



Sustainability Performance

Metro Systems Corporation Public Company Limited is committed to conducting its business responsibly, with transparency, accountability, and strong corporate governance, in order to build trust and create shared, sustainable value for all stakeholders.

Environmental						
ESG Sustainability Targets and Performance	2023	2024	2025	%	Target	Target Year
Energy Management: Electricity Consumption						
Total Electricity Consumption (kWh)	3,715,613.00	3,818,897.00	3,602,325.00	-5.7%	1%	Annually
Electricity Purchased (kWh)	3,003,000.00	2,730,000.00	2,598,000.00	-4.8%	-	-
Renewable Energy Purchased or Generated (kWh)	712,613.00	1,088,897.00	1,004,325.00	-7.8%	-	-
Water Management: Company Water Consumption by Source						
Total Water Consumption (m ³)	22,945.00	17,180.00	14,559.00	-15.3%	1%	Annually
Waste Management: Total Company Waste Volume						
Total Waste Volume (kg)	6,714.98	5,881.00	30,830.10	424.2%	-	-
Total Non-Hazardous Waste (kg)	6,714.98	5,881.00	30,775.10	423.3%	-	-
Total Hazardous Waste (kg)	N/A	N/A	55.00		-	-
Waste Management: Waste Reused / Recycled						
Total Waste Reused / Recycled (kg)	N/A	993.5	18,660.94	1778.3%	-	-
Non-Hazardous Waste Reused (kg)	N/A	993.5	18,660.94	1778.3%	-	-
Non-Hazardous Waste Recycled (kg)	N/A	993.5	18,660.94	1778.3%	-	-
GHG Management: Organizational Greenhouse Gas Emissions						
Total GHG Emissions (tCO₂e)	1,813.94	1,694.39	1,565.97	-7.6%	1%	Carbon Neutrality by 2031
GHG Emissions – Scope 1 (tCO ₂ e)	65.89	329.66	219.18	-33.5%	-	-
GHG Emissions – Scope 2 (tCO ₂ e)	1748.05	1364.73	1346.79	-1.3%	-	-
GHG Emissions – Scope 3 (tCO ₂ e)	0.00	0.00	0.00	0.0%	0	0



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Social						
ESG Sustainability Targets and Performance	2023	2024	2025	%	Target	Target Year
Employee and Labor Management						
Employee Training and Development Ratio	96%	79%	82%	-	>50%	Annually
Average Training Hours per Employee (hours/person/year)	40	25	21	-	-	2025
Employee Development Expenditure (THB)	4,433,407.00	5,864,014.48	3,027,285.52	-	-	2025
Employee Promotion Rate (% of Total Employees)	15%	7%	7%	-	-	2025
Employee Engagement (%)	87%	89%	89%	-	>80%	2025
Lost Time Injury Rate	0	0	0	-	0	Annually
Occupational Illness Absence Rate	0	0	0	-	0	Annually
Child Labor (Employees under 18 Years of Age)	0	0	0	-	0	Annually
Labor Disputes	0	0	0	-	0	Annually
Permanent Employee Turnover Rate	8%	6%	7%	-	<10%	2025
Employment and Career Skills Development						
Job Fair Activities (events/year)	4	7	6	-	>4 times	2025
Educational Institution Outreach – MSC University Networking (universities/year)	4	4	1	-	>1 university	2025
Education						
Reducing Social Inequality – Smart Classroom Project (schools/year)	2	3	3	-	2 schools/year	2025
Human Rights						
Labor and Human Rights Complaints	0	0	0	-	0	Annually



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Governance and Economic						
ESG Sustainability Targets and Performance	2023	2024	2025	%	Target	Target Year
Customer Satisfaction	92.15%	91.24%	91.30%	-	>80%	2025
Civil and Criminal Litigation Cases Involving Directors	0	0	0	-	0	Annually
Complaints related to corruption, conflicts of interest, legal violations, non-compliance with good corporate governance principles, breaches of the Company's code of conduct, human rights violations, inaccurate financial reporting, or deficiencies in internal control systems	0	0	0	-	0	Annually
PDPA (Personal Data Protection) Complaints	0	0	0	-	0	Annually
Employees Completing Training and Assessment on Business Code of Conduct, Policies and Regulations	81%	83%	83%	-	>80%	Annually
<i>In 2025, the assessment participants were categorized into three groups:</i>						
Board of Directors			22%			
Executives			25%			
Employees			84%			
Three affiliated companies were also included:						
MCC Group			90%	-	>80%	ทุกปี
HIS Group			100%	-	>80%	ทุกปี
MPP Group			92%	-	>80%	ทุกปี
Communications on the Company's Code of Conduct, Policies and Regulations (times/year)	0	12	12	-	12/year	2025
Audits of Compliance with the Company's Code of Conduct, Policies and Regulations	1	1	1	-	>1 time/year	2025