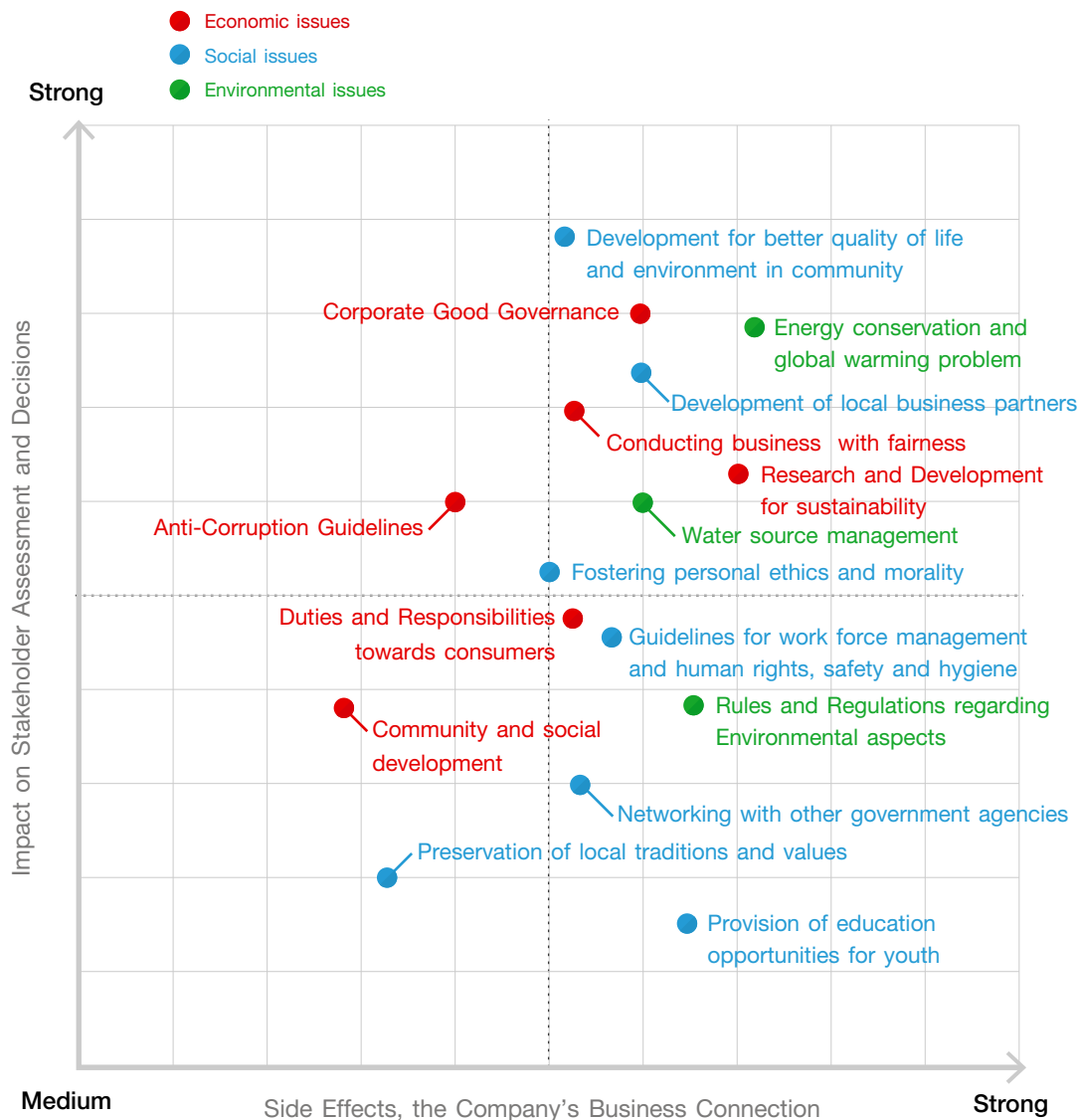


## Set priorities

Study the mutual concerns and examine the connection between the issue and the indicator based on GRI Standard. Then select and prioritize the issue that is of the stakeholder's interest.



# The company's concerning issues





# 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:

## The Company is committed to the SDGs.

Main Issue Concerning	SDGs	SDG Targets
<b>Environmental</b>		
Rules and Regulations Regarding Environmental Aspects		1.5 Build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability climate-related extreme events and other economic, social and environmental shocks and disasters
		9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes
		12.2 Achieve the sustainable management and efficient use of natural resource
		13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning
Energy Management		7.1 Ensure universal access to affordable, reliable and modern energy services
		7.2 Increase substantially the share of renewable energy in the global energy mix
Water Management		6.3 Improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally
		6.6 Protect and restore water-related ecosystems, including mountains, forest, wetlands, rivers, aquifers and lakes  12.4 Achieve the environmentally sound management of chemicals and all waste through their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

Main Issue Concerning	SDGs	SDG Targets
Health and Safety		9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes
Waste Management		<p>12.2 Achieve the sustainable management and efficient use of natural resource</p> <p>12.4 Achieve the environmentally sound management of chemicals and all waste through their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment</p> <p>12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse</p>
<b>Social</b>		
Workplace Ethics and Human Right	    	<p>5.1 End all forms of discrimination against all women and girl everywhere</p> <p>5.2 Eliminate all forms of violence against all women and girls in the public and private sphere, including trafficking and sexual and other types of exploitation</p> <p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life</p> <p>8.5 Achieve full and productive employment and decent work for all women and men, including for young people and person with disabilities, and equal pay work of equal value</p> <p>8.8 Protect labor rights and promote safe and secure working environments for all works, including migrant, and those in precarious employment</p> <p>10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies action in the regard</p>
Enhancing Quality of Life and Happiness	  	<p>2.1 End hunger and ensure access by all people, in particular the poor and people in vulnerable situation, including infants, to safe, nutritious and sufficient food all year round</p> <p>11.7 Provide universal access to safe inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities</p>




Main Issue Concerning	SDGs	SDG Targets
Occupational Health and Safety		3.4 Reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being
		8.8 Protect labor rights and promote safe and secure working environments for all works, including migrant, and those in precarious employment
		12.8 Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature
Development of Abilities and Skills		4.4 Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship
		4.7 Ensure that all learner acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development
		5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life  10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex disability, race, ethnicity, origin, religion or economic or other status
Community and Social Development		1.4 Ensure that all men and women in particular the poor and the vulnerable have equal rights to economic resource as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance
		4.4 Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship
		4.7 Ensure that all learner acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development  8.6 Substantially reduce the proportion of youth not in employment education or training



Main Issue Concerning	SDGs	SDG Targets
Collaborating with Government Agencies to Establish		<p>17.6 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agree terms. Including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism</p> <p>17.9 Enhance global backing for impactful capacity-building endeavors to achieve all Sustainable Development Goals.</p>
Educational Initiatives.		<p>4.1 Ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and Goal-4 effective learning outcome</p> <p>4.3 Ensure equal access for all woman and men to affordable and quality technical, vocational and tertiary education, including university</p> <p>4.4 Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p>
Inheriting Tradition and Culture		<p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage</p>
<b>Governance</b>		
Good Governance	  	<p>16.3 Promote the rule of law at the national and international levels and ensure equal access to justice for all</p> <p>16.5 Substantially reduce corruption and bribery in all their forms</p> <p>16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels</p> <p>17.10 Promote a universal, rules-based, open, non-discriminatory and equitable multi-lateral trading system under the World Trade Organization, including through the conclusion of negotiations under its Doha Development Agenda</p> <p>17.13 Enhance global macroeconomic stability, including through policy coordination and policy coherence</p> <p>17.14 Enhance policy coherence for sustainable development</p>
Value Chain	      	<p>8.2 Achieve higher levels of economic productive through diversification, technological upgrading and innovation including through a focus on high-value added and labor-intensive sectors</p> <p>9.2 Promote inclusive and sustainable industrialization</p> <p>9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes</p> <p>12.8 Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p> <p>15.2 Promote the implementation of sustainable management of all types of forest, halt deforestation, restore degraded forest and substantially increase afforestation and reforestation globally</p>



Main Issue Concerning	SDGs	SDG Targets
Fair Business Conduct		10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality
Giving priority to customer	   	9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes  12.2 Achieve the sustainable management and efficient use of natural resource 12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse  14.1 Prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution  15.2 Promote the implementation of sustainable management of all types of forest, halt deforestation, restore degraded forest and substantially increase afforestation and reforestation globally
Anti-Corruption		16.5 Substantially reduce corruption and bribery in all their forms 16.6 Develop effective, accountable and transparent institutions at all levels 16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels
Risk Management	 	12.2 Achieve the sustainable management and efficient use of natural resource 12.4 Achieve the environmentally sound management of chemicals and all waste through their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities  16.5 Substantially reduce corruption and bribery in all their forms 16.6 Develop effective, accountable and transparent institutions at all levels
Partner potential development	 	8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation  12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

Main Issue Concerning	SDGs	SDG Targets
Supply Chain Management	  	<p>2.3 Double the agricultural productivity and incomes of small-scale food producers, in particular women indigenous people, family farmers, pastoralists and fishers, including through secure and equal access to land, knowledge, financial services, markets and opportunities for value addition non-farm employment</p> <p>9.2 Promote inclusive and sustainable industrialization</p> <p>12.2 Achieve the sustainable management and efficient use of natural resource</p> <p>12.3 Halve per capital global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses</p>
Data security and privacy	 	<p>16.6 Develop effective, accountable and transparent institutions at all levels</p> <p>16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreement</p> <p>17.6 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agree terms. Including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism</p>
Sustainable Research and Development	 	<p>16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children</p> <p>16.3 Promote the rule of law at the national and international levels and ensure equal access to justice for all</p> <p>16.5 Substantially reduce corruption and bribery in all their forms</p> <p>16.6 Develop effective, accountable and transparent institutions at all levels</p> <p>16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels</p> <p>17.16 Enhance the global partnership for sustainable development, complemented</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnership</p>
Sustainable Research and Development	 	<p>8.2 Achieve higher levels of economic productive through diversification, technological upgrading and innovation including through a focus on high-value added and labor-intensive sectors</p> <p>9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including innovation and substantially increasing private and public research and development spending</p>

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.





# 7 Principles of Thought

In Accordance with the corporate vision and mission, has prescribed 7 Principles of Thought for all executive and employees in the organization to adhere to as guidelines for common practice.



- **Fight for Glory**

Enhance fighting spirit among employees which shall start from one's self and become role models for others in achieving their goal and winning in business competition by using strategic planning along with consistent follow-up and being open-minded for any improvement and adjustment.

- **Think positive**

Place emphasis on the ideal of positive thinking among employees to instill confidence that they can surely succeed and achieve their goal by always thinking of achieving success without condition.

- **Discipline**

Build up working discipline including in communication and operation, with honesty, integrity and loyalty to the organization as well as consistent follow up and improvement of work performance.

- **Faith**

Promote self-motivation among employees to make them confident of their capability to achieve their goals and be good to themselves and others, as well as creating good faith towards their managers, colleagues, subordinates, the Company and the country in order that employees shall take pride, be confident and committed to their work.

- **Readiness**

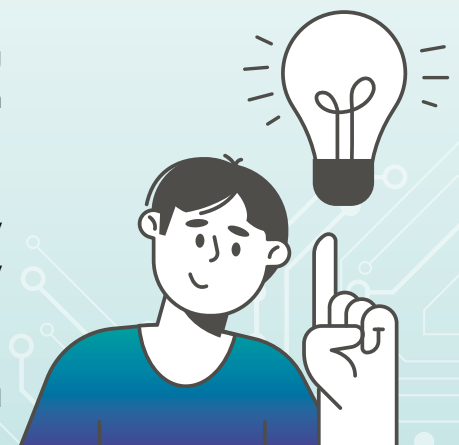
Undertake personnel development to promote awareness in providing rapid customer services, courage to be decisive and proactive based on respect for customers with full responsibility as the Company's employees.

- **Integrity**

Cultivate values of honesty and fairness among employees so that they may apply these values to themselves, other people, the Company, society and also the nation in both open and hidden places.

- **Unity**

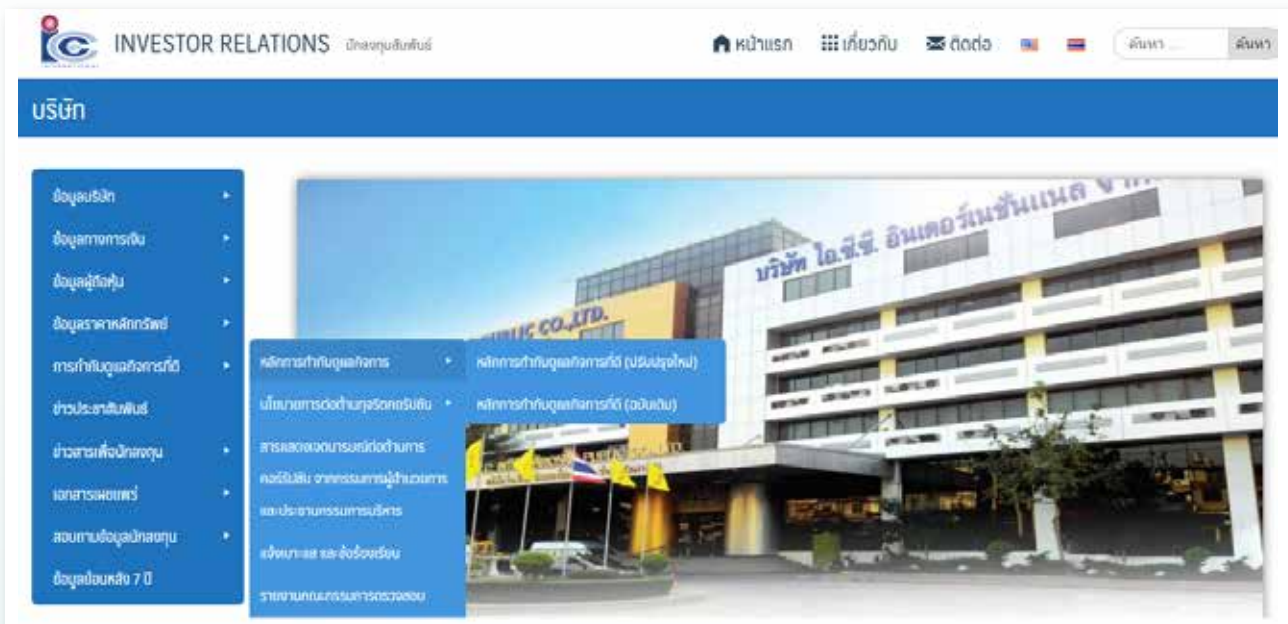
Promote unity among employees by enhancing good cooperation and solidarity in striving to achieve the corporate goal.





# 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.

# Risk management

The company sees the importance of risk management in the organization and has thus appointed a risk management committee with a focus on increasing the efficiency and effectiveness of risk management at the operational level. Risk is evaluated in the stages of Operational Risk, IT Risk, Fraud Risk and Corruption Risk, specifying operational methods, monitoring and tools as follows:



## Operations in the Past Year

To support operations to achieve the objectives set, the company strives to operate within the risk management framework so that personnel in the company may carry out their duties and decrease various risks effectively.

*\* More Details: Annual Report 2023 (From 56-1 One Report)*

## 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





# 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
 <b>Employees</b>	<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>• Internal communication (through SAI YAI leaflet)</li><li>• Communication channels such as Broadcasting, webmail, intranet, Line group, etc.</li></ul>
 <b>Shareholders</b>	<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>



Stakeholders	Expectations	Participation / Communication Channels
 <p><b>Customers</b></p>	<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>
 <p><b>Business partners</b></p>	<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>



Stakeholders	Expectations	Participation / Communication Channels
 <b>Business competitors</b>	<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>
 <b>Loan payable</b>	<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>
 <b>Community, society and environment</b>	<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 and environment</li></ul>	<ul style="list-style-type: none"><li>• Communicate via various channels.</li><li>• Available channels for suggestions and complaints.</li></ul>
 <b>Trade account payable</b>	<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>

Stakeholders	Expectations	Participation / Communication Channels
 <p><b>Debtors</b></p>	<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>
 <p><b>Government sector</b></p>	<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>
 <p><b>Mass media</b></p>	<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>

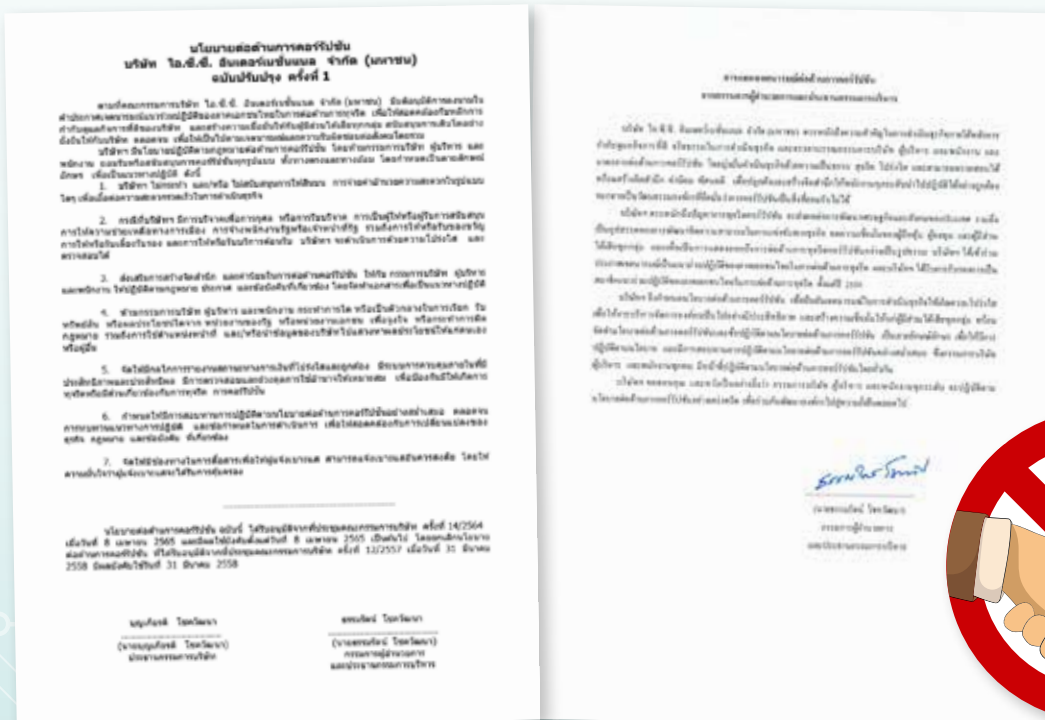




# Anti-Corruption Policies

“Honesty” is one of “the 7 principles of Thought (Core values) to success” Giving priority to internal management and business operations thus adheres to operating with transparency and honesty. The company has instituted anti-corruption policies in writing, and has started communications through various channels such as bulletin board, letters, emails and websites to “abstain from gifts for the company’s directors, executives and staff on every occasion” for staff, suppliers and third parties contacting the company.

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.



The anti-corruption policy has also been communicated through various internal and external channels such as bulletin board, Intranet and the e-learning system, and holding the activity “This person...ICC Click Like” every month to praise staff showing good deeds or honesty. There is training and testing of “The Anti-Corruption Policy” for every member of staff, and the anti-corruption policy is communicated through the company’s website at [www.icc.co.th](http://www.icc.co.th).



### 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.

- Audit Committee: email [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 take 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 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 bribes.

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 2016 we have initiated "ICC Innovation Awards" to promote innovation for the organization (please more details on page 44-45), and also support our employees to submit their innovation works to compete in other events.

# 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.
- 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.
- 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.
- 4 We do not take bribes or agree to bribery in any forms both directly and indirectly.
- 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.
- 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 distributor of fashion and beauty products as well as leading consumer products in Thailand, the company is committed to research and develop innovative products and services with social responsibility, to increase efficiency and effectiveness for the organization and stakeholders. Thus, initiated The ICC Innovation Awards for the first time in 2016. In which the finalists will represent the company in the Saha Group's Innovation contest (Chairman Awards) which is held annually.

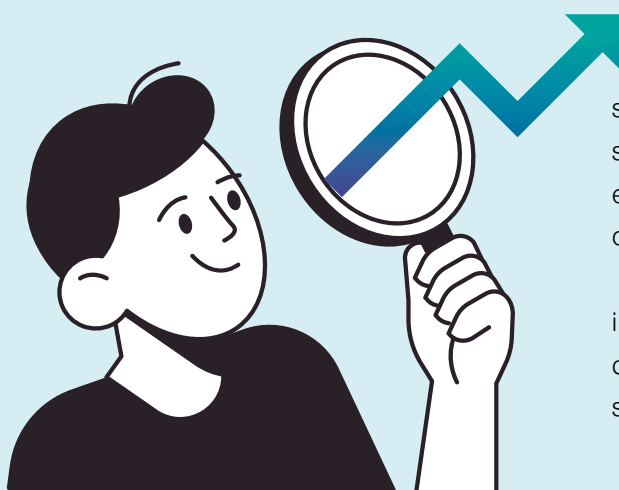
In Addition, as the company is the initiator of a competition of innovations in the Saha Group, hosted a website at [www.sahainnovation.icc.co.th](http://www.sahainnovation.icc.co.th) with the purpose of compiling information concerned with innovation in the Saha Group, and including many kinds of knowledge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



In 2023, the Company has submitted to the Chairman Awards 2023 (19th edition). as follows:

**Participating and awarded works 2021-2023 (\*for the past 3 years)**

Type / Year	2021	2022	2023
<b>Number of entries for Innovation Awards</b>	<b>78</b>	<b>84</b>	<b>88</b>
<b>Number of entries by type of work</b>			
• Product	19	21	19
• Production	16	25	27
• Energy Saving & Global Warming & Environment	10	2	8
• System & Process	11	11	13
• Sales & Marketing	7	5	3
• Services & Personality	3	3	1
• Corporate Social Responsibility (CSR)	3	4	3
• Petty Awards	9	13	14
<b>Number of entries for the Chairman Awards</b>			
• Only I.C.C. International Public Company Limited	7	4	1
• Affiliates of Saha Group	71	80	87



**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.



## BSC INTERNATIONAL

We select the best so that consumers can get the best.

Under the slogan **BEST SELECTED COLLECTION – BSC**

The company is a leading consumer goods marketer and distributor of more than 100 brands. Take the press corps Showcase sustainability potential by presenting 4 products from 4 production plants under the supervision of BSC International

### Essence

Lion (Thailand) Co., Ltd. is located within Saha Group Industrial Park, Sriracha, Chonburi. Currently, it has been certified for green industry level 4: green culture according to the project of the Ministry of Industry. Throughout the supply chain, the Company focuses on offsetting greenhouse gas emissions from the use of electricity in the production of all products to be equal to zero with carbon credits from solar farms certified by voluntary greenhouse gas reduction projects according to Thai standards. (Thailand Voluntary Emission Reduction Program : T-VER)

In terms of detergent. It uses naturally biodegradable compounds LAS-H (Linear Alkyl Benzene Sulfonic acid) and P2B (Sodium Lauryl Ether Sulfate). Reduce the use of chemicals. In addition, a Pigging System has been implemented to reduce the wastage of laundry detergent products. Reduce CO2 emissions. The packaging part is packaged with Light Weight bottles that reduce the use of plastic pellets, can be folded to destroy, reduce waste space, and also has Braille on the bottle. To facilitate the visually impaired. Promote and reduce the use of plastic with a detergent scoop made from pulp that is 100% recyclable.



### BSC Bamboo Towel



Raja Uchino Co., Ltd. is located within Saha Group Industrial Park, Sriracha District, Chonburi Province that received awards and certificates to the quality management system. Environmental management system and safe and environmentally friendly products from many organizations. Product Aspects Pay attention to every dimension of users, from the method of selecting raw materials such as “Organic Bamboo Pulp” with unique properties of softness, gentleness, breathability, and natural biodegradation. It does not cause pollution and reduces energy emissions of greenhouse gases throughout its service life. It also has special properties to absorb carbon dioxide (CO2) up to 4 times more than normal trees.



### BSC Enfent Children's Apparel

Thai Wacoal Public Company Limited, a manufacturer and distributor of ready-to-wear products consisting of: It is a factory certified by Go Green Factory and Eco Factory that focuses on the environment and the use of alternative energy to reduce carbon emissions production throughout the production process and transportation.

In terms of products, as it is a group of children's products, the brand emphasizes gentleness, safety and cleanliness from the selection of raw materials by choosing "pure bamboo pulp and cotton" that is biotechnology, that is, it is a cultivation process that uses minimal water and is chemical-free. Through the process of bleaching and dyeing fibers with safe microorganisms. There is a clean sewing process and contamination inspection with a metal detection tunnel. To choosing packaging that users can reuse or pass on products from generation to generation.



### BSC Pure Care

International Laboratories Co., Ltd. (ILC), Thailand's first cosmetics factory. Committed to creating beauty innovations for both domestic and international consumers. With international standards and advanced technology, BSC Pure Care products are the concept and method of making vegan cosmetics, which is the trend of the current cosmetics market, and the origin of "Royal Lotus Pollen / Olive and Vetiver Grass" for research and development. It is a mixture of standardized products. It has been certified by a dermatology clinic in Germany as a safe extract suitable for sensitive skin. In addition, the ingredients are produced by farmers in various areas of Thailand, which creates value for local ingredients. Promote wisdom, help communities to have jobs and stable income, and contribute to the economic development around that community towards sustainable living.





# ห่วงโซ่มูลค่า

## Factors



### Financial capital

- Value of securities **34,816.31** MB.
- Debt **5,564.71** MB.
- Equity **29,180.36** MB.



### Production capital

- Assets
- Property, building, and equipment



### Personnel capital

- 3,180** employees
- Average of **7.7** hours of training (per person)
- Training expenses **1,491,515.18** baht



### Intellectual capital

- Create appropriate courses for employees at all levels
- Support **88** innovation projects



### Social capital

- Relationships with stakeholder groups
- 5,399 new partners, an increase of **6.52%**
- 45 ESG partners



### Environmental capital

- Use of water resources: **85,408** cubic meters
- Electricity consumption: **3,392,358** kilowatts / hour
- Fuel consumption: **105,679.89** liters
- The amount of trash and waste to be disposed of is **3,047** kilograms.

## Value Sharing



Total income:  
**10,033** MB.



Net profit:  
**897.22** MB.

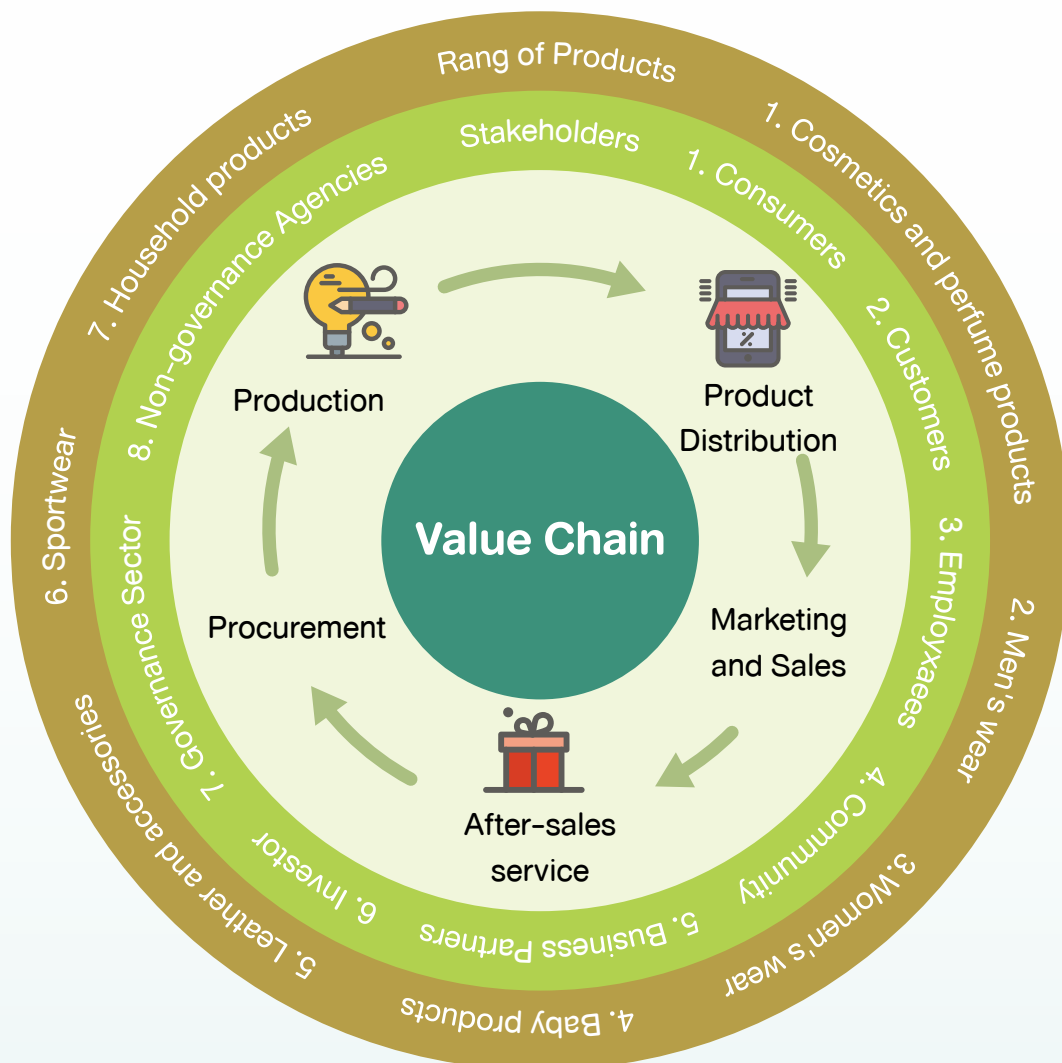


Lost time injury  
frequency rate (LTIFR):  
**1.6669/1,000,000** hours



**No** human rights complaints

Percentage of employees that resigned voluntarily: **5.03%**



**Currently, the company's business structure is divided into 7 main groups:**

1. Cosmetics and perfume products
2. Men's wear
3. Women's wear
4. Baby products
5. Leather and accessories
6. Sportswear
7. Household products





# Value Chain

Value Chain Development is an important strategy in doing business. Therefore, the company focuses on all stages and processes of the value chain. From the beginning of the river to the end of the river and create value for every product and service within the company Taking into account the stakeholder groups as the main focus

## Procurement

As a leader in the production of consumer products, the Company places great emphasis on efficient, transparent, and checkable procurement processes.

- Develop the potential of business partners to grow with the company. By establishing guidelines for partners, along with considering quality checks and management processes to meet standards.
- Establish a standardized procurement process. Selecting a specific partner with social responsibility, to assure customers that products and services are environmentally friendly from upstream, midstream and downstream throughout the product's lifetime.



## Production

The company values and pays attention to every step of the production process as well.

- Correctly control product quality to comply with legal agreements and various management standards in accordance with international standards for, environmental, safety and consumers such as ISO HACCAP, etc.
- Choose quality and safe raw materials, with good hygiene as the main consideration.
- Make the most of production resources. Including commitment to employees in the company to innovate through an annual innovation contest such as INNOVATION

### Product distribution

The company is committed to creating an efficient product distribution system. Covering all areas across the country and abroad as well.

- Product delivery coupled with professional service
- Use modern technology to store products. And manage transportation systems through the Company's logistics network, covering both domestic and international

### Marketing and Sales

The company is committed to delivering quality products and services to consumers through various and effective distribution channels as

- Distribute services through leading online and offline platforms to strive to be a leader in the consumer products group
- Create sales promotion activities to continuously build a good relationship.
- Communicate and publicize responsibility towards consumers, environment and society through various CSR projects.



### After-sales service

The Company is committed to promoting after-sales engagement and maintaining a long-term relationship with trading partners and customers as well

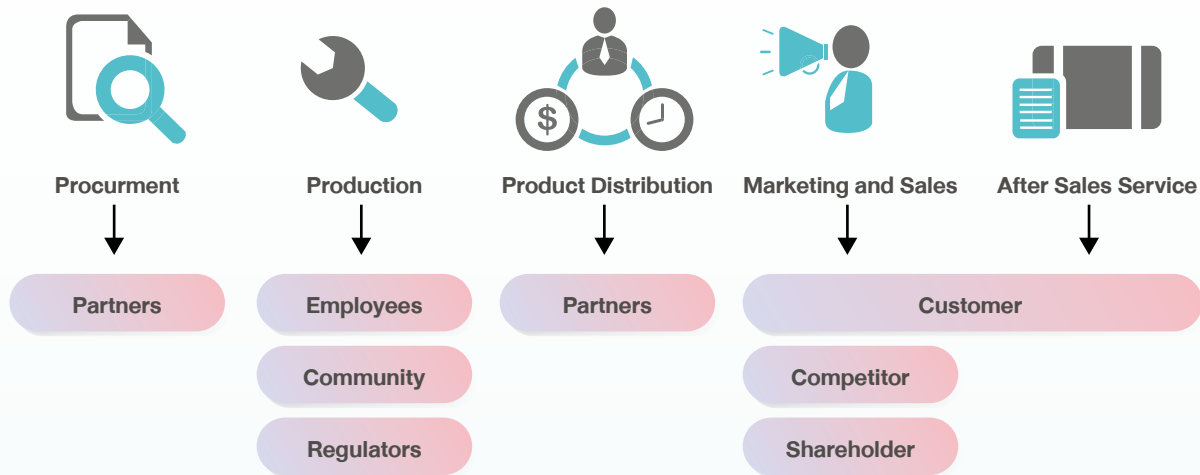
- Organize a knowledge exchange process. Arranging a business partner meeting to determine a business plan together
- Commit to developing environmentally friendly packaging. Including selection of materials that can be reused or recycled





# Supply Chain Management

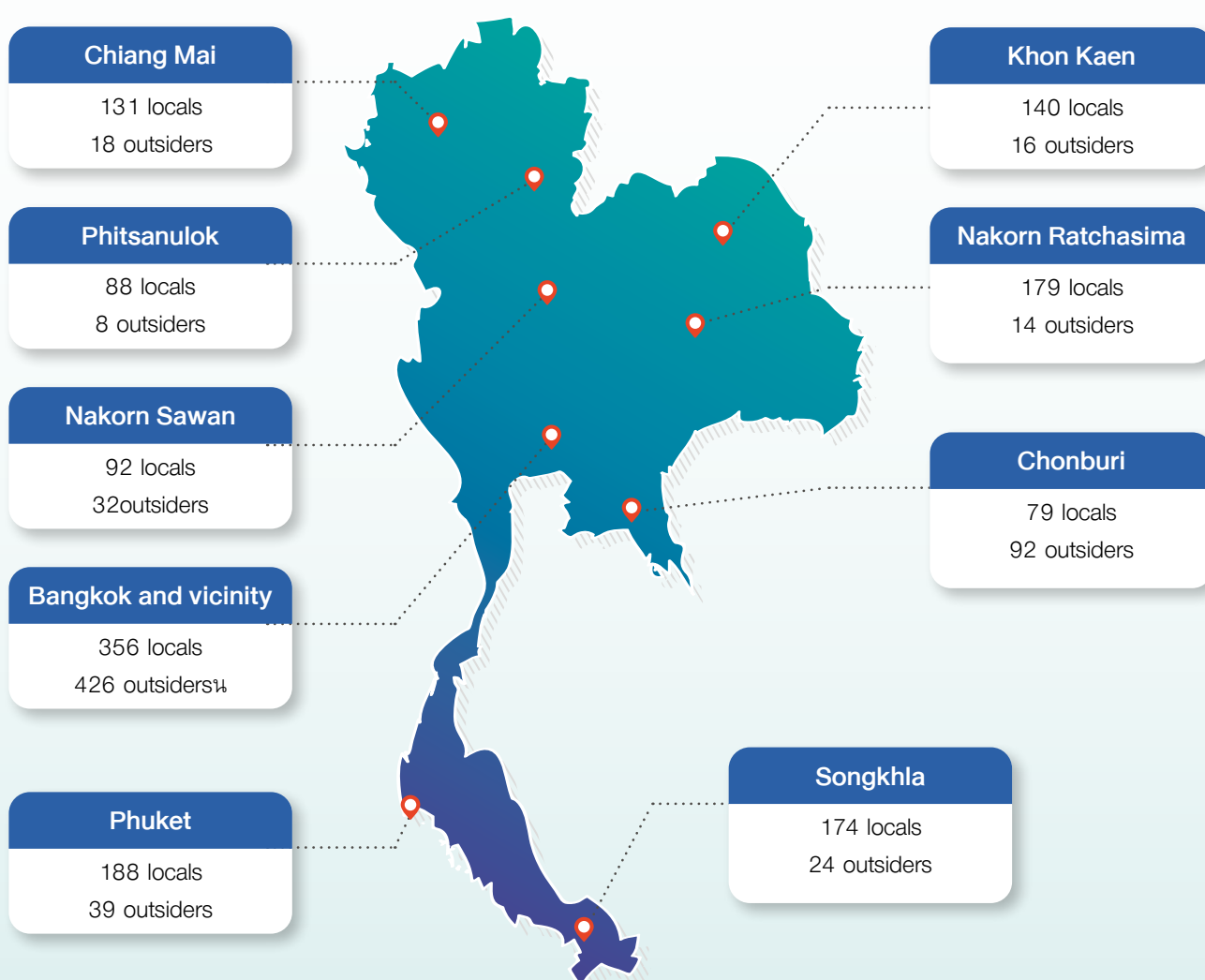
In order to operate the business sustainably, the Company is aware of supply chain management, as well as promoting and supporting socially responsible procurement. The Company has established a procurement policy to be fair, transparent, and accountable to create shared value with stakeholders throughout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



Total Salespersons  
2,096



Local Salespersons  
1,427  
Outsides Salespersons  
669



Accounted for 68.08  
of all employees  
Accounted for 31.92  
of all employees



\*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 2023, 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 → Assessment → Selection → Registration → Partner Evaluation → Supplier Capacity Building

### Identifying New Partners

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

### Supplier Assessment

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

### Supplier Selection

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

### 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.

### Partner Evaluation

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

### Supplier Capacity Building

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

## Grading

**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 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 2023 the company had 5,399 trade partners, with 352 new partners, calculated as 6.52%.

They are divided into:

- ✧ Retail partners (individuals) 3 Revenue accounted for 0.85% of the increase.
- ✧ Major trading partners (juristic persons) 303 Revenues accounted for 86.08% of the increase.
- ✧ 46 public sector partners, representing 13.07% of the increase
- In 2023, the Company was able to save 270,749 baht in expenses, of which 79,530 baht were in the procurement group and 191,219 baht in the procurement group.

### 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.
- **Production of goods for sale.** Enfant, one of the brands of clothing and children's goods, to develop products in every production process to be environmentally friendly. Green Product, Green Material and Green Factory (\*see pages 46-47 for more details)

### Goals for 2024

Increase the number of new suppliers to the system by at least 10%, and new partners must have a certificate that demonstrates good governance. Taking into account the impact on communities, society and being environmentally conscious (ESG) more than 20% or more of the total number increased.





# Employee Development and Care

## Employee Rate Table



Total employees:  
**3,180** people



Office employees:  
**1,084** people



Sales employees:  
**2,096** people



Average employee age:  
**30-50** years



All employees have  
**Thai** nationality.

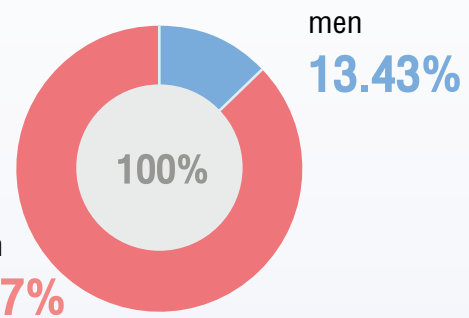
## Employee Statistics and Rate Table (by Gender)



There are  
**427** men



There are  
**2,753** women



## Office employees:



**234**  
men



**850**  
women

## Sales employees:



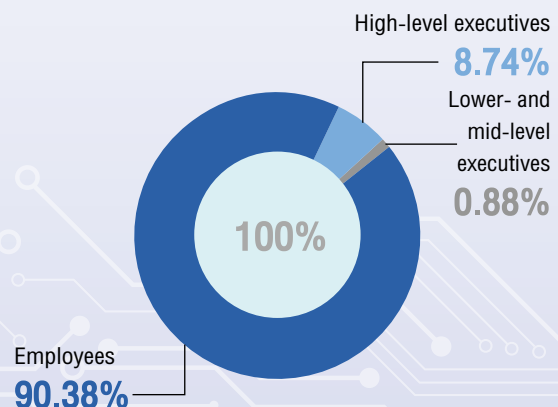
**193**  
men



**1,903**  
women

## Employee Statistics and Rate Table (by Level)

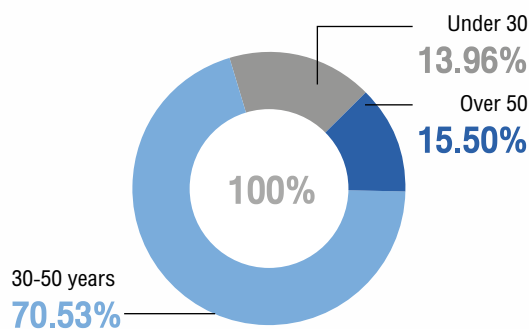
Age	Men	Women
High-level executives	14	14
Lower- and mid-level executives	55	223
Employees	358	2,516
<b>Total</b>	<b>427</b>	<b>2,753</b>





## Employee Statistics Table (by Age)

Age	Men	Women
Over 50	87	406
30-50 years	295	1,948
Under 30	45	399
<b>Total</b>	<b>427</b>	<b>2,735</b>



## Number of disabled employees:



**3**  
men



**16**  
women

## Total compensation of employees

**1,035,959,112 baht**, divided between

**165,378,639 baht** for men

**870,580,473 baht** for women



Number of Employee Members  
of the Provident Fund

**2,620 people**,  
calculated to be **82.39%**  
of all employees



Number of Employee Members of the Employees  
Savings and Credit Cooperative

**1,898 people**,  
calculated to be **59.69%**  
of all employees



Rate of Work-Related Injury  
That Required Taking Time Off  
2 times, calculated to be

**1.6669 LTIFR**  
(1 time/1,000,000 hours)



Average Number of Hours of  
Employee Training

**24,237 hours**  
= **7.7 hours/person/year**



## Statistics of Resignation and Deferred Retirement

- Voluntary resignation,  
**5.03%** of all employees  
divided between 51 people for men  
and 109 people for women
- Total retiring employees: **51 people**  
Deferred retirement: **19 people**  
Calculated as **37.25%**
- Cases of labor disputes: **None**

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

High-level executives	<b>582</b>	hours
Mid-level executives	<b>1,767</b>	hours
Low- and mid-level executives	<b>1,520</b>	hours
Employees	<b>7,184</b>	hours
Salespersons	<b>13,184</b>	hours



Cost of Employee Training

**1,491,515.18 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 with the 7 principles of Thought as a guideline to achieve the goal. 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 2023, under the concept of “Giving”, the company has emphasized encouraging awareness, and creating unity and faith for personnel inside the organization with the dissemination of the philosophy of the company’s founder, Dr. Thiam Chokwatana. the 7 Principles of Thought of the company’s Chairman Mr. Boonkiet Chokwatana are also disseminated internally: Sai Yai magazine, Bulletin Board and announcements over the company’s sound system in the programme Good Morning ICC as well as various online media such as Facebook, LINE and the website mop.bkk.com which is constantly updated.



“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.



### 2023 Performance

- Average Number of Training Hours for Potential Development **24,237** hours, calculated as 7.7 hours/person/year
- Cost of Training **1,491,515.18** baht

### สถิติการอบรมเพื่อพัฒนาบุคลากร

	2021		2022		2023	
	Hour	Total Number	Hour	Total Number	Hour	Total Number
Salespersons	N/A	N/A	N/A	N/A	13,184	2,059
Employee	316	2,192	461	2,074	7,184	894
Beginning Management	72	315	146	163	1,520	124
Middle Management	21	182	141	85	1,767	39
Top Management	21	39	196	44	582	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.

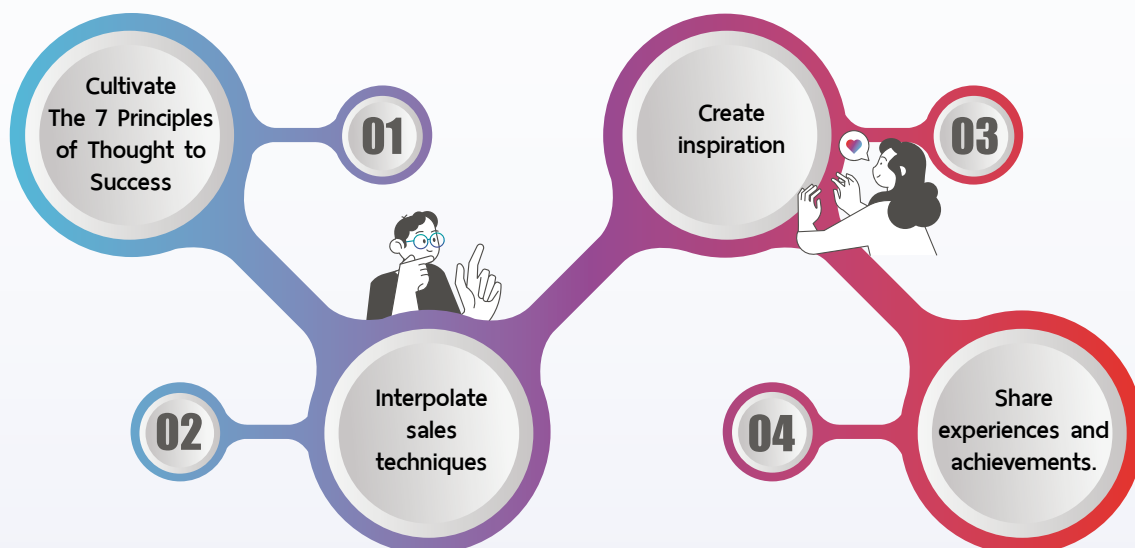


## ICC Enter “train” ment Project

From the Company’s policy which desires to incite positive thoughts to sales employees across the country, at the time of the COVID-19 epidemic. Human Resource Development Division, Company Office Department, therefore developed a new communication channel with sales employees all over the country by creating a closed group Facebook page in the name “ရှုပြီးသိ (Watch to get Rich)”, under the concept Enter “train” ment, to create a continuous communication channel between companies and sales employees throughout the country, without the need for a classroom training.

The ICC Enter “train” ment project was established with the aim of creating a learning society, awakening positive thinking and to be an area for exchanging knowledge, various useful experiences and opinions by sales employees nationwide which can be viewed on smartphones anytime and anywhere.

### Concept



Currently, the ICC Enter “train” ment project has members who are sales employees a total of 1,886 people.

### Goals in 2024

The ICC Enter “train” ment” project aims to develop it as a channel for training on new products, sales and services, as well as understanding items and stock diff. It is also used as a channel to survey the training needs of salespeople, as well as reinforcing training content for salespeople continuously.

# Diamond Crown Awards

Starting for the first time in 2005, the Human Resources Development Department Section Company Administration Division selected capable sales staff to join this project. The plan was to stimulate and follow up sales staff to have the ability to greatly improve sales growth, together with developing principles and methods to create sales and provide services. Participating staff are qualified by making sales on target for the previous 9 months, with the award winners able to make sales in the competition year for 9 or more of 12 months.

## Project objectives

1. Recruit talented sales staff and develop them into model employees, both generating sales and providing services.
2. Stimulate sales of sales staff
3. Support the company's policy of promoting good and skilled people.

## Numbers of participants

### 2021:

233 participants, sales of  
744,359,068 million baht

2021

233

744,359,068  
million baht

participants, sales

### 2022:

351 participants, sales of  
785,544,248 million baht

2022

351

785,544,248  
million baht

participants, sales

### 2023:

418 participants, sales of  
1,295,005,589 million baht

2023

418

1,295,005,589  
million baht

participants, sales

The establishment of the Diamond Crown Awards has had a part in inspiring sales staff to be more capable. Besides increasing personal potential, it has enabled the company to grow continuously and sustainably.





# Development of Abilities and Skills

The Human Resource Development Division, the Company Office Department, 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 2023, the potential and skills of all executives and employees will be developed, divided into:

- External training for senior executives, 7 courses
- External training for middle management, 10 courses
- External training for junior executives, 5 courses
- 12 courses for employees
- 6 courses for sales personnel.

## Executive Courses

### 1. Course: “Understanding the work process of the organization”

To enable senior management to understand product working standards. They are able to link their own technologies, systems, work processes, and other related departments for the benefit of fulfilling their duties, including the ability to see the big picture and make predictions to prepare for changes in things to systems and work processes.



### 2. Course: “Management Development Program” (Middle Management Only)

To enable middle managers to have knowledge and understanding of team management to be able to find strengths and weaknesses of themselves and their teams in order to further manage the team to achieve their goals. By external speakers Chawannat Laopoonpat and Pridiruthai Tangjityanpat.





### 3. Course: “Communication & Negotiation Strategies for Sales Team Leaders”

To enable junior executives to understand the principles of quality negotiation, aim for WIN WIN results, and learn negotiation skills. It can be used to work both internally and externally. By external speakers Asst.Prof.Dr. Tanate Sirikit.

## Courses for employees

### 1. Raising awareness of information security (Cyber Security)

In order to create an understanding of information security threats for all executives and employees, and to provide guidelines for information security control that can be linked to work and daily life, the Company has arranged training by external trainers Mr. Kantinan Sangkhachan and Ms. Nithi Sakulpanich.

### 2. Service with heart For meeting and banquet service staff

To allow meeting and banquet service staff to learn how Work process Develop skills and build confidence in meeting and banquet services. Therefore, training was organized by internal lecturers.



## Course for salespersons



### Orientation for new sales staff for the year 2023

To develop new employees to have knowledge Understanding of operations, product sales, and services as specified by the company and can be used to work at the point of sale correctly. The company therefore organizes training for new employees at the beginning of every month. By internal lecturer.



# 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:

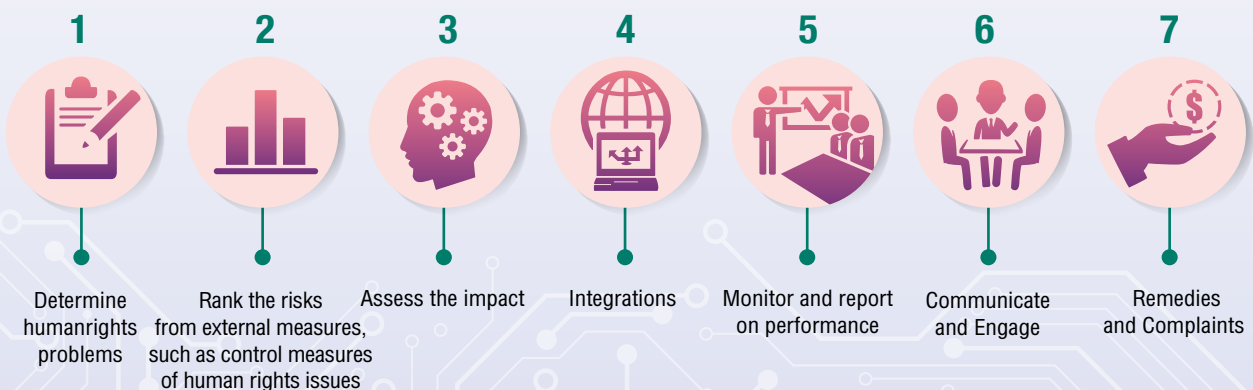
1. Do not act or support businesses that violate human rights.
2. Provide knowledge and understanding of human rights principles to employees to be part of their operations.
3. There is no limit to independence or differences of thought, gender, race, religion, politics or any other matter. Avoid expressing 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

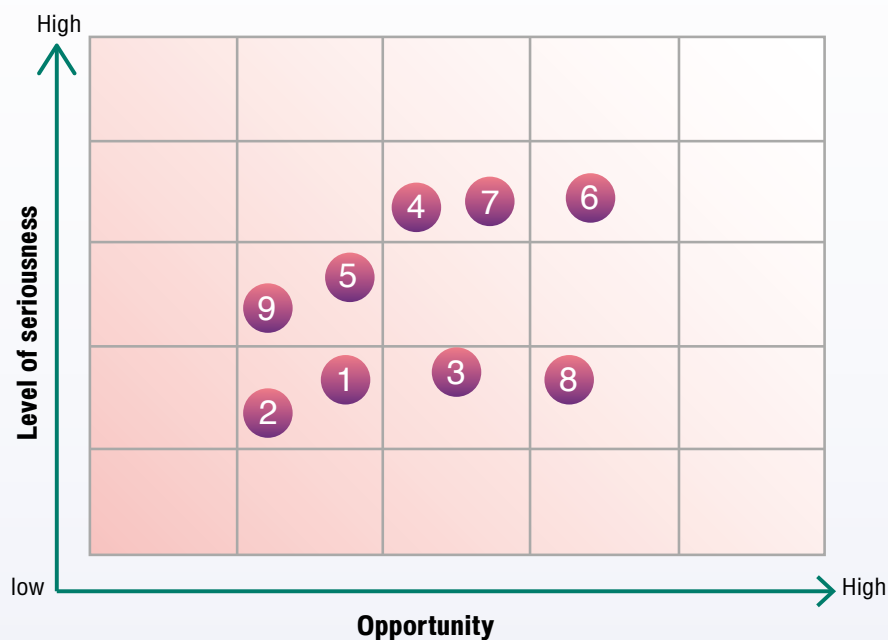
To highlight equality in the company by accepting the many differences among people, policies, guidelines, activities, and communications were established under the Five Standards laid out by the UN Human Rights Office of the High Commissioner as follows:

### 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.



### 2023 Performance

The company has acted in accordance with the Empowerment of Persons With Disabilities Act, B.E. 2540 (1997), and further amendments. In 2023, the company has a total of 3,180 employees, with 19 who have disabilities, including 3 men and 16 women. Furthermore, the company provides products for 16 disabled persons to sell. This brings the total of disabled persons in the company to 35 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.

## 2024 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
2021	65	28	43.08
2022	53	22	41.51
2023	51	19	37.25

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

### 2023 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.

### 2024 Goals

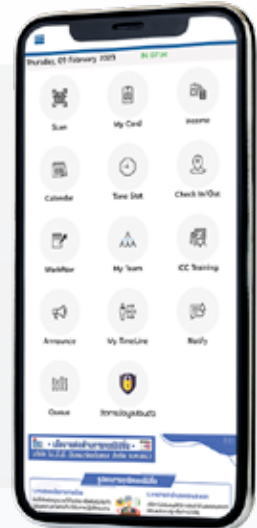
Currently the company has 444 employees who are over the age of 50, with 399 women and 45 men, spread over a variety of departments. The company has planned for succession in these positions for when the employees are ready to retire and to encourage knowledge, roles, and responsibilities are passed 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 policies that support the establishment of channels for internal communications with the purpose of creating connections within the organization between the company and employees and among the employees themselves. This is to keep employees up to date on news and important information, and to provide a channel for complaints. There are a few communication channels as follows:

## ICCHR App

The company, with the Human Resources Department, worked with the Information Technology Department, to develop the ICCHR application to establish relationships between the employees and the company. The app is easy for employees to access on their smartphones to simplify the process and reduce the use of paper. This application includes a variety of functions to meet a comprehensive set of needs, such as checking in and out of work, checking salary, and requesting time off.



## “Sai Yai” E-Magazine



“Sai Yai” e-magazine is an internal journal for employees developed from a printed magazine in the past into an e-book. It is released monthly and employees may access it through several channels, including the company website, Line, and the ICCHR application.

## 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 2023, the Company had a total of 3,180 employees comprising 2,096 salespeople and 1,084 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 other benefits such as medical support, provident fund, credit union, etc.



# 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.

## 2023 Performance



Remuneration amount :

**1,035,959,112 baht**

### Classified by role



Office employee

**565,385,400 baht**



Sales employee

**470,573,712 baht**

### Classified by gender



Male

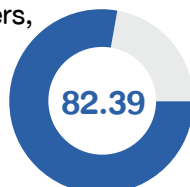
**165,378,639 baht**



Female

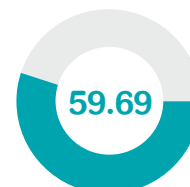
**870,580,473 baht**

Currently  
there are **2,620** employees  
who are members,  
representing



#### Savings cooperative

Currently there are **1,898** employees  
as members,  
representing



#### Another benefit

The compensation figure for salary increase for the year 2023 is calculated as  
**5%** of salary.

(\*More details 56-1 One Report 2023, 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.

## 2023 Performance

### Premises

1. Increase safety in cleaning frequently touched surfaces with alcohol and disinfectant.
2. Extra-specially increased maintenance of air conditioning, air filtration and disinfection systems, over and above normal conditions.
3. Additional spraying of antiseptic when cleaning meeting rooms before every meeting.
4. Provide hand gel at the entrances and exits of office buildings and other crowded areas.

### 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.

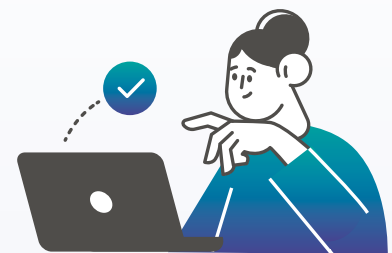




## First aid and basic life support

In order to enhance knowledge and understanding of the principles of first aid and basic life support, the Company by the Human Resources Development Department, the Company's Office Department, provides training and learning to use AEDs correctly, including CPR in the course. First

Aid and Basic Life Support (CPD/AED/ First Aid) were provided to 40 employees from Beat CPR Training Center to equip them with knowledge and skills that can be used to help victims within the organization and in daily life.

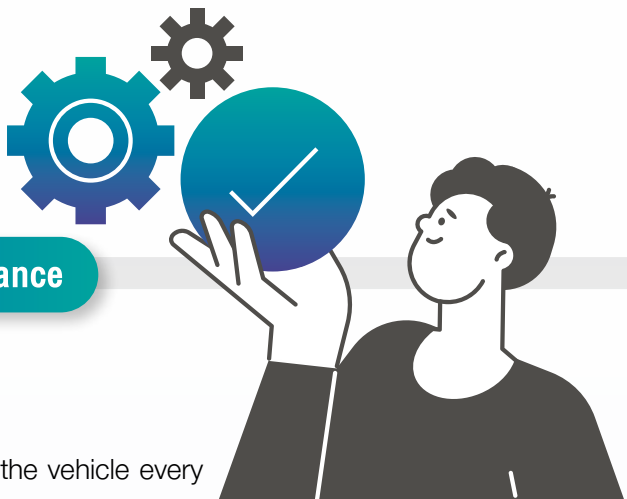


## Fire prevention and fire evacuation

To improve knowledge and understanding about fire prevention and evacuation. The Company, through the Human Resource Development Department, the Company's Office Department, has organized fire prevention training courses and rehearsed fire evacuation plans. From the Bangkok Disaster Prevention and Mitigation Bureau, which is held annually. In addition, knowledge reviews and online tests will be conducted through the E-learning system, with all employees able to pass 100% of the tests in 2023.

ขอเรียนเชิญผู้บริหาร และพนักงาน เข้าอบรมหลักสูตร				
กลุ่มผู้เข้าอบรม	หัวข้อการอบรม	วัน/เวลา	ช่องทางการอบรม	วิทยากร
ผู้บริหาร	- การป้องกันอัคคีภัย - การอพยพหนีไฟ	วันจันทร์ที่ 9-20 ตุลาคม 2566	Online Session I.C.C. e-Learning	ทีมวิทยากร จากสำนักงานป้องกันและบรรเทาสาธารณภัย กรุงเทพมหานคร
พนักงาน	- การป้องกันอัคคีภัย - การอพยพหนีไฟ	วันพุธที่ 20 ตุลาคม 66 เวลา 9.00-12.00 น. (ลงทะเบียน 8.30 - 9.00 น.)	Classroom ณ ห้องประชุม 8	คุณพณสิทธิ์ พงษ์วิเศษ ผู้ช่วยผู้อำนวยการ กรุงเทพมหานคร ส่วนที่ 5 กรุงเทพมหานคร พื้นที่สำนักงานเขตปทุมวัน



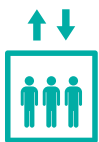


## Safety Training Guidelines 2024 Performance



### Staff Shuttle

- Disinfecting the interior of the vehicle every time, before and after use.
- No eating and drinking on board.



### Passenger Lift

- Social distancing inside the lift, to carry no more than 4 people per journey.
- Automatic alcohol dispenser in front of all lift doors.



### Work desk

- Arrange for cleaning every day after work.
- Issue measures for all parties to do 5 S. and put things on the table neatly after work every day.



### Canteen

- Two people per table are required to sit and eat, and space is staggered to maintain distance and refrain from gathering in groups.



### 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.

# 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



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.

### Customer Relations Center Performance 2023

- Found complaints about products sold during the fair. The company resolved the issue by taking the complaints. Forwarded to the company that rents the space and issuing measures for selecting business partners (\*You can see more details at Partner potential development, page 52) and problems from product groups that are used for special price promotions. The company has solved the problem by bringing complaints. Forward to the product manufacturer to improve products and product storage to be more standardized.
- Complaint about the service of a salesperson. The company issued a warning to the said employee. And the topics in the complaints have been used as part of training for new sales staff. To prevent repeat offenses and to develop the work and service of sales staff to be more efficient.

### Goal

In 2024, 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

As well as disclosing financial information, the company also gives priority to non-financial operations, by giving priority to creating satisfaction with customer service. It is considered that creating satisfaction among service users is a key strategy for competition. The company therefore emphasizes “sales employees” providing service to customers strictly according to service standards at point of sale.

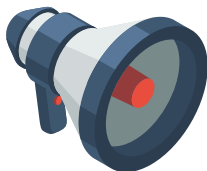
The company has specified standards of satisfaction for customers with service provided by sales employees at a level of 80% plus (calculated as by proportion of counters for each brand). In one year the company surveyed satisfaction among 2,000 customers with the service provided by salespeople. (Minimum 15/brand counter)

## Evaluation criteria



### Telephone interview

Telephone interviews conducted with customers who are members of His&Her, who have been collecting points from purchasing products sold by the company every three months (random evaluation)



### On Site

Inquiring with customers who have interacted with sales people in the store, irrespective of whether they have made a purchase or not.



### Inquiry design

Each department designed an inquiry to survey satisfaction with products and services, as well as the customer journey of purchasing products on online and offline channels in order to use scores and opinions to improve products and services to better meet their needs.

## 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.



# Cyber Security Operations

The Company has compiled, used and disclosed the personal data of customers, partners and employees, as well as stakeholders and associated parties, with appropriate respect and in compliance with the legal principles of the security of personal data under the Personal Data Protection Act B.E. 2562 (2019). The Company has issued the following strictly enforced data security practices:

## Internal bodies and personnel

Established a responsible internal body to determine policies and measures for cyber-security, and a task force to monitor risk and keep watch, of which the Company will review the policy at least once a year or in the case of amendments 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 Phongphang Sub-district, Yannawa District, Bangkok Metropolis 10120,

Tel: 0-294-4999, E-mail: [service@icc.co.th](mailto:service@icc.co.th)

\*The full announcement is contained in the Annual Registration  
Annual Report 2023 (From 56-1 One Report, 2023)





## 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:

1. We do not do business activities which contribute to social deterioration. We also do not violate people's rights in living together in a society.

2. We cultivate an awareness in social responsibilities among the employees in all levels.

3. We set measurements to prevent and correct any social problems and impacts as a result of the company's business.

4. We promote cultural preservation and local traditions.

5. We cooperate with other sectors in social development.

6. We support all kinds of community service activities.

7. We promote and support local economy by hiring local people and buying local products.

8. We create good relationship between our company and the community based on fairness and transparency.





## 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 2023, 351 employees registered to give blood, donating a total 351 units or 140,400 cc.

### “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.

As for the pavilion, the construction has started in year 2015. This year, 2023, is the 9th year of the construction. Currently open for worship every day, no holidays. 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



## (1) Project: Excellent Model School

I.C.C. International Public Company Limited collaborates with Thonburi Commercial College to organized the Excellent Model School project to continuously develop the Higher Vocational Certificate Program in Marketing to focus on the development of learners. They have the opportunity to work with leading brands such as Arrow menswear, DAKS women's clothing, Guy Laroche men's lingerie, Enfant children's clothing and Naturalizer shoes.



## (2) 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. Her Royal Highness Princess Maha Chakri Sirindhorn Princess Maha Chakri Sirindhorn annually continuing for the 39th year with the objective of promoting arts and culture. Encourage practice and continue Thai music. In 2023, there were a total of 500 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.





### (3) ARTY PROFESSIONAL Organization METAVERSE BEAUTY CHALLENGE CONTEST

ARTY PROFESSIONAL Cosmetics by BSC, Company Representative by Dr. Janjira Jnchome. Assistant Director of Cosmetics and Fragrances, Mr. Anurak Kosonchotchalothon, Product Manager, and Mr. Tee-min Teeratanaudomwut, Creative make up Director, cosmetics behind many fashion-makeup. Organize a contest Give people who love makeup a chance. There is no gender limit, no age limit, everyone is equal. Emphasis on creativity new makeup styles that come out beautiful and modern Win prizes and prizes worth more than 200,000 baht.



### (4) Provision and support of wheelchairs and disability aids for children and persons with disabilities. (RICD Wheelchair Project)

Company Support the cost of transportation of wheelchairs or assistive devices for people with disabilities donated by domestic and foreign organizations to Ratchanakarin Institute of Child Development. Department of Mental Health Ministry of Public Health Projects under Royal Patronage In His Majesty the King Department of HRH Princess Maha Chakri Sirindhorn which has been operating since 2011 until now.

In 2023 (January-December), 195,107.43 baht was contributed to transportation expenses and local employment to help the foundation. In sewing materials for wheelchairs, the plan was implemented to provide wheelchairs and disability aids. 618 items in total



### (5) Support every beauty with confidence with Arty Professional.

To enhance beauty and reflect yourself confidently. Arty Professional by BSC cosmetics has been entrusted as makeup sponsorship for celebrities. Actors and artists who participated in the 19th "Sharp Depth Awards" and in the "Miss LGBT 2023" contest





#### (6) Project “Wacoal Pink Ribbon Fight breast cancer”

Wacoal products moving forward to help reduce the death rate in Thailand from breast cancer. Sending activities under the “Wacoal Pink Ribbon Fights Breast Cancer” project continuously for more than 24 years.

In 2023, activities were organized in a variety of formats, including:

- Supporting mammogram screenings in 9 hospitals, 30 people each, including Thai women who found lumps in their breasts from participating in activities organized by Wacoal. and Thai women who were screened found lumps and had economic problems.
- Make hats to give to breast cancer patients undergoing chemotherapy treatment. It was given through representatives of 9 hospitals, 300 cards per hospital, totaling a monetary value of support of 100,000 baht per hospital.
- Organized a breast screening activity for 120 women in the Sathorn area along with a lecture to provide knowledge about breast cancer. Teach how to take care of yourself to avoid breast cancer. along with a demonstration of self-diagnosis of breast abnormalities by a team of doctors and nurses from Charoenk-rung Pracharak Hospital Ready to practice breast self-examination and breast screening by expert nurses
- Donate money to the Kanchanabarami Foundation in the amount of 200,000 baht and donate money to the Breast Cancer Club of Thailand in the amount of 100,000 baht to be used to care for impoverished breast cancer patients.

Additionally, Her Royal Highness Prince Sirivannavari Rattanakranya unveiled the Balancing Bra in 2023, designed for breast cancer patients as part of the Wacoal X SIRIVANNAVARI “PRINCESS COLLECTION.” The collection aims to empower women of all races and shapes with love and positive energy, emphasizing the importance of love and support for one another. A portion of the sales from the “PRINCESS COLLECTION” will be donated to the Kanchanabarami Foundation and the National Cancer Institute, both organizations supporting breast cancer patients.



# 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 2023, there were no environmental complaints from communities nearby the company.  
In 2023, 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 for all stakeholders. The focus remains on following a sustainable environmental management framework, with a commitment to accountability to society. This responsibility encompasses partner selection, raw material sourcing, the production process, delivery, 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	Problem
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>

### • Greenhouse Gas Emissions

Problem	Problem
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>

## • 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>

## • 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



Install plugs for **charging points** for **6** electric vehicles.

### Waste Management

Passed on **3,047 kilograms** of waste to the decomposition process.



Carton box **736 kilograms**



**505 kilograms** degraded white paper



**1,584 kilograms** of other waste paper



**222 kilograms** plastic bottle



Bottle processing **26 kilograms**



### Develop vacant land to be agricultural land.

Total **309 Rai**

**251 acres** for farming

Planting **4,670 trees**  
on **75 rai**

- 2,880 Eucalyptus
- 1,000 Golden Teak
- 650 Mangoes

- 140 coconuts
- Burmese Sal 18-0-0 Rai

### Greenhouse Gas Emissions

Total greenhouse gas emissions (category 1+2 only) amounted to 2,053 Ton CO<sub>2</sub>e.

### Electricity consumption

In 2023, the Company can reduce energy consumption by **0.48%**.

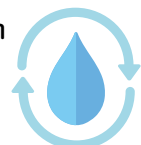


Installing solar cells saves **3.66%** of energy per month.

### Water Usage

**10,950 cubic meters** of wastewater treatment

Average **913 cubic meters / month**





# Fuel energy management

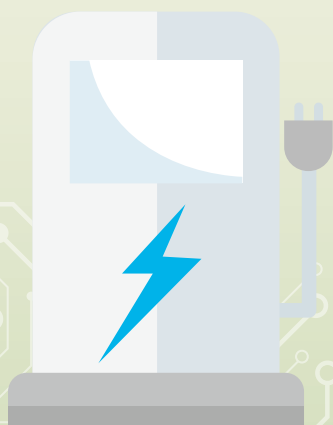
The company is a distributor of various types of products. Including being a service provider for delivering various products to reach customers safely. Therefore, the company is aware of the efficient management of fuel energy. and reduce environmental and social impacts of air pollution emissions in 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 2023

Energy use activities (divided according to scope of use)	Amount of use (liter)
<b>Stationary</b>	
• Diesel Fuel Burning for Fire Pump	-
• Diesel Fuel Burning for Generator	369.76
• Gasoline combustion for lawn mowers	88.25
<b>Mobile Combustion</b>	
• Diesel fuel combustion B7	93,320.33
• Diesel fuel combustion B10	760.55
• Gasohol 91 gasoline burning	2,046.10
• Gasohol 95 gasoline burning	3,805.70



## Goals for 2024

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.



## 'ICC' partners with 'Shell Thailand'

### Unveiling of the Inaugural SHELL RECHARGE at business sector organizations' premises;

I.C.C. International Public Company Limited is devoted to advancing clean energy and endorsing the nation's net-zero carbon reduction policy. Hence, we have teamed up with Shell of Thailand Limited to establish electric vehicle (EV) charging points under the Shell brand. The Shell Recharge signifies the company's premier station in Thailand, strategically situated at business sector organizations' locations to ignite and advocate employee awareness of the significance of embracing alternative energy solutions.

Furthermore, the company is unwavering in conducting its operations ethically and transparently, accounting for various stakeholders' interests. This is exemplified through diverse initiatives include the implementation of solar panels on building rooftops to bolster the utilization of renewable energy, as well as the enhancement of interior and exterior surroundings of office premises, along with several other ongoing ventures slated to be an integral part of Thailand's progress towards a sustainable, "zero-carbon" society.





# Electrical energy management

In 2023, the company was affected by the COVID-19 outbreak situation, which results in 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 as follows:

- Adjust office building closing time 1 hour earlier.
- Adjust the time to turn on and off the air conditioner. in order to reduce working hours
- Activate electrical power only where it is needed.

## 2023 Performance

### Electricity consumption

A total of **4,417,000 KWh** of electricity was consumed.  
When deducting the amount of electricity consumption  
from 24 tenant companies.

The cost of electricity consumption  
amounted to **18,975,232** baht.

Total electricity consumption  
**3,392,358 KWh**

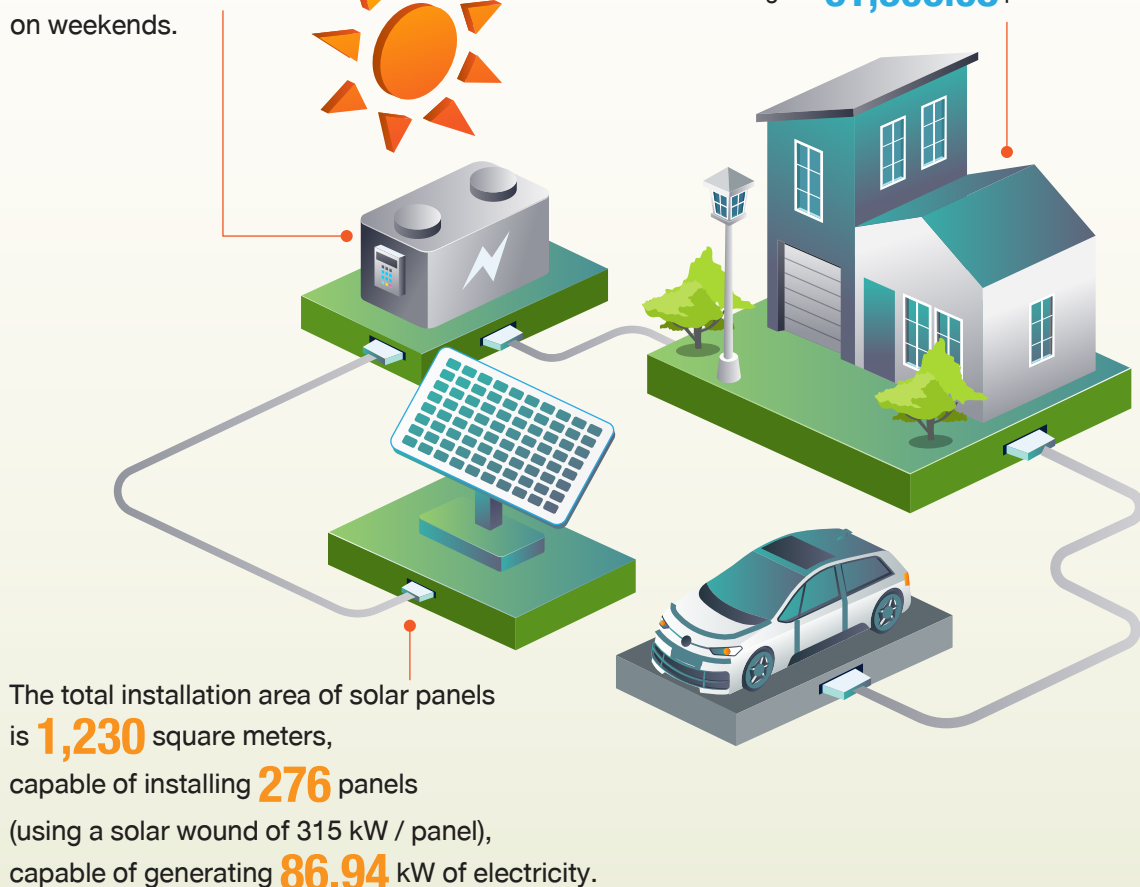
The increase from 2022  
was **16.31%** due to FT fees and  
the increase in the number of tenants.

**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.

In 2023, the Company can use solar energy to generate electricity for corporate use, which replaces electricity consumption by **108,543.6 KWh**, representing savings of **735,673.01** baht / year, an average of **61,306.08** per month or **3.87%**.



**Goals for 2024**

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.



# Greenhouse Gas Management

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 2023, 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	369.76	1.00
Gasoline combustion	88.25	0.19
<b>Mobile Combustion</b>		
Diesel fuel combustion	93,128.09	254.34
Gasoline combustion	12,093.79	53.59
<b>Fugitive</b>		
Methane (CH <sub>4</sub> ) leakage from toilets	2,582.18	72.30
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 (tCO2e)
Electricity consumption from the Metropolitan Electricity Authority	3,392,358	1,695.84

Sources of greenhouse gas emissions From scope Type 3	Consumption (Kilometers)	GHG emissions (tCO2e)
Transportation	Not reported in this issue	

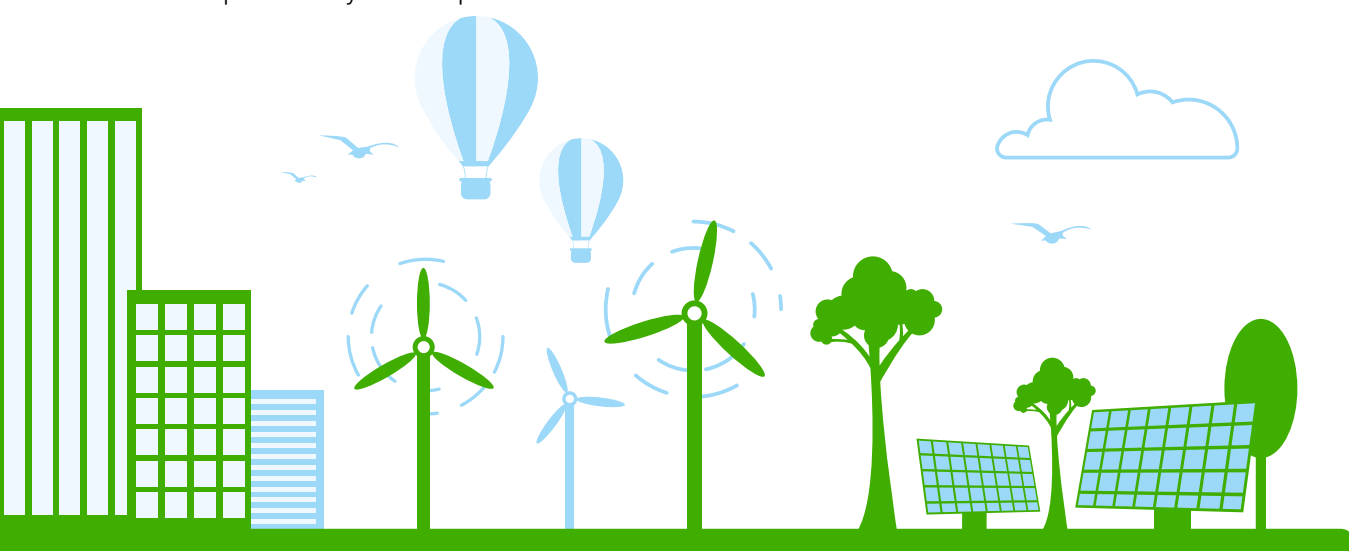
In addition, greenhouse gas emissions from the scope of operations of the reported categories are further separated. as follows:

Sources of greenhouse gas emissions	Consumption (Kilogram)	GHG emissions (tCO2e)
R22 Refrigerant leak for air conditioners	298	524.48

### Carbon Concentration Index

Sources of greenhouse gas emissions	Consumption	Unit
Scope 1	357.0	tCO2e
Scope 2	1,696.00	tCO2e
Scope 3	Not reported in this issue	tCO2e
Total (Scope 1+2)	2,053	tCO2e
Total (Scope 1+2+3)	2,053	tCO2e

This is as of the reporting date. Consumption and greenhouse gas emissions are figures that have passed the initial verification of the organization's carbon footprint. It is then validated and confirmed in the final process by an independent reviewer.





# Waste Management

In 2023, 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.





## Operations in 2023

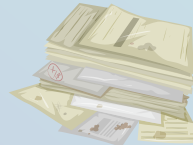
Types of sorted paper include:



Carton box  
**736** kilograms



**505** kilograms  
of white paper



Waste paper  
**1,584** kilograms



**222** kilograms  
of plastic bottles



### (1) “Waste bottles for us” project

Public Relations Division The company office has set up a donation point for waste water bottles. In front of the restrooms on every floor of the head office building and in the food court area, and posters were put up for executives and employees to dispose of plastic bottles properly. Start by separating the lid. Separate labels and squeeze bottles.



### (2) Forward plastic bottles for processing.

Public relations department together with the administrative department Company office department Take some of the plastic bottles from the “Using Leftover Bottles” project and give them to Wat Chak Daeng. Samut Prakan Province, where “plastic bottles” will be processed into fibers for the production of monk robes. and various clothing, “labels” are melted back into energy fuels, and “caps” are melted back into plastic items. replacement for new construction

### (3) Project to accept donations of desk calendars for the blind.

Company office department Serves as a medium for receiving donations of used calendars from employees within the company. and affiliated companies to donate to agencies in need. In 2023, old calendars were given to the cleanliness department. Yannawa District Office to be donated to relevant agencies. These calendars will be reused to provide blind people with a notebook for taking notes. And another part will be sold to generate income for the center. in purchasing necessary equipment to continue maintaining other 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.

## In 2022

the company used  
**53,745** cubic  
meters of water, with water usage  
costs of **839,102** baht.

## In 2023

In 2023, the company used  
**85,408** cubic meters of water,  
with water usage costs of  
**1,364,179.55** baht.



Increased by **503,939.59** baht or **58.58%**  
(This is a result of increasing the number of tenant companies within  
the company area. and the number of employees returning to work  
as usual after the COVID-19 situation has resolved)

# 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

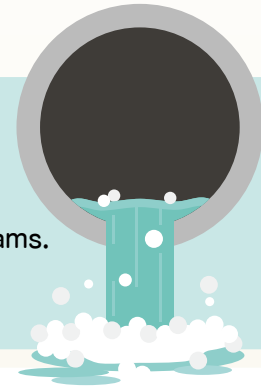
The Company has installed wastewater treatment machines by recognizing the use of water resources wisely, as well as studying the process of reuse to reduce wastewater discharge into public streams and treating them for reuse in the organization.

### 2023 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-Water is Life” Project / โครงการ เพราะน้ำคือชีวิต

The company has created a special collection W B G to support Utopkat Foundation under Royal Patronage Since May 2017, the company has continuously used the proceeds from organizing a charity gala dinner with the foundation. Dr. Thiam Chokwattana and SahaGroup 3,325,999 baht to support the “Pond for Life, Consecration of the Father of the Land” project of Utopkat Foundation, resulting in communities participating in the project having a reserve water source. Reduce household expenses Reduce energy costs Earnings throughout the year Sustainable self-reliance

Since 2018, W B G has continuously supported the activities of Utopkat Foundation until now. The Yang District, Phetchaburi Province, which was originally an abandoned golf course. Water cannot be stored for local use. The company has participated in the development of water resources. Agriculture according to the new theory build a split-level water tower. In 2023, the company contributed 878,700 baht for the development of water link structures and the installation of solar energy systems for the packing and storage buildings. As a result, communities have sufficient water resources for farming and consumption. This resulted in a stable income with the King's science until it became successful today.

The Company remains committed to continuing its work with the Utopkat Foundation to support the Petch Nam Nueng community and other communities.





## 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 2023



Plant trees on a total area of

**79-2-36.6** rai.

Types of plants used for planting include:



**2,880**

Eucalyptus



**1,000**

Golden Teak



**650**

Mangoes



**140**

coconuts



Burmese Sal

**18-0-0** Rai

Divided to farmers to rent for farming, creating income, creating careers in 2023, another 251 rai.

Total area

**330** rai

## Development plan for 2024

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.



Indicators based on guidelines of international sustainable development report

GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-1 Organizational details	89	7-13				
	2-2 Entities included in the organization's sustainability reporting	89	7				
	2-3 Reporting period, frequency and contact point	15	6				
	2-4 Restatements of information						
	2-5 External assurance						
	2-6 Activities, value chain and other business relationships	12-14, 16-29	48-51				
	2-7 Employees	100	56-57				
	2-8 Workers who are not employees	63-81					
	2-9 Governance structure and composition	89	7				
	2-10 Nomination and selection of the highest governance body	229					
	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	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	124-133					
	2-16 Communication of critical concerns		76				
	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	101					
	2-19 Remuneration policies	95, 229	71				
	2-20 Process to determine remuneration	95, 229					
	2-21 Annual total compensation ratio	115-116	71				
	2-22 Statement on sustainable development strategy	46	87				
	2-23 Policy commitments	46-47	88-89				
	2-24 Embedding policy commitments	46-47	75, 78-79				
	2-25 Processes to remediate negative impacts						
	2-26 Mechanisms for seeking advice and raising concerns	121	75-76				
	2-27 Compliance with laws and regulations	43	40-41				
GRI 3: Material Topics 2021	2-28 Membership associations						
	2-29 Approach to stakeholder engagement	63-125	36-39				
	2-30 Collective bargaining agreements						
	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	76-77, 100	68				
	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	100					
	202-2 Proportion of senior management hired from the local community		56-57				
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	76, 120-121	40-41				
	205-2 Communication and training about anti-corruption policies and procedures	120-121	40-41				
	205-3 Confirmed incidents of corruption and actions taken	121					
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		36-39				
	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		90-93				
	302-2 Energy consumption outside of the organization		92-93				
	302-3 Energy intensity						
	302-4 Reduction of energy consumption		88-89				
	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		99				
	303-2 Management of water discharge-related impacts		98-99				
	303-3 Water withdrawal						
	303-4 Water discharge		98-99				
	303-5 Water consumption		98-99				
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		94				
	305-2 Energy indirect (Scope 2) GHG emissions		95				
	305-3 Other indirect (Scope 3) GHG emissions			Not Report in This Issue			
	305-4 GHG emissions intensity		95				
	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		96-97				
	306-2 Management of significant waste-related impacts		96-97				
	306-3 Waste generated		96-97, 98-99				
	306-4 Waste diverted from disposal		96-97				
	306-5 Waste directed to disposal		96-97				
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						
	401-1 New employee hires and employee turnover						
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	76-100	56-57, 71				
	401-3 Parental leave		70-71				
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes						



GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system		72-74				
	403-2 Hazard identification, risk assessment, and incident investigation						
	403-3 Occupational health services	75-76, 100	72-74				
	403-4 Worker participation, consultation, and communication on occupational health and safety						
	403-5 Worker training on occupational health and safety		73				
	403-6 Promotion of worker health		72-74				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		72-74				
	403-8 Workers covered by an occupational health and safety management system	76, 100					
	403-9 Work-related injuries	76	57				
	403-10 Work-related ill health						
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		59				
	404-2 Programs for upgrading employee skills and transition assistance programs	107-109	60-63				
	404-3 Percentage of employees receiving regular performance and career development reviews						
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		56-57, 67				
	405-2 Ratio of basic salary and remuneration of women to men						
GRI 406: Non-discrimination 2016	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							
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		81, 82-85				
	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		44, 77				
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services						

GRI STANDARD	DISCLOSURE	LOCATION		OMISSION			ASSURANCE
		AR	SR	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 4 17: Marketing and Labeling 2016	4 17-1 Requirements for product and service information and labeling		43				
	4 17-2 Incidents of non-compliance concerning product and service information and labeling						
	4 17-3 Incidents of non-compliance concerning marketing communications						
GRI 4 18: Customer Privacy 2016	4 18-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data						

## Reader Survey

Feedback from reader opinion surveys on the 2023 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 2023?

☐ 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 2023

(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 2023 (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 2023?

	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. Please select ICC's materiality issues that are significant to you (Select all that apply)

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	

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

.....

.....

.....



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



NOTE:

“ แค่หยุดอยู่กับที่ ก็เป็นผู้ล่าหลัง ”

ดร.เทียม โชควัฒนา

**#MoveForward**  
**#EverydayEveryGen**



WE MAKE PEOPLE HAPPY AND BEAUTIFUL



**I.C.C. International Public Company Limited**

530 Soi Sathupradit 58 Bangpongpang Yannawa Bangkok 10120

Tel : (662) 293-9000, (662) 293-9300

Website : <http://www.icc.co.th> Email : [webmaster@icc.co.th](mailto:webmaster@icc.co.th)

Registrar : Thailand Securities Depository Company Limited

93 Ratchadaphisek Road, Dindaeng, Dindaeng, Bangkok 10400

Tel : (662) 009-9000

