1.4 Summary of Sustainable Development Performance in 2024

Corporate Governance and Business Ethics (Target: 0 Cases)

0 Cases

Number of Complaints on Corporate Governance and Business Ethics Policy Violations.

0 Cases

Number of Corruption Complaints.

0 Cases

Number of Human Rights Violation Complaints.

Customer Aspect.

Target **<90%**

94.19%

Customer Satisfaction.

Target **0.5%** of Sales Bills.

0.027% ของบิลขาย

Number of Customer Complaints.

Employee Development Aspect.

83.49%

Employee Satisfaction and Organizational Commitment Average Target: Over **85%**

100%

Target: **100%** Implementation of the Talent Retention Plan.

Implementation of Employee Development PlanAverage Employee Training Hours: **25.72** hours per person per year.

Target: 100% Implementation of the PlanEmployee Training Hours: At least 6 hours per person per year.

Employee Development Aspect.

0 Times.

Severe Illness and Work-Related Accident Statistics: **0**

Community and Social Development Involvement.

3 Locations.

Support for Public Benefit Activities through Donations.

Involvement in Wildfire Reduction and Green Area Restoration.

Environmental Aspect.

Target for Greenhouse Gas Emissions: **328,483** tCo2e

387,328 tCo_2e

Greenhouse Gas Emissions Volume.

277,682 kWh.

Use of Renewable Energy from Solar Panels.