

3 Driving business for sustainability

Sustainable Management Policy and Goals

The Company has set the sustainability direction in 3 main dimensions under the framework of the implementation of good corporate governance as follows:



1. Economy

Encourage Thailand's Economic by supporting SMEs to access source of fund systematically

The Company aims to be a non-financial source of alternative fund for Small and Medium Enterprises (SMEs) which cannot access to source of funds, not being supported by financial institutions even that those SMEs have potential to grow. Such businesses normally require funding outside the system (loan shark) which is a barrier to succeed the Company's goals in long term.

a. Product Innovation for SME

The Company considers developing a variety of financial services to provide total financial solutions especially for SMEs in order that SMEs can grow in accordance with their true capability.

b. True Financial Partner

The Company always supports SME side by side and gives them financial advice on funding source in accordance with our core mission to enhance the relationship between the Company and SMEs customers as "True Financial Partner".



2. Social

Develop strong society

The Company gives importance to developing strong society according to good governance guideline so that the Company sets clear guidelines for executives and employees to conform as followings; Anticorruption, Human Right, Accounting operations, Fair labor practices, Health and safety in the work environment, Fair business operation and responsibility for business partners, Breaches and supply chain management



3. Environment

The current environmental problems which tend to be more serious. As a part of mitigation or impact arising from Human actions, either directly or indirectly. The Company and employees have created a consciousness to protect the world, protect the environment. It is believed that the small dots, when combined together, constitute a group and the power to reduce or mitigate pollution.

Sustainable development guidelines

The Company is determined to operate under good corporate governance practice by taking into consideration economic, social and environmental impacts. The Company specified an approach to sustainable development with participation of the stakeholders as follows.

1. To monitor developments, events, changes in related industry by considering factors that impact the business, society and the Company's environment such as the changing weather conditions, financial technology, international sustainable standards e.g. Global Reporting Initiative (GRI), Sustainable Development Goal (SDGs).
2. Accord importance to all stakeholders' expectations via participation in various activities, for example, conducting survey of customers' satisfaction, trade partners' satisfaction, employees' satisfaction, including taking into consideration the board of director's suggestions in order to improve and meet the expectations of the stakeholders appropriately

Disclosing the policy to all groups of employees and stakeholders as follows

1. Corporate Governance Policy

- Rights of shareholders
- Equitable treatment of shareholders
- Roles of stakeholders
- Information disclosure and transparency
- Board responsibilities

2. Business Ethics

- Conflict of interest
- Protecting the assets and using the assets of the Company
- Giving or receiving gifts
- Securities Trading and the Use of Inside Information
- Internal control and audit and financial reporting
- Prohibit dishonesty
- Confidentiality and information
- Human rights and political activities
- Anti-corruption and bribery

The Company reviewed and improved the business ethics to avoid conflict of interest, the use of internal information, safeguarding confidential information, the use of information technology and communication.

The Company specified the following procedure upon receiving complaints.

1. Accept complaints.
2. Appointment of Complaint Handling Committee to investigate the truth and prepare summary of the event.
- 3 Report the matter to the Audit Committee for their consideration and recommendation. Come up with solutions or take legal actions in case an offence is committed.
4. Inform the outcome to the Company's board of directors including informing the complainant for acknowledgement.

Measures to protect complainants, whistle blowers or persons providing cooperation.

1. Complainants, whistle blowers, affected persons or persons providing cooperation in good faith who are involved in all steps of the investigation shall be protected or are guaranteed non-retaliation.
2. The Company shall not divulge information on complainants, whistle blowers or involved persons. The matter shall be treated confidentially.
3. Complainants or affected persons shall be remedied and redressed in line with the Company's appropriate action steps.

In order to avoid the repeat of ethically-related misconducts, the company clearly outlined punishment for those who committed such misconducts and required the employee to pass the business ethic test.

In 2022, there is 1 complaint from the Company's Operation related to fraud or violation of the Company's Good Corporate Governance Policy. At present, the procedure has been carried out and the investigation has been recorded in writing. Including correcting and designing measures to prevent recurrence.

How to achieve sustainable development goals

Lease IT Public Company Limited with the United Nation's sustainable development targets. The United Nations has established sustainable development goals. Which consists of 17 sustainable development goals as follows



The Company is aware of the need to participate in order to achieve the UN's development targets sustainably and, accordingly, operates the business in the manner that supports such targets as follows.

Sustainability Frame Work	Materailities	SDGs Goal
Governance	Corporate Governance and Ethics	16. Peace, Justice and Strong Institutions; 17. Partnerships for the Goals
	Risk Management	8. Decent Work and Economic Growth
Economy	Company performance	12. Responsible Consumption and Production
	Brand Awareness	3. Good Health and Well-being; 9. Industry, Innovation and Infrastructure
	Development of technology and innovation	8. Decent Work and Economic Growth; 9. Industry, Innovation and Infrastructure; 12. Responsible Consumption and Production
Social	Being a source of funds that SMEs have access to	1. No Poverty; 8. Decent Work and Economic Growth; 11. Sustainable Cities and Communities; 17. Partnerships for the Goals
	Information security	16. Peace, Justice and Strong Institutions; 12. Responsible Consumption and Production
	Employee development and care	3. Good Health and Well-being; 4. Quality Education; 5. Gender Equality; 8. Decent Work and Economic Growth; 10. Reduced Inequalities; 17. Partnerships for the Goals
Environment	Climate change	13. Climate Action

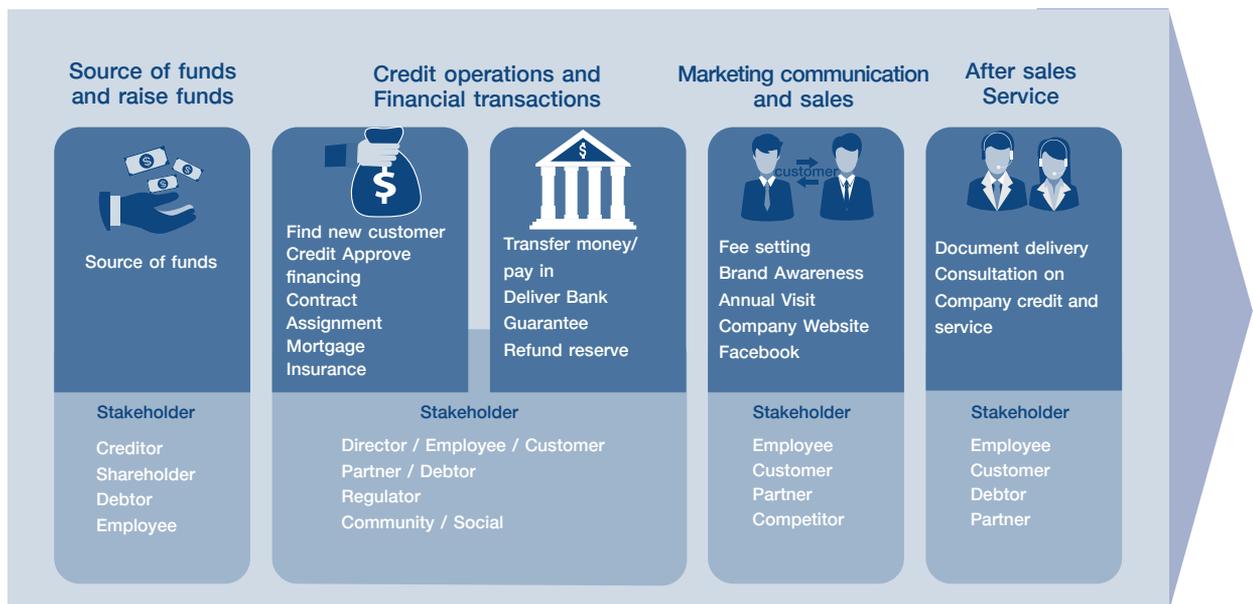
Managing the impact on stakeholders

1. Value chain

In the business of the Company, There are main activities and stakeholders involved in the process as follows:



Value chain



2. Analysis of stakeholders in the value chain

Stakeholder Engagement

Stakeholders	Communication and channel	Action frequency	Stakeholder's Expectation	Action
1. Directors 	BOD meetings Provide sufficient information completely and timely	Once a month All time	Fair treatment for all stakeholders Manage transparently based on good corporate governance principles. Continuing growth performance	Providing sufficient information Participate in business supervision Specify policy and methodology on labor-related laws
2. Employees 	Arrange orientation session for new employees Survey the need of employees and their supervisors for job specific trainings. Survey loyalty to the organization. Organize outing/team building activities to strengthen employee loyalty to the organization. Disseminate information/news via social media (LINE)	For the first time (new joiners) Once a year Once a year Once a year or as appropriate All times	Career path for the job. Receive fair monetary compensation and welfare. Receive annual bonus. Receive fair treatment. Opportunity to learn for career path growth.	Specify policy on human rights Promote career advancement. Arrange job trainings at various levels and disciplines. Annual performance appraisements. Improve working environment to conform to good hygienic principles and job safety.
3. Shareholders 	Annual General Meeting Disclose information via SET, website. Form 56-1 One Report Opportunity Day. MAI forum. Company Website.	Once a year All times Once a year Twice a year or as appropriate Once a year All times	Continuing growth performance and increasing profitability. Receive dividend. Receive high return on investment and The Company to enjoy stable growth sustainably. Transparent business management/operations. Such can be audited.	Generate good results under strict and robust risk management practices. Disclose information to shareholders and the SET via activities or other communication channels transparently manner that can be inspected. Invite shareholders to annual meetings and to participate by giving feedback.
4. Trade partners 	Accept complaints/various suggestions via website	All times	Operate the business transparently, ethically and morally.	All process must be auditable. Having a system to investigate and solve problem on timely manner.
5. Community and society 	Participate in volunteering activities. Organize/join/participate in seminar/talk, discussion activities.	Twice a year or as appropriate Once a year or as appropriate	Promote and support social activities for various communities as a return of favor to the society. Provide knowledge on financial products.	Support budget for social activities on ongoing basis. Disseminate information via social media.

Stakeholders	Communication and channel	Action frequency	Stakeholder's Expectation	Action
6. Customers 	<p>Direct contact via sales personnel or assigned operational staff.</p> <p>Visit by sales personnel/ the management on New Year or important occasions.</p> <p>Customer satisfaction survey.</p> <p>Provide channel for receiving complaints/accept suggestions via website, email, letters etc.</p>	<p>All times.</p> <p>Once a year or as appropriate</p> <p>Once a year or as appropriate</p> <p>All times</p>	<p>Customers receive clear and correct information. Safeguard the confidentiality of customers' data.</p> <p>Customer receives prompt service.</p> <p>Provide solutions without shifting responsibility to other colleagues.</p> <p>Management and staff adhere to good corporate governance practices. Perform their duties transparently, ethically and morally. The process is auditable.</p>	<p>Train employees to provide efficient services in line with the slogan "True Financial Partner".</p> <p>Delivering the product in this scenario means providing loans that meet clients' requirements.</p> <p>Focus on good corporate governance culture and for employees to have business ethic to provide clients with trust worthy services.</p> <p>Increase suitable channels for customers to avail credits and other financial services conveniently.</p>
7. Creditors 	<p>Financial Statement</p> <p>Company Website</p> <p>Provide channel to receive complains/suggestions.</p> <p>Form 56-1 One Report</p>	<p>Quaterly</p> <p>All times</p> <p>All times.</p>	<p>Comply with all terms & conditions.</p> <p>Repay interest and loan installments on time.</p> <p>Communicate and disclose information on ongoing basis.</p>	<p>Pay interest and loan instalments on time.</p> <p>Ongoing communication of correct and complete information.</p>
8. Competitors 	<p>Participate in the Thai Factoring Association meetings.</p>	<p>Monthly</p>	<p>Exchange information which may be beneficial to factoring operations.</p> <p>Jointly cooperate to strengthen the stability of factoring companies.</p> <p>Compete transparently, honestly and fairly.</p>	<p>Compete under the framework of fairness.</p>
9. Debtors 	<p>Form 56-1 One Report</p> <p>Company Website, Facebook</p>	<p>All times</p> <p>All times</p>	<p>Provide clear, correct and complete information.</p>	<p>Provide correct and complete information.</p>
10. Regulator 	<p>Form 56-1 One Report</p> <p>Company Website, Facebook</p>	<p>All times</p> <p>All times</p>	<p>Strictly abide by the regulations/ guidelines</p>	<p>Strictly abide by the regulations/guidelines</p>

Materiality Identification

The company considers the organization strategy and the impact on stakeholders. By connecting with internal and external stakeholders as follow

Materiality	Stakeholder									
	Internal		External							
	Director	Employee	Shareholder	Partner	Community/ Social	Customer	Creditor	Competitor	Debtor	Regulator
Company performance	●	●	●			●	●	●		
Brand Awareness		●		●		●		●	●	
Development of technology and innovation	●	●	●	●		●		●		
Risk Management	●	●	●			●	●			●
Being a source of funds that SMEs have access to	●	●	●	●	●	●		●		
Information Security	●	●	●	●		●				●
Corporate Governance and Ethics	●	●	●			●	●			●
Employee development and care	●	●			●					
Climate change	●	●	●		●	●				●

Prioritization of Material Aspect

The company prioritized sustainability issues. By considering the issues that are in order of importance to the most.

Materiality Matrix 2022				
High Important/Impact to stakeholder Low	● Climate Change		<ul style="list-style-type: none"> ● Corporate Governance ● Development of technology and innovation ● Risk Management 	<ul style="list-style-type: none"> ● Company performance ● Being a source of funds that SMEs can access ● Brand Awareness ● Information security
			<ul style="list-style-type: none"> ● Employee development and care 	
	Low	Important/Impact on business (Economic/Social/Environment)	High	

Sustainability management in the environmental dimension

1. Environmental Policies and Practices

The Company is aware of current environmental problems which tend to be more serious. Currently, there are organizations, government and private sectors, including non-profit organizations which are watchful and care more about environment. Therefore, to be a part of relieving or reducing any impact arose from human direct and indirect actions, the Company aims to implement in regard of environment to produce mutual benefit for the Company's every employee level and to reflect the responsibility for society, community, environment, and stakeholders according to the following approaches:

1. Implementation of activities of the Company and its subsidiaries shall strictly comply with related environmental laws and regulations.
2. Creating conscience for world saving to employee in order for them to be aware of the impact from doing or not doing things with a belief that many small parts can become a group and power that will reduce or relieve pollutions to forward good environment to our next generation by providing training that gives and publicizes knowledge to everyone.
3. Intention for the most efficient and worthy resource use.
4. Every executive level supports various aspects, for example, personnel, tool, time, budget, etc., in order for its implementations to be achieved according to the determined objectives.
5. The Company aims to develop the quality of life of its employee by promoting good atmosphere and environment to work pleasantly together with improving working performance to be efficient and met the Company's goal.
6. The Company will provide an advice channel for environmental problem-solving guideline of the most benefit by informing any responsible departments to lead to sustainability, which will be coordinated with every department for achieving the success in environmental problem-solving.

The Company aims to reduce any impacts arose from any aspects of environment and publicizes to its employee implementation results, including the following annual report:

- Reduction of greenhouse gas emission by reducing paper and electric energy.
- Sorting the type of garbage before disposing and also record the amount of waste that has been recycle and income from garbage disposal.

In year 2021 the Company has a project to reduce electricity usage by requiring turning on-the air conditioning system during 8.00-18.00 each day. Turn off the light during the lunch break and after work. Reduce the use of water and reduce paper use, by using both sides of the paper before disposing.

Resource and Environmental Management Process

The Company emphasize the important of doing business on basis of good corporate governance, also responsible for society and the environment. By doing this, the Company has determined guideline for executives and employee to comply with good governance, transparency and ethics.

To achieve successfully and sustainable in a socially responsible and environmentally, the Company has established a policy of commitment to social responsibility and environmental activities. CSR policy functions are built to achieve continuity through the following procedures:

- To take continuous action.
- To link the various projects and activities together.
- All employees are required to participate in the activity.
- To build a network, such as CSR partner involvement of partners and so on.

The Company has focused on environmental protection and promote activities to reduce global warming. It focuses on simple activity which can start within our organization. Therefore, the Company have created awareness for employees aware of the importance of natural resources. As well as arrange the training to understand how to protect environment, starting from a small spot within the Company and actively promoting the practice as following:

- 1) Securing Forest: To promote use of recycled paper and paper saving
- 2) Reduction of electricity consumption: To promote the efficient use of electricity and the use of environmentally friendly electrical equipment.
- 3) Water conservation: Promote water saving.
- 4) Reduction of waste: Encourage employees to separate waste before disposing

- Determines for the members of its strategy team to be a committee of energy conservation which is responsible for energy management, follow up, inspection and collection of information of energy used inside buildings for constant development and improvement to meet the Company's goal.
- Assigns for energy conservation, water resource management, garbage and waste management to be responsible by its executives and every employee level by collaborating in every aspect.
- Provides knowledge, promote, and support its employee to participate in the measures of energy conservation, water resource management, and garbage and waste management. In the past years, there was a campaign of water and electricity resource reduction once they were not used.
- Assigns for goals of energy conservation and greenhouse emission to be the Company's indicator.

Management Approach

The Company has assigned an environmental management policy to conserve environment and energy for reducing greenhouse emission from its operations by having the following process:

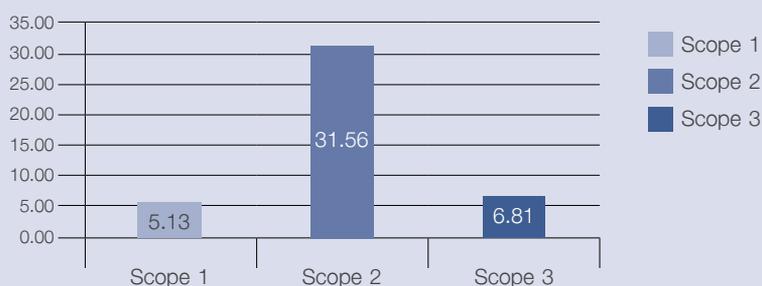
- Reduces corporate energy and resource uses
- Reduces greenhouse emission caused by the Company's energy use

2. Environmental performance

Operation results are as follows

The Company calculated the volume of carbon footprint using carbon footprint program for office/hotels and others developed by Thailand Greenhouse Gas Management Organization (Public Organization (TGO)). In 2022, the organization released greenhouse gas at the volume of 43.50 ton carbon dioxide (tCO₂e). In 2021 the Company's activities to reduce greenhouse gas by separating wastage for recycling and was able to reduce greenhouse gas release of 0.96 tCO₂e or up to 2.21% of released greenhouse gas.

Summary of Carbon Footprint (tCO₂e)



2022	Greenhouse Gas Quantity	% reduce
Greenhouse gas emission	43.50 tCO ₂ e	
Reducing Greenhouse gas emission	0.96 tCO ₂ e	2.21 %

Reduction of resource usage

Reduction of paper

1. The Company organized the Printer Management project with the objective to reduce paper wastage. Project results of the year 2022 can reduce expenses by 52%.
2. Organizing meetings by reducing the use of paper, printing front-back documents, using re-use paper to complete 2 sides. In 2022, it can reduce the use of new paper of 14,688 sheets, equivalent to planting eucalyptus trees. Size 3-5 years, amount 2.40 trees, reduce the cost of using paper in the amount of 2,320 baht.

Environmental performance results in 2022

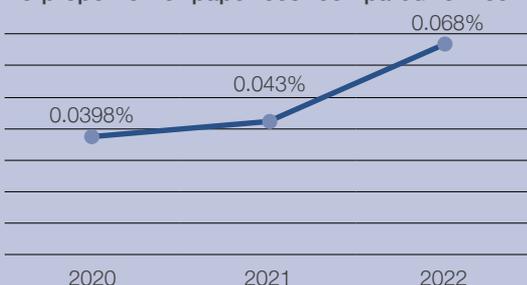
The proportion of electricity fees compared to income



1. Electric power consumption

In 2022, the Company uses an average of 763 units/person of electricity, compared to average expenses/person/year as follows: 2022, 2021 and 2020, at 4,578.75 baht, 4,205.36 baht and 4,341.59 baht, respectively. The proportion of electricity costs compared to revenue in 2022, 2021 and 2020 amounting to 0.208%, 0.104% and 0.09%

The proportion of paper cost compared to income



2. Paper consumption

In 2022, the average paper usage per person is 1,501 baht. The proportion of paper usage compared to the revenues in 2022, 2021 and 2020 are as follows: 0.068%, 0.043% and 0.0398%, respectively.

3. Water consumption

Since 2021-2022, the Company has no water usage data.

The Company, with its non-bank status and operates as a lending institution, realizes the issue of environment, pollution caused by human behavior, stands ready to act in its role as a financier to support alternative energy promoters which operate environmental friendly projects to safeguard the environment and reduce greenhouse gas release.

Sustainability management in the social dimension

1. Social policy and practice

Develop strong society

The Company gives importance to developing strong society according to good governance guideline so that the Company sets clear guidelines for executives and employees to conform as followings:

1.1 Anti-corruption and Bribery Policy

The Company is committed to conduct its business with transparency. Anti-bribery and anti-corruption are defined as the main policy, or better said “Code of Conduct” of the Company. A code of conduct is a set of rules outlining the responsibilities of or proper practices for an individual, party or organization. Related concepts include ethical, honor and moral codes. Accordingly, directors, management and employees are required to comply with the Code of Conduct. Every single transaction through the Company is exempted from being involved in paying or offering bribes to other parties (or other agencies in all forms), whether the deviation from the Code of Construct is conducted directly or indirectly. On the contrary, the Company is highly encouraged to join the practices that will benefit all parties, or profit the operations of the Company legally and safely. In the past and up to this point, the Company has never ever faced any reports or complaints concerning bribery and corruption violations. To show commitment, the Company registered to be a member of PACT Network in year 2015.

In 2016, the Company has assigned a unit which is no conflict of interest, to review back to all customers who open new financial amount in order to collect information on corruption and bribery. The results found that no corruption and bribery.

In 2017, the Company declared its intention to join the Thailand’s Private Sector Collective Action against Corruption (CAC) on 9 June 2017.

1.2 Respect for Human Rights Principles

Moreover, the Company aims to expand basic human rights in terms of promoting respect for the rights and freedom of every individual through non-discrimination and anti-racist values. The concept of non-discrimination includes equality with respect to gender, social class, religion, or political beliefs of people. The Company freely

accepts and tolerates those who think and believe in different ways. However, the Company does not merely focus on the promotion and protection of human rights. But it also emphasizes on the moral and ethical policies for all the employees involved with the Company. The rights for freedom of speech and expression of ideas also are fully considered under the Company’s policy. As an instance, it is important for the Company to respect the all rights of stakeholders equally. Beyond of that, the Company takes social and ethical responsibility towards all its business operations in addition to different groups of people including customers, employees, investors, shareholders, stakeholders, board of directors, management, corporate governance team, and even the environment.

1.3 Tax operations

The Company requires its employee to strictly abide by the followings to prevent tax risk which may lead to any losses of the Company:

- **Taxation:** The Company avoids any fraudulent or incorrect or complication taxation for initial tax benefit and tax evasion.
- **Tax system for corporate sustainability:** The Company has its responsibility to the shareholders by being a company with excellent financial status and a tax system that sustainably increases value to the shareholders.
- **Tax incentives:** The Company aims to legally and sufficiently apply the tax incentives under consideration for sustainable and appropriate business operation in accordance with the efficiency principle of the tax system as defined objectives. The tax incentives include tax exemption measure at certain times, accelerated asset allowances or other incentives, which all of these are under national or local tax policy and used with any business that has its qualification met related criteria. However, such incentives may impact on consideration process for the Company’s business operations, but it will only consider economic factors.
- The Company paid tax at the rate of 20%, but due to the Company’ poor performance, it does not to pay tax.

1.4 Equitable Labor Treatment

All personnel of the Company are the most essential parts in operating its business. The Company shall give priority to them without discrimination. In regards to employment that emphasizes equality There is no limitation or discrimination on gender, race, religion and culture, with reasonable and fair compensation. not discriminate as well as providing welfare in various areas, developing personnel to have knowledge and potential to increase in accordance with the changes that have occurred. The Company promotes its employee to be harmonious, rely on each other, not distinguish, treat to each other politely, and respect others' human dignity. The Company protects its employee from internal and external safety threats by providing good and safe working environment, appropriate wage and compensation, good welfare for its employee, and allowing its employee to grow under justified consideration process. For structure modification and corporate collocation, it shall responsibly implement them under the policy framework, including be strictly complied with laws and regulations related to labor. It shall provide innovation and technology to support the business operations to reward its employee who performs their job with maximum ability, speed, discretion, diligence, enthusiasm, consciousness, and rationality based on their knowledge without being taken over by emotions and seeking for knowledge.

In 2022, the Company has paid for the Fund for Empowerment of Persons with Disabilities as scheduled.

Good Practices

1. The Company equally treats its employee without discrimination for origin, race, gender, color, religion, disability, family lineage, educational institution or other statuses not directly related to working performance.
2. The Company gives opportunity to every employee to fully show their abilities with providing appropriate reward and motivates the working performance with salary, bonus, incentive, and appropriate working performance expense in accordance with the Company's rule.
3. The Company's employee shall perform their duties with maximum ability, good conscience, honesty, equity, virtue and ethics, and being responsible.

1.5 Health and Safety for Working Environment

A part which creates happiness to its employee whom is like a family member is providing a good working environment that supports the employee's health and enhancing safety management, occupational health, and working environment by fundamentally adhering to legal operations, furthering development and applying international measures related to safety expectation of its workers, customers, as well as those who are related to the Company's activities and operational areas due to that there is nothing which can be replaced or compensated such unwanted losses.

In 2022, there is no information about any injury or death or event related to safety for working environment. Demonstrate a good working environment and safety. In 2022 the Company has had fire drills and fire evacuation together with the building.

1.6 Justified and Responsible Business Operations to Partners

The Company focuses on providing services in such good ways that result in the utmost satisfaction of the clients. To achieve such goal, customers need to receive detailed product risk-return terms correctly and appropriately. Similarly, the Company must be sincere to handle the customer complaints including trying to fix the defects that probably are caused by the service

Partners and competitors are the outsiders whom the Company shall compete with according to the way of laissez-faire capitalism in running its business. The competition shall rightly be implemented, not distort information, not be fraudulent or use any other methods which are not incorrect and in line with good competition, maintain any confidentiality under related criteria and laws, as well as not illegitimately and unjustly seek for any information of its partners and competitors.

Good Practices

- The Company shall operate its business by taking justified competition into consideration, not incriminating and attacking its competitors without any reasonable information.
- The Company's personnel shall be careful in contacting any competitors and its personnel in any event, do not expose or neglect that the Company's confidentiality is its competitors' hands.

1.7 Breaches

The Company has assigned ethics as a guideline to be followed by every executive and employee. Breach of the Company's ethics and legal policies in any event shall be recorded and notified to the audit and corporate governance committees whom examine breach of ethics reports that are submitted through the complaint channel. The Company shall expose any information of number and cases of breach of ethics, morality, anti-corruption, and public bribery. In addition, the Company shall expose any information to the Stock Exchange of Thailand in case of any breaches which significantly impact on the Company.

In the year 2022, there was one violations of business ethics and the company has complied with the prescribed complaint handling measures and designed measures to prevent repeated incidents.

1.8 Supply Chain Management

Apart from focusing on its operations, the Company also aims to supply chain management with good governance, considering impact on environment and society to prevent any risks which may effect on the Company's image and operations both in direct and indirect ways. The Company follows up some of its partners' operations from news. If any breach matter is found, the Company shall review such partners.

Year 2022, the company focuses on partners who provide property insurance services by assessing the importance of reducing impacts of social, service quality, duration, conditions, having a convenient means of contact. The company targets at 80 percent and the assessment results is 90 percent which is higher than the target.

The Company has its procurement policy which is transparent, justified, and verifiable, as well as strictly complying with related laws, treating every partner with impartiality, non-exploitation, equally providing full, correct, clear, and adequate information, non-discrimination, available anti-corruption policy followed strictly, and being against every kind of anti-corruption both in direct and indirect ways. However, infraction and non-compliance to the anti-corruption policy may lead its partners and contractors to be prosecuted.

The Company has set a payment period for the company's partners in the amount of 30 days, with the average payment period to partners actually occurring in 2022 in the amount of 30 days, which is in accordance with the conditions without delay.

2. Social performance

2.1 Information Securities



The Company has an action plan to improve the efficiency of protection against cyber threats. (Cybersecurity) and will educate employees in the organization on how to avoid falling victim to such threats. On the security of information The Company has performed as follows. There is a backup every day after 10:00 pm to prevent data loss., Firewall to prevent outsiders from unauthorized access to the system or data., Antivirus is installed on all computers to protect against viruses or unwanted programs. And arrange for an automatic scan every day at 12.00 noon. The right to access the system or information is set and has a policy on the security of information and information systems.

In preparation for the enforcement of the Personal Data Protection Act (PDPA) has performed as follows ; The Company has a meeting to understand the law on personal information protection and planning actions to prepare to comply with the privacy law, There is a survey of the use of personal information in every department. Adjust the procedure to comply with the Personal Information Protection Act. And there are training courses to educate employees at all levels, along with giving assessments.

2.2 Being a source of funds that SMEs have access to



The Company has been in business for more than 16 years, providing funding for more than 3,000 SMEs customers, funding support at least 60,000 million baht, with the Company providing an online channel for SMEs to contact to inquire and apply for loans from The Company.

2.3 Employee development and care



Respect of human rights and fair treatment of labor

The Company gives its supports for respecting human rights both inside and outside the organization by incorporating in the operating guidelines business ethics on human rights and fair treatment of labor. The Company provides its support and abides by the labor laws including the concepts of basic human rights according to international standards without discrimination as to race, gender, skin color, religion, language, political belief or any other beliefs, physical deformation or other situations that is not related to the ability to perform work. Note that there has been no incident pertaining to infringement of human rights at the Company.

Compensation and welfare policy that is fair and appropriate

The Company specified the compensation structure and welfare policy for employees fairly and appropriately by considering other similar business along with the changing economic conditions covering both monetary and non-monetary aspects. The compensation system is based on job responsibility, knowledge and ability, skill set and experience including performance assessment of each employee via key performance index system (KPIs system) which conforms to annual performance target. Meanwhile, the performance bonus is paid in line with each individual employee performance as well as that of the Company.

The Company also provides other benefits such as Provident Fund, health insurance, annual health check-up, emergency loans, vaccination to prevent contracting influenza, EJIP, etc.

Training Summary for the year 2022

External Training course 24 courses			Internal Training course 10 courses		
Average hour/ person/year	Director :	5.06 hours	Average hour/ person/year	Director :	- hours
	Executive :	10.81 hours		Executive :	2.25 hours
	Manager :	3.29 hours		Manager :	9.43 hours
	Employee :	0.76 hours		Employee :	3.92 hours

Communication of the Company's policy to employees

The Company scheduled announcement of its policy, targets and direction once a year with the objective to have employee participation on performing their duties in line with the objectives. The Company gives opportunity to employees to voice their opinions or make suggestions as part of the driving force to achieve organizational goals. Each employee must realize, abide by and comply with, in every aspects of the entire organization, the following matters i.e. business supervision policy, business ethics, the use of internal information/observe the trading time of securities, procedure on prevention of corruption, channels to report complaints etc.

Employee development

Employees are important human resource and play significant role in the sustainable success of the organization. In driving the organization towards the vision and attain the business objective, it is necessary to have resource that is worthy in terms of knowledge, skillset including the ability to efficiently and effectively perform. The Company develops its human resource under 2 formats i.e. coaching & knowledge sharing and project assignment to enable employees to use the knowledge and adapt/apply to their job which shall strengthen the organization and support its sustainable growth.

In 2022, the Company arranged 34 training courses (internal and external) to develop employees or averaging about 3.22 hours/person/year.

The Company has the goal for an employee who passed the probationary period to receive training of at least 1 course. Outcome: there were 38 employees who passed their probation period all of whom had passed the training or 63.33% of target achievement.

Courses in human resource development in 2022 are:

● Internal Training course

Director and Executive Level	Supervisor Level	Employee Level
<ul style="list-style-type: none"> ● Digital Literacy ● Power BI ● SMART Personality and Image ● Plus for Sale & Services 	<ul style="list-style-type: none"> ● Digital Literacy ● Innovation Strategy & Process ● Power BI ● Problem Solving & Decision Making ● Professional Time Management & Planning ● Tools for digital marketing online 	<ul style="list-style-type: none"> ● Digital Literacy ● Excel specialist for all career path ● Innovation Strategy & Process ● Persuasion and Negotiation ● Power BI ● Professional Time Management & Planning ● SMART Personality and Image Plus for Sale & Service ● Tools for digital marketing online

● External Training Course

Director Level	
<ul style="list-style-type: none"> ● CEO CLUB 2022: EP.2 “Technical Issues Patent issues you should know “ ● Digital Asset and Business Growth Opportunity (New S-Curve) ● Director Certification Program (DCP) class 317/2022 ● Customer Insights & Engagement 	
Executive Level	
<ul style="list-style-type: none"> ● Business Model Reinvention for Corporate Sustainability ● CFO Refresher ● Digital Asset and Business Growth Opportunity (New S-Curve) Green & Sustainable Finance ● HR Strategy in New Normal ● TFRS 2023 ● TLCA CFO Professional Development Program (TLCA CFO CPD) No. 5/2022 “Restructuring Business for Growth” ● Business combinations and advanced consolidation operations. (Workshop) ● Keep pace with and analyze financial reports. Class 2/2023 	<ul style="list-style-type: none"> ● Complete 100 intensive tutoring in online format ● Preparing for entering the Thailand Sustainability Investment THSI2022 ● Techniques to Increase Share Value of Listed Companies from a Securities Analyst’s Perspective, Class 2 ● Using the SET Sustainability Reporting Guide based on fundamental and industry ESG Metrics. ● Sustainable business operation issues that businesses should pay attention to. ● The rules for calculating accounting profit and tax are different.
Supervisor Level	Employee Level
<ul style="list-style-type: none"> ● Cyber Security ● The Myth of PDPA Implementation & Communication ● Update VAT ● Using the Smart FSCOMP system ● Bookkeepers and things to adapt and cope with changes. 	<ul style="list-style-type: none"> ● Customer Insights & Engagement ● Risk based audit ● Preparing for entering the Thailand Sustainability Investment THSI2022

Employee engagement

The Company gives freedom to employees in providing suggestions to improve working conditions via their supervisors. The Company also provides channels for the employee to propose, lodge complaint via suggestion box, email or the Company’s website. In 2022, the Company had enquired about the employee loyalty towards the Company measured by employee’s satisfaction. The Company shall use the result of the survey and suggestions received from employees to analyze for use as guidance to improve & develop the management of human resource going forward.

Employee engagement survey results

Year	% actual	Target
2020	73%	80% up
2021	69%	
2022	74%	

Create safe working conditions for employee



The Company specified safety policy and disseminate at its website i.e. www.leaseit.co.th

In 2022 and 2021, there was no work-related severe accident or serious disease/illness.

Serious illness and accident at work 2021	Serious illness and accident at work 2022
0%	0%

In 2022, the Company implemented additional safety measures and enhanced healthy working conditions as follows.

1. Inspect various equipment to ensure safe conditions for use.
2. Communicate knowledge on fire evacuation in the building.
3. Provide annual health check-up.
4. Arrange for vaccination against contracting influenza.
5. Due to the presence of COVID-19 disease, the Company has organized a screening of people who come in contact with the Company. By measuring the temperature and providing alcohol gel.
6. The SVOA Group has established a fund for employees infected with COVID. by inviting employees to donate money to the fund If an employee is infected with COVID-19, there will be staff delivering food and necessary things to the employee’s/employee’s family. Throughout the period of medical treatment or quarantine.



2.4 Knowledge Sharing



- The Company uses its Facebook communication channel to educate SMEs on various topics, including: If you still don't dare to take risks Don't call yourself a businessman. Money management techniques for business growth from world-class CEOs, How to Manage Cash Flow to Make More Profits, Tricks to successfully win government prices and 4 techniques to manage cash to increase in every situation.



- The Company uses influencers (Influencer Marketing) or famous people who provide knowledge about finance and investment and have a large number of followers. Be an educator for SME group, which is Lease It's customer group.
- The Company has shared information within the organization about

(1) Exercise postures for treating low back symptoms/pain after working



(2) Daily greetings and encouragement or ideas Examples include



2.5 Community and Social Operations

The Company takes part in donating used plastic bottles to weave the robes. According to the project of Wat Chak Daeng Samut Prakan Province. It's been 3 consecutive years.



Personnel Information

Employee	2022 (Number of employee)	%	Number of employee by ages			
			20-30 yrs.	30-40 yrs.	40-50 yrs.	50 yrs. up
All employees (include management)	67	100.00	21	28	15	3
Male	24	35.82	8	11	4	1
Female	43	64.18	13	17	11	2
Executive	8	100.00	-	2	4	2
Male	1	12.50	-	-	-	1
Female	7	87.50	-	2	4	1
Assist. Manager - Senior Manager	10	100.00	1	3	5	1
Male	5	50.00	1	2	2	-
Female	5	50.00	-	1	3	1
Staff - Senior Supervisor	49	100.00	20	23	6	-
Male	18	36.73	7	9	2	-
Female	31	63.27	13	14	4	-
Contract	0	0.00	0	0	0	0
Male	0	0.00	0	0	0	0
Female	0	0.00	0	0	0	0

Staff in - out	2022 (person)			2021 (person)
	Total	Male	Female	
New employee	22	8	14	23
Resignation staff	37	15	22	23
Number of employee at the end of the year	67	24	43	82

Maternity leave	2022
Number of employees on maternity leave	1
Number of employees returning to work after maternity leave	1

	2022	2021
Resignation rate	55%	28%

Ordination leave	2022
Number of employees on ordination leave	-

Corporate governance operations

Corporate Governance and Ethics



Regulatory Structure

The Company's board of director consists of 8 directors of which 6 directors have no management role (including 5 independent directors), 2 directors with management role and the chairman of the board is an independent director who is not involved in the Company management nor has any authority to encumber the Company. There is a clear cut division of job responsibility. The Board of Directors has an important role in supervising the organization so that it operates transparently and fairly under good corporate governance principles, pay attention to social responsibility and the environment. There are sub-committees as follows: Audit sub-committee; Nomination and Compensation sub-committee; Corporate Governance sub-committee; Risk management sub-committee. All sub-committees are responsible for supervising various aspects stated in each sub-committee's code of conducts. The managing director is responsible for managing the business in line with the policy and guidelines specified by the Company's board of directors which maximize the benefits of the institution and stakeholders.

The assessment of the board performance is specified under the Company's Corporate Governance policy that consists of self-assessment of the entire board of directors, self-assessment of sub-committees (entire committee). The Nomination and Compensation sub-committee shall consider compensation to propose to the Company's board for consideration before submitting to the annual shareholder meeting for final approval.

The Company's board ensured that all stakeholders equally receive the correct and complete information. The Company provided opportunity to minor shareholders to nominate director(s) and to propose meeting agenda in advance the first time during 16 November– 30 December 2021 to promote the exercising of minor shareholders' rights. The chairman of the board, chairman of Audit sub-committee and chairman of all sub-committees and all the Company's directors participated in the 2022 annual shareholder meeting. In this connection, the Company was awarded 100 points in the 2022 Annual General Meeting quality assessment (AGM Checklist) by the Thai Investor Association (TIA). This reflected the Company's transparency in adopting good corporate governance practice and building trust for the shareholders and investors alike.

On the corporate governance survey, the Company received "Excellent" rating with respect to its sustainable short and long term targets.

From the survey on business governance of listed company for the year 2022 organized by Thailand Institute of Directors (IOD) with the support of the SET, the Company received the rating "Excellent" on the corporate governance assessment. (Excellent CG scoring)

Lease IT was selected by the Stock Exchange of Thailand as one of 170 listed companies on the list of Thailand Sustainability Investment 2022 as a result of its commitment to improving environmental, social, and governance performance (ESG).

Risk Management



The Company is aware of the importance of business risk management by considering internal and external factors such as changing economic, social and environmental conditions. The Company has in place acceptable risk management system including protecting or alleviating potential impact. The Company adopted the international standards of risk management principles (Committee of Sponsoring Organizations of the Treadway Commission: COSO) under the supervision of the Risk Management Committee which consist of independent directors who ensure efficient risk management process to minimize adverse impact to the business and still be able to compete whilst fulfilling the stakeholders' expectation. The Company analyzes the risks in all aspects that could prevent achieving the organizational targets including specifying approach to risk management as outlined in the annual report under the heading "Risk Factors".

The organization structure of Risk Management Committee consists of 4 independent directors tasked and The Risk Management Working Group have to specify risk management policy and propose to the Company's board of directors for their endorsement. Their other duties include outlining strategy and risk management plan that conforms to the company's business strategy, risk supervision and risk monitoring.

The Risk Management Working Group consists of a management representative from department with the managing director acting as the leader to guide the teams to operate in line with the risk management policy to ensure efficiency and acceptable risk as stated in the risk management guidelines and to instill risk management as corporate culture, to come under the supervision of the company's board of directors after being vetted by the Risk Management Committee.

Economic operation

Brand Awareness



Due to the Company's brand is not widespread and well-cognized by the target customer groups as well as it should be, the Company has long term plan to conduct public relation activities to promote its brand of financial products via the following channels.

- Conduct public relation activities via traditional media i.e. printed media, magazines and leaflet.
- Conduct public relation activities via event marketing i.e. Money Expo, MAI Forum
- Conduct public relation activities via social media i.e. Facebook Fanpage, Youtube, Line OA (Line Official Account)
- Promote through EDM or Electronic Direct Mail.
- Public relations through mailing. Directly to the target customers, which are SMEs that are partners with the government, state enterprises and large private companies.

Long term goals for year 2019-2023: Achieve the number of 'Like' page of up to 10,000.

In 2022, the company had achieved 6,891 'Liked'. This represents 69% of the goal.

Guidelines for public relations of financial products of the company The company operates with transparency. The information is accurate, complete, and not advertised exaggeratedly.

In 2022, the Company granted loans to a customer which operates solar energy business, environmental consultant totaling 78 million baht.

Given that the Company is involved in the financing business, it was able to assist promoters to alternatively have access to funds other than via commercial bank loans in order to tackle the issue of informal debt faced by SMEs. The total loans granted in 2022 were 4,109 million baht. In the context of informal loans in the system, the company assisted SMEs to shave off borrowing cost of between 1.5%-3.0% by extending loans in the total amount of between 61-123 million baht.

Development of Technology and Innovation



Financial technology keeps changing forcing the Company to make adjustments to the organization for smooth operations. The Company has made improvements to the information technology system to be modern with greater working efficiency.

In 2022, has continued to improve its core business application from the previous year. To be more modern and efficient in work. And has provided and developed a tool to store documents in the form of an electronic file for easy storage and search. The Company has set measures for information security and has clearly defined the right to access each type of information. And has brought a Robot to help in the following areas AR-reconcile, Get Customer from website, Use Line Notification to send information to sales department.

Innovation

The Company has brought the Robot to help in doing various operations as follows: AR-reconcile reduces the reconcile time of employees 90-92%, Get Customer from website in this section, and the Company has begun testing the E-Factoring system to improve the factoring credit services and also to encourage SMEs entrepreneurs to access funding sources more easily and quickly.

And in the situation of COVID-19, the Company has arranged to work from home, alternating with working at the office. Virtual Private Network (VPN) has been used for work from home for the safety of employees and their families. It also allows the business to continue to run. And the Zoom Meeting system has been used in meetings instead of joining the meeting together.



Environment

Climate Change



The Company realizes the importance of natural resources which is being depleted with time. The global weather condition is in the state of crisis. Every party concerned must jointly cooperate to alleviate the potential negative impact through various activities. The Company announced its intention to join the project “Talad Toon Thammapibarn” on the occasion of the King’s royal coronation rite to practice ‘Sufficiency Economy’ philosophy by managing the business with responsibility, always conscious of social and the environment benefit that will lead to sustainable benefit to the company, concerned parties, the society and population at large. This is also in line with the global community’s Sustainable Development Goal. The company’s stated mission is the reduction of greenhouse gas by separating wastage exclusively for recycling under the following goals.

In 2019, the goal is to reduce greenhouse gas by 1-5% and within 2022 the goal is reduction by 5-20%. In 2022 the result is able to reduce greenhouse gas release of 0.96 tCo2e or up to 2.21% of released greenhouse gas.



GRI STANDARDS

GRI STANDARD	DISCLOSURE	PAGE NUMBER (s)		OMISSION	EXTERNAL VERIFICATION	RELATION TO SDGs
		Annual Report	SD Report			
GRI 101 : Foundation 2016	Reporting principles Making claims related to the use of the GRI Standards					
General Disclosures GRI 102 : General disclosures 2016	Organizational profile					
	102-1 Name of the organization	21				
	102-2 Activities, brands, products, and services	12, 13, 22-26				
	102-3 Location of headquarters	21				
	102-4 Location of operations	21				
	102-7 Scale of the organization	7				
	102-8 Information on employees and other workers	68				
	102-9 Supply chain	54				
	102-10 Significant changes to the organization and its supply chain	15-20				
	102-11 Precautionary principle or approach	87-101				
	Strategy					
102-14 Statement from senior decision-maker	6					
Ethics and integrity						
102-16 Values, principles, standards, and norm of behavior	87-101					
102-18 Governance Structure	102-112					
102-19 Delegating authority	87-89					
102-20 Executive-level responsibility for economic, environmental and social topics	102					
Stakeholder engagement						
102-40 List of stakeholder groups	55-56					
102-42 Identifying and selecting stakeholders	55-56					
102-43 Approach to stakeholder engagement	55-56					
102-44 Key topics and concerns raised	57					
102-47 List of material topics	57					
102-55 GRI content index	72-73					
Anti-corruption GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its boundaries	57				
	103-2 The management approach and its components	61				
	103-3 Evaluation of the management approach	61				

GRI STANDARD	DISCLOSURE	PAGE NUMBER (s)		OMISSION	EXTERNAL VERIFICATION	RELATION TO SDGs
		Annual Report	SD Report			
Energy GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its boundaries	57				
	103-2 The management approach and its components	58-60				
	103-3 Evaluation of the management approach	60				
Water GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its boundaries	57				
	103-2 The management approach and its components	60				
	103-3 Evaluation of the management approach	60				
Emissions GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its boundaries	57				
	103-2 The management approach and its components	59				
	103-3 Evaluation of the management approach	59				
GRI 305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions	59				
	305-2 Energy indirect (Scope 2) GHG emissions	59				
	305-3 Other indirect (Scope 3) GHG emissions	59				
	305-4 GHG emission intensity	59				
Employment GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its boundaries	57				
	103-2 The management approach and its components	62				
	103-3 Evaluation of the management approach	63-70				
GRI 401 : Employment 2016	401-1 New Employee hires and employee turnover	68				
Training and Education GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its boundaries	57				
	103-2 The management approach and its components	63-70				
	103-3 Evaluation of the management approach	63-70				
GRI 404 : Training and education 2016	404-1 Average hours of training per year per employee	64				