



SUSTAINABILITY REPORT 2023/24

VGI Public Company Limited

TABLE OF CONTENTS

01



INTRODUCTION

1.1 About This Report	81
1.2 Message from the Chairman	83
1.3 Ambition and Strategy	84
1.4 VGI Ecosystem and Value Chain	86

03



GOVERNANCE AND ECONOMIC DIMENSION

3.1 Corporate Governance and Business Conduct	104
3.2 Risk and Crisis Management	110
3.3 Supply Chain Management	114
3.4 Innovation	118
3.5 Information Technology Security and Personal Data Privacy	122

05



ENVIRONMENTAL DIMENSION

5.1 Climate and Energy Strategy	144
5.2 Waste Management	149

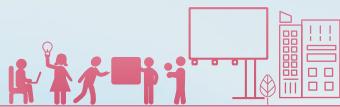
02



SUSTAINABILITY DEVELOPMENT AT VGI

2.1 Materiality Assessment	90
2.2 Stakeholder Engagement	95
2.3 Sustainability Development Policy and Goals	99
2.4 Sustainability Awards and Achievements in 2023/24	102

04



SOCIAL DIMENSION

4.1 Customer Relationship Management	126
4.2 Human Resources Development and Well-Being	128
4.3 Human Rights	133
4.4 Social and Community Development	136
4.5 Occupational Health and Safety	140
4.6 Responsibility Towards Advertising and Media Content	142

06



SUSTAINABILITY PERFORMANCE SUMMARY

6.1 Sustainability Performance Report	154
6.2 GRI Content Index	155
6.3 Independent Assurance Statement	156
6.4 Survey of Readers' Opinion	159

01



INTRODUCTION

- 1.1 About This Report
- 1.2 Message from the Chairman
- 1.3 Ambition and Strategy
- 1.4 VGI Ecosystem and Value Chain



VGI

thaiairways.com

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1.1 ABOUT THIS REPORT

(GRI 2-1, 2-3, 2-5, 2-6, 3-1, 3-2)

VGI Public Company Limited (“VGI” or “the Company”) has been compiling an annual sustainability report since 2014 to communicate its vision, strategy, management, operation process and the Company’s sustainability performance based on essential sustainability to all stakeholders and businesses, covering the Company’s operations and performance progress in various dimensions. The 2023/24 Sustainability Report includes the Company’s economic, social and environmental performance between April 1st, 2023 to March 31st, 2024.

The report has been prepared in accordance with the GRI Sustainability Reporting Standards (GRI Standards), covering the evaluation of 13 material sustainability issues. VGI’s performance evaluation includes the Company’s business conduct in Thailand and other subsidiaries where VGI holds more than 50% of shares and controls their operations. The social and environmental performance indicators disclosed in this Sustainability Report are thoroughly verified by the independent auditor Lloyd’s Register Quality Assurance (LRQA) independent auditors to assure comprehensive data collection, accuracy, completeness and reliability. The data verified in 2023/24 includes GRI 3, GRI 302-1, GRI 303-3, GRI 303-4, GRI 303-5, GRI 305-1, GRI 305-2, GRI 305-3, GRI 306-3, GRI 306-4, GRI 306-5, GRI 403-9 and GRI 405-2. Moreover, this Sustainability Report is reviewed and approved by the Board Committee.

In this regard, more details about the business nature, management structure, corporate governance, risk management, internal control, internal audit, and overall performance of VGI can be found at <https://investor.vgi.co.th/en/document/annual-reports>.

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1.2 MESSAGE FROM THE CHAIRMAN

(GRI 2-22)

Dear Shareholders and Stakeholders,

This year is a special year for VGI as it marks our 25th anniversary. At the core of our business lies our longstanding vision of ‘Pioneering Solutions for Tomorrow.’ With this, VGI prioritises impactful integration across its ecosystem to build resilience while fostering sustainable value creation for the organisation. This philosophy has been deep-rooted in the foundation across all our business operations. In order for us to best address the needs of our consumer and revolutionise their experiences, we harness the power of our innovative services, all-encompassing ecosystem and advanced digital technology. Over the past several years, VGI has been able to navigate our business through numerous challenges, including the role of Artificial Intelligence (AI) in shaping the global economy and continuous shifts in consumer behaviour. Nevertheless, we remain confident in the resilience of our business strategy, especially in our provision of Offline-to-Online (O2O) Solutions, which have driven VGI to adapt to the ever-changing world. Apart from this, VGI is dedicated to operating and growing our business in a sustainable direction across all our platforms. By using the Sustainable Development Goals (SDGs) as a compass to guide the innovations and to conduct our business responsibly, we aim to enhance the well-being of our environment and society towards a sustainable future.

VGI is cognisant of the significant role stakeholder engagement plays within our value chain in driving our mission towards sustainable growth for success. Our dedication to foster sustainability extends beyond our organisation to include the responsibility to conduct our business to create positive impact to the society, communities and the environment. VGI adheres to principles of good governance and conducts its business with transparency and accountability to instill confidence and ensure fair treatment for our stakeholders. Furthermore, we recognise our employees as a valuable resource for the Company. For this reason, we conduct our business with the utmost respect to human rights and carry our operations in accordance with our Human Rights Policy to promote diversity, equity and inclusion with zero tolerance for discrimination. This year, VGI conducted its Human Rights Due Diligence (HRDD) to formally review the Company’s process and procedures for mitigation and remediation, as well as assess the risks and impact of human rights issues. Moreover, the Company supports the dissemination of educational content to enhance social awareness of diverse sustainability topics through VGI’s advertising space. In relation to environmental sustainability, we recognise that environmental crisis can profoundly impact the private sector, society and our communities, hence we continuously strive to improve our operational energy efficiency and reduce our carbon emissions. Over the past two years, VGI has been a certified carbon neutral company and has maintained at least 10% of its energy consumption from renewable sources through the procurement and investment of Renewable Energy Certificates (RECs). Our environmental activities highlight the Company’s dedication in being a part of the driving force to help Thailand achieve its goal to become Carbon Neutral by 2050 and Net Zero by 2065 in accordance with the Paris Agreement.

VGI’s perseverance in driving sustainable development has earned us national and international recognition. This year, we are proud of our inclusion within the S&P Global Sustainability Yearbook 2024 for our 3rd consecutive year and maintained our dominance as global sustainability leader within the Media, Movies & Entertainment sector for the 2nd consecutive year with a score of 82/100. Furthermore, VGI earned its inclusion within the SET ESG Ratings from the Stock Exchange of Thailand, being ranked with an “AA” for the first time, and has also received an “Excellent” or a “5-star” rating in Good Governance from the Thai Institute of Directors Association (IOD) for its 8th consecutive year.

To conclude, I would like to extend my heartfelt appreciation to all our Board of Directors and employees for their continuous contribution towards sustainable development for the organisation and greater society. Beyond this, my sincerest gratitude goes to all our stakeholders for instilling their continuous trust and support in VGI. I am profoundly honoured and confident that your collective contribution will accelerate the growth of VGI towards a direction that uplifts the wellbeing of society and the environment towards a more sustainable outlook.



Keeree Kanjanapas

Chairman of the Board of Directors

1.3 AMBITION AND STRATEGY

(GRI 2-23)

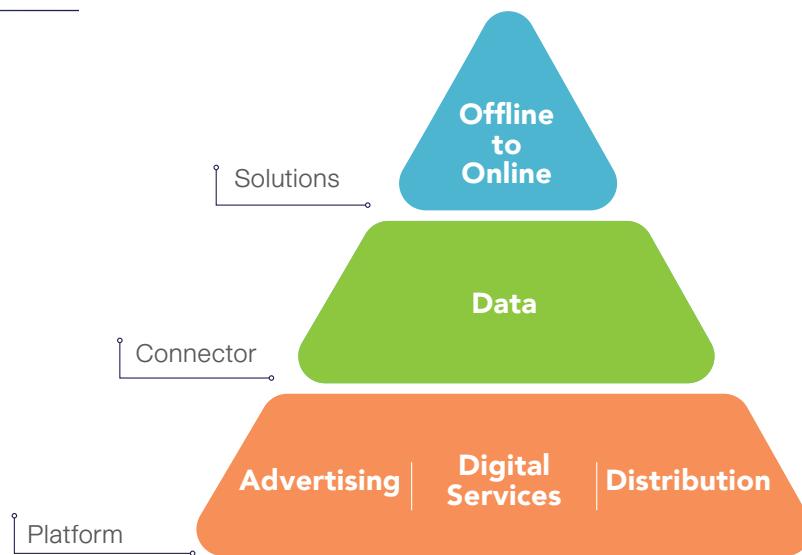
VISION

Pioneering Solutions for Tomorrow

MISSION

- Design pioneering experiences for consumers
- Create a pioneering platform for brands
- Build pioneering and sustainable business for stakeholders, society and the environment

VGI VALUES



V

VALUES

We believe in long-term value creation. Creating sustainable value for our shareholders, partners and society is our fundamental principle.

G

GROWTH

We aim to achieve industry-leading growth. Strengthening our unique business units and partnering with key complimentary market leaders around the world are our key growth differentiators.

I

INNOVATION

We commit to digitalisation, technologies and R&D excellence to develop and launch new generations of products and solutions that meet ever-changing consumer demands.

STRATEGY

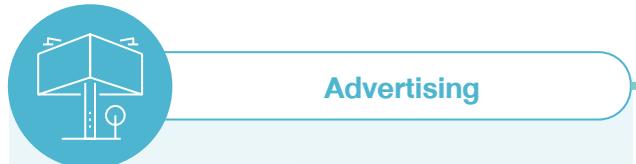
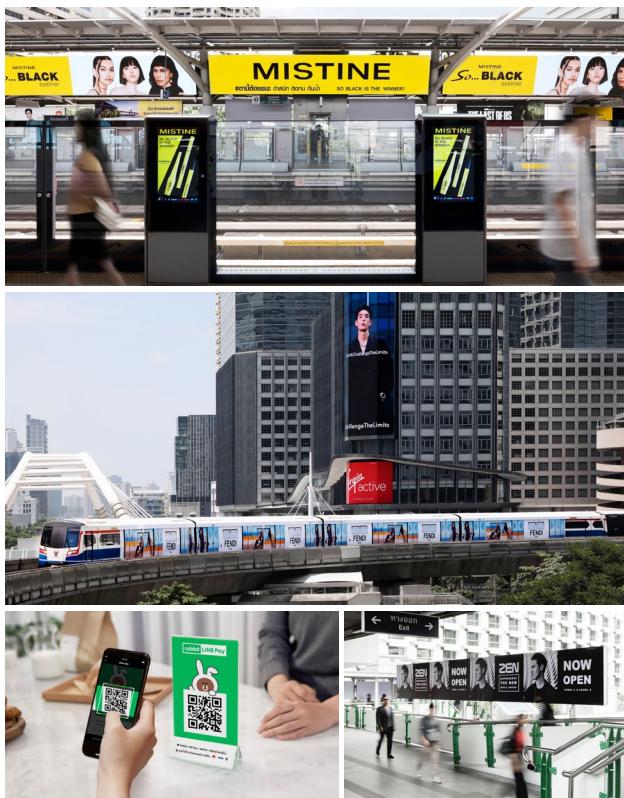
VGI aims to be the market leader in providing Offline-to-Online (“O2O”) Solutions. The Company continues to build on the foundations of its business model established by acquisitions and partnerships. Its strategy is clear: strengthening the integration of its offline to online platform, spanned by the continual enrichment of VGI’s data sources, to provide optimal O2O Solutions for its clients.



1.4 VGI ECOSYSTEM AND VALUE CHAIN

(GRI 2-6)

VGI is a service provider of Offline-to-Online (O2O) Solutions with a complete ecosystem on media business platforms including advertising, payment services and distribution businesses. The Company aims to be a leader in creating new experiences for consumers, meeting the needs of advertisers and brands with unique solutions through the Company's ecosystem. Moreover, the Company is committed to growing the business and creating sustainability for all groups of stakeholders.



Advertising in transit network (“Transit media”)

VGI was granted the exclusive rights to manage media on over 37,000 static displays and 2,300 digital screens in trains and on stations in the form of LCD screens with high potential to reach and communicate with millions of media audiences using urban public transport.



Advertising in office buildings (“Office media”)

Advertisement distribution that reaches office workers groups. VGI owns the largest office media network with 203 office buildings and 1,713 screens.



Billboards and street furniture advertising (“Outdoor media”)

Outdoor media managed through ROCTEC¹ and PlanB Media Public Company Limited covers areas across the country, reaching a large audience of advertising media and helping to effectively create awareness and brand recognition.

Note

¹ On December 28th, 2023, Master Ad Public Company Limited officially changed its name to Roctec Global Public Company Limited (“ROCTEC”)



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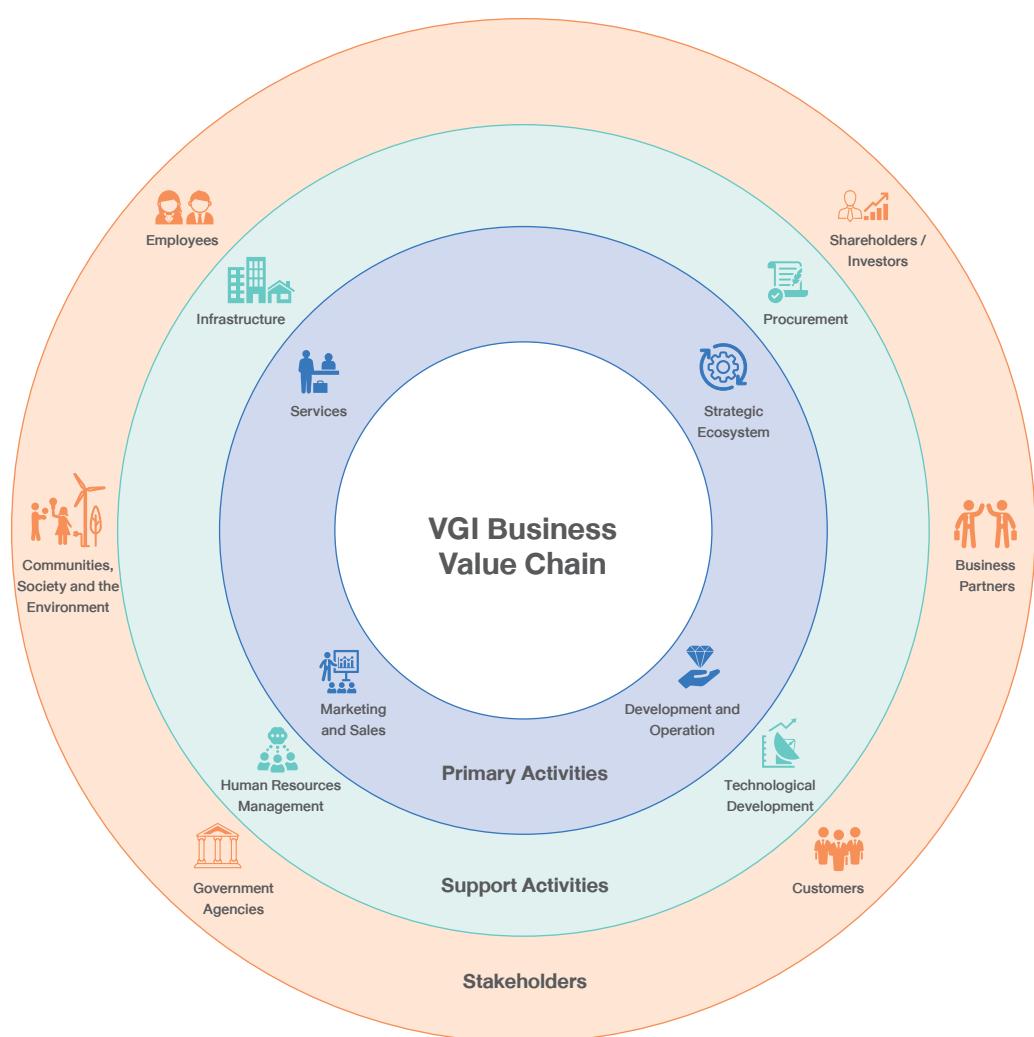
VGI VALUE CHAIN

(GRI2-6)

VGI continually pursues business opportunities through strategic alliances and ecosystem integration in advertising media platforms, digital services and distribution businesses. Under VGI's main advertising media business, the Company continues to develop advertising media channels to meet the needs of advertisers and brands. In addition, the spending data analysis from VGI's digital services can also enhance advertising media service by reaching target customers and encouraging more customer engagement with the brand.

Moreover, this ecosystem paves access to consumers' behaviors and interests through their various offline and online payment service transactions, which will help develop and strengthen the Company's database in more depth. This creates a deeper awareness of the product by building a stronger relationship between the development and the consumer, as well as encouraging more purchases or service appliances.

As for the distribution business, the Company has developed various products and services to meet the needs of consumers, for instance, retailer and managing leasing spaces on BTS SkyTrain stations, brand management, and distributor for products from China's leading brands. Additionally, VGI's payment service business also complements and boosts its distribution business by offering cashless payment services to consumers.



02



SUSTAINABILITY DEVELOPMENT AT VGI

- 2.1 Materiality Assessment
- 2.2 Stakeholder Engagement
- 2.3 Sustainability Development Policy and Goals
- 2.4 Sustainability Awards and Achievements in 2023/24

2.1 MATERIALITY ASSESSMENT

(GRI 3-1)

VGI conducted an enterprise materiality assessment on an annual basis, taking into consideration both internal and external factors that cover the Company's risks, impact issues and stakeholder expectations. Internal factors include impacts of economic, social and environmental risks and opportunities that may arise across VGI's operations and value chain. External factors in identifying material issues consist of global trends, external stakeholder opinions and sustainability issues of concern in the same industry.

The assessment is conducted based on the principle of double materiality, a concept in which the Company assesses environmental, social and governance (ESG) impact on the Company (internal), as well as the Company's ESG impact from activities throughout the value chain towards stakeholder groups. The criteria on assessing the impacts are based on the Company's Enterprise Risk Management criteria, therefore issues can later be integrated when assessing the Company's risk factors.

Furthermore, it has been verified by a third-party assurance provider and integrated in the Company's Enterprise Risk Management process. Material issues are prioritised and ranked based on their overall impact and the results are signed off by the Board of Directors. The Company has implemented the principles of GRI Standards 2021 on sustainability disclosure (GRI 3: Material Topics 2021), and the content selection and materiality assessment process can be summarised as follows:



Understand the Organisation's Context

VGI reviewed the organisation's business activities, sustainability context and relationship with stakeholders throughout the value chain. Moreover, the Company analysed global sustainability trends and international standards across the industry to compile sustainability issues that are relevant to the Company's business and stakeholders throughout the value chain. The following factors were taken into consideration for identifying sustainability issues:

- Global Reporting Initiative (GRI) Standards
- S&P Global ESG Indices
- MSCI Index
- Sustainability Accounting Standards Board (SASB)
- SET ESG Ratings Index
- Global trends for media, movies and the entertainment industry



Identify Actual and Potential Impacts

The Company discussed with internal departments and external stakeholders to identify actual and potential impacts of material issues on the Company's stakeholders, economy, environment and human rights, covering both positive and negative impacts.



Assess the Significance of the Impacts

VGI conducted an assessment to evaluate the significance of identified impacts by the scale of impact, scope of impact, likelihood of impact and irremediable nature of impact. In addition, the Company conducted an expert testing by integrating data from the expert interview.



Prioritise the Most Significant Impacts for Reporting

VGI then prioritised material sustainability issues by considering 2 criteria: (1) significance to stakeholders and (2) significance of impact on business in economic, social and environmental dimensions. The issues were categorised into high, medium and low priorities.

The results of material sustainability issues were presented to the Sustainability Committee by the recommendations of the Executive Committee, to review and validate the prioritisation of the materiality assessment results, and to be endorsed by the Board of Directors to ensure its consistency in the context of VGI's strategy.

Material Sustainability Issues

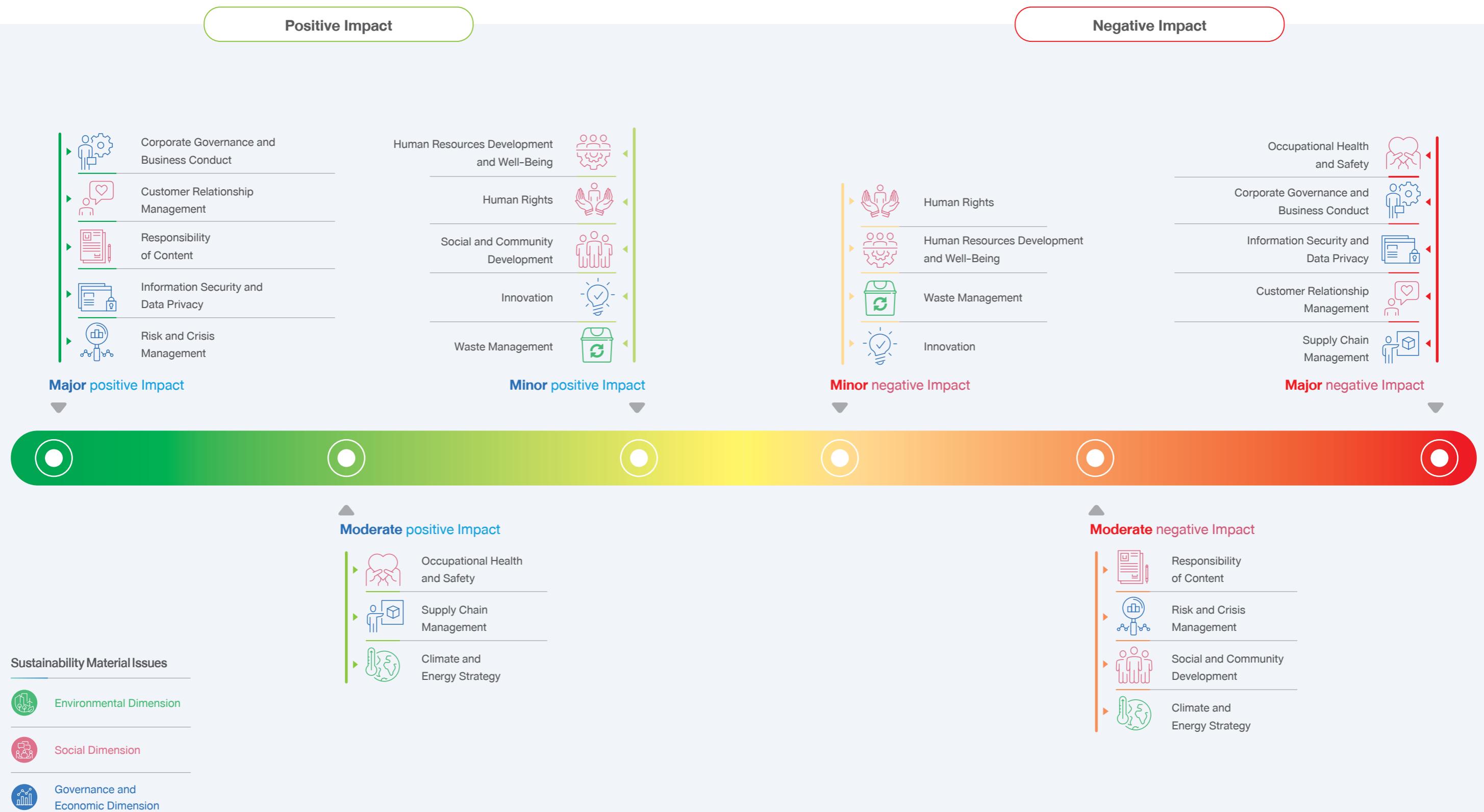
Material Issues	GRI Standards 2021	Scope of Impact		Sustainability Development Goals (SDGs)
		Internal	External	
ECONOMIC AND GOVERNANCE DIMENSION				
1. Corporate Governance and Business Conduct	Management of Material Topics (GRI 3-3) Anti-Corruption (GRI 205-2, GRI 205-3) Public Policy (GRI 415-1)	+ -	+ -	16, 17
2. Supply Chain Management	Management of Material Topics (GRI 3-3) Supplier Environmental Assessment (GRI 308-1) Supplier Social Assessment (GRI 414-1, GRI 414-2)	+ -	+ -	5, 8, 16
3. Risk and Crisis Management	Management of Material Topics (GRI 3-3)	+ -	+ -	8, 16
4. Innovation	Management of Material Topics (GRI 3-3) Waste (GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5)	+	+	8, 9
5. Information Security and Data Privacy	Management of Material Topics (GRI 3-3) Customer Privacy (GRI 418-1)	+ -	+ -	3, 8, 16
SOCIAL DIMENSION				
6. Customer Relationship Management	Management of Material Topics (GRI 3-3)	+	+	8, 9, 11, 17
7. Human Resources Development and Well-Being	Management of Material Topics (GRI 3-3) Employment (GRI 401-1, GRI 401-2, GRI 401-3) Training and Education (GRI 404-1, GRI 404-2, GRI 404-3) Diversity and Equal Opportunity (GRI 405-1, GRI 405-2)	-		3, 4, 5, 8, 10
8. Human Rights	Management of Material Topics (GRI 3-3)	+ -	+ -	3, 5, 8, 19
9. Social and Community Development	Management of Material Topics (GRI 3-3) Economic Performance (GRI 201-1)	+ -	+ -	3, 4, 8, 9, 13
10. Occupational Health and Safety	Management of Material Topics (GRI 3-3) Occupational Health and Safety (GRI 403-1, GRI 403-2, GRI 403-6, GRI 403-9)	+ -	+ -	3
11. Responsibility of Content	Management of Material Topics (GRI 3-3)		+ -	12, 16
ENVIRONMENTAL DIMENSION				
12. Climate and Energy Strategy	Management of Material Topics (GRI 3-3) Energy (GRI 302-1, GRI 202-4) Emission (GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-5)	-	-	3, 7, 8, 11, 12, 13, 14, 15, 17
13. Waste Management	Management of Material Topics (GRI 3-3)	+ -	+ -	3, 6, 9, 11, 12, 13, 17

Remark

 Positive Impact

 Negative Impact

Material Issues by Impact Level



Double Materiality Results

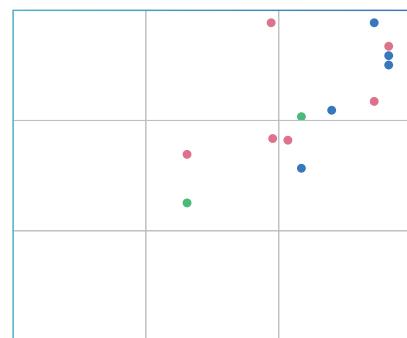
Positive Impact



Environmental Dimension

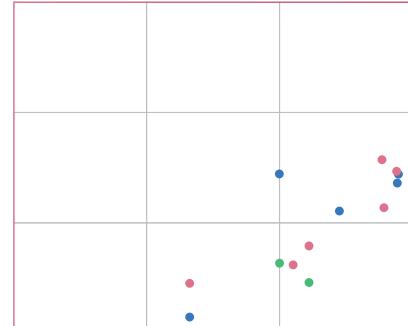
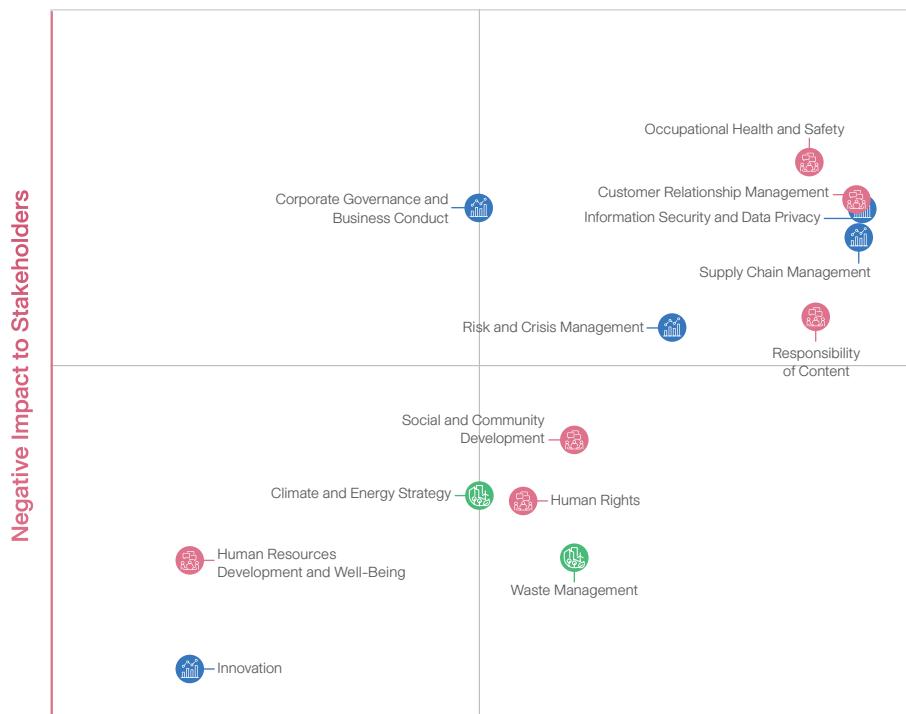
Social Dimension

Governance and Economic Dimension



ESG Impact to Company

Negative Impact



ESG Impact to Company

2.2 STAKEHOLDER ENGAGEMENT

(GRI 2-12, 2-29)

VGI believes that each group of stakeholders is of significant importance to the organisation's sustainable development and long-term success. Therefore, the Company ensures that internal and external stakeholders are treated appropriately and equitably. In addition, a policy regarding stakeholder participation has been established as a guideline for identifying stakeholders, indicating stakeholders' material expectations, and developing stakeholder engagement, communication and notification throughout the business's value chain. The identification of stakeholders is based on the impact they may receive from the Company's operations and the Company's dependence on the stakeholders.

VGI has divided and prioritised its stakeholders into 6 groups, both inside and outside the organisation, and has also provided communication channels and engagement methods to respond to stakeholder expectations as follows:



Shareholders / Investors	
Engagement Channels	
Annual general meeting of shareholders	News reports via mass communication and online platforms
Reports on the operating results on a quarterly and annual basis by disclosing the same on VGI's website and SET	Various communication channels such as website, Facebook, email, telephone
Key Stakeholder Interests	
Conduct business with transparency and accountability, including having good and efficient corporate governance	Consistently disclose information regarding operating results
Operate business with growing, stable and sustainable results	Respect the rights of shareholders and treat shareholders equally
Company management and protecting the rights of shareholders during the Covid-19 pandemic crisis	
Company Responses	
Conduct business with transparency in accordance with relevant laws, Corporate Governance Policy and Code of Conduct	Ensure standardised practices on good corporate governance and anti-corruption through group-wide employee training
Assess the Company's anti-corruption risk and renew membership of the Collective Action Coalition of the Private Sector Against Corruption (CAC)	



Employees

Engagement Channels

CEO message via internal communication channels	Annual satisfaction and engagement surveys
Internal communication channels, e.g. VGI Line official account, intranet and common areas in the office	Comment box

Key Stakeholder Interests

Treat employees equitably by respecting fundamental human rights under international standards, laws, rules and regulations	Provide career growth
Consistently train and develop employee capabilities	Provide appropriate remuneration and welfare
Provide a hygienic working environment according to occupational health and safety guidelines	

Company Responses

Employee satisfaction survey result at 97%	Set up a Safety, Occupational Health and Work Environment Committee to support employees
Establish a Human Rights Policy, conduct human rights due diligence process and provide human rights training	Organise various training programs to enhance employee capabilities
Provide employee support programs to foster employees' health and well-being	



Customers

Engagement Channels

Annual satisfaction survey	Collect complaints, suggestions and comments via complaint channels
Build customer relations, e.g. organising activities to strengthen relations with customers	Provide Company's information through social networks

Key Stakeholder Interests

Present products with quality that meet customers' expectations at a fair and appropriate price	Continuously improve quality and types of products and services
Provide accurate and adequate information for customers' decision-making	Protect customer personal data

Company Responses

Customer satisfaction survey result at 90%	Continuously develop products and gain external recognition, such as being awarded the "Most Innovative O2O Solutions for Payment and Logistics Platforms" as the leading company with the most innovative platform
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Business Partners

Engagement Channels



Selection procedure and performance assessment of business partners



Meeting with business partners

Key Stakeholder Interests



Transparent, fair and accountable procurement



Comply with contractual agreements

Company Responses



Business partners sign acknowledgement to the Supplier Code of Business Conduct, which covers operational economic, social and environmental issues



Business partners receive safety training prior to performing work



Government Agencies

Engagement Channels



Report performances following the frequency defined by government agencies



Communicate with government officials to create correct understanding



Continuously participate in activities, seminars and projects by government agencies

Key Stakeholder Interests



Comply with laws, rules and regulations



Disclose comprehensive operational information on a regular basis



Join projects or joint associations initiated by government agencies

Company Responses



Strictly comply with relevant laws and regulations



Disclose information on operational performances following the prescribed timeframe that exceeds regulatory requirements for transparency



Participate in ESG initiatives and projects organised and endorsed by government agencies



Communities, Society and the Environment

Engagement Channels



Communication platforms including whistleblowing channel



Organisational management that takes into account environmental protection



Organise activities with communities



Use of advertising platforms to publicise news that are useful to the public

Key Stakeholder Interests



Societal, community and environmental development



Minimise impacts on environment due to business operations



Coexist with communities in a sustainable manner



Take part in cultivating people's moral values in conserving the environment

Company Responses



Set environmental goals which include waste reduction, sustainable use of energy and creating a platform to be a voice for the larger society



Conduct various waste management and energy reduction initiatives



Offer free-of-charge media spaces to raise awareness on environmental and societal development

Please scan this QR code for the Stakeholder Engagement Policy

2.3 SUSTAINABLE DEVELOPMENT POLICY AND GOALS

VGI is committed to conducting business with responsibility towards sustainability issues in order to maximise benefits for all stakeholders throughout the value chain. The Company follows the principles of sustainable development in accordance with the Sustainable Development Policy that covers operational guidelines in 7 major areas covering economic, social and environmental dimensions, and encourages its directors and employees to continue adhering to the policy for consistent sustainable development within the organisation. VGI is well aware that good corporate governance will lead to the Company's sustainable growth and create added value for the Company and its shareholders in the long term. To elevate the guidelines for good corporate governance and help drive the implementation of social, community and environmental responsibility, as well as laying a solid anti-corruption foundation for the Company, VGI's Board of Directors Meeting thus resolved to approve the appointment of the "Corporate Governance Committee" on March 20, 2015. The Committee's mission is to consider, define, review and improve VGI's corporate governance and business ethics policies, social responsibility policy towards society, communities and the environment, as well as policies and guidelines in regard to anti-corruption and bribery, to propose to the Board of Directors for approval. The Committee is also responsible for overseeing compliance with policies, manuals and guidelines.

Moreover, the Company recognises the importance of expanding the Corporate Governance Committee's scope of responsibilities to encompass corporate sustainability principles and goals, which are an extension of good corporate governance principles. Consequently, the Board of Directors' meeting that commenced on February 13, 2023 resolved to approve the Corporate Governance Committee's name change to the "Sustainability Committee," and amended this charter to be consistent with the said resolution.



Please scan this QR code for the Sustainability Committee Charter

Furthermore, VGI has appointed a Sustainability Development Working Group responsible for the consideration of policies and plans related to sustainability, setting business sustainability goals to continuously improve the Company's sustainability performance, handling information disclosure to the public, in addition to promoting awareness of sustainable development throughout the organisation. The Sustainability Development Working Group comprises representatives from various internal functions, namely the departments of Human Resources, Finance, Sales, Purchasing, Information Technology, Mass Transit Operations and Support, Brand & Marketing Communication, Graphic Design, and Company Secretary. Additionally, sustainability performance will be reported to the VGI Sustainability Committee every quarter.



Please scan this QR code for the Sustainable Development Policy

In addition, VGI has set economic, social and environmental sustainability goals to support the Company's commitment to sustainability, with the details of each goal as follows.

Material Sustainability Issues	Long-Term Sustainability Targets 2020/21–2024/25	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
 Corporate Governance and Business Conduct	<ul style="list-style-type: none"> All of the Company's employees—including those of subsidiaries—attend business ethics training No significant warning or audit from regulators "Excellent" rating in corporate governance scoring 																	
 Risk and Crisis Management	<ul style="list-style-type: none"> Risk management carried out according to the COSO – ERM 2017 framework 																	
 Supply Chain Management	<ul style="list-style-type: none"> 100% of the Company's suppliers sign acknowledgment of the Supplier Code of Business Conduct, which addresses operational issues across economic, social and environmental dimensions 																	
 Information Security and Data Privacy	<ul style="list-style-type: none"> No breach of customers' private data security No complaints from government agencies, clients or other relevant parties in wrongful use of personal data 																	
 Customer Relationship Management	<ul style="list-style-type: none"> Customer satisfaction score at 95% No complaints from customers regarding advertising media and customer service 																	
 Human Resources Development and Well-Being	<ul style="list-style-type: none"> Employee satisfaction rate no less than 90% 																	
 Occupational Health and Safety	<ul style="list-style-type: none"> 100% of the Company's employees and suppliers receive training in accordance with safety standards No work-related accidents 																	
 Climate and Energy Strategy	<ul style="list-style-type: none"> Maintain the level of electricity consumption to less than 10% increase when compared to the baseline year of 2019 Use corporate advertising platforms to distribute climate change content with the goal of reaching at least 1 million people per year 																	
 Waste Management	<ul style="list-style-type: none"> Adjust waste disposal methods from landfilling or incineration to recycling 30% of total waste Create value for waste by transforming them into environmentally friendly products with the goal of reducing waste generation by at least 10% 																	

2.4 SUSTAINABILITY AWARDS AND ACHIEVEMENTS IN 2023/24

S&P Global



VGI has been ranked in the “Top 1%” and achieved the world’s highest score of 82/100 in the PUB Media, Movies & Entertainment industry for the 2nd consecutive year from the S&P Global Sustainability Yearbook 2024, demonstrating the Company’s unceasing regard for environmental issues, improvement to people’s quality of life, and business conduct according to ESG (Environment, Social, Governance) principles of good corporate governance in our business operations.



VGI has been certified with the Carbon Neutral label from the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO for the 2nd consecutive year. VGI is the first and only carbon neutral media company in Thailand, offsetting the organisation's greenhouse gas emissions through participation in a carbon credit support program certified by the TGO. In addition, the Company also procures clean energy from renewable sources for 10% of its business operations using Renewable Energy Certificates (RECs).



VGI was certified as “Excellent” and classified as a 5-star company in the Corporate Governance Report (“CGR”) organised by the Thai Institute of Directors Association (IOD) for 8 consecutive years.



**SET AA
ESG Ratings 2023**

VGI has been included in the SET ESG Ratings—formerly known as Thailand Sustainability Investment or THSI—with an “AA” rating under the Service Industry group for 2023 by the Stock Exchange of Thailand (SET), underscoring the Company’s commitment and determination in the pursuit of sustainable business operations, as well as consistent prioritisation of all stakeholders and readiness to be a part in driving society toward sustainability alongside good business conduct.



VGI is a certified member of the Thai Private Sector Collective Action Against Corruption (CAC), demonstrating the Company’s resolve to conduct proper, transparent, fair and verifiable business operations by establishing appropriate measures for responsibility in various processes, with clear guidelines to prevent corruption and further lead the organisation’s development towards sustainability.



VGI was awarded the Thailand’s Top Corporate Brand Hall of Fame 2023 Award at ASEAN and Thailand’s Top Corporate Brand 2023 for being the company with the highest corporate brand value in the media category for 5 consecutive years. The event was organised by the Master in Branding and Marketing program (MBM), Faculty of Commerce and Accountancy from Chulalongkorn University, together with the Stock Exchange of Thailand and media under the Manager Media Group.

03



GOVERNANCE AND ECONOMIC DIMENSION

-
- 3.1 Corporate Governance and Business Conduct
 - 3.2 Risk and Crisis Management
 - 3.3 Supply Chain Management
 - 3.4 Innovation
 - 3.5 Information Technology Security and Personal Data Privacy



3.1 CORPORATE GOVERNANCE AND BUSINESS CONDUCT

(GRI 2-9, 2-26, 3-3, 205-2, 205-3, 415-1)



Progress Towards 2024/25 Goals

Target: All Company employees attended the business ethics training



*Targets are linked to executive compensation

Long-Term Sustainable Development Goals From 2020/21-2024/25

- All Company employees attended the business ethics training
- No significant warning or audit from regulators
- “Excellent” rating in corporate governance scoring

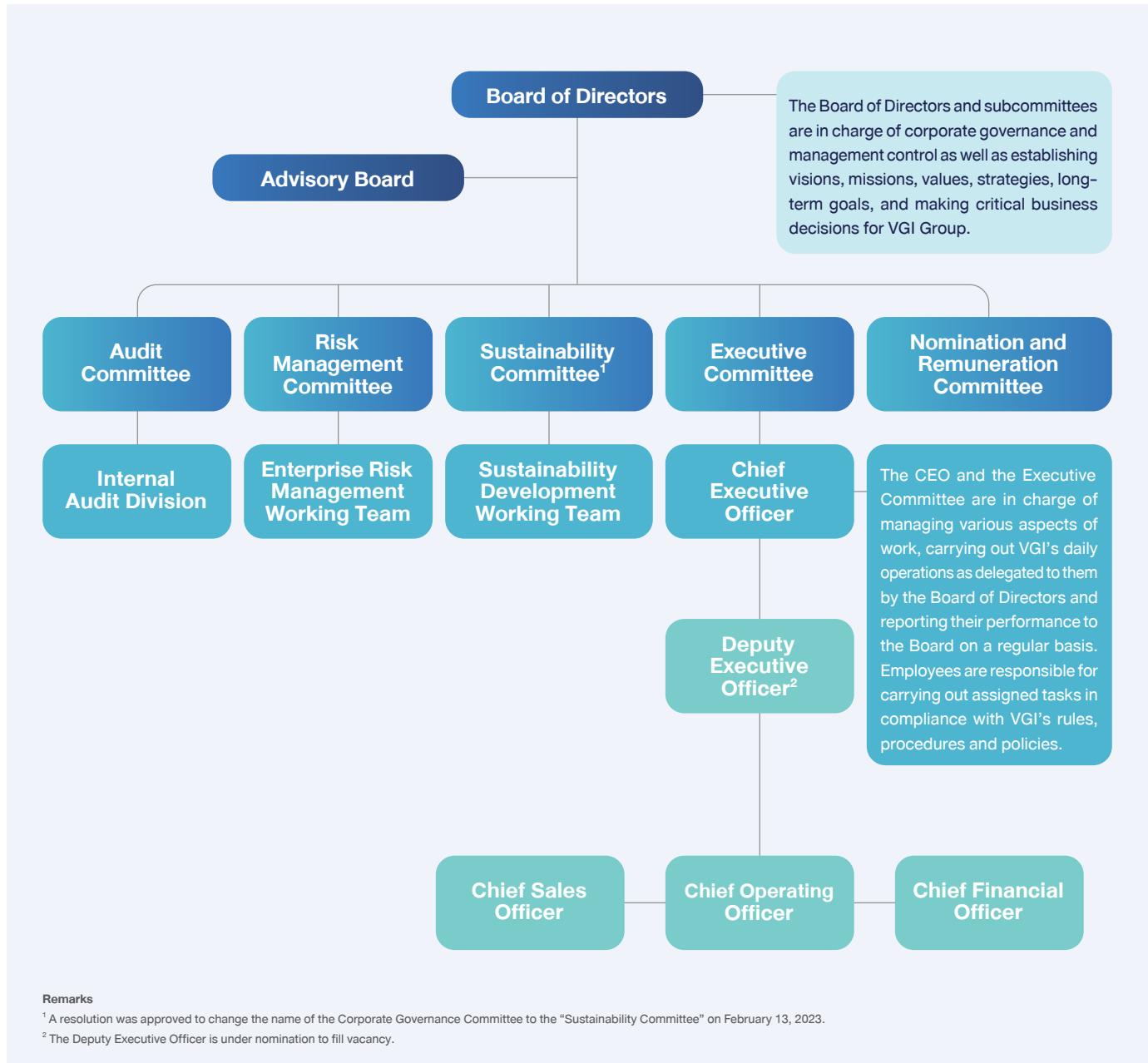
Corporate Governance

Good corporate governance, including honest and transparent operations, is the cornerstone of business operations and sustainable growth. VGI thus adheres to business operations under good corporate governance and business conduct to ensure fairness and confidence to all stakeholders. VGI has established a sound business structure, management and corporate governance systems that support and comply with sound corporate governance principles of the Stock Exchange of Thailand and the Securities and Exchange Commission, recommendations by the Thai Institute of Directors Association, and various international standards. The Board of Directors has prepared and publicised a handbook on corporate governance and business ethics to establish a working direction for directors, executives and employees at all levels to acknowledge and adhere to as a guideline for performing their duties. As such, the guidelines are reviewed by the Board of Directors annually to ensure the capability of VGI’s corporate governance in continually responding to current fluctuating conditions and business operations.

Please scan this QR code for the Corporate Governance Policy and Code of Conduct

Corporate Governance Structure

The Board of Directors, management structure, and each party's duties and responsibilities are crucial in the continuous promotion and support of the Company's sustainable development and business growth.



Further information on corporate governance is provided in VGI's 56-1 One Report under the "Corporate Governance" section.

Board Composition

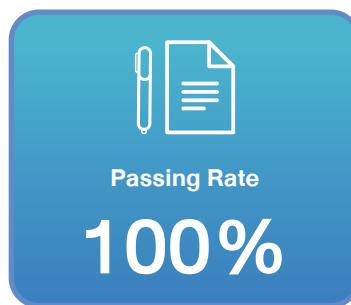
The Board of Directors plays a primary role in overseeing the Company's good corporate governance. Therefore, the committee selection criteria must consider comprehensive qualifications, which comprise independence, knowledge, experience and expertise, and must not be based on sex, gender, race, ethnicity, origin, nationality or cultural background.



Please scan this QR code for the Board Diversity Policy

Code of Business Conduct

VGI recognises that conducting business with transparency and good business ethics is essential in promoting corporate sustainability development, as well as building stakeholder confidence. The Board of Directors has prepared and published a corporate governance and business ethics handbook to adhere to as a guideline for directors, executives, and employees at all levels, including subsidiaries. This handbook encompasses comprehensive requirements in regard to respect for human rights; treatment of shareholders, customers, employees, business partners, commercial competitors and creditors; responsibility for society, environment, occupational health and safety; anti-corruption; anti-money laundering; political activities; non-infringement of intellectual property; confidentiality; data privacy; securities trading; conflict of interest; reporting or whistleblowing and disciplinary actions. The Board of Directors, executives and employees at all levels have signed and acknowledged this Code of Conduct.



VGI focuses on enhancing employees' understanding to ensure their ability to consistently follow good corporate governance principles and business ethics. Both new and existing employees of VGI must undergo the learning process about policies and guidelines in the corporate governance handbook, as well as completing a post-training assessment. All employees participated in 2023/24 training, with 100% of the employees passing the assessment with an average score of 9.7/10.

Anti-Corruption

VGI is committed to fighting against corruption and all forms of bribery. It also encourages the Board of Directors, executives and employees at all levels of the Company and its subsidiaries, including other related persons, to not participate in corruption, whether directly or indirectly, in any way. VGI strictly operates its business following anti-corruption guidelines and communicates the no gifts policy to employees and related parties for their acknowledgement and compliance. The Company also reviews anti-corruption measures annually to ensure that such measures can appropriately and adequately prevent, detect and respond to the organisation's corruption risk.

Furthermore, VGI has been certified as a member of the Collective Action Coalition of the Private Sector Against Corruption (CAC) since 2017, which reaffirms the Company's commitment to no tolerance for corruption in any form. On June 30, 2023, VGI completed an anti-corruption risk assessment and was certified for renewal of the CAC membership, which will expire on June 30, 2026.



Please scan
this QR code for the
Anti-Corruption Measures



Complaint Channels

VGI encourages employees and stakeholders to engage in monitoring the Company's compliance against applicable laws and regulations, corporate governance principles, established policies, the Code of Conduct and other policies. The Company has established whistleblowing channels for report of grievances against any suspected violation of the laws or Code of Conduct, or any behaviour implicative of Company-related corruption or misconduct.



VGI Internal Intranet



Doitright@vgi.co.th



Company Secretary Division
Tel: +66 (0) 2273-8884 ext. 391
or by post to the Company's address

Process of Handling Complaints



Complaint Receiving

The Company Secretary prepares a summary of fraud and corruption complaints received through whistleblowing or other complaint channels



Consideration

Consider initially whether the complaint is a violation of anti-corruption policies

- Send to relevant agencies in the case of not violating anti-corruption policies
- In the case of corruption
 - If there is no basis, report results to the complainant
 - If there is sufficient basis, the Company Secretary will proceed with the next steps

*In the case of severe corruption requiring urgent rectification, the incident will be reported to the Executive Committee and the Audit Committee, with a copy sent to the Internal Audit Division for acknowledgment



Coordination

Coordinate with the Human Resources Department to appoint an investigation committee. After an investigation committee has been appointed, the People Management Department will be responsible for further investigation



Report

Summarise report on the number of whistleblowing, summary of events and operational status to the Audit Committee every 6 months

VGI has measures to protect the rights of complainants and informants. The Company will conceal the name, address or any other information that could identify the complainant or informant and keep the information on the complainant or informant confidential. Details on the complaint receiving process, investigation procedures and whistleblowing channels can be referred to further in the Anti-Corruption Measures. In 2023/24, VGI has not received any reports, whistleblowing, or complaints in regard to corruption.

0

Number of Complaints Complaints



- Legal Proceeding
- Business Integrity
- Conflict of Interest
- Human Rights (i.e., discrimination and harassment)
- Violation of Customers' Data Privacy
- Money Laundering or Insider Trading
- Environment, Occupational Health and Safety

0

Complaint Processing Complaint Processing



- Verbal Warning
- Written Warning
- Contract Termination
- Pending Investigation

Supporting and Becoming a Member of Various Organisations

VGI has joined as a member of various organisations in Thailand and supported them to contribute in helping to develop the country's economy, society and environment for further sustainable growth. In 2023/24, the Company did not make any contributions to political organisations, lobbyists or lobbying organisations, and other tax-exempt groups.

Type	Organisation	Topic	Objective of Relationship	Contribution Amount			
				2020/21	2021/22	2022/23	2023/24
Lobbying, interest representative or similar	N/A	N/A	N/A	N/A	0	0	0
Local, regional or national political campaigns/ organisations/ candidates	N/A	N/A	N/A	N/A	0	0	0
Other (e.g. spending related to ballot measures or referendums)	N/A	N/A	N/A	N/A	0	0	0
Trade Association	Thai Institute of Directors Association	Governance	Membership and support for activities	Adopt policies to promote good corporate governance within the organisation and enhance the professionalism of the Company's directors	123,720	80,630	69,846
Trade Association	Thai Listed Companies Association	Governance	Membership and support for activities	Obtain policies to ensure compliance with regulators' and government agencies' rules and guidelines	26,750	30,750	26,750
Trade Association	Thai Investors Association	Governance	Membership and support for activities	Support the organisation's activities in providing general investors with knowledge and understanding of securities analysis	0	0	0
Trade Association	Advertising & Sign Producing Association (ASPA)	Media Practices	Membership and support for activities	Obtain policies, news and information that are useful and conducive to the organisation's business operations, as well as jointly develop working systems and share knowledge to promote the advertising media business	300,000	0	12,500
Trade Association	Media Agency Association of Thailand (MAAT)	Media Practices	Membership and support for activities	Obtain policies, news and information that are useful and conducive to the organisation's business operations, as well as jointly develop working systems and share knowledge to promote the advertising media business	0	0	0
Trade Association	Digital Advertising Association (Thailand)	Media Practices	Membership and support for activities	Support the organisation's activities	0	0	6,666.64
Trade Association	Personnel Management Association of Thailand	Promote management excellence of Thai organisations	Membership and support for activities	Participate in a leading management development institution for the latest development in advanced managerial concepts and knowledge sharing opportunities for business and public policy to create better understanding and cooperation in driving management excellence, which ultimately contributes to improving Thailand's competitiveness on the international stage in the long run	0	0	51,478.52
Trade Association	Thai-Japanese Association	Support business and trade to promote Thailand's economic advancement	Membership and support for activities	A member of the Thai-Japanese Association with the objective to strengthen relations between both nations and ultimately contribute to the growth of Thailand's economy	0	0	50,000.00
Total Contributions and Other Spending				450,470	111,380	109,096	389,994.78

3.2 RISK AND CRISIS MANAGEMENT

(GRI 2-12, 3-3)



Progress Towards 2023/24 Goals	Long-Term Sustainable Development Goals From 2020/21–2024/25
<p>Target: Risk management is carried out in accordance with the COSO – ERM 2017 framework</p>  <p>Target 100%</p> <p>Performance 100%</p>	<ul style="list-style-type: none">Risk management training was provided for employees throughout the Company to enhance risk cultureRisk management was carried out in accordance with the COSO – ERM 2017 framework

VGI continually places importance on risk management within the organisation, which the Company realises is crucial in driving the Company to achieve its goals according to its business plans, strategies and visions under the rapidly changing business situation, highly competitive market and unexpected crisis such as emerging risk situations and uncertainties of various businesses that may occur in the future.

Therefore, the Company systematically manages risks to create business opportunities, reduce potential losses, and deal with risk issues that may affect business operations. To meet and guarantee value to all stakeholders, the Company expects all employees to share responsibility for managing corporate risks, which is one of the critical factors in driving corporate culture in risk management.

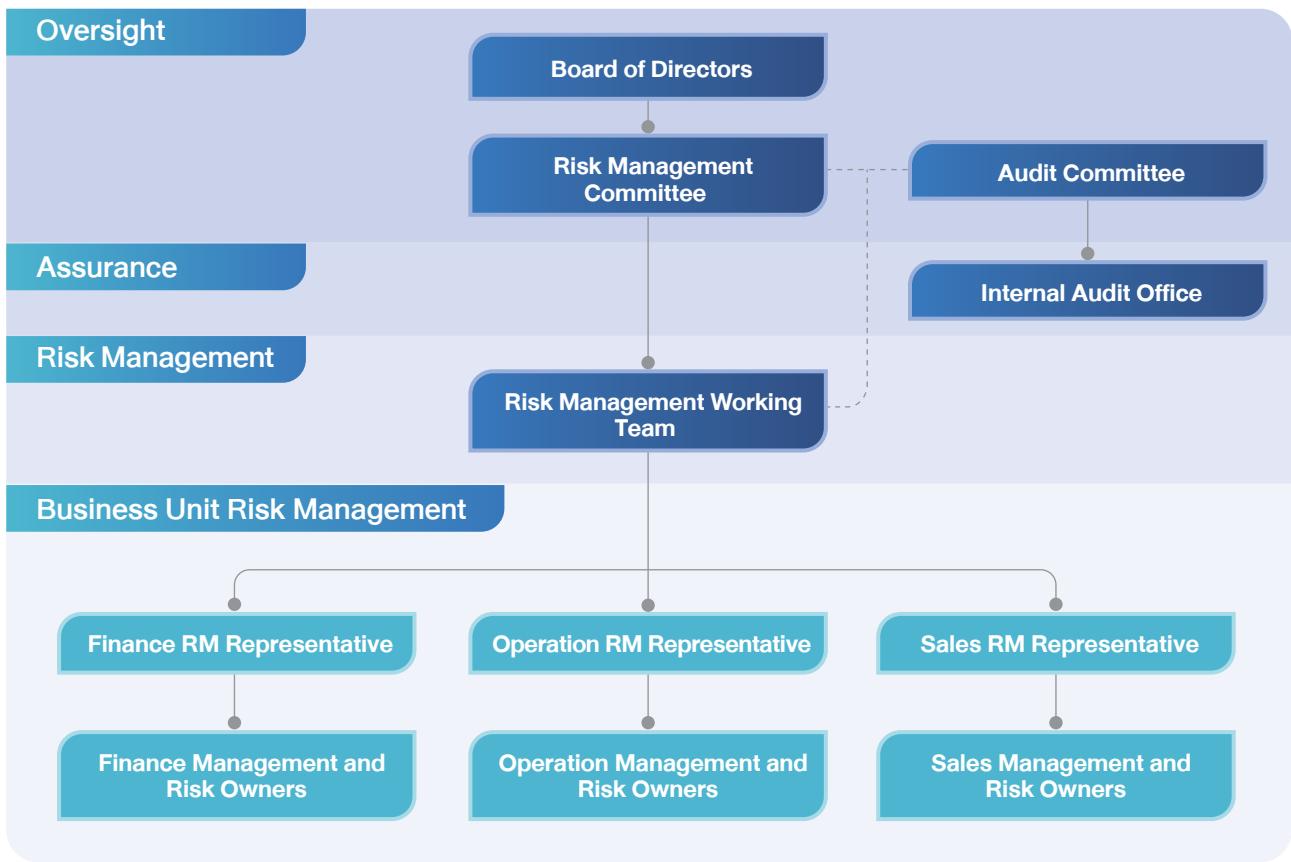
Risk Governance

VGI operates according to the Company's Risk Management Policy guidelines, along with the guidelines of the Committee of Sponsoring Organizations of the Treadway Commission (COSO). The Board of Directors is responsible for oversight of the Company Policies, appointing the Risk Management Committee to support risk management supervision, and play a vital role in assessing, analysing and managing risk. The Committee must report the evaluation and performance to the Board of Directors at least once a year. In addition, the Risk Management Committee has established a risk management working group, which consists of representatives from all lines within the organisation to inspect and operate risk control to be within the acceptable risk level of the organisation (Risk Appetite) in all aspects. In addition, the Company has an Internal Audit Office, a separate unit from the risk management unit, which is responsible for reviewing and assessing the effectiveness of risk management processes, as well as to audit risk management operations regularly at least once a year.

Please scan this QR code for the Risk Management Policy

Please scan this QR code for the Enterprise Risk Management Policy

Risk Management Structure



Risk Management Process

VGI analyses and divides risks into 4 aspects, consisting of (1) Strategic Risks, (2) Operational Risks, (3) Financial Risks and (4) Compliance Risks. The risks are assessed through a budgetary impact indicator, and the impact cannot be assessed in monetary terms. This impact covers the impact on corporate governance and the safety of those involved in the organisation, human resources and the environment.

Further information on risk management is available in VGI's 56-1 One Report under "Risk Management" section.

Key Enterprise Risks



Risk Management Process



Emerging Risks

VGI is dedicated not only to managing significant risks but also to implementing guidelines and measures to promptly address and respond to emerging risks. Each year, the Company conducts thorough reviews of emerging risk issues and trends that could impact or present business opportunities. In 2023/24, the Company has identified 4 business-related risks as follows:

 Emerging Risks	 Severe Air Pollution in Metropolitan Area	 Intensive Cyber Insecurity	 Talent and/or Labour Shortage in Data and Digital Domains	 Adaptation Unreadiness From Climate Transition Risks
Category	Environmental	Technological	Social	Environmental
Magnitude	Significant	Significant	Significant	Significant
Timeline of Impact	Long-Term (3-5 years)	Long-Term (3-5 years)	Long-Term (3-5 years)	Long-Term (3-5 years)
Description	<p>Emission and dispersion of harmful materials into the air stemming from human activity such as PM 2.5, resulting in impacts to peripheral vision and human health, financial loss and/or damage to ecosystems. Metropolitan areas such as Bangkok suffer from pollution issues such as increased volume, bad air quality and noise pollution. High levels of air pollutants force people to stay indoors, thus there is less exposure to Out-Of-Home (OOH) billboards and advertisement.</p> <p>Ridership and commuters are associated with favourable weather conditions and air quality. People are more likely to use public transit when they feel comfortable and safe.</p>	<p>Use of cyber weapons and tools to conduct cyber warfare, cyber espionage and cyber crimes such as ransomware, data fraud or theft to gain control over digital presence and/or cause operational disruption, leading to financial and reputational losses, as well as increased operational costs.</p> <p>As more customers see the convenience of digital user interface, more customers become online registered users. With increased online users and their confidential, private information, the Company will be prone to cybersecurity and privacy information breaches.</p>	<p>Global, geographical or industry mismatches between labour and skills supply and demand as climate action and AI integration transitions will dramatically reshape the quality, quantity and distribution of job creation as well as job loss, driving divergent risks in the media and advertisement industry.</p> <p>VGI anticipates encountering increased difficulty in recruiting specific essential roles, primarily those related to data and digital expertise as the Company is expecting to face large-scale digital transformation. This innovative approach empowers the Company to swiftly and precisely address the dynamic shifts in customer and stakeholder behaviour.</p>	<p>Transition risks resulting from changes in regulations such as Thailand Climate Change Act, consumer preferences, and investor expectations as the world transitions to a net-zero economy.</p>
Impact	<p>Media exposure in public areas can be impacted from high level of pollutants, especially at the local level where issues are most relevant. High pollutants can cause less daily ridership and commuters, directly affecting number of VGI's transit media viewers, as displays are mostly located in metropolitan areas.</p> <p>Furthermore, a widespread of severe air quality outbreak could result in the government enacting and enforcing strict lockdowns or work from home regulations to prevent bad impact on health. This will also affect VGI's OOH advertising business due to the shift in customer behaviour towards online marketing and e-commerce, resulting in advertisers and brands reducing their advertising budgets.</p>	<p>As VGI continuously diversifies business synergy by providing digital services and distribution businesses where data from the group's business ecosystem is used, as well as the possible transition to more online advertising, there is a risk that threats of cyber attacks will emerge more clearly and intensively.</p> <p>Failing to take cybersecurity seriously can lead to irreparable harm to the organisation's reputation.</p>	<p>Lacking individuals with proficient data and digital skills will impact the Company critically as these are essential skills needed for the Company. Their expertise is crucial not only for managing technology-related tasks (such as IT infrastructure maintenance and network monitoring) but also for successfully implementing the Company's Customer Intimacy strategy, which relies on various data-driven activities.</p>	<p>Transition risks such as the Climate Change Act may result in the Company cost/loss as a result of operations which may exceed carbon taxation caps or limits. Costs may be significant should VGI operate without any decarbonisation strategy or reduction of greenhouse gas emissions.</p>

 Emerging Risks	 Severe Air Pollution in Metropolitan Area	 Intensive Cyber Insecurity	 Talent and/or Labour Shortage in Data and Digital Domains	 Adaptation Unreadiness From Climate Transition Risks
Mitigation Actions	VGI forecasts the duration of such risks to occur over a period of 3-5 years. The Company has a management approach that strives to create new business partnerships by investing in strategic alliances to increase diversification in providing business services and reduce reliance on a single business such as risk diversifying by spreading places for advertisement across multiple locations or shifting to more online advertisement.	The Company places importance on respecting the privacy of the personal information owner and is aware of the potential impact of such a cyber attack risks. Therefore, a framework for cybersecurity has been established and the budget has been efficiently allocated, covering everything from the policy level to the operational level. The Company's continued investments in the area of cyber threats such as guidelines for implementing and reviewing IT Policy at least once a year, employees' access rights to IT equipment and network systems in each function, and firewall installation to separate data between internal and external networks, as well as risk awareness training for executives and employees in all sectors in VGI to create knowledge and understanding of the laws regarding personal data protection and have proactive communication to all employees.	VGI plays a crucial role in strengthening the labour market at both local and global levels, as the Company is one of the leading media and advertisement companies in Thailand and South East Asia. The Company will address labour shortages and mitigate unemployment risks by investing in skill development, safeguarding workers' rights, and ensuring contract security.	The Company has committed to reduce greenhouse gas emissions and has already been certified with Carbon Neutral by the Thailand Greenhouse Gas Management Organization (Public Organization), as well as continuing to procure clean energy from renewable sources for at least 10% of its operations. Nevertheless, VGI continues to monitor the situation and go above and beyond regarding regulations and policy enforcements in regards to carbon emissions and reduction.

Risk Culture

Risk culture is a core value of effective corporate risk management. VGI aims to strengthen its corporate risk management throughout the organisation and expects employees at all levels to be responsible for risk management in their daily business operations. In 2023/24, VGI conducted training regarding risk management to deepen acknowledgement and knowledge of risk management for related employees and executives of 24 persons. Moreover, the Company arranged a risk management training for the Board of Directors to understand the importance of corporate risk management.



3.3 SUPPLY CHAIN MANAGEMENT

(GRI 2-6, 3-3, 308-1, 414-1, 414-2)



Progress Towards 2023/24 Goals

Target: 100% of the Company's significant suppliers are assessed for economic, social and environmental risks



Long-Term Sustainable Development From 2020/21–2024/25

- 100% of critical tier 1 suppliers are assessed for economic, social, and environmental risks
- 100% of the Company's suppliers sign acknowledgment of the Supplier Code of Business Conduct, which addresses operational issues across economic, social and environmental dimensions
- Zero supplier fatalities

VGI is committed to driving business growth transparently, fairly and emphasising sustainability throughout the Company's value chain by prioritising effective supply chain management to rectify and prevent economic, social and environmental (ESG) risks from suppliers with high ESG risks that may impact VGI's reputation and stakeholder confidence. VGI has established the Procurement Policy and Supplier Code of Conduct as suppliers' guiding principles in conducting sustainable business in accordance with the Company's expectations. In addition, the Company has a supplier assurance process to ensure compliance to the Code of Conduct, which encompasses Supplier Classification, Supplier Screening, Significant Supplier Assessment, Supplier Corrective Action and Development. All suppliers shall adhere to ethical principles and operations that prevent adverse impacts to communities and the environment while safeguarding the health and safety of workers and the public.

Supply Chain Management Strategy

VGI operates supply chain management ethically and sustainably, in accordance with the Procurement Policy and Supplier Code of Conduct under ESG operational principles, in which the management and reporting are overseen by the Board of Directors. This policy covers supply chain management in all aspects with consideration to quality, reasonable price, on-time and continuous delivery, human rights principles, the environment and safety, as well as a risk management system in the case of both normal and emergency conditions or unexpected disasters.

To ensure that sustainability is embedded into the process of selecting suppliers, the Company has incorporated criteria for the evaluation of suppliers' ESG performance in the selection process, providing a strategic advantage to suppliers with good ESG practices. Suppliers must achieve the minimum requirement of ESG criteria before being approved as a supplier for the Company, and will be excluded should they fail to implement corrective actions within the specific time period. These procurement practices will be periodically reviewed and assessed against the Supplier Code of Conduct and Procurement Policy to ensure no breaches in ESG requirements for approved suppliers. Furthermore, VGI provides training to the Procurement Department and relevant teams to understand how their daily roles and responsibilities contribute to the Company's sustainability goals in supply chain management.

Please scan this QR code for the Procurement Policy

Supplier Code of Business Conduct

VGI has developed the Supplier Code of Business Conduct to communicate the Company's commitment to treating partners with transparency, equality and fairness, which covers guidelines for environmental, human rights (e.g. child labour, fundamental rights, working conditions, remuneration), occupational health and safety standards, as well as business ethics. VGI encourages suppliers to apply the aforementioned principles to their own suppliers in order to promote sustainability throughout the whole value chain. VGI has a practice of paying its suppliers within 30 days. In fiscal year 2023/24, there were no late payments to the suppliers.

Please scan this QR code for the Supplier Code of Business Conduct

Supplier Risk Assessment and ESG Integration

VGI's supply chain management consists of the classification and screening of products, services, including the consideration of suppliers' business operations processes in supporting the Company's various business operations. Moreover, VGI has a supplier risk management assurance system which assesses all suppliers on an annual basis to ensure adherence to the Company's principles. The desktop and on-site assessments are carried out following standards and systematic verification methodologies in the form of the Self-Assessment Questionnaire (SAQ). Audit results and scores will be compiled into a report, verified and consistently updated to ensure suppliers' constant improvements in efficiency and performance.

Supplier Classification



VGI suppliers are subjected to signing acknowledgment to the Company's Supplier Code of Business Conduct, conducting a self-assessment on their sustainable operations according to the Company's systematic supplier assessment, such as the Self-Assessment Questionnaire (SAQ) to identify significant suppliers, which will be evaluated further, including environmental, social, governance and business issues.

Supplier Screening

VGI suppliers are subjected to signing acknowledgment to the Company's Supplier Code of Business Conduct, and must assess their sustainability performances following the Company's systematic supplier assessment, such as the Self-Assessment Questionnaire (SAQ) to identify significant suppliers, which will be assessed further. This includes environmental, social, governance and business relevance aspects as well as assessing country, sector and commodity specific risks for suppliers. The Company then reviews and analyses the questionnaire, and suppliers that surpass the SAQ will be listed under the Company's Approved Supplier List (ASL). Suppliers whose goods, materials, services or products have a significant impact on competitive advantage, market success or the Company's survival consist of:

- Suppliers with the risks of negative ESG impacts to the Company that relate to country-specific risk, sector-specific risk, and commodity-specific risk
- High-volume suppliers
- Suppliers of critical components
- Non-substitutable suppliers
- Continuity of over 1 year of product and service provision

Significant Suppliers Assessment

Those classified as having high ESG risks will be audited onsite by the Company's Procurement Department employees or an independent 3rd party organisation that has been recognised in the industry (based on risk) to assess their performances in terms of business continuity, reputation risk and responsible operations. VGI will submit the total score to the supplier; in the case of non-compliance, the Company will notify the supplier to make corrections within the set time period.

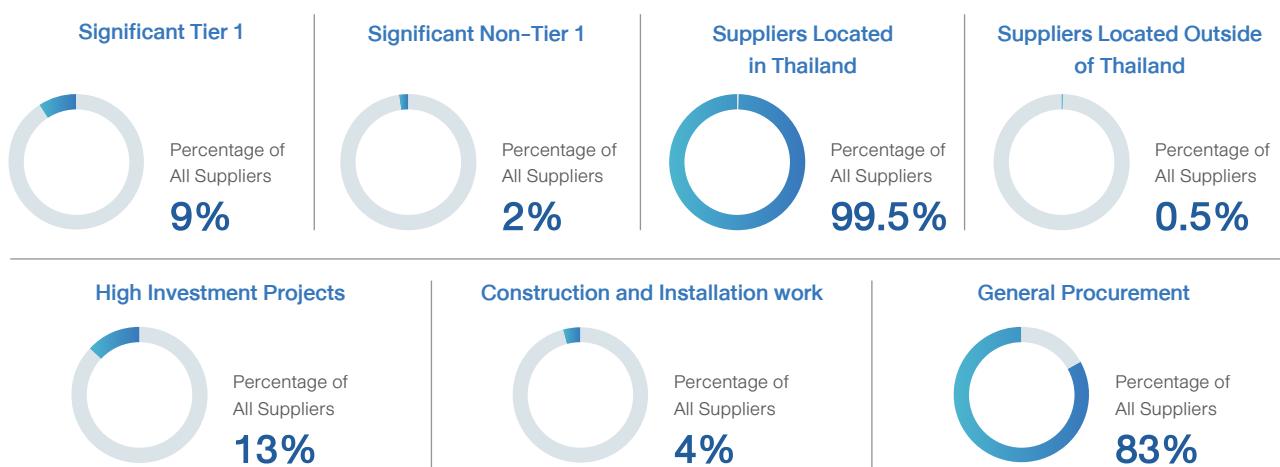
Supplier Corrective Action and Development

Afterwards, VGI would review results from the assessment and onsite audit, and request a corrective action plan from suppliers to resolve non-compliance issues. An agreed timeline would be set, and the Company would regularly monitor and provide support both remotely and onsite to ensure that suppliers with corrective action plans address their identified issues on time.

VGI provides training on supplier ESG programs, as well as technical support to develop and enhance suppliers' ESG performance, to ensure that all suppliers are risk-free and comply with regulations. Furthermore, suppliers can access the ESG performance database of relevant peers to study in-depth information, the Company's expectations and competition in the market.

In 2023/24, VGI had a total of 193 suppliers that surpassed the screening criteria, which accounts for a total procurement spending of THB 586 mn. Of all the suppliers, 17 were significant tier 1 suppliers, accounting for a total procurement spending of 425 mn or 72.55%. Additionally, there were 4 significant non-tier 1 suppliers in 2023/24.

Supplier Type



Out of the total significant tier 1 suppliers, 17 suppliers were classified as high ESG risk suppliers that underwent an onsite audit program. The criteria for onsite audit covered significant sustainability issues in multiple aspects, such as business continuity management, corporate governance and anti-corruption measures, business conduct under human rights principles, laws protection and compliance, labour, and sufficient internal sufficient and control measures, with audit results divided into 4 categories based on the ability to operate according to ESG principles, seen as follows:

Excellent (4.00 - 3.26)	Good (3.25 - 2.51)	Fair (2.50 - 1.00)	Poor (Below 1.00)
Supplier implements sustainability practices at an excellent level. ESG risk monitoring is not required.	Supplier implements sustainability practices at a good level. There are areas for improvement but ESG risk monitoring is not required.	Supplier implements sustainability practices at a fair level. Must propose a corrective action plan and timeline to improve ESG practices, to be completed within the timeframe.	Supplier implements sustainability practices at a fair level. Must propose a corrective action plan and timeline to improve ESG practices before any bidding for VGI occurs.

There was no supplier assessed with substantial actual/potential negative impacts to the point of the contract being terminated. Afterwards, VGI will review results from the assessment and onsite audit, and request corrective action plans from suppliers to resolve non-compliance issues. There were no suppliers that VGI had to support in the implementation of a corrective action plan.

Onsite audit results in 2023/24 reveal no suppliers who was evaluated at the Fair or Poor level, and no suppliers with business activities that create human rights risks was found.

Supplier Assessment

Total Number of Suppliers Assessed via Desk Assessments/Onsite Assessments



FY 2023/24

197 suppliers

Percentage of Significant Suppliers Assessed



FY 2023/24

100%

Number of Suppliers Assessed With Substantial Actual/Potential Negative Impacts



FY 2023/24

5%

(11 Suppliers)

Percentage of Suppliers With Substantial Actual/Potential Negative Impacts With Agreed Corrective Action/Improvement Plan



FY 2023/24

100%

Number of Suppliers With Actual/Potential Negative Impacts That Were Terminated



FY 2023/24

0%

Supplier Capacity Building

VGI strongly believes that sustainable supply chain management is the heart of building future rewarding business partners. The Company, therefore, focuses on collective sustainable development with all stakeholders and organised a capacity building program. The Company organised trainings to provide technical knowledge to suppliers, systematically improving suppliers' ESG practices and performance. Moreover, VGI provided access to information on other suppliers' performances, as well as giving guidance and support on the implementation of corrective and improvement actions. The Company arranged annual safety learning sessions for suppliers that work in construction, installation, and those with safety risks in the aforementioned aspects, with 8 suppliers participating in capacity building programs in 2023/24.

Supplier Corrective Action and Development

Total Number of Suppliers Supported in Corrective Action Plan Implementation



FY 2023/24

0 suppliers

Percentage of Suppliers Assessed With Substantial Actual/Potential Negative Impacts Supported in Corrective Action Plan Implementation



FY 2023/24

0%

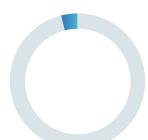
Total Number of Suppliers in Capacity Building Programs



FY 2023/24

8 suppliers

Percentage of Significant Suppliers in Capacity Building Programs



FY 2023/24

4%

3.4 INNOVATION

(GRI 3-3)



Innovation is one of the core elements that underpin VGI's business strategy and is a key force in driving the Company's vision of Pioneering Solutions for Tomorrow with a fully integrated ecosystem. VGI is committed to digital technology and R&D excellence, aiming to develop and launch innovative or value-added products and solutions that will meet consumers' ever-changing needs, as well as attract new business opportunities.

VGI Digital Lab



Founded in 2017, VGI Digital Lab provides offline and online media solutions and digital marketing products. VGI Digital Lab uses data-driven technology to showcase brands with a dataset of more than 200 individual dimensions, including demographic data, purchase purposes, purchased goods, travel behaviour, ownership, and digital behaviour. The aforementioned dataset enables the Company to drive brand marketing campaigns on their target audience's social media networks, thus gaining better access to business results. The innovations of VGI Digital Lab in 2023/24 are as follows:

VGI POV+: A New Marketing Tool Solution Targeting Office Workers and High Spenders

In an era where segmentation is necessary for brands' marketing strategy, VGI envisions a major opportunity to be the intermediary in linking marketers and brands with office workers – the country's high purchasing power consumers. Therefore, it has developed a new solution – "VGI POV+" – for office building media to serve as a vital tool for advertisers in designing and executing both offline and online campaigns more effectively. Crucially, the insights and vast database of VGI POV+ not only enable advertisers to fulfil consumers' exact preferences with exceptional precision, but also ensure excellent value for money.

At the core of VGI POV+ lies its distinctive Strategic Location strategy. With 80% of office buildings in VGI's media network towering over 20 stories, the product guarantees heightened exposure and significant Eyeballs engagement which can effectively create huge awareness to targets, increasing the frequency and time length of media visibility. According to survey data, office workers typically spend around 90-180 seconds per one elevator trip and take around 6-8 elevator trips per day. The strategic installation of POV+ within office buildings' elevators can thus foster substantial awareness among the target consumers, contributing to a potent and impactful media presence. Moreover, the seamless installation of POV+ in all touchpoints, blending with the daily atmosphere encountered by office workers, helps create a captive journey upon entry to the office building, whether it be the elevator area, information hall or other escalators, thereby evoking subliminal ads recognition. Harnessing the synergy between innovation and a robust database, POV+ effectively analyses the behaviour and lifestyle of target consumers. In turn, it empowers advertisers to deliver customised campaigns to effectively capture their target audience, while also measuring campaign results with greater accuracy.

POV+ คือการผสมผสานการทำงานอย่างเดิมรูปแบบ
ระหว่างสื่อ Offline และ Online

OFFLINE TARGETING

ONLINE TARGETING

POV+ มีใช้ลุขัณฑ์ที่จะตอบโจทย์การกำกับดูแลแบบเป็นไปได้จริงอย่างไรบ้าง?

สร้างการรับรู้ แบบเรียบแพ็ค	เรียกยอดขายหรือ Call To Action	ตอกย้ำแบรนด์ แบบไม่หลุดสายตา
<ul style="list-style-type: none"> เปิดตัวผลิตภัณฑ์ ปล่อยแคมเปญใหม่ 	<ul style="list-style-type: none"> กระตุ้นการตัดสินใจซื้อ แคมเปญโปรดีลับ 	<ul style="list-style-type: none"> สร้างการจดจำแบรนด์ ตอกย้ำที่หนึ่งในใจลูกค้า

POV+ capabilities not only empower brands to generate impactful awareness and a compelling ‘Call to Action,’ leading to increased sales volume, but also enable responsiveness to consumer demands throughout their entire journey, both online or offline. Through POV+, brands will gain regular visibility, ensuring memorability and a lasting imprint in the minds of consumers.



More information on the “POV+” project is available here

Supporting media spaces to raise awareness and understanding towards safety through “Whoscall: The Safety Stations”

Thai society has recently been experiencing the problem of scammers via mobile phones, thus sparking the idea for the advertisement **“Whoscall: The Safety Stations,”** which aims to warn Thai people about scammers by creating awareness and understanding of safety through a communication strategy emphasising easy-to-understand Customisation Content that is new, fun, and memorable. The content can reach a wide range of people by advertising media on BTS SkyTrain and stations, hence it has become the main media of the campaign. Combining the gimmicks of announcements on the BTS SkyTrain advertising media with technology that supports advertisement design according to time, station and target groups we aim to communicate with, this ultimately led to various ideas and message creation, such as “National Stadium Station: The whole nation will be safe from call center gangs,” “Nana Station, aunties and uncles shall be one step ahead of a call from strangers,” etc., which created excellent impact awareness.

In addition to raising awareness and understanding of security in receiving news, this campaign was also nominated for the world-famous creative award in the “Best Response Campaign” category, media campaign with the best reception from The Festival of Media Global 2023, a platform for outstanding advertising and communication campaigns from around the world, which were evaluated and judged by a panel of experts in the agency industry and renowned marketers from world-class brands.



As a leader in comprehensive 360-degree advertising media connecting the offline and online worlds, VGI continues to focus on creating content and new technologies that provide a modern communication experience. VGI is ready to be a part of elevating the standards of the marketing communications business and the Thai advertising industry in the future.

The video clip of the
“Whoscall: The Safety Stations”
advertisement is available [here](#)

More information on the
“Whoscall: The Safety Stations”
project is available [here](#)

“programmatic Digital Out of Home Media (pDOOH)” to help brands communicate with consumers

“programmatic Digital Out of Home Media (pDOOH)” is a campaign that meets the needs of advertisers through an innovative platform, choosing audience characteristics criteria combined with location, time and weather. It acts as an algorithm to bring up the most relevant products, promotions and messages that match the context at the best time. For the results of the campaign test using pDOOH, we found that audiences who had seen the advertisement got a distinctive experience through more than 400 pieces of Hyper Personalised Advertising that automatically and constantly changed, which helped increase brand recognition and lead to easier purchase decisions. pDOOH is another marketing tool that helps brands communicate directly to the interests of consumers at that time. It is regarded as creating awareness, engagement, conversion and eliminating the pain point of out-of-home media that has always existed.



3.5 INFORMATION TECHNOLOGY SECURITY AND PERSONAL DATA PRIVACY

(GRI 2-1, 3-3, 418-1)



Progress Towards 2023/24 Goals

Target: Zero cases of information security breach or other cybersecurity incidents



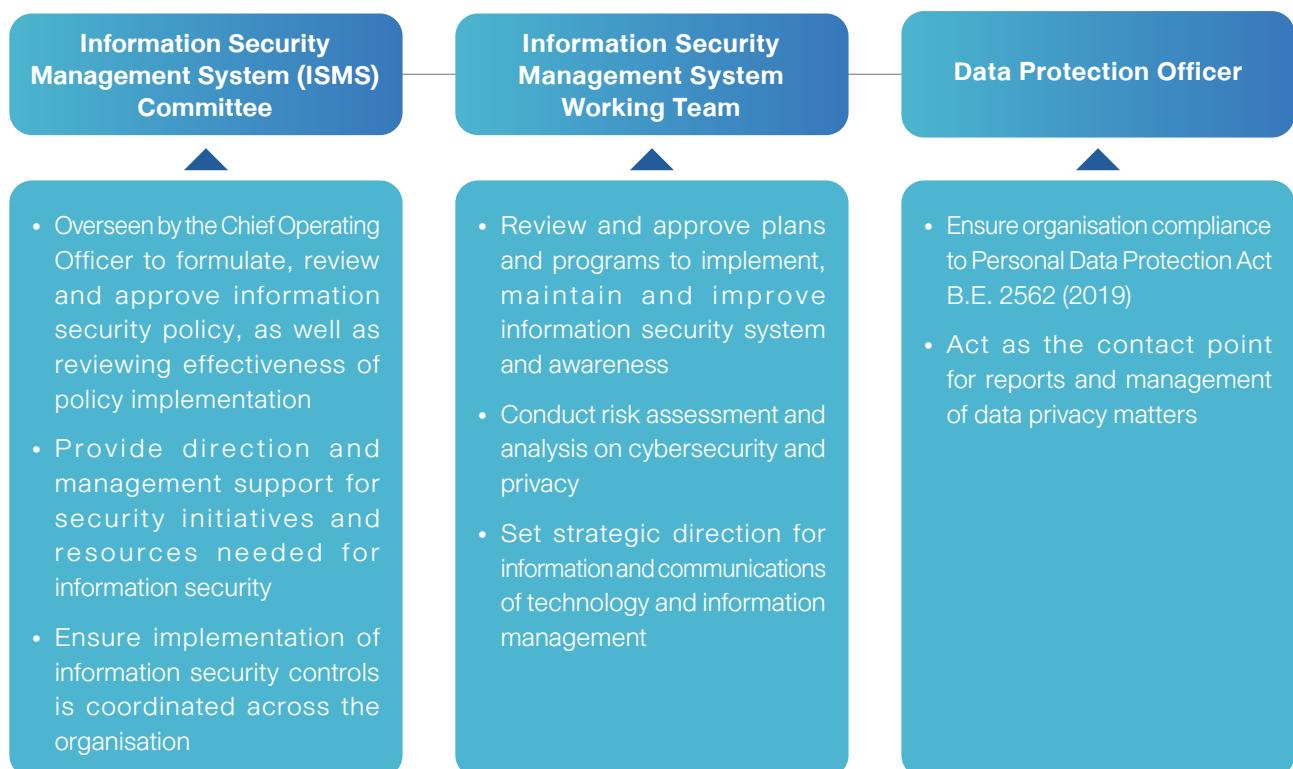
*Targets are linked to executive compensation

Long-Term Sustainable Development Goals From 2020/21-2024/25

- Zero cases of information security breach or other cybersecurity incidents
- Zero complaints from outside parties and regulatory bodies
- All employees received personal data protection training

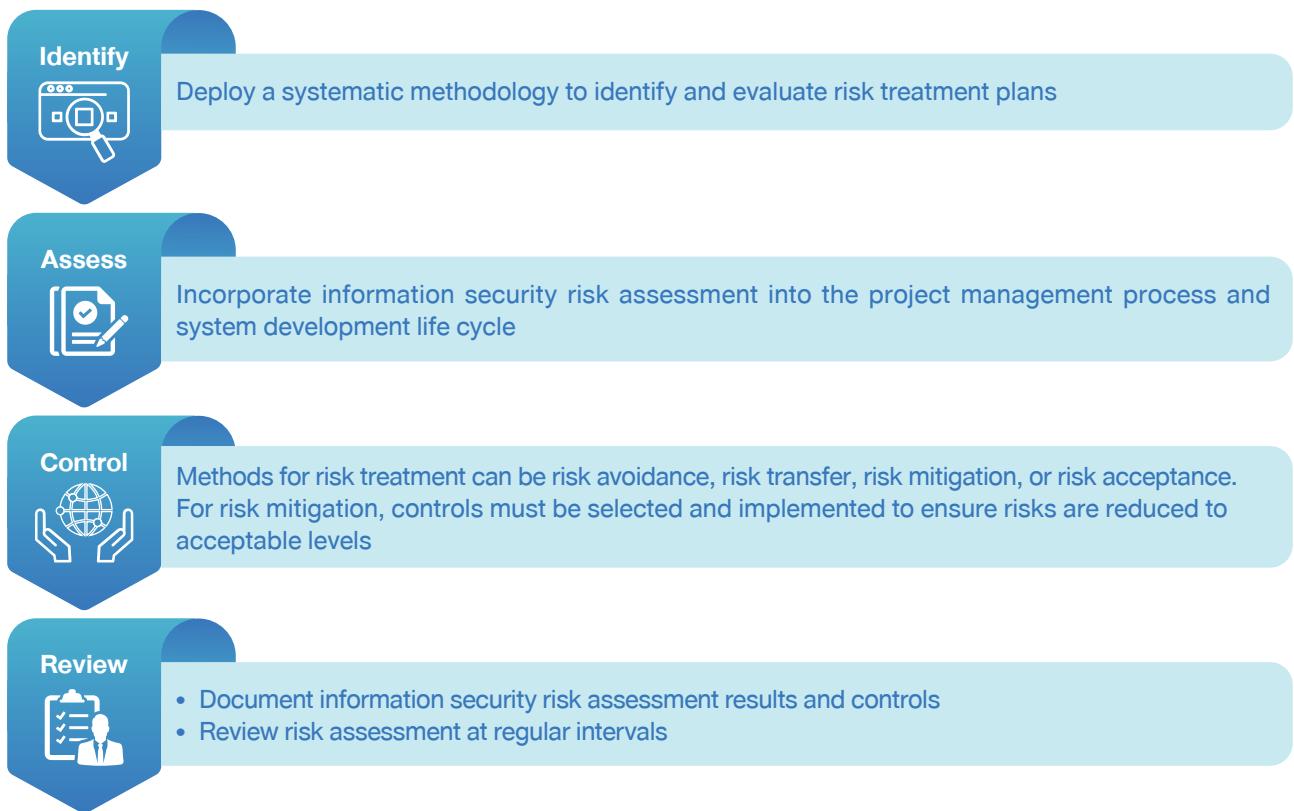
The rapid advancement and increasing dependence on technology may pose risks from cyber threats and personal data security. VGI recognises the importance of information technology systems to prevent the impact of such risks on its business operations, which could lead to a loss in reliability, reputation and confidence of stakeholders. In this regard, the Company adheres to the Information Security Policy, establishes various personal data protection measures, and enhances employees' awareness of cybersecurity threats.

IT Security and Cybersecurity Governance



Information Security Management

The Rabbit Group plays a vital role in protecting customer data due to the nature of its payment service business, which deals with handling a large amount of personal information. The Company has therefore established an information security policy as a framework for information security and privacy, as well as to ensure compliance with relevant regulatory and contractual requirements by people related to the Company's information system. Everyone must comply with the policies, and disciplinary action will be imposed if a security incident arises from neglect. In addition, the Company has a data security management system as follows:



In addition, VGI has established the Information Security Policy. The scope of enforcement applies to employees and related persons working on behalf of the Company. This policy is a framework for determining the operational guidelines for maintaining the Company's information security and complying with the relevant requirements and regulations. The policy also covers the Company's information security structure, information security related to personnel, property management, access control, data encryption related to biological and environmental data, operation and external provider relations, and information security management to create business continuity, including compliance. This policy will be reviewed and subject to audits for compliance by internal and external auditors.

VGI also conducts regular assessments of technical vulnerabilities in information technology systems. The Company's information security management system is set to be audited by a certified auditor per ISO 27001:2013. In addition, the Company has prepared a business continuity and information recovery plan to ensure data availability and administration during potential disruptions to critical business processes.

Data Privacy Protection

Data privacy protection of all stakeholders, customers, employees, partners and business alliances is of great importance to VGI, hence the Company has established the Data Privacy Protection Policy following the Personal Data Protection Act B.E. 2562, as well as organising training on the requirements of this topic to increase employees' awareness.

In 2023/24, the Company organised training courses for the Board of Directors to prepare and enhance their knowledge on the enforcement of regulations. Additionally, it shall be noted that VGI will only use customer information for the purposes specified under the privacy policy with consent. Furthermore, the Company conducted training on data privacy protection for its employees to raise awareness and understanding of data privacy protection. This training was held twice in the past year. In the year 2023/24, the Company did not use customer information for any other purposes and did not receive any requests for customer information from government agencies or law enforcement authorities.



Customer Privacy Policy



**Privacy Policy
for Business Partners**



**Human Resources
Privacy Policy**



**Privacy Policy
for Shareholders' Meeting**



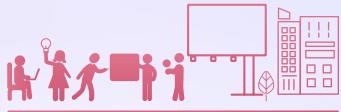
CCTV Privacy Policy



BSSH Privacy Policy



04



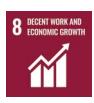
SOCIAL DIMENSION

-
- 4.1 Customer Relationship Management
 - 4.2 Human Resources Development and Well-Being
 - 4.3 Human Rights
 - 4.4 Social and Community Development
 - 4.5 Occupational Health and Safety
 - 4.6 Responsibility Towards Advertising and Media Content



4.1 CUSTOMER RELATIONSHIP MANAGEMENT

(GRI 3-3)



Progress Towards 2023/24 Goals

Target: 90% Customer satisfaction score



Long-Term Sustainable Development From 2020/21–2024/25

- 95% Customer satisfaction score
- No complaints from customers regarding advertising media and customer service

VGI places great importance on its customers, recognising that the relationship with customers is the key to sustainable business. The Company, therefore, has a policy to effectively manage customer relations through various activities to meet and strengthen relationships directly with customers, focusing on listening and responding to their needs. This enables VGI to understand the various needs of customers and able to offer quality products and services that are right for their needs, as customer satisfaction with the Company's products and services is an essential factor in the organisation's business performance.

Customer Relationship Management Strategy

VGI is committed to strengthening customer trust throughout all stages of business activities, thus the Company follows ethical branding practices in delivering, inspecting and developing products and services with quality and modernity that consistently meet customers' needs. In addition, VGI provides only legitimate information about its products and services during marketing without making exaggerated claims or taking advantage of market vulnerabilities. The Company also has a quality inspection system before delivering work to customers, tracking and promptly correcting in case of defects or damages found in advertising products and media, as well as regularly conducting inspection and maintenance to ensure smooth operations. As for the payment service business, the Company has an efficient after-sales service process to improve customer experience.

Please scan this QR code for the Ethical Branding and Marketing Policy

Furthermore, VGI has other effective customer relationship management methods, including organising activities with customers; conducting an annual customer satisfaction evaluation and establishing a contact channel where customers can submit complaints or suggestions through the Company's social media channels such as Facebook, X, Instagram or call +66 (0) 2273-8884 #0; and setting guidelines for handling complaints to respond to customers promptly. Such complaints will be notified to the relevant affiliates or departments for investigation and corrective action, with the complainant being notified with the results as soon as possible.



Customer Engagement Initiatives



Rabbit Rewards Joined Forces with Robinhood to Redeem Free BTS SkyTrain Rides

Rabbit Rewards partnered with Robinhood to provide special benefits for Rabbit Rewards and Robinhood Ride customers. When taking a 100-baht minimum Robinhood Ride, receive 250 Rabbit Rewards points to redeem one BTS SkyTrain ride or various other rewards through the Rabbit Rewards application, giving back to customers and supporting the use of public transport to reduce air pollution and dust in Bangkok.

4.2 HUMAN RESOURCES DEVELOPMENT AND WELL-BEING

(GRI 3-3, 401-2, 404-1, 404-2, 404-3, 405-1)



Progress Towards 2023/24 Goals	Long-Term Sustainable Development Goals From 2020/21-2024/25
Target: At least 90% of employee satisfaction rate	At least 90% of employee satisfaction rate

VGI recognises that employees are an invaluable resource in driving the organisation towards business success. Therefore, effective human resource management is essential to empowering employees and adapting to ever-changing business directions. VGI is committed to promoting the development of employees' potential and retaining quality employees to drive the Company to become a sustainable organisation.

Human Resources Management

Employees play a significant role in driving the Company's vision, mission and strategy to success. VGI's human resources management follows the Human Resources Management Policy and related handbooks. The policy covers all aspects of human resources management, organisational structure, recruitment and employment, fair remuneration and welfare, performance assessment, human capital development, safe workplace environment, protection of human rights and employee relations, with human resources management under the responsibility of the Human Resources Department. VGI works extremely hard to ensure that the most talented employees are attracted and retained to foster the transformation and growth of the organisation's business, thus the Company conducts an annual performance appraisal of all employees and employee satisfaction and engagement surveys. Furthermore, VGI has developed various training courses to encourage employees to fully enhance their potential and abilities.



Human Capital Development

VGI provides various training courses to increase employees' competency and skills, with particular focus on 4 key areas as follows:

Business Acumen

Have a good understanding of work and business, building alliances and seeing the big picture



Innovative Mind

Have the courage to constantly think, experiment, learn and initiate new things

Collaboration

Cooperate, participate, listen and exchange, and share for public interest



Enhanced Potential

Commit to always develop and enhance one's potential

VGI also uses core competencies as a tool for employee development plans, enabling employees to develop their capabilities for long-term career advancement. The training at VGI is divided into 3 courses as follows:

1

Intermediate Courses:

To increase the knowledge, skills and abilities of employees, as well as create a positive perspective in work

2

Management Courses:

Training courses for supervisors regarding management of work and subordinates

3

Function-Specific Courses:

Training courses to develop and enhance employees' abilities and duties-specific knowledge

Additionally, the Company monitors the return on investment (ROI) in human capital, an indicator that reflects the return value of human capital investment related to human resources. In FY 2023/24, the average training hours per employee is 36.11 hours, with essential training courses as follows:

FY 2023/24 Training Courses

VGI: Strengthen Our People's Power from Within

VGI is committed to developing employees' potential, adaptability and mindset that are supportive, appropriate and conducive to the creation of a happy organisation alongside business success. The Company therefore organised the "Strengthen Our People's Power from Within" training course for employees to learn and understand humans' true selves, starting with themselves, and able to correctly apply and change through various steps and methods from experts.

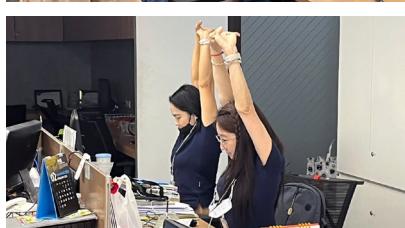


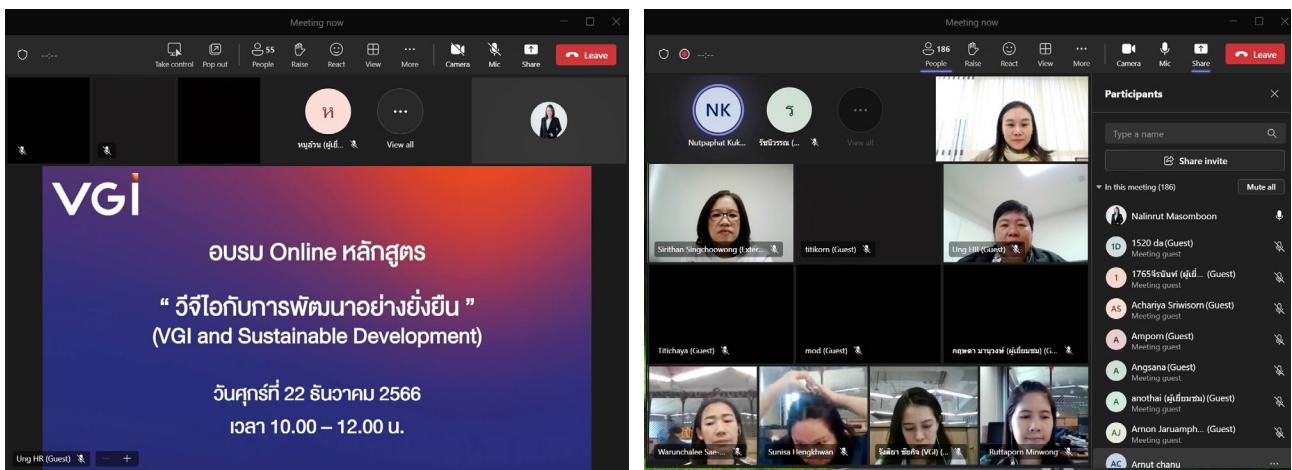
Empathic Communication

Good communication denotes that the interlocutor is able to communicate confidently, trustfully and unleash their full potential, as well as self-observation and empathy skills, recognising sincerity in communication, creating a workplace that is safe with mutual understanding, which leads to empathy and the desire to help one another. As a result, VGI organised the "Empathic Communication" training course for all employees in accordance with the core competency of collaboration in order to create good relationships among employees, enabling them to work happily and care for one another's feelings amidst a friendly atmosphere stemming from compatible communication.

Coach Your Health

VGI believes that employees are the organisation's most important resource, and employee health is a major factor in enabling employees to work joyfully. The Company thus organised the "Coach Your Health" training course to increase employees' understanding of annual health check-up results; knowledge on various risk factors of diseases and disease risk prevention; and create awareness on the importance of caring for one's health and the effects of health problems.





VGI and Sustainable Development

Sustainable organisational development is a concept among organisations around the world today. Aside from being crucial to business operations, it also considers responsibilities in 3 aspects: environment, society and governance (ESG). The Company conducts business sustainability in order to increase confidence and demonstrate accountability to stakeholders, leading further to sustainable business operations. VGI organised training for employees to create knowledge and understanding on the importance of doing business sustainably in environmental, social and governance aspects, raising awareness of and engagement in sustainability. All employees attended the training, demonstrating VGI's determination to become a sustainable organisation.

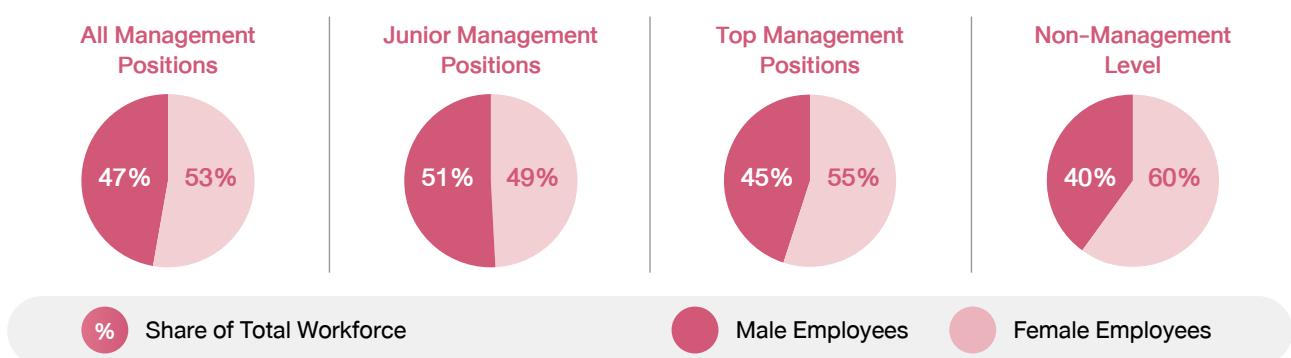
Climate Change

Climate change is a critical issue that causes widespread impact, which, aside from affecting people, society and the environment, also creates both direct and indirect effects on business. Therefore, VGI places importance on climate change, its solutions and reduction of these issues, thus the Company organised training for employees' knowledge and understanding of future guidelines for adaptation at the national and international levels in order to find solutions for manmade global warming. Business organisations play a major role in preventing and protecting the environment through reduction in energy consumption, water consumption and waste as well as greenhouse gas emission from organisational activities, alleviating the impact of climate change and positively contributing to society and the environment.



Diversity and Inclusion

VGI values a diverse workforce and a culture of inclusion, strongly believing that diversity and inclusion create a dynamic workplace. Employees can express their opinions without discrimination against their sexual orientation, sex, gender, race or ethnicity, nationality, country of origin or cultural background. LGBTQIA+ personnel also have the right to equally receive welfare and benefits offered by the Company, such as provident fund, family funeral leave, and sick leave for gender-affirming surgery. In addition, the Company emphasises equal renumeration based on personnel's work performance regardless of sex or gender.



Furthermore, if incidents of discrimination and harassment within the Company are found, reports can be made through the whistleblowing channels in accordance with the Corporate Governance and Code of Conduct Handbook, and the complainant will be protected for doing so. Complainants can also make written or verbal reports to their supervisors and the Human Resources Department. The report will be carried out following the established investigation process, forwarded to the Director of Human Resources and notified to the Chief Executive Officer as appropriate. In this regard, the Company will take relevant corrective or disciplinary action in accordance with investigation results. In the case of a violation, appropriate legal action will be taken.

Please scan this QR code for more information
on the Corporate Governance Policy and Code of Conduct

Employee Satisfaction

VGI conducted a satisfaction survey to evaluate employees' engagement with the organisation. A survey analysis has been utilised by the Company to improve employee satisfaction, as well as to establish training courses to develop employees' potential and ensure that all employees feel valued and have engagement in their work. In FY 2023/24, all employees completed the survey, showing that 73% of employees were actively engaged, higher than the annual target of 70%.



Employee Engagement Survey Score

73%



Employee Satisfaction Survey Score

97%

4.3 HUMAN RIGHTS

(GRI 103-1, 103-2, 103-3, 412-1)



VGI recognises that human rights are fundamental rights everyone deserves equally and fairly. Human rights violations can affect business operations and corporate image, thus VGI places the utmost importance on respecting the human rights of stakeholders throughout the organisation's value chain, following human rights principles and complying with relevant laws and standards at both local and international levels to prevent and avoid human rights violations.

Human Rights Policy

VGI has established the Human Rights Policy as a standard for human rights management throughout the organisation's value chain, which shows the Company's commitment to preventing human trafficking, forced labour, child labour discrimination and any form of harassment, both sexually and otherwise. In addition, the Company supports and complies with human rights principles on the freedom of association, the right to collective bargaining and equal compensation. It has also made improvements to the policy on occupational health and safety. The Human Rights Policy defines the Company's commitment to respecting human rights throughout the value chain according to international human rights standards, such as The UN Guiding Principles on Business and Human Rights, including the Convention on the Rights of the Child, the Convention on the Rights of Persons with Disabilities and the ILO Declaration on Fundamental Principles and Rights at Work. In addition, the Company also established a policy on discrimination and harassment against the rights of others and a policy on diversity and acceptance of diversity to support and respect employees' human rights and diversity.



Please scan this QR code for more information on the Human Rights Policy

Human Rights Management



Policy commitment



Assess actual and potential impacts



Integrate findings and take appropriate actions



Track and communicate performance



Remediate adverse impacts

VGI conducts a comprehensive human rights risk audit and assessment under the United Nations Guiding Principles on Business and Human Rights to assess the risks associated with the Company's and subsidiaries' business operations, ensuring measurements are in place to mitigate and remedy those impacts in case of violations. VGI provides information in the Diligence Disclosure Report to the public on the Company's website.



Human Rights Due Diligence Disclosure Report FY 2023/24



Please scan this QR Code
for the HRDD Report

Promotion of Human Rights Culture

VGI has always promoted awareness of human rights issues among executives and employees at all levels. In 2023/24, the Company conducted a two-hour online training session through external institutions to educate employees on basic human rights, including significant and relevant human rights risks and impacts along the business value chain, such as discrimination and harassment in the workplace. Employees also gain a thorough understanding of the comprehensive human rights risk audit process and policies regarding discrimination, harassment, rights violation, and diversity and inclusion policies.

In the case of human rights violations, stakeholders can report such incidents or clues through complaint reporting channels provided by the Company for the investigation process. In 2023/24, no discrimination or harassment incidents were reported.

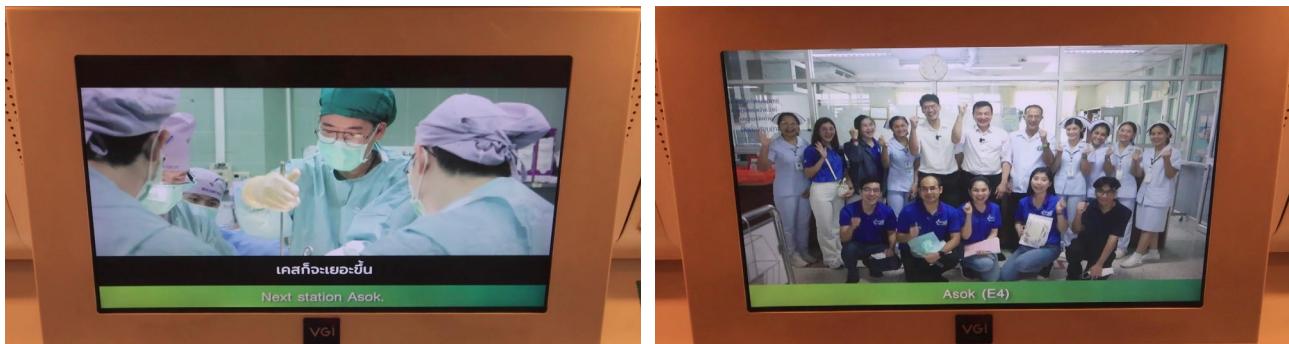


Raising Human Rights Awareness by Supporting Human Rights Media Spaces

VGI plays a role in supporting and raising awareness of human rights through various projects and public relations campaigns on the BTS SkyTrain media. This ensures that these messages reach a large number of people using the BTS SkyTrain services. The dissemination of promotional materials or campaigns can therefore reach a wide audience and spread positive impacts throughout society.

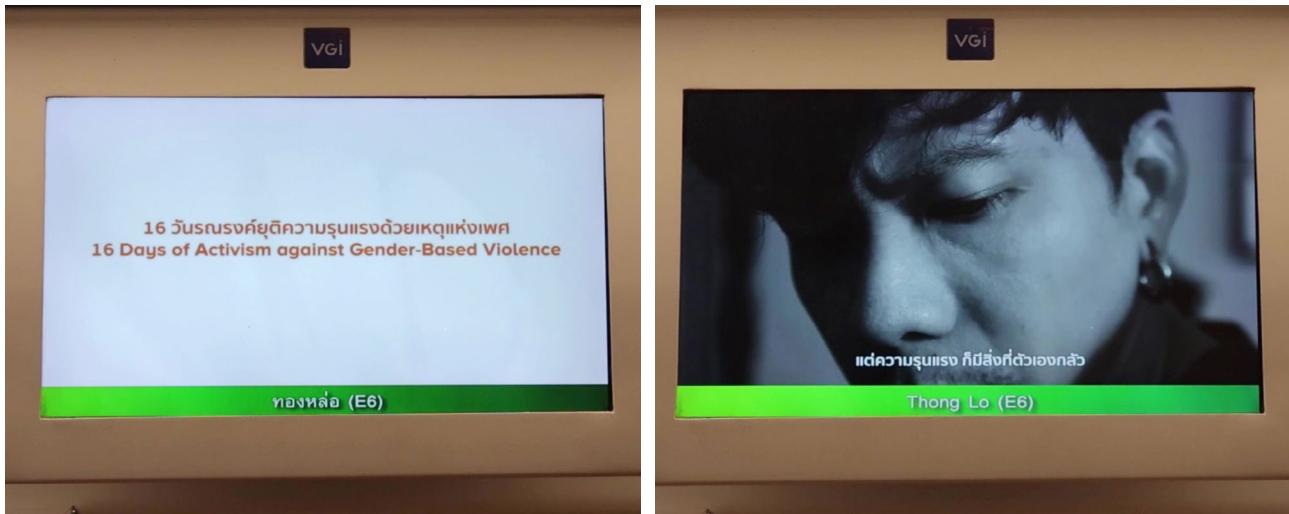
The Knee and Hip Replacement Surgery Project for Underprivileged Patients (Happy Walk Operation Project)

The “New Joint For Life Foundation” is a non-profit medical charity organisation established to promote welfare for society and individuals in difficult circumstances or in need of assistance. The foundation provides treatment for knee and hip osteoarthritis through knee and hip replacement surgeries, giving underprivileged patients a better quality of life and the ability to walk comfortably again. The foundation collaborates with medical volunteers from various fields, including doctors, nurses and physical therapists who generously volunteer their services. To date, they have carried out 20 joint replacement surgery projects for underprivileged patients in various provinces across the country.



The 16-Day Campaign to End Gender-Based Violence

VGI supported the United Nations Development Programme (UNDP) by providing media space on the BTS SkyTrain to promote the 16 Days of Activism against Gender-Based Violence campaign, which takes place annually from November 25 to December 10. This campaign aims to raise awareness among the public about gender-based violence and to share knowledge to end all forms of gender-based violence in society.



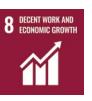
“The Color of Pride” Project at MBK during Pride Month

VGI joined in celebrating Pride Month Festival, promoting gender diversity through advertisements and activities demonstrating equal support and understanding for all gender identities. This includes participating in Pride parades, culminating the end of Pride Month with the Pride in Love Final Mardi Gras event, and organising “The Color of Pride” activities at the MBK Center plaza.



4.4 SOCIAL AND COMMUNITY DEVELOPMENT

(GRI 3-3)



VGI realises that to operate its business sustainably, the Company must work hand in hand with society. Therefore, the Company focuses on social development responsibility because social recognition and trust are essential to VGI's business growth.

Social Responsibility Direction

VGI has formulated CSR initiatives and social development activities aligned with the Company's business objectives and nature of operations. In 2023/24, VGI established a social responsibility programme to support education development and raise awareness about environmental protection. From such activities, the Company aims to support and increase the number of volunteer employees and foster positive social awareness and organisational satisfaction.

VGI's CSR Strategic Direction



VGI's Social Activities

Development of Computer Laboratories for Schools

VGI and the VGI Volunteers team have taken part in developing a computer laboratory, donating 50 sets of computers and chairs, along with 16 wall-mounted fans. The team also helped design and develop the network system for Rajaprajanugroh 14 School in Mueang District, Nong Khai Province. This initiative aims to drive better quality of life for the country's youth by providing equal opportunities. Through this effort, the Company extends support to schools that still lack necessary learning equipment.



The “25 Million Steps for Kids” Campaign

To celebrate VGI's 25th anniversary, the “25 Million Steps for Kids” project was initiated, encouraging employees to collectively accumulate steps over a period of 3 months with a target of 25 million steps. The VGI employees exceeded this goal, achieving a total of 263,116,934 steps. This remarkable achievement led VGI and the VGI Volunteers Club to embark on a journey to donate scholarships and support sports equipment for students at Sam Phrao Community School in Mueang Udon Thani District, Udon Thani Province. This initiative aims to develop the skills and potential of the children, ensuring they have access to learning materials and resources.



The Operation Smile Foundation for Helping Underprivileged Patients with Cleft Lips and Palates

The Operation Smile Foundation is a non-profit medical charity organisation with the primary mission of assisting underprivileged patients with cleft lips and palates burn scars, and other facial abnormalities at no cost. Each year, the foundation aims to treat 800-1,000 underprivileged patients through mobile medical unit projects conducted 4 times a year. In addition to treating patients with cleft lips and palates, the foundation also provides assistance, treatment and surgery for patients with burn scars and contractures, which would make it difficult for them to lead normal lives without treatment. VGI supports the foundation by providing media space to publicise its mission, goals, and to communicate the suffering of burn patients. This includes comparing burns from special effects in movies with real-life burns to raise broad public awareness.



Providing Scholarships to Employees' Children

VGI provides scholarships to the children of employees every year. This year, VGI awarded 85 scholarships, each worth 5,000 Baht, to enhance the learning opportunities of employees' children, helping them develop their potential and become valuable contributors to the country's future.



Donation of Disinfection Machines to School

VGI donated 2 disinfection machines to Prempracha Wattana School (Catholic School) to help eliminate germs that may spread among students and parents, ensuring good hygiene for the children attending school. This initiative aligns with VGI's goal of conducting business efficiently while contributing to sustainable development in all aspects of society.



Donation of Calendars to the Education Technology Center for the Blind

VGI, in collaboration with BTS Group, donated desk calendars from the “Heroes Give” campaign. Employees, BTS SkyTrain passengers and nearby organisations collectively donated over 20,000 copies. Additionally, as representatives of the BTS Group of Companies and BTS SkyTrain passengers, they contributed a total of 786,450 Baht to support the purchase of equipment for developing Braille book production for use in teaching materials for visually impaired individuals at the Education Technology Center for the Blind, Thai Association of the Blind, under the Royal Patronage of H.M. the Queen. This project aligns with the Company’s social responsibility strategy to support quality education and caring for society and the environment. Moreover, it promotes education for visually impaired individuals and contributes to reducing waste and maximising resource utilisation.



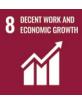
VGI Kids: Empowering Clean Energy

VGI, in collaboration with the Bangkok Mass Transit System Public Company Limited (BTSC), organised the VGI Kids activity for the children of employees. This initiative aimed to promote the use of clean energy and encourage creativity through upcycling materials. Additionally, it fostered environmental and energy conservation awareness among the children. The program not only contributed to environmental sustainability but also provided care for the employees' children during working hours.



4.5 OCCUPATIONAL HEALTH AND SAFETY

(GRI 3-3, 403-1, 403-2, 403-6, 403-9)



Progress Towards 2023/24 Goals

Target: No accidents from work



Long-Term Sustainable Development Goals From 2020/21–2024/25

- Employees and suppliers are 100% trained according to safety standards
- No work accidents

VGI realises that responsibility for safety, occupational health and a good working environment is crucial to business success. Therefore, VGI strives to be an accident-free organisation by prioritising the safety of employees and society. The Company continues to develop employees' safety, health and welfare in all aspects by establishing a policy on occupational health and safety that applies to employees, contractors, suppliers and all relevant stakeholders. The Company has appointed a Safety Committee and Safety Officers responsible for managing the organisation's occupational health and safety. VGI continues to work and develop its occupational health and safety management system under the requirements of the International Organisation for Standardisation ISO 45001, including relevant laws and regulations.

In addition, the Company regularly assesses and prioritises operational risks for its advertising media business. The risk assessment process consists of the following:



Employees can report hazardous incidents and situations during the monthly safety meeting. They can also prepare an incident report for further investigation following the procedures of the Company's operating regulations. The Company also encourages employees to report concerns related to occupational health and safety through the Company's whistleblowing channels under the Corporate Governance and Business Ethics Manual, and the informant is protected from retaliation. Moreover, in case of injury or illness from work, employees have the right to take the day off and notify relevant personnel to take action. The Company has also prepared an organisational business continuity management plan to prepare and respond to health emergencies, such as an epidemic crisis that could disrupt business activities.

In addition, the Company expects its suppliers to maintain safety and occupational health management standards as announced through the Supplier Code of Conduct for procurement and employment. It is one of the criteria the Company utilises to evaluate suppliers in the procurement process and is part of the procurement contract specifications.



Please scan this QR Code for more information on the Occupational Health and Safety Policy

Organisational Culture of Occupational Health and Safety

VGI actively promotes employee health and safety culture through various initiatives, which include annual health check-ups, exercise classes such as running clubs, yoga, and aerobics. Massage chairs are also provided in the office to help alleviate employee fatigue throughout the day. Additionally, mental health is prioritised, and to support this, VGI has implemented a mental health consultation project through the “Relationflip” application. Employees can complete surveys to assess their current mental health status and access online consultations with medical professionals at no cost. These efforts aim to foster a culture of well-being and safety within the organisation.

The collage consists of six images. Top row: a man and a woman sitting in massage chairs; a group of diverse employees in sportswear posing in a green park; a woman in a grey top and patterned pants meditating in a lotus pose; a group of employees in athletic gear posing outdoors under a bridge. Bottom row: a screenshot of the Relationflip app's 'WELCOME TO RELATIONFLIP' screen with a woman smiling; a screenshot of a video conference call with 30 participants, each with a small profile picture and name tag.

In addition, VGI conducts training in safety and occupational health to raise awareness and reduce workplace adverse health and safety incidents that may occur. This training course is arranged annually for all employees, which is more than the requirement by law to conduct training every 2 years. In FY 2023/24, a total of 378 people participated in the training, including 151 employees and 227 contractors. Furthermore, VGI organises fire evacuation training for all employees annually, in collaboration with the building owners. This ensures that employees have sufficient knowledge and understanding to respond appropriately, promptly and effectively to emergency situations.

The collage consists of three images. Left: A firefighter in full gear demonstrating the use of a fire extinguisher on a controlled fire. Middle: A large group of employees in blue shirts gathered outside a modern building for a fire evacuation drill. Right: Two employees in blue shirts working at a computer in an office, with one monitor displaying a video conference or training session.

4.6 RESPONSIBILITY TOWARDS ADVERTISING AND MEDIA CONTENT

(GRI 3-3)



As a market leader in Offline-to-Online (“O2O”) Solutions, VGI recognises that advertising and marketing media can reach various people and communities. For this reason, the Company attaches foremost importance to the governance of advertising content to ensure that it is accurate, truthful and complies with legal requirements or morals to reduce the potential risks of complaints, recalls and fines.

Responsible Content and Advertising

VGI has set appropriate measures and guidelines for advertising media through its advertising content responsibility policy which covers the ethics of advertising and the presentation of various media, whereby the Company ensures that the content used for advertisements on such media is accurate, appropriate, truthful, and not contrary to the relevant requirements, laws and practices.

The Company will not present advertising media content that takes advantage of or causes chaos to vulnerable groups such as youths, incites religious and racial conflict, or depicts violence and pornography. In addition, the Company will not display content that deviates or exaggerates in a false manner with the intention to deceive society. Warning messages will be offered for advertising content that may be offensive or violent so that viewers can choose to watch as appropriate. To comply with advertising guidelines, the Company will agree to terms and conditions with customers and brands in every business collaboration. The Company has also established a procedure to verify advertising media content by the Legal Department and other relevant agencies to ensure all content complies with laws, practices, and the Bangkok Mass Transit System Public Company Limited's requirements. Should the content be inconsistent with the Company's guidelines, VGI reserves the right to refuse to publish such advertising content as agreed upon terms and conditions.

Furthermore, in FY 2023/24, VGI did not receive any complaints or notifications regarding inappropriate media content, and there were no incidents of discrimination or harassment.



0 Case

No Complaints or Notifications
Regarding Inappropriate
Media Content



Please scan this QR code for more information
on the Responsible Content and Advertising Policy

05



ENVIRONMENTAL DIMENSION

5.1 Climate and Energy Strategy

5.2 Waste Management



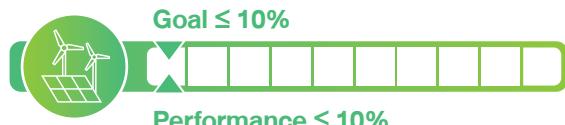
5.1 CLIMATE AND ENERGY STRATEGY

(GRI 3-3, 302-4, 305-1, 305-2, 305-3, 305-5)



Progress Towards 2023/24 Goals

Target: Maintain electricity consumption to no more than 10% compared to 2019



Long-Term Sustainable Development Goals From 2020/21-2024/25

- Maintain electricity consumption to no more than 10% compared to 2019
- Use corporate advertising platforms to present climate change content to reach at least 1 million people per year

Climate change is undeniably a global problem. Therefore, as an Offline-to-Online (“O2O”) Solutions service provider, VGI is committed to addressing challenges and opportunities arising from climate change and energy conservation. VGI not only intends to address the greenhouse gas emissions generated by the Company’s business activities but also aims to raise social awareness about the importance of climate change through the Company’s advertising platform. VGI adheres to an environmental policy that shows the Company’s commitment to improving energy efficiency in its operations, investing in modern technologies to improve energy conservation, conducting thorough consideration on the use of clean energy in business operations and raising awareness about the impact of climate change by publishing climate change content via the Company’s various media channels and platforms.

In addition, VGI focuses on managing risks and opportunities resulting from climate change, such as dramatic changes in extreme weather conditions and natural disasters that may affect VGI’s business activities. Therefore, to address these climate change risks, VGI has implemented a corporate risk management process to review existing and emerging risk factors related to the impact of climate on business operations, including a disaster recovery plan to deal with adverse weather events.

Please scan this QR code for more details on the Environmental Policy

Climate Change Risks and Opportunities Assessment

VGI is committed to addressing the challenges and opportunities arising from climate change by managing greenhouse gas emissions generated from its business operations. Additionally, the Company aims to raise social awareness about the importance of climate change through its media channels and various platforms. VGI manages climate-related risks and opportunities, such as rapid changes in severe weather conditions and natural disasters that may impact business activities. The Company discloses information in accordance with the Task Force on Climate-Related Financial Disclosures (TCFD) standards, which includes assessing business risks and opportunities related to climate change.



TCFD Report 2023/24



Climate Risk Assessment Report 2023/24



Furthermore, VGI has established guidelines for evaluating and managing climate-related risks and opportunities. These guidelines consider climate risks and opportunities relevant to the business that could significantly impact the Company's entire value chain, including upstream, downstream, and our own operations, as well as those of our suppliers and customers. For more detailed information, please refer to VGI's Climate Risk Assessment Report.

Please scan this QR code
for more details on the TCFD Report

Please scan this QR code
for more details on the
Climate Risk Assessment Report

Greenhouse Gas Emissions in FY 2023/24

GHG Emissions Scope 1+2
2,824 tonnes CO₂ equivalent (tCO₂e)

GHG Emissions Scope 1+2+3
13,702 tonnes CO₂ equivalent (tCO₂e)



Energy Conservation and Greenhouse Gas Reduction Project

Carbon Neutral

VGI is dedicated to managing its greenhouse gas emissions with a serious approach. This year, the Company has calculated, verified and registered its organisational carbon footprint and has been awarded the Carbon Neutral label by the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO. VGI has offset its greenhouse gas emissions by participating in carbon credit projects certified by TGO. Additionally, the Company has sourced 10% of its energy from renewable sources by using Renewable Energy Certificates (RECs) obtained from the Solar Power Plant Project by BCPG Company Limited.



The Air We Share

VGI has provided venue support and advertising through the Company's various platforms for the "The Air We Share" event. In collaboration with BTS Group, the Bangkok Metropolitan Administration, the Thai Health Promotion Foundation, and other governmental, private and civil society partners, this event aims to educate the public and raise awareness about the health impacts of PM 2.5 air pollution. The event presented ways in which individuals can contribute to solving air pollution through sustainable daily practices. The interactive wall at the "The Air We Share" event also provided an immersive and engaging platform for participants, transforming the PM 2.5 air pollution learning experience into an interactive journey.



"25 Million Steps for Kids" Project – "Plant Trees, Love Nature, Increase Green Spaces for the Community"

The "25 Million Steps for Kids" initiative, held in collaboration with students and staff from Sam Phrao Community School in Mueang Udon Thani District, Udon Thani Province, aims to increase green spaces within the community. This effort aligns with the Company's goal of promoting environmental sustainability within society and the community.





Release Turtles to the Sea

Super Turtle Public Company Limited, along with the Company's employees held a CSR activity to release baby turtles back to the sea, clean turtle ponds and donated to support the Sea Turtle Conservation Center Royal Thai Navy, Sattahip District, Chonburi Province as part of sustainable environmental protection and marine ecosystem restoration, as well as to continue developing projects to support society.

Same Way Save World

VGI is aware of the carbon emissions generated by employees commuting to work. Therefore, the Company has initiated the "Same Way Save World" campaign to encourage employees to carpool to reduce unnecessary carbon emissions from car commute. Since the project's inception in 2021, it has helped avoid a total of 75 tonnes of carbon dioxide equivalent (tCO₂e) emissions from employee commute.



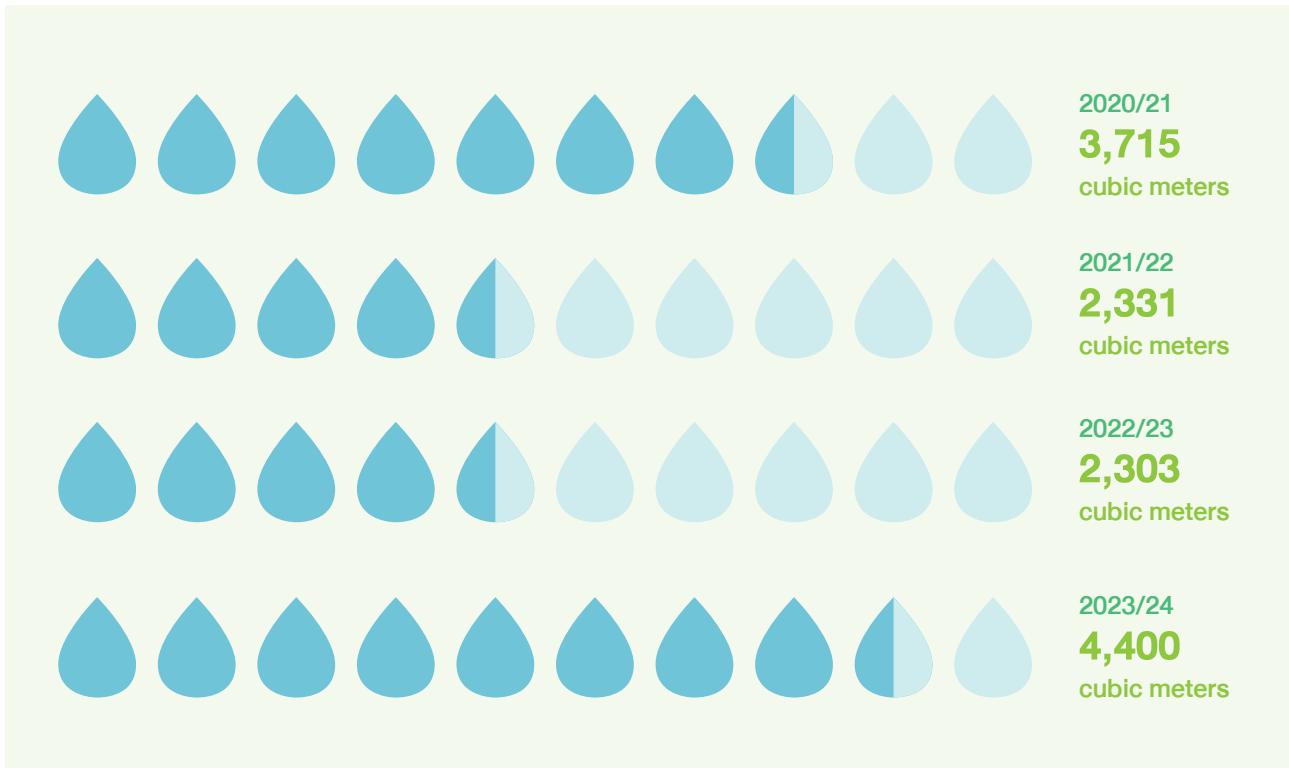
Reducing Electricity Consumption at BTS SkyTrain Station

VGI has been reducing electricity consumption from the Company's advertising media at BTS SkyTrain stations by switching from fluorescent bulbs to LED bulbs since 2013. Additionally, the policy to turn off lights after operating hours has been implemented. These efforts have enabled the Company to save up to 4 million Baht in electricity costs.



Water Management

As VGI's main business is to provide Offline-to-Online Solutions, water is used only in the office building where the Company is located. The Company consistently communicates with employees about water conservation and efficient usage. VGI's water consumption comes entirely from tap water, with water usage amounting to approximately 4,400 cubic meters in FY 2023/24.



5.2 WASTE MANAGEMENT

(GRI 3-3, 306-2, 306-3, 306-4, 306-5)



Progress Towards 2023/24 Goals

Target: Adjust waste disposal methods from landfilling or incineration to recycling at a rate of 30% of total waste



Long-Term Sustainable Development Goals From 2020/21-2024/25

- Adjust waste disposal methods from landfilling or incineration to recycling at a rate of 30% of total waste
- Create value from waste by converting it into environmentally friendly products, with the goal of reducing waste generation by at least 10%

VGI pays attention to waste reduction, compliance with Waste Management Practices, and circular economy in business activities. The Company realises that efficient waste management is an essential agenda in business operations which helps reduce potential impacts on communities and the environment in a broader context. VGI is committed to efficient waste management and adopting the Company's circular economy plan following the Environmental Policy. Waste generated by VGI's operations stems from office activities and is handled by the building management according to contractual obligations. Used vinyl banners generated from the Company's advertising media business are stored locally or recycled according to circular economy principles. In this regard, the Company has established a system for supervising and tracking general waste information. In addition, the Company instills awareness among employees to recognise the importance of waste reduction according to the 3R principle of Reduce, Reuse and Recycle.

VGI 3R Principle



Reduce



Reuse



Recycle

Please scan this QR code for the Environmental Policy

Waste Management Performance in 2023/24



25.29 tonnes

Total Waste
(Hazardous and Non-hazardous)



45.07%

Waste Recycled

Waste Reduction Project

VGI donated standees and inkjet equipment to MUSIC INSPIRES by the Music Network for the Disabled, an organisation that provides music education and activities to develop musical potential and skills for people with disabilities and the public. The institution will use the donated standees and inkjet equipment to produce educational materials for their music programmes. The total value of the donated equipment is 19,000 Baht.



Waste Segregation

VGI separates waste generated from office activities before they are disposed to the building management team. The Company has provided specific bins for different types of waste, including general waste, food waste, recyclable waste and hazardous waste. VGI promotes waste segregation to raise employee awareness about the importance of their role and cooperation in effective waste management.



Plastic Bottle Reduction Campaign

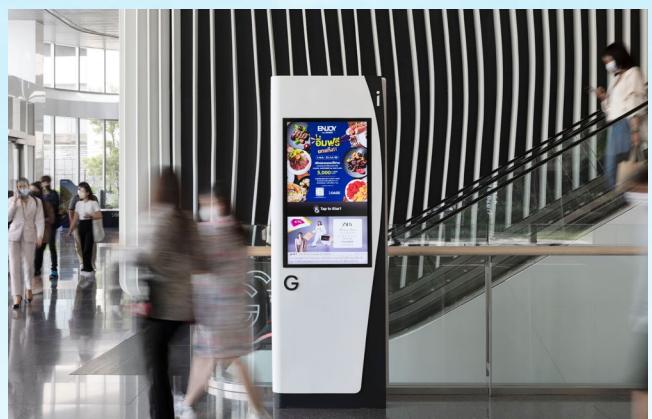
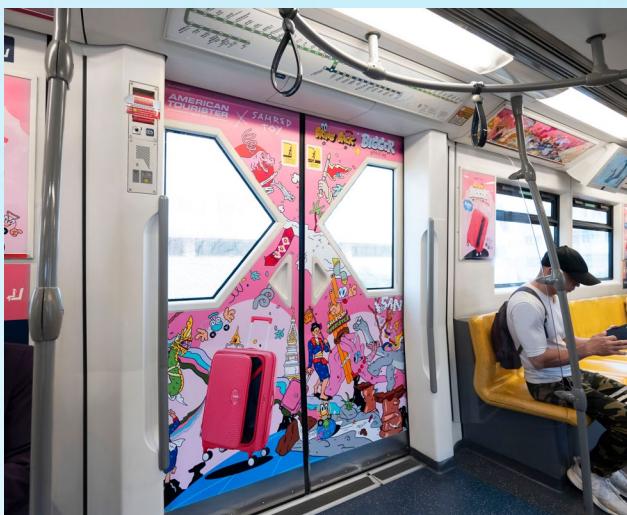
VGI encourages all employees to participate in reducing plastic waste within the organisation. The Company has provided water filtration systems to ensure access to clean drinking water and distributed insulated reusable water bottles as commemorative gifts for VGI's 25th anniversary. This initiative aims to promote the use of reusable bottles, reduce plastic waste and contribute to the organisation's efforts to lower its greenhouse gas emissions.



Vinyl Upcycling Project from Used Billboards

VGI continues to upcycle vinyl from used billboards as part of the Company's commitment to reducing waste by applying circular economy principles. In 2023/24, vinyl waste were diverted from disposal and upcycled into reusable bags. These bags, over 650 in total, were sold and distributed to schools involved in VGI's various volunteer projects. This initiative not only helps reduce waste but also supports community income by employing local workers to produce the bags. Last year, VGI supported the community with over 100,000 Baht in employment opportunities.





06



ผลการดำเนินงาน ด้านความยั่งยืน

SUSTAINABILITY PERFORMANCE SUMMARY

- 6.1 ผลการดำเนินงานด้านความยั่งยืน
(Sustainability Performance Report)
- 6.2 ติดอันดับตามมาตรฐาน GRI
(GRI Content Index)
- 6.3 การรับรองจากหน่วยงานภายนอก
(Independent Assurance Statement)
- 6.4 แบบสอบถามความคิดเห็นของผู้อ่าน
(Survey of Readers' Opinion)



6.1 ผลการดำเนินงานด้านความยั่งยืน (SUSTAINABILITY PERFORMANCE REPORT)

ผลการดำเนินงานด้านความยั่งยืนประจำปี 2566/67 ของ VGI[†] ได้มีการจัดทำเป็นเอกสารแยกและแสดงไว้บนเว็บไซต์ของบริษัทฯ โดยท่านสามารถสแกนคิวอาร์โค้ดด้านล่าง

The sustainability performance report for FY 2023/24 has been independently compiled and released on the VGI website. Stakeholders and individuals interested in specific performance details can access the report by scanning the QR code provided below.



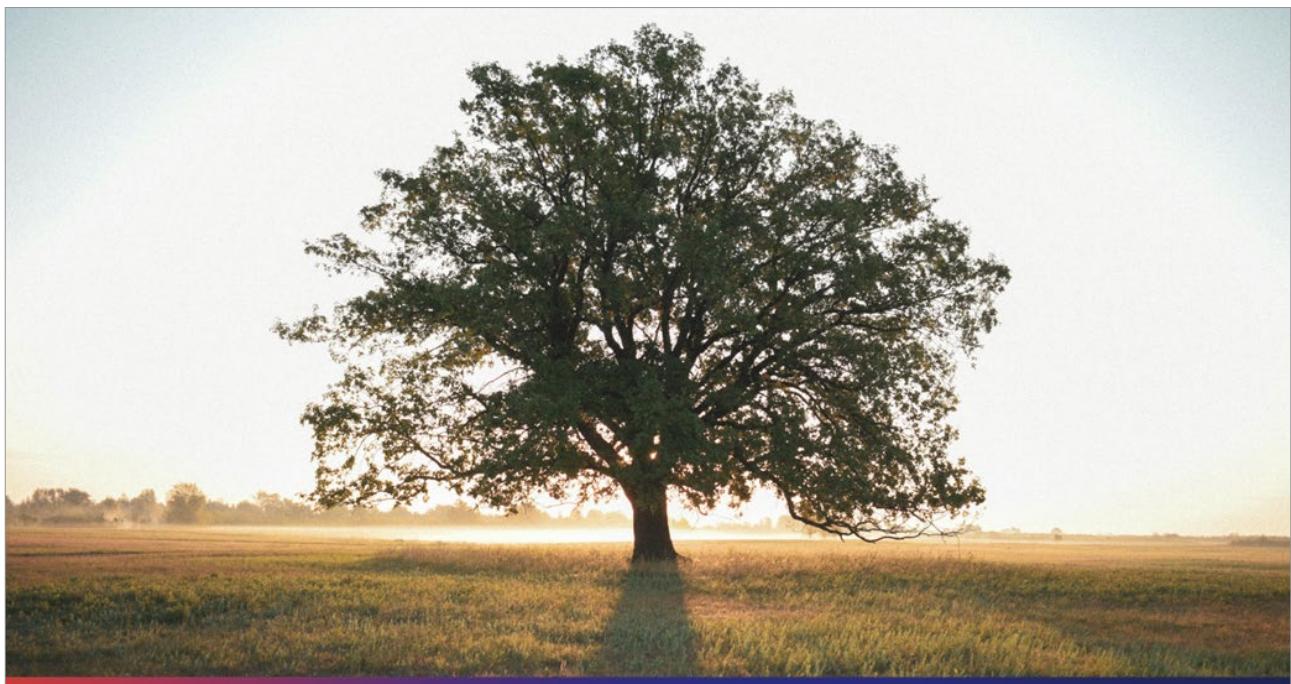
Sustainability Performance FY 2023/24



6.2 ดัชนีชี้วัดตามมาตรฐาน GRI (GRI CONTENT INDEX)

ดัชนีชี้วัดตามมาตรฐาน GRI (Global Reporting Initiative) ของรายงานความยั่งยืนประจำปี 2566/67 ของ VGI ได้รายงานไว้บนหน้าเว็บไซต์ของบริษัทฯ โดยท่านสามารถอ่านหรือดาวน์โหลดได้โดยการสแกนคิวอาร์โค้ดด้านล่าง

The GRI (Global Reporting Initiative) Report for FY 2023/24 has been meticulously reported and is now available for viewing on the VGI website. Stakeholders and parties interested in the index can access the report by scanning the QR code provided below.



GRI CONTENT INDEX FY 2023/24



6.3 การรับรองจากหน่วยงานภายนอก (INDEPENDENT ASSURANCE STATEMENT)



LRQA Independent Assurance Statement Relating to VGI PUBLIC COMPANY LIMITED's Sustainability Report for the FY 2023/24

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

Terms of engagement

LRQA (Thailand) Limited was commissioned by VGI PUBLIC COMPANY LIMITED (VGI) to provide independent assurance on its sustainability report FY 2023/24 for the period from 1 April 2023 to 31 March 2024 ("the report") against the AccountAbility's AA1000AS v3 assurance criteria to a moderate level of assurance and materiality level of the professional judgement of the verifier is applied, where the scope was a Type 2 engagement.

Our assurance engagement covered VGI's operations and activities in Thailand only and specifically the following requirements:

- Evaluating VGI's adherence to AA1000 AccountAbility Principles (2018) of Inclusivity, Materiality, Responsiveness and Impact.
- Confirming that the report is in accordance with GRI Standards 2021¹
- Evaluating the reliability of data and information for only the selected environmental indicators listed below:
 - GRI 3 Materiality assessment
 - GRI 302-1 Energy consumption within the organization and intensity
 - GRI 303-3, 303-4 and 303-5 Water withdrawal/discharge and consumption
 - GRI 305-1 Direct Greenhouse Gas Emissions (Scope 1)²
 - GRI 305-2 Indirect Greenhouse Gas Emissions (Scope 2)²
 - GRI 305-3 Other indirect (Significant Scope 3) GHG emissions (Cat. 1, 3, 5, 6, 7, 13 and 15)²
 - GRI 306-3, 306-4 and 306-5 Waste generated Waste diverted from disposal Waste directed to disposal
 - GRI 403-9 Work-related injuries and absenteeism rate
 - GRI 405-2 Ratio of basic salary and remuneration of women to men (Gender Pay Gap)

Our assurance engagement excluded the data and information of VGI's operations and activities outside Thailand, as well as suppliers, contractors and any third parties mentioned in the report.

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

LRQA's Opinion

Based on LRQA's approach nothing has come to our attention that would cause us to believe that VGI has not, in all material respects:

- Met the requirements above
- Covered all the issues that are important to the stakeholders and readers of this report.
- Disclosed reliable performance data and information as no errors or omissions were detected

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

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

¹<https://www.globalreporting.org>

² GHG quantification is subject to inherent uncertainty.



LRQA's approach

LRQA's assurance engagements are carried out using AA1000AS v3. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:

- Assessing VGI's approach to stakeholder engagement to confirm that issues raised by stakeholders were captured correctly. We did this by interviewing VGI's management who engage consolidate data and information as well as reviewing documents and associated records.
- Reviewing VGI's process for identifying and determining material issues to confirm that the right issues were included in their report. We also tested the filters used in determining material issues to evaluate whether VGI makes informed business decisions that may create opportunities which contribute towards sustainable development.
- Auditing VGI's data management systems to confirm that there were no significant errors, material mis-statements in the report. We did this by reviewing the effectiveness of data handling procedures, instructions, and systems, including those for internal verification. We also spoke with those key people responsible for compiling the data and drafting the report.
- Sampling of evidence presented at VGI's head office in Bangkok to confirm the reliability of the selected environmental and social indicators. The extent of evidence sampled for the selected indicators reflected the level of assurance applied.

Observations

Further observations and findings, made during the assurance engagement, is:

- Stakeholder inclusivity: We are not aware of any key stakeholder groups that have been excluded from VGI's stakeholder engagement process. VGI applied proxy system and extend to directly engage with stakeholder's to address concerns about how VGI's operations may impact on.
- Materiality: We are not aware of any material issues concerning VGI's sustainability performance that have been excluded from the report. VGI has processes for identifying and determining material issues based on a set of unbiased criteria and qualitative impact valuation.
- Responsiveness: VGI has addressed the concerns of stakeholders in relation to GHG emissions, media content as well as OH&S.
- Impact: VGI has processes to evaluate impacts related to climate change and other ESG negative significant impacts.
- Reliability: Data management systems are properly defined for the selected environmental and social indicators.

LRQA's standards, competence and independence

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

This verification together with TGO-CFO are the only works undertaken by LRQA for VGI PUBLIC COMPANY LIMITED and as such does not compromise our independence or impartiality.

Dated: 12 June 2024

A handwritten signature in black ink, appearing to read "Opart Charuratana" followed by "Chf".

Opart Charuratana
LRQA Lead Verifier
On behalf of LRQA (Thailand) Ltd.
No. 252/123 (C), Muang Thai – Phatra Complex Tower B.
26th floor, Ratchadaphisek Road., HuayKwang, Bangkok, 10310, THAILAND
LRQA reference: BGK000001081

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4 Platform
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อนุภัติ
กับใจใบ 1
ชั่วโมง*

- ✓ สมัครวันนี้
- ✓ อนุภัติใบ 1 เช็คบิล*
- ✓ รับวงเงินสูงสุดไม่เกิน 300,000 บาท*

ห้ามล้ำเส้นเหลืองปลายชานชาลา
Stand behind the yellow line

6.4 แบบสอบถามความคิดเห็นของผู้อ่าน (SURVEY OF READERS' OPINION)

ข้อเสนอแนะของผู้อ่านที่มีต่อรายงานความยั่งยืนประจำปี 2566/67 จะนำไปใช้ในการพัฒนาการจัดทำรายงานความยั่งยืนในอนาคต
Your views and suggestions toward the 2023/24 Sustainability Report will be utilised to improve our future reporting.

1. กรุณาระบุข้อมูลพื้นฐานของท่าน (Please specify your personal information)

เพศ (Gender) หญิง (Female) ชาย (Male)
อายุ (Age) ต่ำกว่า 30 ปี (Lower than 30 years) 30 – 45 ปี (30-45 years) มากกว่า 45 ปี (More than 45 years)

2. กรุณาระบุสถานะของท่าน (Please specify your relationship with VGI)

ผู้ถือหุ้น / บักลงทุน ลูกค้า คู่ค้า หน่วยงานของรัฐ
(Shareholder / Investor) (Customer) (Supplier) (Government Agency)
 สื่อมวลชน พนักงานของบริษัทฯ ชุมชนใกล้สกัดประกอบการ
(Media) (Employee) (Communities)
 อื่น ๆ (โปรดระบุ).....

(Other – please specify)

3. ความพึงพอใจต่อรูปแบบรายงานความยั่งยืนประจำปี 2566/67 (Please rate your satisfaction for the presentation of 2023/24 Sustainability Report)

ความสมบูรณ์ของรายงาน (Content Completeness)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)
ประเด็นของรายงาน (Reporting Topics/Issues)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)
เนื้อหาเข้าใจง่าย (Ease of Understanding)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)
การออกแบบรูปแบบ (Report Design)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)
ความพึงพอใจต่อรายงานโดยรวม (Overall Satisfaction)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)

4. ความสนใจเนื้อหาในแต่ละบทของรายงานความยั่งยืน (Please rate your interest for each chapter)

ประเด็นที่มีนัยสำคัญต่อความยั่งยืนของวจิโอ (Materiality Assessment of VGI)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การมีส่วนร่วมกับผู้มีส่วนได้เสีย (Stakeholders Engagement)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
นโยบายและเป้าหมายการพัฒนาอย่างยั่งยืน (Sustainable Development Policy and Targets)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การกำกับดูแลกิจการและจริยธรรมทางธุรกิจ (Corporate Governance and Business Conduct)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การบริหารความเสี่ยงและภาวะวิกฤต (Risk and Crisis Management)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การจัดการห่วงโซ่อุปทาน (Supply Chain Management)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
นวัตกรรม (Innovation)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
ความปลอดภัยทางด้านเทคโนโลยีสารสนเทศและความเป็นส่วนตัวของข้อมูล (Information Security and Data Privacy)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การจัดการความสัมพันธ์กับลูกค้า (Customer Relationship Management)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การพัฒนาทรัพยากรมนุษย์และความเป็นอยู่ที่ดี (Human Resources Development and Well-Being)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
สิทธิมนุษยชน (Human Rights)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การพัฒนาสังคมและชุมชน (Social and Community Development)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
อาชีวอนามัยและความปลอดภัย (Occupational Health and Safety)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
ความรับผิดชอบในเรื่องความยั่งยืน (Responsibility of Content)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
กลยุทธ์ด้านสภาพภูมิอากาศและการใช้พลังงาน (Climate and Energy Strategy)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
การจัดการของเสีย (Waste Management)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)
ผลการดำเนินงานด้านความยั่งยืน (Sustainability Performance Results of VGI)	<input type="checkbox"/> มาก (High)	<input type="checkbox"/> ปานกลาง (Medium)	<input type="checkbox"/> น้อย (Low)	<input type="checkbox"/> ไม่สนใจ (Uninterested)

5. กรุณาระบุประดิษฐ์หรือข้อเสนอแนะเพิ่มเติม เพื่อปรับปรุงรายงานความยั่งยืนฉบับต่อไป

Please provide other comments or suggestions to improve the next Sustainability Report

VGI ขอขอบพระคุณอย่างสูงสำหรับความร่วมมือ VGI greatly appreciates your valuable feedback.

กรุณาส่งแบบสอบถามมาที่:

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