ESG Performance Report
for Listed Companies in 2025

METRO SYSTEMS CORPORATION PUBLIC COMPANY LIMITED

Fiscal Year End 31 December 2025

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ESG Performance

Company Name : METRO SYSTEMS CORPORATION PUBLIC COMPANY LIMITED Symbol : MSC

Market : SET Industry Group : Technology Sector : Information & Communication Technology

Environmental management

Information on environmental policy and guidelines

Environmental policy and guidelines

Environmental policy and guidelines	:	Yes
Environmental guidelines	:	Electricity management, Renewable/clean energy management, Water resources and water quality management, Waste management, Greenhouse gas and climate change management, Noise pollution management, Others : Lighting Management

The Company is well aware that its business operations may have direct and indirect impacts on the environment and climate. Therefore, the company is committed to promoting and supporting various operations, both within the Company and its subsidiaries and associates, based on environmental responsibility, to mitigate climate change throughout the value chain and minimize environmental impact.

Guidelines for Practice

1. The Company is committed to complying with laws, regulations, and agreements with customers, partners, or stakeholders. Continuously related to environmental and climate aspects. Environmental objectives and targets are set to prevent and reduce environmental impacts arising from the company's activities, products, and services, while also supporting environmentally friendly products and services.
2. The Company prioritizes environmental and climate change issues by incorporating them as a key factor in risk management to address risks that may significantly impact business operations. This also serves as a guideline for management in accordance with company policies, from procurement processes, transportation processes, building management, and various activities, including developing low-carbon and environmentally friendly products and services to mitigate direct and indirect environmental and climate impacts.
3. The Company manages environmental resources, such as water and electricity consumption, waste segregation, and solid waste management, as well as electronic waste management, to maximize benefits, mitigate climate change throughout the organization's value chain, and reduce environmental impacts, focusing on efficient and cost-effective resource utilization.
4. The Company continuously communicates and disseminates information on environmental and climate management to directors, executives, and employees at all levels to ensure that everyone in the organization is aware of and adheres to environmentally friendly practices and climate change prevention. This aims to foster the development of knowledge, abilities, and skills for performing tasks correctly according to international standards and in line with sustainable practices.
5. The Company fosters good relationships with society, collaborating with government agencies, private sectors, and other relevant organizations by continuously supporting and participating in activities for the conservation of natural resources and the environment.

Reference link for environmental policy and guidelines	:	https://www.metrosystems.co.th/storage/document/policy/environmental-policy-en.pdf

Information on review of environmental policies, guidelines, and/or objectives over the past years

Review of environmental policies, guidelines, and/or goals over the past year

Review of environmental policies, guidelines, and/or goals over the past year	:	Yes
Changes in environmental policies, guidelines, and/or goals	:	Others : Occupational Health, Safety, and Working Environment Management

In 2025, the Corporate Governance Sub-Committee reviewed the Environmental Policy to align with changing global circumstances. The Company resolved to approve the separation of occupational health, safety, and working environment topics into a specific policy, distinct from the Environmental olicy. This aims to focus on building a proactive safety culture, achieving zero accident prevention, and concretely promoting the well-being of employees and all stakeholder groups. This is considered a crucial foundation for driving the organization towards long-term sustainability.

Information on compliance with environmental management principles and standards

Compliance with environmental management principles and standards

Environmental management principles and standards	:	Other : Green Industry Level 2: Green Operations

Compliance with water management principles and standards

Water management principles and standards	:	3Rs or 5Rs

Compliance with waste management principles and standards

Waste management principles and standards	:	3Rs, 5Rs or 7Rs

Compliance with greenhouse gas or climate change management principles and standards

Greenhouse gas or climate change management principles and standards	:	Thailand Greenhouse Gas Management Organization (TGO)

Information on other environmental management

Plans, performance, and outcomes related to other environmental management

- Management of noise pollution to comply with standards

The company maintains generators and various associated equipment in good condition at all times. Annual measurements of noise levels in the workplace are conducted, and the company is prepared to implement corrective actions if noise levels are found to exceed the standards stipulated by law.

- Measurement of office illumination levels to comply with standards

The company arranges for the measurement of light intensity and analysis of working conditions based on the nature of the work, ensuring that the light intensity used in operations complies with environmental laws. Annual measurements are conducted, and the results have consistently met the standard criteria stipulated by law.

Information on incidents related to legal violations or negative environmental impacts

Number of cases and incidents of legal violations or negative environmental impacts

	2023	2024	2025
Number of cases or incidents of legal violations or negative environmental impact (cases)	0	0	0

Energy management

Disclosure boundary in energy management in the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	1
Data disclosure coverage (%)	:	100.00

Information on energy management

Energy management plan

The company's energy management plan	:	Yes

The Company has developed an energy management plan with the primary objective of reducing electricity expenses by no less than 1% annually. This is achieved through a combined strategy of adopting clean energy technologies and promoting behavioral changes within the organization. The Company focuses on the installation of solar cell panels on both building rooftops and parking structures to help lower energy costs while enhancing its environmentally friendly corporate image. In terms of internal management, the Company has implemented concrete energy-saving measures, such as scheduling air-conditioning shutdowns during the lunch break (12:0013:00), improving the electrical system by separating onoff switches by specific areas, and organizing awareness campaigns through various communication channels. In addition, reminder stickers are placed to encourage employees to turn off lights after use. These initiatives emphasize starting with personal discipline, such as turning off lights and unplugging electrical appliances every time after use.

Information on setting goals for managing energy

Setting goals for managing electricity and/or oil and fuel

Does the company set goals for electricity and/or fuel management	:	Yes

Details of setting goals for electricity and/or fuel management

Target(s)	Base year(s)	Target year(s)
Reduction of electricity purchased and fuel consumption	2024 : energy consumption 3,818,897.00 Kilowatt-Hours	2025 : Reduced by 1% or 38,188.97 Kilowatt-Hours

Information on performance and outcomes of energy management

Performance and outcomes of energy management

Performance and outcomes of energy management	:	Yes

As a result of the Companys strict implementation of its Environmental Policy over the past year, it achieved significant success in electricity resource management. In 2025, the Company was able to reduce its electricity consumption by 4.84% compared to the base year of 2024. This result is significantly higher than the annual target of no less than 1%. This achievement was driven by the integration of clean energy technologythrough the installation of solar cell panelsand internal behavioral adjustment measures, such as scheduling air-conditioning shutdowns during the lunch break and separating lighting switches by specific areas.

Nevertheless, the Company remains committed to maintaining and continuously enhancing its energy management standards. This year, it has further advanced the Green Office initiative to cultivate awareness and foster an organizational culture in which all employees recognize the importance of environmental conservation, efficient resource utilization, and minimizing ecological impacts in all dimensions. The Company aims to become a leading model organization that achieves sustainable growth and demonstrates genuine environmental responsibility in the future.

Information on electricity management

Companys electricity consumption (*)

	2023	2024	2025
Total electricity consumption within the organization (Kilowatt-Hours)	3,715,613.00	3,818,897.00	3,602,325.00
Electricity purchased for consumption from non-renewable energy sources (Kilowatt-Hours)	3,003,000.00	2,730,000.00	2,598,000.00
Electricity purchased or generated for consumption from renewable energy sources (Kilowatt-Hours)	712,613.00	1,088,897.00	1,004,325.00
Intensity ratio of total electricity consumption within the organization to total number of employees (Kilowatt-Hours / Person / Year)	3,456.38	3,545.87	3,447.20

Additional explanation : (*) *Exclude electricity consumption outside of the Company*

Electricity Consumption Intensity

	2023	2024	2025
Intensity of total electricity consumption within the organization (Kilowatt-Hours / m^2)	N/A	N/A	N/A

Electricity Expense (*)

	2023	2024	2025
Total electricity expense (Baht)	14,274,000.00	11,274,478.92	10,452,272.00
Percentage of total electricity expense to total expenses (%)(**)	0.16	0.13	0.12
Percentage of total electricity expense to total revenues (%)(**)	0.15	0.12	0.11
Intensity ratio of total electricity expense to total number of employees (Baht / Person / Year)	13,278.14	10,468.41	10,002.17

Additional explanation : (*) *Exclude electricity expense outside of the Company*

(**) *Total revenues and expenses from consolidated financial statement*

Information on fuel management

Companys fuel expense (*)

	2023	2024	2025
Total fuel expense (Baht)	N/A	N/A	N/A
Percentage of total fuel expense to total expenses (%)(**)	N/A	N/A	N/A
Percentage of total fuel expense to total revenues (%)(**)	N/A	N/A	N/A

Additional explanation : (*) *Exclude electricity expense outside of the Company*

(**) *Total revenues and expenses from consolidated financial statement*

Information on total energy management (electricity + fuel)

Energy Consumption

	2023	2024	2025

	2023	2024	2025
Total energy consumption within the organization (Megawatt-Hours)	0.00	0.00	0.00

Energy Consumption Intensity

	2023	2024	2025
Intensity ratio of total energy consumption within the organization to total revenues (Megawatt-Hours / Thousand Baht of total revenues)(*)	0.00000000	0.00000000	0.00000000

Additional explanation : (*) *Total revenues and expenses from consolidated financial statement*

Water management

Disclosure boundary in water management over the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	1
Data disclosure coverage (%)	:	100.00

Information on water management plan

Water management plan

The Company's water management plan : Yes

As the Company operates as a distributor and is not engaged in manufacturing or water-intensive industrial activities, its water consumption has not significantly changed. Nevertheless, the Company has established a quantitative target to reduce internal water usage by 1% compared to the previous year.

Information on setting goals for water management

Setting goals for water management

Does the company set goals for water management : Yes

Details of setting goals for water management

Target(s)	Base year(s)	Target year(s)
Reduction of water withdrawal	2024 : Water withdrawal 17,180.00 Cubic meters	2025 : Reduced by 1% or 171.80 Cubic meters

Information on performance and outcomes of water management

Performance and outcomes of water management

Performance and outcomes of water management : Yes

As the Company operates as a distributor and is not engaged in manufacturing or an establishment primarily requiring water usage, the water consumption cost has not significantly changed from previous levels. Therefore, the company has set a quantitative target to reduce internal water resource consumption by 1% compared to the previous year. However, based on the company's water usage data, the volume of tap water consumed in 2025 decreased by 15.26% from 2024. This reduction aims to decrease water resource usage within the organization resulting from various activities conducted in the office. The Company implemented the Green Office project in 2025, promoting awareness and compliance among employees by turning off water when not in use, thereby encouraging water conservation and responsible water usage.

Information on water management

Water withdrawal by source

	2023	2024	2025
Total water withdrawal (**Cubic meters**)	22,945.00	17,180.00	14,559.00
Intensity ratio of total water withdrawal to total number of employees (Cubic meters / Person / Year)	21.34	15.95	13.93
Intensity ratio of total water withdrawal to total revenues (Cubic meters / Thousand Baht of total revenues)(*)	0.00	0.00	0.00

Additional explanation : (*) *Total revenues and expenses from consolidated financial statement*

Water consumption

	2023	2024	2025
Total water consumption (Cubic meters)	22,945.00	17,180.00	14,559.00

Water Consumption Intensity

	2023	2024	2025
Intensity ratio of total water consumption to total revenues (Cubic meters / Thousand Baht of total revenues)(*)	0.00240367	0.00188421	0.00157025

Additional explanation : (*) *Total revenues and expenses from consolidated financial statement*

Water withdrawal expenses

	2023	2024	2025
Total water withdrawal expense (Baht)	369,957.00	273,621.00	273,621.00
Total water withdrawal expense from third-party water (Baht)	369,957.00	273,621.00	273,621.00
Percentage of total water withdrawal expense to total expenses (%)(*)	0.00	0.00	0.00
Percentage of total water withdrawal expense to total revenues (%)(*)	0.00	0.00	0.00
Intensity ratio of total water withdrawal expense to total number of employees (Baht / Person / Year)	344.15	254.06	261.84

Additional explanation : (*) *Total revenues and expenses from consolidated financial statement*

Waste management

Disclosure boundary in waste management over the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	1
Data disclosure coverage (%)	:	100.00

Information on waste management plan

Waste management plan

The company's waste management plan	:	Yes

The Company considers customers and partners as key stakeholders that the company prioritizes, and who are part of the business supply chain. The company has a process for disposing of used printer cartridges by returning 1,679 cartridges to Hewlett-Packard (Thailand) Co., Ltd. for further beneficial use. In the past year, the company generated no industrial waste from its business processes. Consequently, no unused electronic equipment was sent for treatment and disposal.

Information on setting goals for waste management

Setting goals for waste management

Does the company set goals for waste management	:	Yes

Details of setting goals for waste management

Target(s)	Base year(s)	Target year(s)	Waste management methods
Reduction of waste generation Waste type: Non-hazardous waste	2024 : non-hazardous waste 5,550.57 Kilograms	2025 : Reduced by 1% or 55.51 Kilograms	• Recycle • Landfilling

Information on performance and outcomes of waste management

Performance and outcomes of waste management

The company's performance and outcomes of waste management	:	Yes

The Company places importance on environmental sustainability operations, particularly the efficient, transparent, and verifiable management of waste and refuse, to ensure that data reflects the actual situation and leads to systematic improvement planning.
In 2025, the Company's total waste and refuse amounted to 30,830.10 kilograms. This represents a significant increase compared to 2023 and 2024. The increase is primarily attributed to improvements in waste

management processes, such as the implementation of measures. Clear waste segregation, the Weighing and comprehensive data recording

However, the Company recognizes the importance of reducing environmental impact. Therefore, it has established operational guidelines for the upcoming year, focusing on reducing waste at the source through promoting efficient resource utilization, enhancing the efficiency of waste segregation for recycling, and raising employee awareness, to ensure a continuous and sustainable long-term reduction in waste and refuse volume.

Information on waste management

Waste Generation(*)

	2023	2024	2025
Total waste generated (Kilograms)	6,714.98	5,881.00	30,830.10
Total non-hazardous waste (kilograms)	6,714.98	5,881.00	30,775.10
Total hazardous waste (kilograms)	N/A	N/A	55.00
Intensity ratio of total waste generated to total revenues (Kilograms / Thousand Baht of total revenues)(**)	0.00	0.00	0.00
Intensity ratio of total non-hazardous waste to total revenues (Kilograms / Thousand Baht of total revenues)(**)	0.00	0.00	0.00
Intensity ratio of total hazardous waste to total revenues (Kilograms / Thousand Baht of total revenues)(**)	N/A	N/A	0.00

Additional explanation : *(*) Exclude the total weight of waste generated outside of the Company, which is not responsible for the waste disposal or treatment cost*

(**) Total revenues and expenses from consolidated financial statement

Waste reuse and recycling

	2023	2024	2025
Total reused/recycled waste (Kilograms)	N/A	993.50	18,660.94

	2023	2024	2025
Reused/Recycled non-hazardous waste (Kilograms)	N/A	993.50	18,660.94
Recycled non-hazardous waste (Kilograms)	N/A	993.50	18,660.94
Percentage of total reused/recycled waste to total waste generated (%)	N/A	16.89	60.53
Percentage of reused/recycled non-hazardous waste to non-hazardous waste (%)	N/A	16.89	60.64

Additional explanation : *Exclude the total weight of reused/recycled waste outside of the Company, which is not responsible for the waste disposal or treatment cost*

Greenhouse gas management

Disclosure boundary in greenhouse gas management over the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	1
Data disclosure coverage (%)	:	100.00

Information on greenhouse gas management plan

Greenhouse gas management plan

The companys greenhouse gas management plan	:	Yes

Greenhouse Gas Emissions Management and the Journey Towards Net Zero

The company prioritizes managing business processes throughout the value chain that may impact nature and environmental changes, as well as developing and enhancing energy efficiency within the organization. This is for the purpose of managing greenhouse gas emissions and preparing sustainability reports in accordance with the Sustainability Reporting Guide of the Stock Exchange of Thailand, which serves as a crucial foundation for improving the reporting and management of Greenhouse Gas (GHG) Emissions and supporting business operations towards long-term Net Zero Emissions goals.

In 2025, the company prepared its organizational greenhouse gas emissions report to serve as a baseline for systematically developing greenhouse gas reduction plans, with total greenhouse gas emissions amounting to 1,565.96 Tonnes of Carbon Dioxide Equivalent Divided into

- Scope 1 (Direct Emissions) amount 219.18 Tonnes of Carbon Dioxide Equivalent
- Scope 2 (Energy Indirect Emissions) amount 1,346.79 Tonnes of Carbon Dioxide Equivalent

Furthermore, the company has received certification for its organizational carbon footprint (Carbon Footprint for Organization: CFO) from the Thailand Greenhouse Gas Management Organization (TGO). This reflects the accuracy and reliability of the organization's greenhouse gas management process and serves as a crucial mechanism for enhancing transparency in accordance with environmental governance and disclosure practices.

The company focuses on enhancing energy efficiency, utilizing renewable energy, and continuously monitoring performance to support its Decarbonization Pathway, with a target to reduce greenhouse gas emissions by at least 1% compared to the previous year. The performance in the reporting year indicates that

- Greenhouse gas emissions in Scope 1 decreased by 33.58% compared to 2024.
- Greenhouse gas emissions in Scope 2 decreased by 4.82% compared to 2024.

To elevate its commitment to climate management, the company has set a goal to achieve Carbon Neutrality within 5 years, starting from 2026. This will be accomplished through reducing operational greenhouse gas emissions, increasing the proportion of clean energy use, and considering appropriate carbon offset mechanisms. This goal represents a significant step in laying the foundation for long-term Net Zero Emissions and balancing business growth with sustainable environmental responsibility.

Information on setting greenhouse gas emission goals

Setting greenhouse gas emission goals

Does the company set greenhouse gas management	:	Yes

goals

Company's existing targets : Setting other greenhouse gas reduction targets

Setting other greenhouse gas reduction targets

Details of setting other greenhouse gas reduction targets

Greenhouse gas emission scope	Base year(s)	Short-term target year	Long-term target year
Scope 1-2	2023 : Greenhouse gas emissions 1,963.56 tCO_2e	2028 : Reduced by 3% in comparison to the base year	2030 : Reduced by 10% in comparison to the base year

Information on performance and outcomes of greenhouse gas management

Performance and outcomes of greenhouse gas management

Performance and outcomes of greenhouse gas management : Yes

Metro Systems Corporation Public Company Limited (MSC) received Carbon Footprint for Organization (CFO) certification from the Thailand Greenhouse Gas Management Organization (Public Organization), On June 24, 2025, which reflects the accuracy and reliability of the organization's greenhouse gas emission management process and serves as a crucial mechanism for enhancing transparency in accordance with environmental governance and disclosure practices.

Information on greenhouse gas management

The company's greenhouse gas emissions

	2023	2024	2025
Total GHG emissions (Metrics tonne of carbon dioxide equivalents)	1,813.94	1,694.39	1,565.97

	2023	2024	2025
Total greenhouse gas emissions - Scope 1 (Metric tonnes of carbon dioxide equivalent)	65.89	329.66	219.18
Total greenhouse gas emissions - Scope 2 (Metric tonnes of carbon dioxide equivalent)	1,748.05	1,364.73	1,346.79

Greenhouse Gas Emissions Intensity

	2023	2024	2025
Intensity ratio of total GHG emissions to total revenues (Metric tonnes of carbon dioxide equivalent / Thousand Baht of total revenues)(*)	0.000190	0.000186	0.000169
Intensity ratio of total GHG emissions to total number of employees (Metric tonnes of carbon dioxide equivalent / Person)	1.69	1.57	1.50

Additional explanation : (*) *Total revenues and expenses from consolidated financial statement*

Information on verification of the company's greenhouse gas emissions over the past year

Verification of the company's greenhouse gas emissions over the past year

Verification of the company's greenhouse gas emissions : Yes

List of greenhouse gas verifier entity : SGS (Thailand) Co., Ltd.

Information on reduction and absorption of greenhouse gas

Reduction of Greenhouse Gas

	2023	2024	2025
Total reduced GHG (Metric tonnes of carbon dioxide equivalent)	0.00	0.00	0.00

Absorption and removal of Greenhouse Gas

	2023	2024	2025
Total absorbed and removal of GHG (Metric kilograms of carbon dioxide equivalent)	0.00	0.00	0.00

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Human rights

Information on social and human rights policies and guidelines

Social and human rights policy and guidelines

Social and human rights policy and guidelines	:	Yes
Social and human rights guidelines	:	Employee Rights, Child Labor, Consumer/customer rights, Community and environmental rights, Safety and occupational health at work, Non-discrimination, Supplier rights

The Company is committed to conducting business sustainably, alongside creating value for the community and society, by establishing policies and practices that promote the quality of life for employees, communities, society, and all stakeholders. This is achieved through transparent operations and an emphasis on human rights, labor development, community engagement, and social participation. The Company has applied these practices in all processes, from human resource management, promoting employee welfare, well-being, and workplace safety, to operations for the community, society, and the environment, in line with ESG principles and sustainable development guidelines. Furthermore, the Company has communicated its human rights policies and practices to directors, executives, and employees at all levels, and has raised awareness through various activities to ensure that directors, executives, and employees at all levels understand the importance of socially responsible business operations, can adapt their behavior to align with human rights standards, and collectively reduce potential risks to society, communities, and the organization, thereby fostering a transparent, responsible, and sustainable organizational culture in the long term.

Guidelines

1. The Company respects and recognizes the adherence to human rights principles based on human dignity for all stakeholders, upholding the principles of equality and non-discrimination against anyone, and not violating the rights of others, both physically and verbally.
2. The Company has strictly stipulated the employment of labor in accordance with legal criteria, prohibiting the employment of illegal labor, unauthorized labor, or child labor below the legal age, and refraining from engaging in or supporting any form of forced labor.
3. The Company has established standard working hours, overtime work, work on holidays, and overtime work on holidays, as well as employees entitlements to various types of leave, in full compliance with applicable labor laws and regulations.
4. The Company has stipulated that the payment of wages, overtime pay, holiday work pay, holiday overtime pay, compensation, and other benefits must be fair and not less than the legal requirements.
5. The Company respects employees' rights to assemble, associate, or form labor unions as stipulated by law, to provide opportunities for employees to express opinions or suggestions on issues related to employment, welfare, and human rights, in order to achieve effective joint problem-solving.
6. The Company has established management for the protection of personal data of stakeholders, refraining from violating personal data or seeking undue benefits from such data. The collection, disclosure, or use of others' data must obtain consent from the data owner, unless it is an action performed in accordance with legal duties, regulations, or company rules.

7. The Company has implemented occupational health and safety operations for employees, including the working environment and assistance plans, to ensure safety within the organization according to established standards and methods.
8. The Company has exercised due diligence in its operations to prevent the risk of human rights violations in business conduct and to prevent harassment, violence, or any acts constituting human trafficking, including monitoring human rights respect. It does not neglect or ignore any acts that constitute human rights abuses, and such acts must be reported to supervisors or responsible persons in accordance with the company's whistleblowing or complaint procedures.
9. The Company has established processes for monitoring and supervising the company's business operations, including employee performance, through whistleblowing or complaint channels, to prevent involvement in human rights violations, and reports monitoring results to the Board of Directors. Furthermore, the company has comprehensive human rights due diligence processes and remedial measures for victims to mitigate the impacts of human rights violations.

Reference link for social and human rights policy and guidelines	:	https://www.metrosystems.co.th/storage/document/policy/human-rights-policy-en.pdf

Information on review of social and human rights policies, guidelines, and/or goals over the past year

Review of social and human rights policies, guidelines, and/or goals over the past year

Review of social and human rights policies, guidelines, and/or goals over the past year	:	Yes
Changes in social and human rights policies, guidelines, and/or goals	:	Safety and occupational health at work

The Company recognizes the evolving societal changes and human rights standards. Therefore, it regularly reviews and updates its human rights policy annually to align with laws, international standards, and stakeholder expectations. In 2025, the Company reviewed this policy and identified safety, occupational health, and working environment issues as critical matters requiring increased attention. Consequently, the Company has established a Safety, Occupational Health, and Working Environment Policy to define guidelines for preventing accidents and health impacts on employees and related parties, while also promoting a safety culture at all organizational levels. The Company aims for employees to strictly adhere to safety laws, standards, and regulations. This initiative reflects the Company's commitment to the social dimension under ESG principles, emphasizing the protection of human rights, the well-being of employees, and the creation of a safe and fair working environment to support the organization's long-term sustainable operations.

Information on compliance with human rights principles and standards

Compliance with human rights principles and standards

Human rights management principles and standards	:	The UN Guiding Principles on Business and Human Rights

Information on Human Rights Due Diligence : HRDD

Human Rights Due Diligence : HRDD

Does the company have an HRDD process : Yes

The Company mandates that the Board of Directors, executives, and employees at all levels recognize and prioritize respect for human rights in all aspects. It is committed to ensuring that the operations of the organization, its business partners, and related parties comply with laws, regulations, and human rights provisions, including international treaties to which Thailand is a signatory. Furthermore, employees at all levels must avoid any actions or participation in activities that could lead to human rights violations or create negative impacts on stakeholders.

The Company has therefore prepared Comprehensive Human Rights Due Diligence (HRDD) A ccording to the United Nations Guiding Principles on Business and Human Rights (UNGP) to help the company understand potential human rights impacts on relevant stakeholders. The human rights due diligence process is as follows:

1. Defining the scope of assessment and identifying relevant human rights risk issues

The company has identified actual or potential human rights violation risks arising from its involvement or connections through business relationships throughout its value chain. This is done by considering all relevant stakeholders through feedback processes, satisfaction surveys, meetings, and comparative studies with companies in the same industry, in order to categorize the identified risks by the type of affected stakeholders.

2. Assessment of actual and potential human rights risks

After identifying potential human rights risks arising from the company's business operations, the Company will systematically assess the level of these risks to prioritize human rights issues that require management. This assessment will consider the criteria of impact severity and likelihood of occurrence at each level. This process serves as a tool for effective control and management of human rights risks, coupled with the establishment of appropriate guidelines and measures to enhance positive impacts on stakeholders and society as a whole.

3. Mitigation of Adverse Human Rights Impacts and Preventive Measures

The Company has established appropriate and systematic activities, measures, and mechanisms for human rights risk control, covering the entire value chain, to prevent and mitigate risks that may arise from the company's business operations, both within internal organizational processes and activities involving subsidiaries, joint ventures, business partners, and relevant stakeholders.

The Company has carefully selected measures and mechanisms that are consistent with its business characteristics, risk levels, and operational context, to ensure that human rights risk mitigation and prevention are effective and practically implementable. The aim is to reduce the likelihood of negative impacts and minimize the severity of potential consequences.

Furthermore, the company continuously monitors and reviews the effectiveness of these activities and mechanisms to ensure that human rights risk mitigation and prevention are genuinely implemented and align with the United Nations Guiding Principles on Business and Human Rights (UNGP).

4. Monitor and review human rights risks

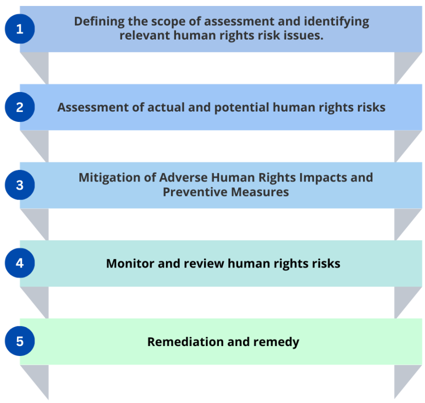
Human rights risk and impact assessment is an ongoing process that the company must undertake, as human rights risk issues related to the company's business operations may change if the nature of its operations or its stakeholder groups evolve. Therefore, the company must regularly monitor and review risks, as well as human rights risk control activities, by establishing indicators to serve as tools for tracking and evaluating the company's performance, such as the percentage of employees who have received human rights training or the number of tips or complaints regarding human rights violations, among others. Additionally, human rights performance reports are prepared for the board of directors and executives to be informed of the situation and future action plans.

5. Remediation and remedy

The Company recognizes that its business operations throughout the value chain may potentially cause, contribute to, or be directly linked to human rights violations affecting relevant stakeholders. The Company is therefore committed to minimizing such risks by conducting human rights risk assessments at least once a year to identify relevant issues and evolving risk levels in line with changes in its business operations. This enables the Company to effectively manage and control risk-related activities, maintain human rights risks at an acceptable level, and implement appropriate mitigation and remedial measures where necessary.

In the event that the Company receives a whistleblowing report or complaint concerning human rights violations, it will conduct a fair and impartial investigation in accordance with its established grievance procedures to determine the root causes and impacts of the alleged misconduct. The findings will be incorporated into the Companys risk assessment process to prevent recurrence and strengthen existing control measures. The Company has also established fair and appropriate remedial measures for affected parties, which may include medical treatment, compensation for damages, and other necessary support, as appropriate, as well as disciplinary actions in accordance with the Companys work regulations.

HRDD process diagram



Comprehensive human rights due diligence process

Information on incidents related to legal or social and human rights violations

Number of cases and incidents of significant legal or social and human rights violations

	2023	2024	2025
Total number of cases or incidents of significant legal or social and human rights violations (cases)	0	0	0

	2023	2024	2025
Total number of cases or incidents leading to significant labor disputes (cases)	0	0	0

Fair labor practice

Disclosure boundary in fair labor practice in the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	1
Actual number of disclosure boundaries	:	1
Data disclosure coverage (%)	:	100.00

Information on employees and labor management plan

Employees and labor management plan

The company's employee and labor management plan	:	Yes
Employee and labor management plan implemented by the Company in the past year	:	Fair employee compensation, Employee training and development, Promoting employee relations and participation, Migrant/foreign labor, Child labor, Safety and occupational health at work

Fair Compensation and Employee Benefits

The Company has clearly defined strategies and guidelines regarding compensation and benefits as a form of reward and work incentive. The company considers its financial performance, employees' annual performance (Key Performance Indicators: KPIs), and economic trends concurrently. However, the consideration for compensation (salary, incentives, bonuses, and non-monetary benefits) and various welfare benefits is benchmarked against market rates in the same industry sector. This is to ensure competitiveness in the market and to attract highly skilled and experienced personnel to the company, as well as to retain talented employees for long-term employment. For wages, the company provides a salary structure for all positions, divided into various levels and main job groups. Each job level clearly defines minimum and maximum salary rates. This serves as a framework for managing salaries to maintain consistent practices, thereby fostering internal fairness within the organization. Since the salary structure is determined based on labor market wage surveys from similar or comparable businesses, the established salary structure confirms that the company's overall employee salaries are competitive with the market. Salary figures at the same level will vary depending on the performance rating and experience or number of years in that position.

Employee Training and Development

The Company promotes employee learning by reviewing its learning and development plan annually to align with the organization's strategy and business operations, including the Training Roadmap established by the company to develop employees' skills, knowledge, and abilities, categorized by learning levels as follows:

1) Individual Level The company encourages employees to learn fundamental courses such as New Employee Code of Conduct, Employee Business Ethics, ISO9001 Quality Management System, Risk Management System, Information Technology Awareness, Safety, Occupational Health and Working Environment, Self-Leadership, Growth Mindset, Performance Management (Metro PRO), Organizational Success Factors (Metro Success Factors), and adherence to the organization's core values (METRO Way), etc.

2) First Line Manager Level The company encourages employees to learn leadership development courses, such as Leadership Development Program, Performance Appraisal, Coaching and Feedback, People Management, Growth Mindset, The 7 th Habits, Design Thinking, The Human Factors for Success, and Situational Leadership, etc.

3) Middle Management Level The company encourages employees to learn and develop skills at the executive level, such as Mini MBA, Finance for Non-Finance, Enterprise Risk Management, The 7 Habits of Highly Effective People,

Director Accreditation Program, 3C Program (Creativity/Critical thinking & analysis/Complex problem solving), Situational Leadership, Successful Formulation and Execution of Strategy (SFE), and various Strategic Management courses, etc.
4) Top Management Level The company encourages employees to learn and develop skills in the form of senior executive training, such as courses in Corporate Culture, Advanced Management Program for Executives, Enterprise Risk Management, Director Accreditation Program (DAP), Director Certification Program (DCP), and other programs organized by the Thai Institute of Directors Association.
In 2025, the Company promoted 7% of its total permanent employees, a decrease of 5% from the previous year.

Promoting Employee Relations and Engagement

The Company places importance on employee care by organizing various activities to encourage employee participation, job satisfaction, engagement, and loyalty to the organization. In 2025, the company organized numerous activities, both traditional, such as pouring water on and asking blessings from executives for auspiciousness and morale-boosting during the Songkran festival, and non-traditional activities to allow employees to have fun and strengthen relationships between executives and employees, or among employees themselves. Examples include Valentine's Day activities where chocolates were given to employees, Chinese New Year activities, an online Halloween activity using AI as a tool, and happiness delivery activities for Christmas and New Year, by giving gifts to employees along with greeting cards from the Managing Director, etc.
This year, the Company launched the METRO Gen project, an initiative to identify talented new-generation individuals to join the organization, foster relationships and engagement among executives, employees, and the organization, and encourage employees to exchange experiences, showcase their creative potential, develop and expand innovations, as well as build an image as a modern organization and a leader in future business. This project includes MSC Wallet, a mobile application developed by employees for internal use, serving as a medium to incentivize participation in activities, stimulate creativity, and promote new technological innovations. By earning Star Tokens, which are like coins from MSC Wallet, employees can redeem them for rewards. All employees can earn Star Tokens by participating in company activities, or from executives, or from fellow employees for good deeds or for contributing benefits to the organization.

Employee Engagement

The Company has a plan to develop employee engagement to foster a sense of belonging among employees, in line with the Human Resources Management System Development Plan. This starts from recruitment, continuous training and development, and retention, to promote employee engagement. We believe that when employees have a strong sense of commitment and attachment to the organization, it will lead to highly effective employee performance. The target average employee engagement score is set at no less than 80% in 2025, with a current rate of 89%, which is the same score as the previous year.
The Company and its subsidiaries have not had any labor disputes in the past 3 years. In the past year, the employee turnover rate was approximately 7%, an increase of 1% from the previous year, with a set target of a turnover rate less than 10%.

Recognition and Appreciation

The Company places great importance on recognizing employees with excellent performance and those who exemplify the organization's values. This serves as a psychological reward, supports expressions aligned with organizational values, and fosters a positive organizational culture that attracts and unites employees in the MSC way. Therefore, the company has implemented employee recognition programs, both for performance and as role models, through various forms of appreciation, such as the METRO Way Award project, incentive trips, and the provision of Star Tokens via the MSC Wallet system. Executives and employees can write messages of gratitude and appreciation to colleagues within the organization who demonstrate organizational values, to boost morale among colleagues and create a supportive and encouraging work environment, etc.
For the annual recognition event, the executive committee and Human Resources Department organized the annual METRO Way Award to honor individuals who serve as role models with outstanding performance and clearly

demonstrate the organization's values. This aims to foster pride and transmit the organizational culture as a way of living together happily and sustainably.

Labor Practices and Human Rights

The Company recognizes and values the importance of respecting human rights principles, considering society, communities, as well as customers, business partners, and employees. This covers preventing human rights violations and ensuring equal rights from the employee recruitment process to termination of employment, with an emphasis on fairness and equality. Therefore, the company encourages directors, executives, and employees to be aware of respecting human rights, their rights, duties, and responsibilities towards themselves and others, with the following guidelines:

- To respect and be aware of adhering to human rights principles based on human dignity for all stakeholders, founded on equality and fairness, without discrimination against anyone, and without violating the rights of others, both physically and verbally.
- Protection of personal data of stakeholders, without violating personal data or improperly exploiting data. The collection, disclosure, or use of others' data must obtain consent from the data owner, unless it is an act performed in accordance with legal duties, regulations, or company rules.
- The company has established processes for monitoring and supervising its business operations, including employee performance, to prevent involvement in human rights violations such as child labor, sexual harassment, etc. The monitoring results are also reported to the Board of Directors.

The Company has disclosed its human rights policy and practices on its website and organizes awareness activities on human rights respect to reduce the risk of human rights violations. It also provides opportunities for employees to express opinions, report tips or complaints regarding unfair treatment, misconduct within the company, corruption, human rights violations, illegal acts or breaches of good corporate governance principles, or non-compliance with the company's code of conduct. There is a process for monitoring and supervising, and the monitoring results are reported to the Board of Directors.

In 2025, there were no complaints or reports regarding human rights issues. Should such violations occur, the company has established remedial guidelines in accordance with its employment regulations to mitigate the impact of human rights violations and to protect employees who express opinions, report tips, or submit complaints directly to management through the complaint channel on the company's website.

Safety, Occupational Health, and Working Environment

The Company organized a training course titled "Safety, Occupational Health, and Working Environment for General Employees and New Hires according to the Safety Act B.E. 2554 (2011)." The objective was to raise awareness of safety care and collectively create a good working environment suitable for proper operations in accordance with established criteria, in the form of In-house Training. This aims to provide employees with knowledge and understanding of workplace safety, such as office environment management, 5S implementation, fire prevention and control in the office, and ergonomics principles to prevent office syndrome symptoms, as well as to reduce the risk of illness or injury in the workplace and in employees' daily lives. Additionally, the company has organized various other workplace safety training sessions as follows:

- Electrical Safety Training to promote basic knowledge, laws, causes of accidents, principles of hazard prevention, inspection, and maintenance related to electrical systems and others for relevant employees.
- Forklift Driving Training for employees in relevant departments, to ensure everyone is aware of and understands the basic knowledge of forklifts regarding standards, types, care and maintenance, practical aspects, and correct and safe field testing. Participants also receive a Certificate as confirmation of passing the practical examination and can apply the acquired knowledge to their work for maximum efficiency and effectiveness.

- Firefighting Team Training Course for the company's Fireman Team employees, covering both theoretical and practical aspects. The training center will focus on enabling trainees to apply their knowledge to their work and to be a crucial force for the establishment in effectively preventing and suppressing initial and severe fires, thereby reducing loss of life and property.

- Initial Firefighting Training Course to enable general employees to be aware of fire hazards, types of fires, the use of tools/equipment, and various prevention methods, both theoretically and practically.

- Fire Evacuation Drill to provide guidelines for employees on prevention methods should such incidents occur, and to comply with the Ministry of Interior's announcement regarding fire prevention and suppression in workplaces for employee safety, which requires employers to organize fire drills and evacuation drills at least once a year.

Regarding the working environment, the Company provides a suitable working environment by regularly measuring and evaluating factors such as light, sound, indoor air quality, humidity, and temperature in the workspaces.
In 2025, the Company set a target for accidents not exceeding 2%, and the results showed an accident rate of 0% and a work-related illness absence rate of 0%.

Promotion of Persons with Disabilities

The Company recognizes the importance of improving the quality of life for persons with disabilities and aims to empower them to showcase their abilities, generate income, become self-reliant, and reduce the burden on families and society for their care. This also promotes persons with disabilities as a vital force in strengthening the economy of families and the nation, especially for working-age individuals with disabilities. In 2025, the Company contacted the Thai Blind Foundation, National Service Center for the Blind, to donate funds and arrange for more than 10 visually impaired individuals per month to provide relaxation massages to employees at the head office and SM Tower branch on a monthly basis.

Information on setting employee and labor management goals

Setting employee and labor management goals

Does the company set employee and labor management goals? : Yes

Details of setting goals for employee and labor management

Target(s)	Indicator(s)	Base year(s)	Target year(s)
• Employee training and development	Employee training and development hours	2024: Not less than 50 percent of the total average employees	2025: Not less than 50 percent of the total average employees
• Promoting employee relations and participation	Average employee engagement score	2024: Average employee engagement score not less than 80 percent.	2025: Average employee engagement score not less than 80 percent.

Target(s)	Indicator(s)	Base year(s)	Target year(s)
• Child labor	Employee Hiring	2024: Employees under 18 years old must be 0.	2025: Employees under 18 years old must be 0.
• Others : Labor dispute	Number of labor disputes	2024: Zero labor disputes	2025: Zero labor disputes
• Others : Resignation of permanent employees	Turnover Rate of Permanent Employees	2024: The turnover rate of permanent employees must be less than 10 percent.	2025: The turnover rate of permanent employees must be less than 10 percent.

Information on performance and outcomes for employee and labor management

Performance and outcomes for employee and labor management

Performance and outcomes for employee and labor management : Yes

The Company has a plan to develop employee engagement to foster a sense of belonging among employees. This is in line with the human resource management system development plan, starting from recruitment, training and development, and continuous retention, to promote employee engagement. We believe that when employees have a strong sense of commitment and attachment to the organization, it will lead to highly effective employee performance. The target for the average employee engagement score is set at no less than 80% by 2025. The current rate is 89%, which is the same score as the previous year.

The Company and its subsidiaries have not had any labor disputes over the past 3 years. In the past year, the employee turnover rate was approximately 7%, an increase of 1% from the previous year, against a set target of less than 10%.

Diagram of performance and outcomes for employee and labor management

Information on employment

Employment

	2023	2024	2025
Total Employment (Person)	1,075	1,077	1,045
Percentage of employees to total employment (%)	100.00	100.00	100.00
Percentage of non-employee workers to total employment (%)	0.00	0.00	0.00
Total employees (persons)	1075	1077	1045
Male employees (persons)	602	608	576
Percentage of male employees (%)	56.00	56.45	55.12
Female employees (persons)	473	469	469
Percentage of female employees (%)	44.00	43.55	44.88
Total of workers who are not employees (Person)	0	0	0
Male workers who are not employees (Person)	0	0	0
Percentage of male non-employee workers (%)	0.00	0.00	0.00
Female workers who are not employees (Person)	0	0	0
Percentage of female non-employee workers (%)	0.00	0.00	0.00

Number of employees categorized by age

	2023	2024	2025
Total number of employees under 30 years old (Persons)	410	374	324
Percentage of employees under 30 years old (%)	38.14	34.73	31.00
Total number of employees 30-50 years old (Persons)	567	608	620
Percentage of employees 30-50 years old (%)	52.74	56.45	59.33
Total number of employees over 50 years old (Persons)	98	95	101

	2023	2024	2025
Percentage of employees over 50 years old (%)	9.12	8.82	9.67

Number of male employees categorized by age

	2023	2024	2025
Total number of male employees under 30 years old (Persons)	263	248	207
Percentage of male employees under 30 years old (%)	43.69	40.79	35.94
Total number of male employees 30-50 years old (Persons)	295	320	328
Percentage of male employees 30-50 years old (%)	49.00	52.63	56.94
Total number of male employees over 50 years old (Persons)	44	40	41
Percentage of male employees over 50 years old (%)	7.31	6.58	7.12

Number of female employees categorized by age

	2023	2024	2025
Total number of female employees under 30 years old (Persons)	147	126	117
Percentage of female employees under 30 years old (%)	31.08	26.87	24.95
Total number of female employees 30-50 years old (Persons)	272	288	292
Percentage of female employees 30-50 years old (%)	57.51	61.41	62.26
Total number of female employees over 50 years old (Persons)	54	55	60
Percentage of female employees over 50 years old (%)	11.42	11.73	12.79

Number of employees categorized by position

	2023	2024	2025
Total number of employees in operational level (Persons)	1,050	1,053	1,020
Percentage of employees in operational level (%)	97.67	97.77	97.61
Total number of employees in management level (Persons)	15	16	15
Percentage of employees in management level (%)	1.40	1.49	1.44
Total number of employees in executive level (Persons)	10	8	10
Percentage of employees in executive level (%)	0.93	0.74	0.96

Number of male employees categorized by position

	2023	2024	2025
Total number of male employees in operational level (Persons)	586	593	561
Percentage of male employees in operational level (%)	97.34	97.53	97.40
Total number of male employees in management level (Persons)	8	9	7
Percentage of male employees in management level (%)	1.33	1.48	1.22
Total number of male employees in executive level (Persons)	8	6	8
Percentage of male employees in executive level (%)	1.33	0.99	1.39

Number of female employees categorized by position

	2023	2024	2025
Total number of female employees in operational level (Persons)	464	460	459

	2023	2024	2025
Percentage of female employees in operational level (%)	98.10	98.08	97.87
Total number of female employees in management level (Persons)	7	7	8
Percentage of female employees in management level (%)	1.48	1.49	1.71
Total number of female employees in executive level (Persons)	2	2	2
Percentage of female employees in executive level (%)	0.42	0.43	0.43

Significant changes in the number of employees

Significant changes in number of employees over the past 3 Years : No

Employment of workers with disabilities

	2023	2024	2025
Total employment of workers with disabilities (**persons**)	0	0	0
Percentage of disabled workers to total employment (%)	0.00	0.00	0.00
Total number of employees with disabilities (**Persons**)	0	0	0
Total male employees with disabilities (persons)	0	0	0
Total female employees with disabilities (persons)	0	0	0

	2023	2024	2025
Percentage of disabled employees to total employees (%)	0.00	0.00	0.00
Total number of workers who are not employees with disabilities (persons)	0	0	0
Percentage of disabled non-employee workers to total non-employee workers (%)	0.00	0.00	0.00
Contributions to empowerment for persons with disabilities fund	Yes	Yes	Yes

Information on compensation of employees

Employee remuneration by gender

	2023	2024	2025
Total employee remuneration (baht)	775,000,000.00	912,000,000.00	917,000,000.00
Total male employee remuneration (baht)	445,000,000.00	534,000,000.00	532,000,000.00
Percentage of remuneration for male employees (%)	57.42	58.55	58.02
Total female employee remuneration (baht)	330,000,000.00	378,000,000.00	385,000,000.00
Percentage of remuneration for female employees (%)	42.58	41.45	41.98
Average of remuneration of employees (Baht/persons)	720,930.23	846,796.66	877,511.96
Average of remuneration for male employees (Baht/persons)	739,202.66	878,289.47	923,611.11
Average of remuneration for female employees (Baht/persons)	697,674.42	805,970.15	820,895.52
Rate of average of remuneration between female employees and male employees	0.94	0.92	0.89

Information on provident fund management

Provident fund management policy and guidelines

Provident fund management policy and guidelines	:	Yes

The Company prioritizes long-term financial security and retirement preparedness for its employees. This is achieved by establishing policies and guidelines for the provident fund's management that are governed by good corporate governance and transparency, which is considered part of sustainable development in the social dimension. The Company focuses on selecting professional fund management companies and also emphasizes enhancing the capabilities of the Fund Committee by regularly supporting their participation in training courses and seminars on fund management and responsibilities from regulatory bodies. This enables them to oversee and select diverse investment policies that align with economic conditions and the appropriate risk levels for members. Furthermore, the Company promotes financial literacy and awareness among employees so that fund members can effectively plan their savings and manage their investment portfolios, ultimately promoting the long-term sustainable well-being of its personnel.

The Company has a policy to support its Provident Fund Committee in selecting fund managers who adhere to the Investment Governance Code for institutional investors ("I Code") and who manage investments responsibly, considering Environmental, Social, and Governance (ESG) factors. They must demonstrate strong adherence to investment governance principles. As provident fund investments are crucial for the growth of provident fund assets, the Fund Committee must exercise due diligence by selecting fund managers with appropriate systems to support the fund's operations safely and to the best long-term benefit of the fund members.

Overview of methods for determining employee and employer contribution Rates

Employee Contribution Rate

Employees may choose to contribute to the fund at a rate of 5-15% of their regular wages or salaries. The employer shall deduct the employee's regular wages or salaries and remit them to the fund. This contribution rate includes all provident funds established by the employer. The selection of the contribution rate shall be in accordance with the conditions and methods prescribed by the Fund Committee.

Employer Contribution Rate

The employer is required to contribute to the fund for each employee every month, at a rate of 5% of their regular wages or salaries, on the day the employer pays such wages or salaries. These contributions shall be remitted to the fund and recorded in each member's account.

Implementation of Investment Governance Code for Institutional Investors ("I Code") by Company's Provident Fund Committee	:	Yes

Participation in provident fund membership

Details of provident fund participation

<u>Number of employees joining in PVD (persons)</u>

	2023	2024	2025
Number of employees eligible to participate in PVD (persons)	819	808	837
Number of employees joining in PVD (persons)	712	757	799
Number of PVD members / Total employees (%)	66.23	70.29	76.46
Number of PVD members / Total eligible employees (%)	86.94	93.69	95.46

Amount of provident fund

	2023	2024	2025
Total amount of provident fund contributed by employer (baht)	22,000,000.00	23,800,000.00	25,000,000.00
Total amount of provident fund contributed by employee (baht)	34,000,000.00	37,000,000.00	39,000,000.00

Summary of employee PVD participation over the past year

Company name	Employees participating in PVD (Yes/No)	Total number of employees (persons)	Number of employees eligible to participate in PVD (persons)	Number of employees joining in PVD (persons)	Number of PVD members / Total employees (%)	Number of PVD members / Total eligible employees (%)
METRO SYSTEMS CORPORATION PUBLIC COMPANY LIMITED	Yes	1,045	837	799	76.46	95.46

Policy and guidelines on promoting savings through the provident fund for non-participating employees

Policy and guidelines on promoting savings through the provident fund for non-participating employees (PVD) : Initiatives to encourage employees to achieve sufficient retirement savings, Providing education or information on selecting appropriate investment policies

Initiatives to encourage employees to achieve sufficient retirement savings

The Company is committed to promoting sufficient savings for employees to achieve a quality retirement, through continuous financial literacy enhancement activities and investment planning workshops. In September 2025, the Company, in collaboration with TISCO Asset Management Co., Ltd., organized a training session for employees on topics including savings planning, retirement preparedness, effective investment techniques, and the management of various tax benefits. This aims to ensure employees understand asset allocation through provident funds and can manage risks and returns appropriately according to their age. Concurrently, the Company encourages employees to consider increasing their contribution rates to the maximum limit for optimal long-term financial security. This initiative promotes the ability of personnel to plan their savings goals and sustain their livelihoods post-retirement in a sustainable and worry-free manner.

Providing education or information on selecting appropriate investment policies

The Company places great importance on continuously promoting knowledge and understanding of mutual fund management among investors and stakeholders. This enables them to clearly comprehend the principles of fund management, investment structure, risk levels, expected returns, as well as factors that may affect fund performance in an accurate and comprehensive manner. The Company has prepared documents and communication materials explaining the processes for securities selection, portfolio diversification, risk management, and fund governance in a transparent manner. All information is presented in clear and easy-to-understand language, without causing misunderstanding or misinterpretation.

Information on employee development

Employee training and development

	2023	2024	2025
Employee development plans as part of annual performance reviews	Yes	Yes	Yes
Average employee training hours (Hours / Person / Year)	40.00	25.00	21.00
Total amount spent on employee training and development (Baht)	4,433,407.00	5,864,014.48	3,027,285.52
Percentage of training and development expenses to total expenses (%) (*)	0.000482	0.000668	0.000336
Percentage of training and development expenses to total revenue (%) (*)	0.000464	0.000643	0.000327

Additional explanation : (*) *Total revenues and expenses from consolidated financial statement*

Information on safety, occupational health, and work environment

Number of working hours

	2023	2024	2025
Total number of hours work (Hours)	7.50	7.50	7.50
Total number of hours worked by employees (Hours)	7.50	7.50	7.50

Statistic of accident and injuries of employees from work

	2023	2024	2025
Total number of lost time injury incidents by employees (Cases)	0	0	0
Total number of employees that lost time injuries for 1 day or more (Persons)	0	0	0
Percentage of employees that lost time injuries for 1 day or more (%)	0.00	0.00	0.00
Total number of employees that fatalities as a result of work-related injury (Persons)	0	0	0
Percentage of employees that fatalities as a result of work-related injury (%)	0.00	0.00	0.00
Lost time injury frequency rate (LTIFR) (Persons / 1 million-manhours)(*)	0.00	0.00	0.00
Lost time injury frequency rate (LTIFR) (Persons / 200,000 manhours)(**)	0.00	0.00	0.00

Additional explanation : (*) *The company with the total number of employees over 100 or more*

(**) *The company with the total number of employees less than or equal to 100*

Information on promoting employee relations and participation

Employee engagement

	2023	2024	2025

	2023	2024	2025
Total number of employee turnover leaving the company voluntarily (persons)	195	163	130
Total number of male employee turnover leaving the company voluntarily (persons)	113	92	82
Total number of female employee turnover leaving the company voluntarily (persons)	82	71	48
Proportion of voluntary resignations (%)	18.14	15.13	12.44
Percentage of male employee turnover leaving the Company voluntarily (%)	57.95	56.44	63.08
Percentage of female employee turnover leaving the Company voluntarily (%)	42.05	43.56	36.92

	2023	2024	2025
Evaluation result of employee engagement	Yes	Yes	Yes

Employee internal groups

Employee internal groups : Yes

Types of employee internal groups : Welfare committee

Responsibility to customers/ consumers

Information on responsibility to customers/consumers policy

Consumer data privacy and protection policy and guidelines

Consumer data privacy and protection policy and guidelines	:	Yes
Consumer data privacy and protection guidelines	:	Collection of personal data, Use or disclosure of data, Rights of data owners, Retention and storage duration of personal data, Company's measures for third parties' use of customer data, Security measures of personal data

Responsible sales and marketing policy and guidelines

Responsible sales and marketing policy and guidelines	:	Yes
Responsible sales and marketing guidelines	:	Marketing communications that respect the law, adhere to relevant regulations, and consider consumer rights.
Reference link for responsible sales and marketing policy and guidelines	:	
Page number of the reference link	:	

Policy and guidelines on communicating the impact of products and services to customers / consumers

Policy and guidelines on communicating the impact of products and services to customers / consumers	:	Yes
Policy and guidelines on communicating the impact of products and services to customers / consumers	:	Prohibition of exaggerated, inaccurate, or misleading marketing claims, Labeling of goods and products with legally required information

Information on customer management plan

Customer management plan

Company's customer management plan	:	Yes
Customer management plan implemented by the company in the past year	:	Responsible production and services for customers, Communication of product and service impacts to customers / consumers, Development of customer satisfaction and customer relationship, Consumer data privacy and protection

Responsible production and service to customers

The Company has a policy of responsible production and service to customers, aiming to be a leader in the distribution of information technology products and services, including comprehensive technology consulting. The Company procures a diverse range of products that meet international standards from product owners or duly appointed distributors, covering hardware, software, solutions, and consumables. This is done with consideration for quality, legal compliance, and non-infringement of intellectual property rights. For consumable products, the Company emphasizes the selection of environmentally friendly technologies that help reduce customer operating costs. The Company has established procurement regulations and guidelines as a framework for transparent and fair operations, requiring all personnel and relevant parties to strictly adhere to business ethics and partner ethics. Furthermore, the Company operates under the international standard ISO 9001:2015 and offers product warranties from product owners to build sustainable trust and satisfaction among customers.

Communicating information about the impacts of products and services to customers

The Company prioritizes transparency in its business operations by establishing comprehensive and thorough guidelines for communicating information about products and services to customers. This includes benefits, usage instructions, precautions, and potential environmental and social impacts throughout the product life cycle. The Company provides user manuals and proper end-of-life product management guidelines to promote responsible and sustainable use and consumption. Furthermore, the Company has established communication mechanisms, alerts, and timely and appropriate response measures for emergencies or incidents that may affect customer safety and usage, reflecting the Company's responsibility for its products and services throughout the business process.

Developing customer satisfaction and strengthening customer relationships

The Company places importance on listening to customer feedback, utilizing customer data and suggestions as key factors for continuous development and improvement of product and service quality. The Company systematically and regularly assesses customer satisfaction to appropriately meet customer needs and expectations. Furthermore, the Company focuses on building and maintaining good relationships with customers through various activities and communication channels to foster valuable interactions that align with consumer lifestyles. This is coupled with the development of an efficient, fast, and fair complaint management system to enhance customer trust and satisfaction with the organization in the long term.

Personal data security

The Company prioritizes information security management to ensure accurate data management, prevent threats and potential damages, and meet the expectations of customers and stakeholders. The Company has obtained certification for the Information Security Management System standard (ISO 27001). This standard elevates the organization to the highest level of transparency and responsibility in personal data management processes. Furthermore, the Company operates an intelligent information security monitoring center, the Metro Intelligent Cyber Security Center (MiCSC), utilizing international-level Security Incident & Event Management (SIEM) technology. This is due to the recognition of the importance of business data in the face of cyber threats, which is a priority for many organizations. This addresses the information technology security requirements of both government and private sectors, and enhances personal data protection. The center is staffed by personnel with security skills and knowledge who monitor, inspect, and respond to threats promptly, 24 hours a day. Customers can track the progress of problem resolution through the Ticket Management system, and the MiCSC team can provide initial solutions to customers to ensure that threats do not impact business operations, helping organizations operate efficiently and reduce operational costs.

Furthermore, the Company has established an Information Technology Security Policy to ensure that its IT systems are appropriate, efficient, secure, and capable of continuous business operations. To prevent potential problems arising from improper use of technology systems and various threats, the Company has implemented measures to inform customers regarding data storage and privacy protection guidelines. These cover aspects such as the type of customer data collected by the Company, the use of collected customer data, granting customers the right to decide if the Company uses their personal data, informing customers about the data retention period, and defining the Company's operational guidelines if such data is requested by a third party. Additionally, the Company has developed data and information system security practices consistent with its policy, to serve as guidelines for employees. The Information

Technology Department is the operational unit directly responsible for managing IT security, and the Company also has a personal data protection policy that adheres to the standards set by the Personal Data Protection Act B.E. 2562 (2019), to support any operations related to personal data with security and efficiency under the Company's supervision and control.

Information on setting customer management goals

Setting customer management goals

Does the company set customer management goals : Yes

Details of setting customer management goals

Target(s)	Indicator(s)	Base year(s)	Target year(s)
• Development of customer satisfaction and customer relationship	Average employee engagement score	2024: Average employee engagement score not less than 80%	2025: Average employee engagement score not less than 80%

Information on performance and results of customer management

Performance and outcomes of customer management

Performance and outcomes of customer management : Yes

The Company is committed to continuously developing its products and services to meet customer satisfaction with responsibility, integrity, and ethical conduct. In 2026, the Company set an annual target for customer satisfaction survey results at no less than 80%. Customers are asked to evaluate their satisfaction with the Company across various aspects, including confidence in the organization, products and/or services; satisfaction with the services provided by sales staff; accuracy and timeliness in presenting products and/or services; staff knowledge and expertise in products/services and installation; the ability of products and services to perform as intended; accuracy and timeliness in delivery; after-sales service; and overall satisfaction with the Companys business operations.

This year, the Company achieved a satisfaction score of 91.30%, which is higher than last years score of 91.24%, resulting in an overall rating at a very satisfactory level. No serious complaints from customers were reported to the Company. The survey results were discussed with relevant departments to analyze the findings and jointly identify ways to further develop and improve products and services. The Company also continues to monitor the resolution of customer issues to enhance long-term customer satisfaction.

Customer satisfaction

	2023	2024	2025
Evaluation results of customer satisfaction	Yes	Yes	Yes

Channels for receiving complaints from customers/consumers

Companys channels for receiving complaints from customers/consumers	:	Yes
Telephone	:	020894242
Fax	:	-
Email	:	crc@metrosystems.co.th
Companys website	:	www.metrosystems.co.th
Address	:	400 Chalermprakiat Rama IX Road , Nong Bon, Prawet, Bangkok 10250

Responsibility to community/ society

Information on community development and engagement policies

Community development and engagement policies

Community development and engagement policies	:	Yes

Information on community and social management plan

Community and social management plan

Company's community and social management plan	:	Yes
Community and social management plan implemented by the company over the past year	:	Employment and professional skill development, Education, Forests and natural resources, Sports and recreation, Occupational health, safety, health, and quality of life, Disadvantaged and vulnerable groups, Reducing inequality

The Company supports community development through knowledge transfer, promotion of learning, educational support, and sharing of resources in which the organization specializes. It aims to create tangible and sustainable benefits, while also fostering collaboration among organizations, communities, and various sectors to collectively develop society and create shared sustainable value.

Furthermore, the Company emphasizes participation in social activities such as blood donation and donation of items to underprivileged children and communities, to assist those in need and contribute to improving the quality of life in society. This also promotes a sense of social responsibility among employees and fosters an organizational culture focused on sustainable growth alongside society.

Approaches to Community and Social Operations

To ensure systematic operations aligned with sustainable development guidelines, the company focuses on the following key areas:

1. Promoting education and learning Supporting opportunities for learning and essential skill development to strengthen the fundamental basis for enhancing the potential of youth and society.

2. Supporting sustainable community development

Sharing the organization's knowledge, expertise, and resources to continuously support community development and create social benefits, including organizing social activities such as blood donation and donation of items to underprivileged children and communities, to assist and improve the quality of life in society.

3. Fostering long-term partnerships for social development

Promoting collaboration with government agencies, educational institutions, and various sectors to collectively create positive impacts and support sustainable social development.

MSC Unive

Information on setting of community and social management goals

Setting of community and social management goals

Does the company set community and social management goals : Yes

Details of community and social management goal setting

Target(s)	Indicators(s)	Base year(s)	Target year(s)
• Employment and professional skill development	Number of times organizing or participating in Job Fairs	2024: Organize Job Fairs at least 4 times per year.	2025: Organize Job Fairs at least 4 times per year.
• Education	Number of educational institutions participating in the project	2024: Universities that host MSC University Networking activities, at least one university annually.	2025: Universities that host MSC University Networking activities, at least one university annually.
• Disadvantaged and vulnerable groups	Number of times organizing or supporting career promotion activities	2024: Relaxation massage activities by visually impaired persons, no less than 11 times per year.	2025: Relaxation massage activities by visually impaired persons, no less than 11 times per year.
• Education • Reducing inequality	Number of schools supported with smart classrooms or learning equipment	2024: Underprivileged schools receiving support, no fewer than 2 schools per year.	2025: Underprivileged schools receiving support, no fewer than 2 schools per year.
• Others : Supporting the public health system	Number of blood donation events or number of participants	2024: Number of blood donation activities: no less than 2 times per year.	2025: Number of blood donation activities: no less than 2 times per year.
• Occupational health, safety, health, and quality of life	Number of donation activities or number of organizations supported	2024: At least once a year	2025: At least once a year

Information on outcomes and results of community and social management

Performance and outcomes of community and social management

Performance and outcomes of community and social management : Yes

MSC Job Fair Project

The Company implements the MSC Job Fair project to promote career opportunities for students currently studying, nearing graduation, and the general public. It provides participants with the opportunity to learn about the organization, career paths, and job opportunities in information technology and related businesses, while also supporting the development of skilled personnel for the labor market.

The Company participated in career guidance activities and organized corporate public relations events to provide information on job characteristics, career paths, and self-development. These activities were conducted in collaboration with various educational institutions such as Chulalongkorn University, Thammasat University, Kasetsart University (Bangkhen), Mahidol University, Bangkok University, Rangsit University, University of the Thai Chamber of Commerce, King Mongkut's Institute of Technology Ladkrabang, and Thai-Nichi Institute of Technology, among others.

Furthermore, the company offers participants the opportunity to apply for jobs to become part of the organization and accepts interns in relevant fields. Company experts serve as mentors to impart knowledge and real-world work experience. Some interns are considered for employment with the company after graduation, reflecting the company's commitment to personnel development and creating career growth opportunities. This project also strengthens good relationships between the organization and educational institutions, supports the preparation of future personnel, and promotes sustainable human resource development.

Performance of MSC Job Fair Project 2025

The Company organized activities a total of 11 times.

MSC University Networking Project

Metro Systems Corporation Public Company Limited implements the MSC University Networking project to build relationships with educational institutions and promote the development of information technology knowledge for university students, who are crucial for the nation's future. The company organizes lectures and knowledge transfer activities on information technology, IT system infrastructure, and digital innovation by the company's expert speakers. It also provides opportunities for students to visit the organization to learn about real operations, work environments, and the application of technology in the business sector. This helps enhance knowledge, understanding, skills, and experiences necessary for future careers, as well as increasing access to modern technology and preparing them for the labor market.

The Company set a target to implement projects with at least one educational institution per year, and in 2025, the Company implemented projects with a total of 1 educational institution, which met the set target. This project helps support the development of information technology personnel potential and provides an opportunity to select skilled individuals to become future employees of the company, thereby supporting the sustainable human resource development of the organization and the nation.

Performance of MSC University Networking Project 2025

The Company organized activities a total of 1 time.

MSC Systems Channel: A Learning Channel for Society

Metro Systems Corporation Public Company Limited emphasizes promoting education and creating a learning society in line with its corporate social responsibility policy. As a leading information technology company, it has established an online learning channel, Metro Systems Channel, via the company's YouTube channel to serve as a platform for disseminating information technology knowledge to the public, students, and general interested individuals. It also serves as a channel for sharing news and new technological trends beneficial to society.

Metro Systems Channel focuses on sharing practical knowledge and supporting technology skill development, with content divided into 5 main categories:

- **METRO Trending:** Presenting new technology trends and developments

● **METRO Solutions:** Introducing the company's technology products and solutions

● **METRO CSR:** Presenting the company's social activities and projects

● **METRO Event:** Disseminating important activities such as seminars, conferences, and collaborative activities with various organizations.

● **METRO Library:** A learning resource that compiles fundamental technological knowledge to promote learning for the public and society.

This channel reflects the company's commitment to sharing knowledge and supporting the development of personnel and societal potential, aiming to be part of driving society towards a sustainable digital era.

Activities to assist communities and society: The company has set a quantitative social goal of providing assistance to at least 80% of communities and societies that have contacted the company for help through various projects in education and health. The company has initiated and carried out the following projects and activities:

Relaxation massage activity by visually impaired persons

Metro Systems Corporation Public Company Limited emphasizes promoting career opportunities and income generation for visually impaired persons. The company continuously organizes relaxation massage activities by visually impaired persons to support employment and provide opportunities for them to utilize their skills and abilities in sustainable careers. These activities contribute to income generation and improve the quality of life for visually impaired persons, while also promoting equality and social inclusion. Furthermore, they help raise employee awareness about supporting persons with disabilities and foster an organizational culture that values diversity, equality, and social responsibility, reflecting the company's commitment to conducting business alongside sustainable social development.

Performance in 2025

The Company organized relaxation massage activities by visually impaired persons, totaling 11 times 80 employees participated in each activity, which met the set target.

METRO Donation Project

Smart Classroom The Company implements the Smart Classroom project to support educational development and promote access to information technology for underprivileged schools. The company provides information technology equipment, computer equipment, and digital learning media, and improves classroom environments to be suitable for teaching and learning, thereby developing a modern learning environment conducive to student and teacher learning. The project aims to promote information technology skills and digital-era learning for youth, increase access to technology, reduce educational inequality, and support the development of student potential for future education and careers. Additionally, the company has donated bookshelves from the 'Give Future, Give Books' project, in collaboration with NanmeeBooks Co., Ltd., to school libraries, as part of its support for sustainable human resource development in the country.

Performance in 2025

Smart Classroom for Sustainable Development Project Smart Classroom 2025 Providing smart classrooms to 3 schools namely Wat Wang Daeng Nuea School Tha Ruea District, Wat Choeng Tha School Bang Pa-in District, Phra Nakhon Si Ayutthaya Province, and Ban Khlong Khla School Khuan Niang District, Songkhla Province


MSC SMART
CLASSROOM 2025
SMART CLASSROOM
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We Care Volunteer

Smart Classroom

National Children's Day Support Activities

The Company prioritizes the promotion and development of youth, who are crucial for driving society and the nation in the future. The company has supported National Children's Day activities by donating items, educational supplies, learning media, and gifts to schools and surrounding communities to support learning, inspire, and promote the development of children and youth potential. These activities help enhance educational opportunities, reduce inequality in access to learning resources, and strengthen good relationships between the organization and local communities. They also provide opportunities for employees to participate in social assistance, reflecting the company's commitment to conducting business alongside sustainable social responsibility.

Performance in 2025

The Company supported National Children's Day activities by donating items, educational supplies, and gifts to schools and surrounding communities, totaling 4 locations namely Surao Chorakhe Khop School (Kulangkuru Uppatham), Khlong Makham Thet School, Kotchaphueak Anusorn School and Khlong Krachaeng Toei School and the number of employees participating in the activity was 30 people.

Donating items to orphans and underprivileged children

To promote employee participation in social assistance and support the improvement of the quality of life for orphans and underprivileged children, the company organized an activity to donate essential items to orphans and needy children at Wat Mai Si Muen, Ratchaburi Province. This aimed to alleviate hardship and support a better living for the children and the community residing at the temple. This activity provided an opportunity for employees to participate in sharing and helping society alongside the company, while also fostering a sense of social responsibility and building an organizational culture focused on sustainable growth coupled with creating value for society.

Performance in 2025

The Company and employees donated items and the four necessities of life to orphans and underprivileged children 1 time.

Blood Donation

This is an activity that the company has continuously undertaken every year to promote employee participation in social assistance and support the provision of blood reserves to public health agencies in the country. The company regularly organizes blood donation activities in collaboration with relevant agencies to help patients in need of blood for medical treatment and to strengthen the nation's blood resource security. This activity allows employees to participate voluntarily and contribute to society, while also fostering a sense of social responsibility and building an organizational culture that values participation in social assistance.

Performance in 2025

The company organized a blood donation activity 1 time, with 70 employees participating.

We request old calendars

The Company organized an activity to collect and donate old calendars from employees to be passed on to agencies that utilize them for creating Braille media for visually impaired persons. Calendars made of thick paper can be used as material for producing learning media, which helps promote access to information and learning for the visually impaired. This activity, in collaboration with the Foundation for the Blind in Thailand under the Royal Patronage, provides an opportunity for employees to participate in social assistance, promote efficient resource utilization, reduce waste, and support the improvement of the quality of life for visually impaired persons. This activity has been continuously carried out for 9 years.

Performance in 2025

The Company, in collaboration with employees, collected calendars and sent them to agencies 1 time.

Assistance for flood victims in the Southern region

The Company expressed concern for flood victims in the Southern region in 2025 and promptly provided assistance by preparing and delivering over 800 relief bags and drinking water to alleviate hardship and support the livelihoods of those affected by the situation. The total value of support exceeded 560,000 Baht. This action reflects the company's commitment to conducting business alongside social responsibility, prioritizing assistance to communities during crises, and participating in supporting the recovery of victims' quality of life. The company believes that participation in social assistance is crucial for building strength and sustainability for communities and society as a whole.

Performance of flood victim assistance in the Southern region

The Company Together, over 800 relief bags were prepared, containing essential items for daily living and post-flood recovery, along with over 200 packs of drinking water. All assistance was then delivered through the Royal Thai Air Force Disaster Relief Center at the Royal Thai Air Force Museum on Friday, November 28, 2025.

Benefit from implementing social development project

Financial benefits

Does the company measure the financial benefits from social development?	:	No

Non-financial benefits

Does the company measure the non-financial benefits from social development?	:	No

Expenses from social and environmental development project

	2023	2024	2025
Total financial contribution to community/social development projects or activities (Bath)	1,000,000.00	1,000,000.00	1,000,000.00
Percentage of financial contribution for community/social development projects or activities to total expense (%) (*)	0.010878	0.011387	0.011083
Percentage of financial contribution for community/social development projects or activities to total revenue (%) (*)	0.010476	0.010967	0.010785

Additional explanation : (*) *Total revenues and total expenses from total financial statement*

Corporate Governance Policy

Information on overview of the policy and guidelines

Corporate governance policy and guidelines

Corporate governance policy and guidelines : Yes

The Company recognizes the importance of good corporate governance as a crucial mechanism for building confidence, enhancing competitiveness, and supporting long-term sustainable growth. Therefore, it is committed to conducting business with transparency, fairness, and responsibility towards society, communities, and the environment, under the framework of the company's policies and business ethics.

The Board of Directors acts as a leader and a good role model in adhering to good corporate governance principles by establishing appropriate policies, practices, and governance mechanisms to ensure the company's operations are ethical, transparent, and auditable, coupled with effective risk management and internal controls. It also promotes an organizational culture committed to ethics, responsibility, and compliance with relevant laws and regulations, so that employees at all levels participate concretely in driving good corporate governance.

The Board of Directors has appointed a Corporate Governance Sub-Committee to oversee, supervise, and monitor operations in accordance with the Company's corporate governance policy, as well as to support the development of governance practices that are appropriate and consistent with business changes, to create long-term value and sustainability for the Company.

In this regard, the company has compiled and developed policies, practices, and criteria related to good corporate governance to serve as a framework for the operations of the Board of Directors, executives, and employees at all levels, ensuring consistency, standards, transparency, and auditability. Stakeholders can study the details of these policies and practices via the attached link.

The Company has established a written Good Corporate Governance Policy since 2017 and reviews it annually. It comprises 8 appropriate principles for the Board of Directors to adhere to, as follows:

Principle 1: Recognize the role and responsibilities of the Board of Directors as leaders who create sustainable value for the enterprise.

The Board of Directors understands and recognizes its roles, duties, and responsibilities as organizational leaders who must oversee good organizational management, ensuring the company's business operations are transparent and lead to sustainability. The roles, duties, and responsibilities of the Board of Directors have the following guidelines for practice:

- Define the company's objectives, main business goals, vision, and mission, and communicate them to employees so that everyone shares a common purpose and is committed to building an organization that achieves sustainable value creation in terms of environment, society, and governance, considering all stakeholder groups.
- Annually define and review the company's operational policies, plans, and budgets to align with business direction and strategies. This includes monitoring and evaluating the company's performance, considering competitiveness, technology industry trends, and both short-term and long-term business impacts. This is to enable management to utilize recommendations for further developing and improving the company's operational efficiency and appropriately adapting to changes in business environmental factors.

- Clearly define the scope of duties and responsibilities of the Board of Directors according to the Directors' Handbook and the charters of each sub-committee, and review them annually, to ensure that directors and executives perform their duties with responsibility, diligence, and integrity towards the organization, and can act correctly and appropriately. Furthermore, clearly define the roles and responsibilities between the Board of Directors and management to ensure operations comply with laws, regulations, shareholder resolutions, and established guidelines, and regularly communicate these roles and responsibilities to directors, sub-committee members, management, and employees at all levels.
- Establish strategies, policies, various procedures, and a business code of conduct for directors, executives, and employees to cover all company operations. This includes holding Board meetings to monitor the performance of management at least once a year to ensure the company's strategies are implemented. Various policies are compiled into a Corporate Governance Handbook to serve as a guide for ethical operations, respecting the rights and responsibilities towards shareholders and all stakeholders, based on correctness and appropriateness, in accordance with good corporate governance principles. Furthermore, act as a good role model as a leader in corporate governance.
- Board of Directors meetings are held at least once every three months, and shareholder meetings are held within four months from the end of the company's accounting period. Extraordinary general meetings of shareholders are convened as necessary for business operations.
- The company is required to have appropriate, robust, and effective internal control, internal audit, and enterprise risk management systems. Furthermore, the Board of Directors meetings continuously and consistently monitor operations on various matters.
- The Board of Directors appoints the Company Secretary and clearly defines the scope of authority, duties, and responsibilities of the Company Secretary to ensure performance with responsibility, prudence, and integrity, in accordance with good corporate governance principles.

The Company's corporate governance structure, which covers organizational management from the Board of Directors, sub-committees, management, as well as various units acting as mechanisms for corporate governance, is detailed in the diagram titled "Good Corporate Governance Structure."

Principle 2: Establish the company's main objectives and goals for sustainability.

The Board of Directors emphasizes establishing the company's main objectives and goals that support sustainable growth, collaboratively defining and reviewing the vision, mission, and business strategies to align with changing economic, social, and environmental trends, to create long-term value for the company, shareholders, and all stakeholder groups.

The Board of Directors has established clear operational goals for the short, medium, and long term, along with developing annual work plans and actionable operational frameworks. This involves considering market competition, potential risk factors, and past performance, as well as continuously monitoring, evaluating, and reviewing operational progress to achieve the defined goals.

In performing their duties, the Board of Directors maintains independence in expressing opinions, acts with integrity, does not seek personal gain, and avoids actions that may create conflicts of interest with the company or its subsidiaries. Furthermore, they support the adoption of appropriate, safe, and responsible innovation and technology in business operations to enhance competitiveness and drive the organization's stable and sustainable long-term growth.

Principle 3: Strengthen an Effective Board.

The Board of Directors recognizes its significant role in overseeing the Companys operations to ensure the highest benefit to the Company. The Board understands its duties and responsibilities, clearly separating its roles from those of the management team, and ensures confidence in the Companys transaction systems and business operations that they are conducted in compliance with applicable laws and ethical standards. To ensure that the Boards performance is both efficient and effective, the Board collectively determines and regularly reviews its structure and strictly adheres to the Board Manual and the charters of each sub-committee. The Company Secretary is responsible for organizing Board meetings, shareholders meetings, and other Board-related activities. In addition, the Board oversees the Compliance function to support both the Board and employees in accessing necessary information, ensuring adherence to relevant laws and regulations, and promoting corporate governance practices in accordance with good governance standards.

Principle 4: Recruitment and Development of Senior Executives and Human Resource Management.

The Board of Directors is responsible for the recruitment and development of the Chief Executive Officer and senior executives at all levels, as well as efficient human resource management, with the following guidelines:

- Establish guidelines for continuous director knowledge development and regularly evaluate the performance of the Board of Directors and sub-committees.
- Develop a succession plan for the organization's top executives in the event of an executive's departure.

The Nomination and Remuneration Committee holds regular annual discussions and has a policy for the nomination and remuneration of directors and various sub-committee members, determining remuneration for directors and executives with prudence, transparency, and in line with good corporate governance principles. Responsibility and performance to create both short-term and long-term incentives, comparable to industry standards.

Principle 5: Promote Innovation and Responsible Business Operations.

The Board of Directors recognizes the importance of and supports innovation that creates value for the business, alongside generating benefits for customers or related parties, and is responsible towards society and the environment. An Operation Plan is developed to ensure all parties act in alignment with the company's objectives, goals, and strategies, conducting business responsibly, fairly, and considering the interests of all stakeholder groups.

- The Company promotes innovation to add value to the business in response to ever-changing environmental factors, and encourages employees to innovate in both processes and product value enhancement, demonstrating creative potential, proposing ideas for new business ventures, and developing innovations until they are protected as the company's intellectual property.
- The Company conducts its business alongside social responsibility, without adverse effects on society or the environment, and without violating laws related to the company's principles of social responsibility. The company supports and encourages all employees to continuously participate in social responsibility, and focuses on enhancing the potential of children and youth.
- The Company efficiently manages resources, considering the impact and development of resources throughout the supply chain, from procurement processes to consumers, who are at the end of the supply chain. This aims to create maximum benefit for all stakeholders to support the stable and sustainable achievement of organizational objectives and goals.
- Therefore, the Company requires all employees to share responsibility for using information and communication technology systems under the provisions of relevant laws.

Principle 6: Ensure Appropriate Risk Management and Internal Control Systems.

The Board of Directors is responsible for assessing the adequacy of the internal control system. The company has adopted the internal control system adequacy assessment form, based on the guidelines of the Securities and Exchange Commission, as a tool to evaluate the adequacy of the company's internal controls, following the concept of The Committee of Sponsoring Organizations of the Treadway Commission (COSO), which defines five essential components of internal control, as follows:

The Company ensures appropriate internal control systems and compliance with relevant laws, regulations, and rules. The Internal Audit Department evaluates and reports results to the Audit Committee before submitting them to the Board of Directors for acknowledgment. Furthermore, clear risk management policies are established, and the Risk Management Sub-Committee is assigned to systematically identify, assess, and manage organizational risks.

The Company emphasizes preventing personal gain and conflicts of interest. The Board of Directors assigns the Audit Committee to oversee related party transactions or transactions that may lead to conflicts of interest, and to prevent the improper use of company assets, information, and opportunities. Such transactions are conducted for the utmost benefit of the company and its shareholders as a whole, and in accordance with relevant laws and regulations.

Furthermore, the company establishes anti-corruption policies and practices based on the principles of "no solicitation, no acceptance, no payment," and no business dealings with those involved in corruption. The Board of Directors oversees, promotes, and sets an example for adherence to this policy, and requires directors, executives, and employees at all levels to collectively prevent and combat all forms of corruption. The company has established whistleblowing channels and has been a member of the Collective Action Coalition Against Corruption (CAC) since 2016.

Principle 7: Maintain Financial Credibility and Information Disclosure.
The Board of Directors recognizes its role in maintaining financial credibility for shareholders and stakeholders by overseeing the financial reporting system, liquidity adequacy, and debt-paying ability through the Audit Committee, which consists of independent directors, to ensure the quality of financial reports and internal control systems. The Board of Directors is jointly responsible for the consolidated financial statements of the company and its subsidiaries, which are prepared in accordance with generally accepted accounting standards in Thailand, with sufficient disclosure of important information, and regular preparation of management's discussion and analysis accompanying the financial statements.

The Company maintains an effective internal control system to ensure that accounting information is accurate, complete, and can prevent fraud or material irregularities, and also has a contingency plan in case the company faces financial difficulties, while considering the rights of stakeholders.
Furthermore, the company emphasizes accurate, transparent, and auditable tax management by establishing tax policies that comply with laws and international standards, utilizing tax benefits appropriately, and not engaging in tax avoidance, to create maximum benefit for all stakeholders.

Information Disclosure.
The Company adheres to relevant laws, rules, and regulations of the SEC and the Stock Exchange of Thailand, with a policy for accurate, sufficient, equal, and timely communication and disclosure of both financial and non-financial information through easily accessible and reliable channels, such as the company website, Form 56-1 One Report, and other communication channels in both Thai and English, to ensure shareholders, investors, analysts, media, and stakeholders receive transparent and complete information.

The Company defines clear roles and responsibilities for communication with shareholders and investors, continuously organizes investor relations activities, provides opportunities to access information and question executives, and establishes a policy for information disclosure and transparency. The Board of Directors regularly oversees and reviews this policy, and also provides channels for complaints and suggestions, to build confidence in transparent and sustainable business operations.

The Company values and respects shareholder rights, promoting shareholders' full and equal exercise of fundamental rights, such as the right to hold, transfer, and receive benefits from shares, the right to attend meetings, propose agenda items and nominate directors, vote in person or by proxy, and access accurate, sufficient, and timely information both before and after meetings through appropriate channels.
The company organizes annual general meetings of shareholders in accordance with laws, regulations, and good corporate governance principles, to provide shareholders with the opportunity to participate in significant decisions affecting the company, as follows:

Before the meeting.
The Company provides shareholders with the opportunity to propose additional agenda items and/or nominate individuals for election as directors at the annual general meeting, as well as to submit questions in advance of the meeting, from September 1 to November 30, 2024. Shareholders can exercise these rights via email, postal mail, or the company's website.

The Company holds an annual general meeting once a year, within a period not exceeding 4 months from the end of the Company's accounting period. In urgent cases requiring shareholder resolution, the Company will convene an extraordinary general meeting specifically for that purpose. In 2025, the company held its annual general meeting on April 1, 2025, at Metro Systems Corporation Public Company Limited, Head Office, No. 400 Chalermprakiat Rama 9 Road, Nongbon Subdistrict, Prawet District, Bangkok, and no extraordinary general meeting was convened.

The Company published the annual general meeting invitation in both Thai and English, specifying the date, time, venue, agenda, and supporting information for consideration, along with proxy forms A, B, and C as required by law, to facilitate shareholders. The company published this information on its website on March 3, 2025, prior to sending the meeting invitation documents to shareholders, and sent the annual general meeting invitation, including meeting documents and the annual report (One-Report) in QR Code format, to shareholders at least 14 days before the meeting. Additionally, the meeting invitation was advertised in both Thai and English via electronic media for 3 consecutive days prior to the meeting, to ensure shareholders receive accurate and sufficient information and can exercise their rights appropriately at the meeting.

Annual General Meeting of Shareholders Day.
The Company provides a meeting venue that is convenient for traveling to attend the annual general meeting and is sufficiently sized to accommodate the number of shareholders and proxies at the company's head office, No. 400 Chalermprakiat Rama 9 Road, Nongbon Subdistrict, Prawet District, Bangkok.

The company has implemented a barcode registration system, displaying the registration number of each shareholder printed on the registration form and proxy form, to expedite the registration process. Additionally, the company has prepared duty stamps for proxy forms for proxies attending the meeting, along with facilitating staff throughout the registration period.

The Company has established guidelines for the annual general meeting to prevent the deprivation of rights and to facilitate shareholders equally. Shareholders can register to attend the meeting at any time during the meeting to exercise their voting rights on unvoted agenda items, as well as express their opinions freely within a reasonable timeframe.

When the meeting commenced, directors, various sub-committee members, executives, as well as auditors and legal advisors, attended. Before the meeting began, the Chairman assigned a company representative to explain all meeting-related rules, such as opening the meeting and voting procedures, including the method for counting shareholder votes for each agenda item.

The Company uses ballot cards for all agenda items requiring a vote, for transparency and auditability. For the election of directors, individual director elections are held. For each agenda item's voting procedure, the Chairman will ask the meeting if any shareholder or proxy disagrees or abstains. Shareholders or proxies who disagree or abstain are requested to raise their hands and mark their votes on the ballot card, along with their signature. Officials will record the votes by scanning the barcode on the ballot card and collect the cards. Shareholders who agree should mark their votes and sign the ballot card without raising their hands, and the company will collect all "agree" ballot cards simultaneously after the meeting concludes.

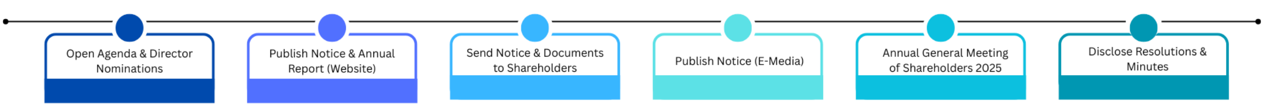
For the detailed voting results of each agenda item, the results will be compiled and announced to the meeting after the completion of voting for each item. Once the officials have finished counting the votes, the detailed results will be immediately announced to the meeting.

The Company has a Company Secretary, appointed by the Board of Directors, to act as the vote counter throughout the meeting. Additionally, volunteer representatives from the Thai Investors Association participate as observers to protect shareholder rights.

Shareholders who join the meeting after the Chairman has opened it may cast their votes on agenda items currently under consideration and not yet voted upon. They will be counted as part of the quorum from the agenda item they joined onwards, which may result in an unequal number of eligible voters for each agenda item.
At the annual general meeting, if any director has a conflict of interest in a particular agenda item, that director must inform the meeting to abstain from voting and not participate in that specific agenda item.

The meeting will consider matters in the order of the agenda specified in the notice of meeting without any changes to the agenda order, and no other matters beyond those specified in the notice of meeting will be considered. After the meeting has fully considered all agenda items, the Chairman will provide an opportunity for shareholders to ask additional questions on matters of interest before closing the meeting.

After the Annual General Meeting of Shareholders.
The Company disclosed the resolutions of the annual general meeting by notifying the Stock Exchange of Thailand (SET) on the same day after the meeting concluded, and published the resolutions on the company's website within the next business day. The annual general meeting minutes were prepared with clear agenda items, specifying the names of directors attending/not attending, shareholder questions, Board explanations, vote counting, and complete voting results for each agenda item, and submitted to the Stock Exchange of Thailand (SET) within 14 days after the meeting, as per SET regulations. The detailed meeting records were appropriately published, and the meeting report was made available to shareholders on the company's website (www.metrosystems.co.th)



Policy and guidelines related to the board of directors

Are there policy and guidelines related to the board of directors	:	Yes
Guidelines related to the board of directors	:	Nomination of directors, Determination of director remuneration, Independence of the board of directors from the management, Director development, Board performance evaluation, Corporate governance of subsidiaries and associated companies, Other guidelines related to the board of directors

Nomination of directors

The Board of Directors has considered and assigned the Nomination and Remuneration Committee to deliberate on the criteria and methods for selecting qualified individuals to hold the position of Chief Executive Officer, and to propose suitable candidates with justifications for the Board of Directors' consideration and appointment. The following criteria have been established for the selection process:

1. Possesses knowledge, skills, education, experience, and expertise consistent with the company's operations, and can contribute to the company's continued development.
2. Possesses full qualifications and does not have any prohibited characteristics as stipulated in the Public Limited Company Act, Securities and Exchange Act, and other relevant laws.
3. Able to fully dedicate oneself, especially in making critical decisions that are for the benefit of the company.
4. Is a person of integrity, with high moral and ethical standards in management, and possesses a good work history.

Subsequently, the Nominating and Remuneration Committee will present the list of candidates along with justifications to the Board of Directors for further consideration and appointment.

Determination of director remuneration

The Nominating and Remuneration Sub-Committee is responsible for determining the remuneration of directors, meticulously scrutinizing various aspects of suitability. Directors' remuneration will be based on their experience, duties, scope of roles and responsibilities, and benchmarked against comparable industries, while also considering the company's business expansion and profit growth. The directors' remuneration will adhere to the principles and policies established by the Board of Directors, within the framework approved by the shareholders' meeting (for remuneration types requiring approval from the shareholders' meeting).

Independence of the board of directors from the management

The Company mandates the Board of Directors to perform its oversight duties independently from management, in accordance with good corporate governance principles. This is achieved by separating the roles and responsibilities between the Chairman, who is responsible for policy setting, and the Chief Executive Officer, who is responsible for operational management. To enable directors to perform their duties independently within their scope of authority and effectively oversee and evaluate management performance, the Company has established a policy that the Chairman and the Chief Executive Officer must be different individuals. Both positions must be selected by the Board of Directors through a screening process by the Nominating and Remuneration Sub-Committee, and compensation is determined to ensure the selection of individuals with complete qualifications and the highest suitability.

In cases where the Chairman is not an independent director, the Company has clear measures to balance power between the Board of Directors and management, by assigning independent directors to jointly consider and determine the agenda for Board of Directors meetings.

Furthermore, the Board of Directors has clearly approved the scope of authority for executives to ensure transparency and appropriate operational flexibility. They also have the duty to control expenses and investment budgets within the limits approved by the Board of Directors in the annual work plan, implement human resources policies, and resolve problems or conflicts affecting the organization.

Director development

The Company promotes and facilitates continuous training and knowledge provision to the Board of Directors, sub-committees, executives, the company secretary, as well as directors of subsidiaries, to foster new knowledge and ideas for continuous application and adaptation to the company's business operations. This training and knowledge provision is conducted both internally within the company and through external institutions.

Directors must complete the basic training courses of the Thai Institute of Directors (IOD), including other courses from the Securities and Exchange Commission, the Stock Exchange of Thailand, the Thai Investors Association, the Thai Institute of Directors, or other independent organizations. The company secretary will coordinate with the directors to inform them of various training courses to enhance their knowledge and benefit their performance of duties.

Board performance evaluation

The Company has a policy to arrange for the Board of Directors to conduct annual self-assessments of their performance, utilizing a performance evaluation form from the Stock Exchange of Thailand adapted to suit the Company. This enables the Board to review their performance and any obstacles encountered during the past year. The Company Secretary will distribute the Board performance evaluation form to all directors for their annual performance assessment, both as a committee and individually. The Company Secretary will then collect these evaluation results from the directors, summarize the scores, and analyze the Board's performance evaluation. The Board meeting will be informed of the performance and any issues, and the conclusions drawn will be used to further improve the Board's performance of duties.

Furthermore, the Company has a policy for its sub-committees to conduct self-assessments of their annual performance. This serves as a framework for reviewing their operations over the past year, enabling them to address issues and enhance work efficiency. The evaluation results are then presented to the Board of Directors' meeting for acknowledgment.

Corporate governance of subsidiaries and associated companies

The Company has established a policy for supervising the operations of its subsidiaries and associated companies to ensure that management aligns with the Company's direction, under the principles of good corporate governance, transparency, and accountability. The Company stipulates the appointment of directors proportionate to shareholding, along with assigning duties to oversee the establishment of internal control systems, risk management, and appropriate prevention of conflicts of interest, as well as requiring regular reporting of operational results and financial information so that the Company can monitor and supervise effectively.

Furthermore, subsidiaries and associated companies must comply with regulations regarding connected transactions, information disclosure, and the protection of inside information, similar to the parent company, to ensure transparent operations and compliance with relevant laws and regulations, and to stipulate that such policies be regularly reviewed.

Compliance with good corporate governance principles in other matters

The Company is committed to upholding the principles of good corporate governance by adhering to relevant laws, regulations, and requirements, including the "Code of Best Practices for Directors of Listed Companies" and the guidelines for good corporate governance provided by the Stock Exchange. The Board of Directors has a process for adopting the Corporate Governance Code for listed companies 2017 ("CG Code") as a framework for conduct, in addition to what is already practiced under the Corporate Governance Principle for listed companies 2012 ("CG Principle"). The Company has prepared a Good Corporate Governance Handbook to serve as a guideline for good practices regarding ethics and code of conduct in business operations for directors, executives, and employees. This handbook will be submitted to the Corporate Governance Sub-Committee for regular review at least once a year before being proposed to the Board of Directors' meeting for approval, and will then be communicated to directors and executives for strict adherence.

Policy and guidelines related to shareholders and stakeholders

Policy and guidelines related to shareholders and stakeholders	:	Yes
Guidelines and measures related to shareholders and stakeholders	:	Shareholder, Employee, Customer, Business competitor, Business partner, Creditor, Government agencies, Community and society

Shareholder

The Company conducts its business with transparency, accuracy, and fairness, under relevant laws, rules, and regulations, with primary consideration for the interests and returns of shareholders. It regularly discloses accurate, sufficient, equitable, and timely information through the website of the Stock Exchange of Thailand and the Company's investor relations website. The Company prioritizes communication with shareholders, investors, and analysts by organizing investor relations activities such as "Opportunity Day" and Company Visits, to provide opportunities to access operational information, meet executives, and listen to presentations about the Company's business closely, thereby building understanding and adding long-term value for shareholders.

Furthermore, the Company has a policy to treat all shareholders equally and fairly, without discrimination. It provides channels for expressing opinions, asking questions, or submitting questions in advance of meetings, as well as for questioning during shareholder meetings. The conduct of meetings adheres to the Company's regulations and the agenda communicated to shareholders in advance, along with complete supporting information for consideration. The Company also establishes written guidelines regarding the use of inside information and supervises relevant individuals to strictly adhere to them. It requires directors and executives to regularly report their securities holdings to the Board of Directors and sets blackout periods for trading the Company's securities prior to Board meetings, to prevent the misuse of inside information and to enhance confidence in the Company's good corporate governance.

Employee

The Company has established a human rights policy and promotes understanding among employees to integrate it into their operations. It does not support activities that violate human rights principles and adheres to fairness in human resource management, prohibiting discrimination, forced labor, or child labor. All employees are given equal opportunities and treated equitably, while a suitable working environment is provided, and relevant labor laws and standards are strictly observed.

In addition, the Company has established fair and competitive compensation and benefits, benchmarked against businesses in the same industry. The compensation structure is reviewed annually to align with the company's short-term and long-term performance, and guidelines for annual salary adjustments, provident funds, and other benefits are also established.

Customer

The Company establishes a code of conduct for customer responsibility in accordance with commercial standards and has a policy regarding the communication of product and service information to ensure that information is accurate, complete, clear, and does not lead to misunderstandings. The company distributes products and services at fair prices, with quality meeting international standards, and treats customers fairly under transparent, accurate, and complete contractual operations, in order to build trust and maintain good relationships with customers.

The Company regularly conducts customer satisfaction surveys, covering aspects such as confidence in products and services, the quality of employee service, the accuracy and completeness of information, the competence of personnel, the order and delivery processes, as well as the overall satisfaction of each business group. The survey results are continuously analyzed and used to improve operations in collaboration with relevant departments. The company sets an annual customer satisfaction target of not less than 80%.

Business competitor

The Company establishes business competition strategies and a code of conduct for fair treatment of trade competitors under the trade competition law, business ethics principles, and transparency, by avoiding dishonest actions or those that undermine competition, such as intellectual property infringement, improper acquisition of confidential information, defamation of competitors, and entering into agreements that lead to monopolies or restrict market competition.

Furthermore, the Company promotes creative and fair competition to foster a healthy market environment through the development of products and services and the provision of accurate information regarding the Company's products and services. As of 2025, there have been no disputes or lawsuits between the Company and its subsidiaries and trade competitors.

Business partner

The Company emphasizes treating partners equally within a framework of fair and transparent commercial competition, respecting each other's rights. It does not solicit assets or benefits from partners, does not purchase goods from partners who infringe intellectual property or human rights, and does not conduct business with partners engaged in unlawful acts. It refrains from creating bargaining power through reciprocal means or imposing mandatory conditions, and maintains integrity in joint business operations, in accordance with the partner code of conduct and procurement regulations announced by the company, to ensure consistent management across the group companies.

The company has established guidelines to enhance the potential and capability for sustainable business operations with its partners, aiming to build trust and foster good relationships. These guidelines are set out in 3 approaches as follows:

1. Analyze customer needs to appropriately define goals and strategies for developing partner potential.
2. Selecting suitable partners. The company uses partner selection criteria to choose partners with expertise and potential in developing products or services, through a partner screening process based on established criteria. The company has clearly defined partner groups, procurement criteria, criteria for appointing import-export agents, partner inspection criteria, and criteria for work acceptance and conditions for work acceptance, to select partners appropriate for each business plan.
3. Building good relationships with partners to help foster sustainable relationships, build trust, and confidence in working together.

In 2025, the Company announced its intention and sent a letter outlining sustainable business practices to all its partners. For new partners, the company selected them by screening environmental, social, and governance issues. Total number of 916 partners.

Creditor

The Company operates under reasonable business conditions and in accordance with industry practices, adhering to trade terms and contracts equitably, fairly, and lawfully. It does not take advantage of counterparties, nor does it use fraudulent methods or conceal any important information or facts that could harm creditors. The company strictly and transparently complies with the terms and conditions of all contracts made with all types of creditors, fully repaying loans with interest to all creditors on time as agreed, without defaulting on debt payments, and is responsible for the terms of guarantees. A. Capital management with integrity to build trust and fairness with creditors. If the company is unable to comply with the conditions, it will notify and negotiate with creditors in advance to jointly find ways to prevent and remedy any damage that may occur.

Government agencies

The Company cooperates with government agencies in fulfilling its duties as a good citizen. It complies with legal requirements in conducting business, accounting, and paying taxes to the state correctly according to the nature of the business. It conducts business with government agencies with honesty, integrity, and fairness, treating them with the same courtesy as general customers. It refrains from offering bribes to government officials to facilitate its business operations and refrains from cooperating with or supporting any corrupt actions of government officials in any way. This includes not providing opportunities for government officials to engage in misconduct within its business.

Community and society

The Company is committed to conducting business alongside its social and community responsibilities, by providing support and participating in activities that benefit the public. It also avoids engaging in any business operations or actions that may negatively impact society, natural resources, and the environment. The Company prioritizes careful operations to prevent pollution or damage to the environment and the quality of life of the community. Furthermore, it promotes cooperation with all sectors by supporting the dedication of time, effort, and resources as appropriate. Additionally, the Company instills awareness and encourages employees and stakeholders to act as good citizens, to be socially responsible, and to jointly create sustainable value for the community.

Information on business code of conduct

Business code of conduct

Business code of conduct	:	Yes

The Company establishes a Business Code of Conduct as a crucial operational framework, encompassing clear principles and guidelines to ensure strict adherence by directors, executives, and employees at all levels, in line with the principles of Good Corporate Governance, and committed to respecting the rights of all stakeholder groups equally, fairly, transparently, and accountably.

The Board of Directors and senior executives recognize their role as ethical leaders by setting an example in operating with honesty, fairness, transparency, and accountability, while promoting an organizational culture that adheres to morality, ethics, and social responsibility.

The Company prioritizes the continuous development of knowledge, capabilities, and the cultivation of ethical awareness among its personnel through an online system that requires directors, executives, and employees to study important policies such as the Corporate Governance and Business Ethics Policy, the Anti-Corruption Policy, and other related policies, along with confirming their acknowledgment and adherence.

The Company regularly reviews and updates important policies annually to align with business contexts, laws, and practices at both national and international levels, disseminating information through the company's website to ensure convenient and transparent access for stakeholders and the public.

For the year 2025, the company's directors and executives have not committed any offenses or violated any laws that would lead to criminal action, civil sanctions, or administrative action, and there have been no cases of misconduct related to corporate governance and business ethics.

Policy and guidelines related to business code of conduct

Guidelines related to business code of conduct	:	Prevention of Conflicts of Interest, Anti-corruption, Whistleblowing and Protection of Whistleblowers, Prevention of Misuse of Inside Information, Gift giving or receiving, entertainment, or business hospitality, Compliance with laws, regulations, and rules, Information and assets usage and protection, Anti-unfair competitiveness, Information and IT system security,

Environmental management, Human rights, Safety and occupational health at work, Other guidelines related to business code of conduct

Prevention of Conflicts of Interest

The Company has consistently prioritized compliance with securities and exchange laws, regulations, announcements, orders, or requirements of the Stock Exchange regarding connected transactions. As business dealings between the Company, its subsidiaries, associates, or connected persons may give rise to conflicts of interest, the Company has therefore established criteria and procedures for entering into connected transactions to be in accordance with normal commercial terms and market prices, to ensure that decisions to enter into such transactions are transparent and in compliance with the law.

Furthermore, the Company has established policies and procedures for entering into connected transactions, ensuring compliance with good corporate governance principles and the announcements of the Stock Exchange of Thailand. Moreover, to ensure that all connected transactions of the Company, its subsidiaries, or associates are transparent, free from any conflicts of interest, and fair to all shareholders equally.

Anti-corruption

The Company is committed to conducting business with transparency, fairness, and accountability under good corporate governance principles. It prioritizes combating corruption and bribery in all forms, both direct and indirect, regardless of whether such actions would benefit the Company, its employees, or any related parties.

The Company does not tolerate corruption or bribery in its business operations, prohibiting directors, executives, and employees at all levels from making or offering to make payments, provide assets, or any benefits to induce or exchange for obtaining illegitimate business benefits. This includes prohibiting the giving or receiving of bribes from government officials or private sector individuals, both domestically and internationally.

Furthermore, the Company aims to instill and promote anti-corruption as an integral part of its organizational culture by encouraging personnel at all levels to be aware of preventing and combating corruption. Additionally, all employees are mandated to strictly adhere to relevant laws, rules, regulations, and policies.

Whistleblowing and Protection of Whistleblowers

The Company conducts its business under the principles of good corporate governance, considering the rights and equal treatment of all stakeholders. Therefore, the company has established a Whistleblower System that complies with international standards to provide an opportunity for both internal and external stakeholders to transparently and securely report information, complaints, or incidents that may constitute inappropriate conduct, including human rights violations. The purpose of this system is to promote business operations that are correct, transparent, auditable, and to allow stakeholders to participate effectively in the governance and protection of the company's interests. The company has designated the following channels for reporting:

Channels for Reporting Clues or Complaints

If anyone observes actions suspected of corruption, actions that constitute a conflict of interest, illegal acts, violations of good corporate governance principles, non-compliance with the company's code of conduct, disrespect for human rights, inaccurate financial reporting, or deficient internal control systems, you may inquire or report to the responsible parties as follows:

1. Line Manager
2. Head of Internal Audit Department
3. Independent Directors
4. Audit Committee

Furthermore, the Company has designated its Compliance unit, operating under the Company Secretary Department, to serve as the complaint receiving unit for any behavior or incidents that may violate the company's rules and policies, or any suspicious conduct that contradicts the principles established by the company as mentioned above. You can report clues or complaints directly as follows:

a) Mail: Company Secretary, Metro Systems Corporation Public Company Limited
No. 400 Chalermprakiat Rama IX Road, Nongbon Sub-district, Prawet District, Bangkok 10250

b) Telephone: 020894124

c) E-mail: Corporatesecretary@metrosystems.co.th

d) Company Website: https://www.metrosystems.co.th/th/governance/whistleblowing-and-complaints

However, any complainant or whistleblower must not report false information or act with malicious intent to harass or intentionally cause damage. In the case of a company employee, disciplinary action will be taken in accordance with the company's regulations. However, if an external party commits such an act and causes damage to the company, the company will consider legal action against such individuals.

Prevention of Misuse of Inside Information

The Company prioritizes the use of inside information, having established written guidelines for its use in the internal control manual to ensure a clear understanding of correct practices. The Company prohibits directors from using material inside information that has not yet been disclosed to the public for their own benefit or the benefit of others, including trading the Company's securities. Directors with knowledge of inside information are prohibited from trading the Company's securities during the 1-month period prior to the public disclosure of financial statements and must wait at least 24 hours after the information has been disclosed before they can trade the Company's securities. The Company will inform its directors and executives of the periods during which they should refrain from trading the Company's securities. Furthermore, the Company emphasizes the protection of confidential customer information, ensuring it is not used for the benefit of directors or related parties, unless such disclosure is required by law. It also prioritizes the security of information in its information systems by controlling and/or preventing unauthorized access to Company data by external parties and by assigning data access rights to employees at various levels according to their duties and responsibilities. Additionally, the Company has a policy that relevant individuals should only be privy to information necessary for their work, ensuring that important data is used and stored carefully and cautiously. Any disclosure of information must be authorized by the executive of the relevant department. In cases where external parties are involved in ad-hoc work concerning non-public information that is currently under negotiation, which falls under the category of inside information that could affect the Company's stock price movements, such individuals must sign a Confidentiality Agreement until the information is disclosed to the Stock Exchange and the Securities and Exchange Commission.

The Company requires directors, managers, executives, and auditors to prepare and report changes in their securities holdings, as well as those of their spouses or cohabiting partners, and minor children, to the Company Secretary. This report must be prepared and submitted within 30 business days after assuming their positions. Furthermore, directors and senior executives must notify the Company of every purchase or sale of the Company's securities, with such notification given at least 1 day in advance of the transaction to the Board of Directors or a person designated by the Board, for reporting to the Securities and Exchange Commission within 3 business days of the purchase or sale of securities, and to strictly comply with the Securities and Exchange Act B.E. 2559 (2016).

Gift giving or receiving, entertainment, or business hospitality

The Company is committed to conducting business with transparency and upholding anti-corruption principles in all forms. It promotes awareness among personnel at all levels and encourages collective efforts to seriously prevent corruption risks. The company has established clear guidelines concerning the giving or receiving of gifts, providing financial support, and charitable donations, to ensure that operations strictly comply with relevant laws, regulations, and rules. Furthermore, all employees are required to strictly adhere to these guidelines to maintain the organization's ethical standards and credibility.

Compliance with laws, regulations, and rules

The Company requires all directors, executives, and employees to perform their duties responsibly, by strictly adhering to and complying with laws, regulations, rules, announcements, and requirements related to business operations. All decisions and operational steps must strictly adhere to the framework of laws and company policies, be transparent, and auditable.

All personnel at all levels must avoid any actions that may violate laws or company regulations, including not participating in, supporting, or consenting to any form of unlawful acts. They must also cooperate in supervision and compliance with internal control measures to sustainably maintain good corporate governance standards and the organization's credibility.

Information and assets usage and protection

The Company places importance on the careful and responsible use and maintenance of its assets, including organizational data. All employees are required to use the company's assets and resources solely for the benefit of business operations, and not for improper, illegal, or personal gain. Furthermore, all employees must collectively protect, care for, and maintain the company's information, especially business confidential information, preventing its disclosure, use, or unauthorized access, in order to preserve the organization's security, credibility, and maximum benefit.

Anti-unfair competitiveness

The Company is committed to conducting business with fairness and transparency, rejecting any actions that lead to unfair competition, such as price fixing, excluding competitors, or using dishonest methods to seek benefits.

Furthermore, the Company encourages all employees to comply with laws, regulations, and ethical codes related to trade competition, and to avoid behaviors that may damage the trust of partners and customers. The company will strictly investigate and find preventive or corrective measures for actions that violate this code of conduct.

Information and IT system security

The Company prioritizes the security of information and information technology systems to protect personal data and critical business information from various forms of risk. To ensure continuous and reliable business operations, the company is committed to complying with relevant laws and regulations, such as the Computer-Related Crime Act, and promoting transparent operational standards consistent with good corporate governance principles, thereby building confidence among all stakeholders.

Environmental management

The Company recognizes the importance of contributing to creating a positive impact on society, communities, and the environment, by aiming to conduct business alongside social responsibility and systematic environmental care. It not only focuses on generating economic performance but also prioritizes the reduction of potential impacts from operations and supports activities beneficial to society as a whole.

The Company has established an environmental policy to serve as an operational framework for directors and executives to perform their duties ethically, transparently, and in compliance with relevant environmental standards. Furthermore, the Company has undertaken the preparation of its organizational greenhouse gas inventory (Carbon Footprint for Organization: CFO) to systematically assess, monitor, and manage greenhouse gas emissions, and has received certification for its assessment results from the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO. This reflects its commitment to environmental operations in accordance with accepted standards and long-term sustainable development.

Human rights

The Company is committed to conducting business based on universal human rights principles and the Guiding Principles on Business and Human Rights, by treating all employees and stakeholders with respect for human dignity. It considers equality, fairness, and non-discrimination in all processes related to employment, compensation, promotion considerations, and personnel development, to ensure that the company's business operations are free from human rights violations in all forms.

Directors, executives, and employees at all levels must strictly adhere to these guidelines. The Company has established a comprehensive Human Rights Due Diligence (HRDD) process to assess, identify, and manage human rights risks that may arise from its business operations, and also regularly monitors and reviews these processes to continuously and sustainably elevate the organization's human rights respect standards.

Safety and occupational health at work

The Company recognizes the importance of comprehensive management of safety, occupational health, and the working environment. It aims to establish operational standards that strictly comply with relevant laws, regulations, and requirements to ensure the utmost safety for employees, surrounding communities, partners, customers, and all stakeholder groups. Furthermore, the company promotes an organizational culture that prioritizes safety and well-being, alongside sustainable development, to enhance the quality of life and well-being of all involved parties in the long term.

Intellectual Property Rights

The Company requires all directors, executives, and employees to strictly respect and comply with laws, policies, and regulations related to intellectual property, by avoiding any actions that may constitute infringement of others' rights. Intellectual property includes copyrights, patents, trademarks, service marks, trade secrets, as well as information related to inventions, creations, innovations, discoveries, or improvements that have been developed, whether owned by the Company or third parties. Concurrently, the Company places great importance on protecting trade information and intellectual property owned, licensed, or collected by the Company through its business operations. All employees are responsible for maintaining confidentiality, safeguarding, and appropriately utilizing such intellectual property, and for strictly adhering to the Company's data protection policies and measures, to prevent leakage, misuse, or infringement that could cause damage to the organization.

Promotion of compliance with the business code of conduct

Promotion for the board of directors, executives, and employees to comply with the business code of conduct	:	Yes

The company has established systematic processes and tools for communicating, promoting, and monitoring compliance with the business ethics, to ensure that the Board of Directors, executives, and employees at all levels possess the knowledge and understanding to implement them correctly, as follows:

Communication via Compliance News

Preparation of public relations media in the format of *Compliance News* monthly, to communicate policies, regulations, guidelines, and relevant legal issues or requirements. This is presented in an easy-to-understand, up-to-date format, linked to actual operations, to continuously raise awareness and foster a culture of good corporate governance.

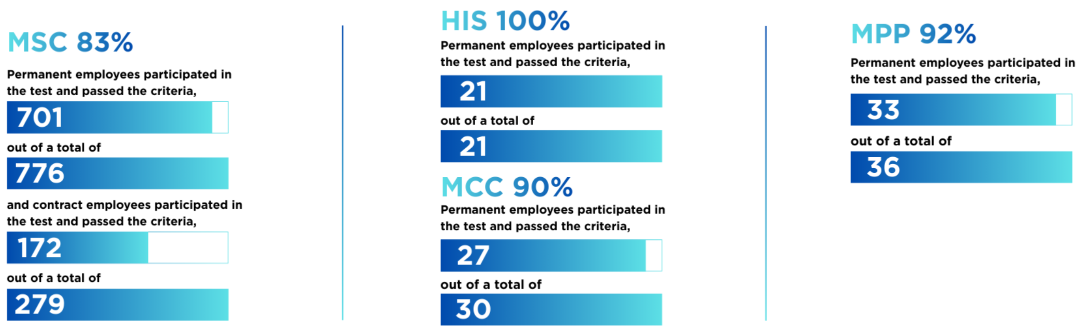
Development of Online Learning Media (Learning Hub via MSC Portal)

Preparation of *Learning Hub* in the form of E-Learning video clips published via the MSC Portal system (internal intranet), to allow directors, executives, and employees convenient access to policy content, regulations, and business ethics. The content covers key issues related to ethical and legally compliant business operations.

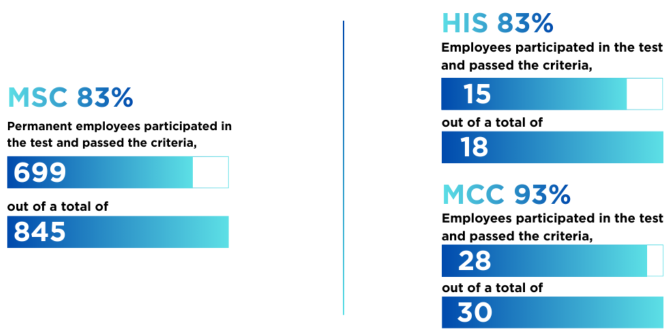
Knowledge Assessment

Following learning through the Learning Hub, the company requires tests to be conducted to assess knowledge and understanding and to measure the effectiveness of policy, regulation, and guideline awareness. The test results are also used as a tool for continuous monitoring and development of compliance communication efficiency. This process reflects the company's commitment to fostering an organizational culture that adheres to ethics, transparency, and strict legal compliance, to support sustainable business operations in the long term. The details of the aforementioned tests are as follows:

1. business ethics, policies, and various regulations of the company, to communicate and assess knowledge and understanding of the company's business ethics, policies, and various regulations. The company has set a target for permanent employees to participate in the test and pass the assessment criteria with 80 percent or more. In 2025, employees who participated in the test and met the criteria are as follows:



2. information security in the use of organizational information resources, including various forms of potential cyber threats. The aim is for everyone in the organization to be able to protect themselves and the organization from various threats such as data theft, cyberattacks, or unauthorized data access. The company has set a target for employees to participate in the test and pass the assessment criteria with 80 percent or more. In 2025, employees who participated in the test and met the criteria are as follows:



3. environmental and occupational health and safety in the workplace, to promote knowledge, understanding, and awareness of the importance of environmental and workplace safety operations, enabling employees to correctly and appropriately apply these principles in their work, in line with the organization's sustainable development guidelines. The results of the training and tests are detailed as follows:

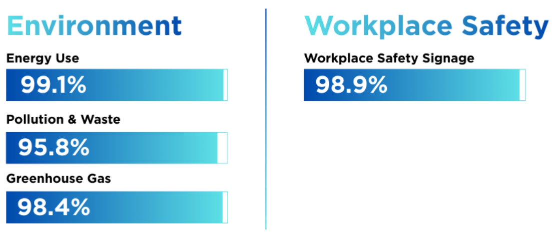
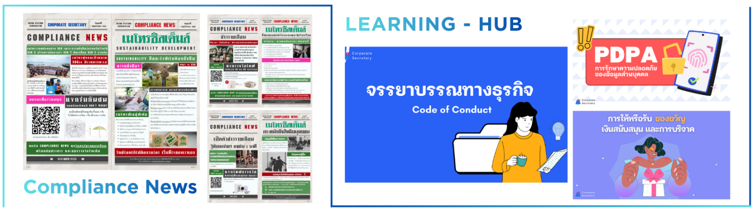


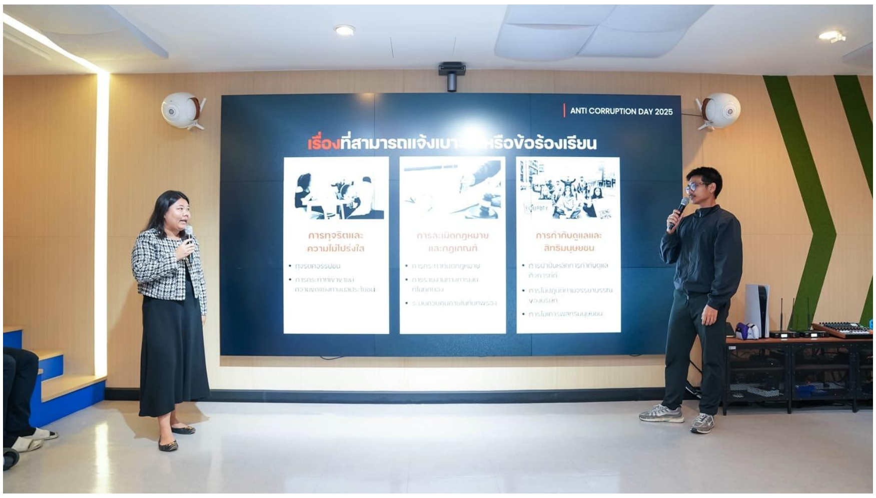
Diagram of promotion of compliance with the business code of conduct



Participation in anti-corruption networks

Participation or declaration of intent to join anti-corruption networks	:	Yes
Anti-corruption networks or projects the company has joined or declared intent to join	:	Thai Private Sector Collective Action Against Corruption (CAC) CAC membership certification status : Certified Certification document of CAC membership status : CAC Certificate 1.jpeg.pdf

Diagram of participation in anti-corruption networks



Information on material changes and developments in policy and corporate governance system over the past year

Material changes and developments related to the review of policy and guidelines in corporate governance system or board of directors charter

In the past year, did the company review the corporate governance policy and guidelines, or board of directors charter	:	Yes
Material changes and developments in policy and guidelines over the past year	:	Yes

Over the past year, the Company has concretely developed and enhanced its corporate governance system in several dimensions, focusing on strengthening the effectiveness of the Board of Directors, as well as fostering an organizational culture committed to good governance principles, transparency, and accountability to all stakeholder groups.
The Board of Directors has reviewed and clarified its roles, duties, and governance structure by defining the scope of responsibilities between the Board of Directors, executives, and management in accordance with the principles of good corporate governance (Corporate Governance Code: CG Code) on key issues such as equitable treatment of shareholders, and the prevention of insider trading, as well as establishing a framework for responsibilities in the performance of duties by directors and the Chief Executive Officer to ensure comprehensive governance that aligns with the rapidly changing business context.

The Company has reviewed and updated its good corporate governance handbook, business ethics, policies, and sub-committee charters to align with the practices of regulatory bodies. This emphasizes establishing a transparent and verifiable decision-making framework that considers the best interests of the company and its stakeholders. Furthermore, it strengthens the performance evaluation process for the entire Board of Directors and individual members, including continuous development of directors' knowledge and skills, to enhance governance effectiveness in the long term.

Additionally, the Company prioritizes fostering an organizational culture that supports good corporate governance principles by continuously communicating policies and practices related to ethics, transparency, and anti-corruption. This is achieved through training, public relations materials, and awareness-raising activities, to ensure that directors, executives, and employees at all levels understand and can concretely apply good governance principles in their daily operations.

As a result of these operations, the Company has consistently maintained a high standard of corporate governance. This reflects the commitment of the Board of Directors and management to enhance the governance system to be transparent, efficient, and in line with best practices, which serves as a crucial foundation for building confidence among shareholders, investors, business partners, customers, and all stakeholders, and supports the company's stable and sustainable long-term growth.

Implementation of the CG Code for listed companies

Implementation of the CG Code as prescribed by the SEC	:	Mostly used in practice

The Company places great importance on reviewing and adhering to the principles of good corporate governance (Corporate Governance Code: CG Code) issued by the Securities and Exchange Commission (SEC). These principles are adapted to suit the company's business context and organizational structure to enhance effective and transparent governance. In 2025, the company has largely complied with the key aspects of the CG Code. However, in cases where certain practices have not yet been implemented, the company has appropriately disclosed the reasons and development plans, as follows:

Unimplemented Practices	Reasons
The Chairman of the Board is an independent director.	The Chairman of the Board is a different person from the Chief Executive Officer, as the company has clearly separated the responsibilities of the Board of Directors and the management to create a balance between management and good corporate governance.
The Board of Directors should clearly specify the term of office for independent directors in the corporate governance policy, setting it at no more than 9 years.	The Board of Directors has not set a term of office for independent directors, as the company believes that these directors possess sufficient knowledge, ability, and experience to perform their duties effectively.

Other corporate governance performance and outcomes

1. The Company received the results of the Corporate Governance Report of Thai Listed Companies (CGR) assessment for 2025 from the Thai Institute of Directors (IOD), supported by the Stock Exchange of Thailand and the Securities and Exchange Commission. The company achieved an overall score of 98 percent, rated as Excellent, and was placed in the Top Quartile among listed companies with a market capitalization between 1,5013,000 million Baht.
In 2025, the company's scores increased in the categories of stakeholder consideration and sustainable business development, information disclosure and transparency, and board of directors' responsibilities. The scores for each category are as follows: 1) Shareholder Rights and Equitable Treatment of Shareholders, 2) Stakeholder Consideration and Sustainable Business Development, 3) Information Disclosure and Transparency, and 4) Board of Directors' Responsibilities, with average scores of 91 : 106 : 97 : 83 respectively, which is higher than the company's total score of 94 percent in 2024.

2. The Thai Investors Association announced the results of the quality assessment for the 2024 Annual General Meeting of Shareholders (AGM Checklist), where the company scored 100 percent. For the 2025 Annual General Meeting of Shareholders (AGM Checklist) quality assessment, the company scored 98.5 percent.

3. The Stock Exchange of Thailand announced the results of the 2025 assessment of investor relations performance for listed companies (Best Investor Relation Awards). For its investor relations operations, the company received a score of 80.44 percent.

4. In 2025, the Company passed the Sustainable Stock Assessment (SET ESG Ratings) conducted by the Stock Exchange of Thailand. The assessment results showed that the company received an overall score of 84 percent, an increase from 74 percent in 2024. This resulted in the company being upgraded to an AA rating in the SET ESG Ratings, from its previous A rating.

5. In 2025, Thaipat Institute selected the Company to receive the Sustainability Disclosure Acknowledgement for its continuous disclosure of sustainability information for the 6th consecutive year.


SUSTAINABILITY
DISCLOSURE ACKNOWLEDGEMENT 2025

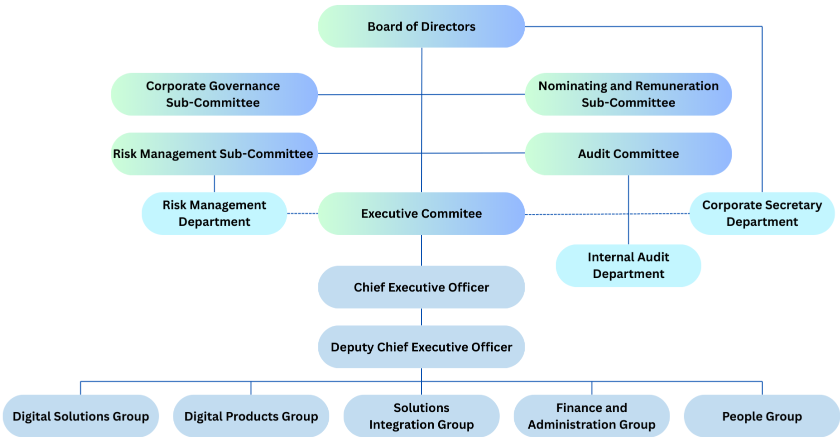
Corporate Governance Structure

Information on corporate governance structure

Corporate governance structure

Corporate governance structure diagram

Corporate governance structure diagram



Information on the board of directors

Information on the board of directors

Composition of the board of directors

	2023		2024		2025	
	Male (persons)	Female (persons)	Male (persons)	Female (persons)	Male (persons)	Female (persons)
Total directors	9		9		9	
	8	1	8	1	8	1
Executive directors	2		2		2	
	2	0	2	0	2	0
Non-executive directors	7		7		7	
	6	1	6	1	6	1
Independent directors	3		3		3	
	2	1	2	1	2	1
Non-executive directors who have no position in independent directors	4		4		4	
	4	0	4	0	4	0

	2023		2024		2025	
	Male (%)	**Female (%)**	**Male (%)**	**Female (%)**	**Male (%)**	**Female (%)**
Total directors	100.00		100.00		100.00	
	88.89	11.11	88.89	11.11	88.89	11.11
Executive directors	22.22		22.22		22.22	
	22.22	0.00	22.22	0.00	22.22	0.00
Non-executive directors	77.78		77.78		77.78	
	66.67	11.11	66.67	11.11	66.67	11.11
Independent directors	33.33		33.33		33.33	
	22.22	11.11	22.22	11.11	22.22	11.11
Non-executive directors who have no position in independent directors	44.44		44.44		44.44	
	44.44	0.00	44.44	0.00	44.44	0.00

Additional explanation : *Displayed % (percentage) from proportion of total board of directors*

	2023		2024		2025	
	Male (years)	**Female (years)**	**Male (years)**	**Female (years)**	**Male (years)**	**Female (years)**
Average age of board of directors	70		71		72	
	70	71	71	72	72	73

The information on each director and controlling person

List of the board of directors

List of directors	Position	First appointment date of director	Skills and expertise
1. Mr. SUNPITT SETHPORNPONG Gender: Male Age : 60 years Highest level of education : Master's degree Study field of the highest level of education : Engineering Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : No DCP course : Yes **Shareholding in the company** • Direct shareholding : 1,000,000 Shares (0.277778 %)	Chairman of the board of directors (Non-executive directors) Authorized directors as per the companys certificate of registration : Yes Type of director : Existing director	20 Feb 2013	Information & Communication Technology, Governance/ Compliance, Corporate Management, Business Administration, Economics

List of directors	Position	First appointment date of director	Skills and expertise
2. Mr. KITTI TECHATAVEEKIJKUL Gender: Male Age : 73 years Highest level of education : Bachelor's degree Study field of the highest level of education : Engineering Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : No DCP course : Yes	Vice-chairman of the board of directors (Non-executive directors) Authorized directors as per the companys certificate of registration : Yes Type of director : Existing director	24 Jan 2017	Information & Communication Technology, Governance/ Compliance, Corporate Management, Sustainability
3. Mr. VIRACH APHIMETEETAMRONG Gender: Male Age : 82 years Highest level of education : Doctoral degree Study field of the highest level of education : Accounting Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : Yes DCP course : No	Director (Non-executive directors, Independent director) Authorized directors as per the companys certificate of registration : No Type of director : Existing director	9 May 1996	Information & Communication Technology, Accounting, Internal Control, Audit, Governance/ Compliance

List of directors	Position	First appointment date of director	Skills and expertise
4. Mr. SUVIJ SUVARUCHIPORN Gender: Male Age : 82 years Highest level of education : Bachelor's degree Study field of the highest level of education : Law Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : No DCP course : No **Shareholding in the company** • Direct shareholding : 450,000 Shares (0.125000 %)	Director (Non-executive directors) Authorized directors as per the companys certificate of registration : No Type of director : Existing director	9 May 1996	Information & Communication Technology, Law, Governance/ Compliance

List of directors	Position	First appointment date of director	Skills and expertise
5. Mr. TAVIT CHARUVAJANA Gender: Male Age : 76 years Highest level of education : Honorary degree Study field of the highest level of education : Information Technology Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : No DCP course : No **Shareholding in the company** • Direct shareholding : 1,287,348 Shares (0.357597 %) • Shareholding by persons related to the directors, executives according to Section 59 (**) : 10,000,000 Shares (2.777778 %) Indirect shareholding details Spouse	Director (Executive directors) Authorized directors as per the companys certificate of registration : Yes Type of director : Continuing director (Full term of directorship and being re-appointed as a director)	9 May 1996	Information & Communication Technology, IT Management, Corporate Management, Governance/ Compliance

List of directors	Position	First appointment date of director	Skills and expertise
6. Mr. WANARAK ECKACHAI Gender: Male Age : 69 years Highest level of education : Bachelor's degree Study field of the highest level of education : Political Science Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : Yes DCP course : No	Director (Executive directors) Authorized directors as per the companys certificate of registration : No Type of director : Continuing director (Full term of directorship and being re-appointed as a director)	27 Mar 2013	Information & Communication Technology, Transportation & Logistics, Property Fund & REITs, Governance/ Compliance

List of directors	Position	First appointment date of director	Skills and expertise
7. Mr. NARONG CHARUVAJANA Gender: Male Age : 71 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : Yes DCP course : Yes **Shareholding in the company** • Direct shareholding : 711,487 Shares (0.197635 %) • Shareholding by persons related to the directors, executives according to Section 59 (**) : 3,684,989 Shares (1.023608 %)	Director (Non-executive directors) Authorized directors as per the companys certificate of registration : Yes Type of director : Existing director	24 Jan 2017	Economics, Information & Communication Technology, Accounting, Corporate Management, Governance/ Compliance

List of directors	Position	First appointment date of director	Skills and expertise
8. Mrs. PHORNSIRI THIVAVARNVONGS Gender: Female Age : 73 years Highest level of education : Master's degree Study field of the highest level of education : Finance Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : No DCP course : Yes	Director (Non-executive directors, Independent director) Authorized directors as per the companys certificate of registration : No Type of director : Continuing director (Full term of directorship and being re-appointed as a director)	27 Aug 2019	Finance, Audit
9. Mr. PRAYOOTD TANSRISUWARN Gender: Male Age : 66 years Highest level of education : Bachelor's degree Study field of the highest level of education : Science Thai nationality : Yes Residence in Thailand : Yes Family relationship between directors and executives : Doesnt Have Legal offenses in the past 5 years (*) : Doesnt Have DAP course : No DCP course : Yes	Director (Non-executive directors, Independent director) Authorized directors as per the companys certificate of registration : No Type of director : Existing director	30 Mar 2023	Business Administration, Finance, Governance/ Compliance, IT Management, Audit

Additional explanation:

(*) Any offense under the Securities and Exchange Act B.E. 2535 (1992) or the Derivatives Act B.E. 2546 (2003),only in the following cases:

(1) Dishonest act or gross negligence

(2) Disclosure or dissemination of false information or statements that may be misleading or conceal material facts that should be notified, which may affect decision making of shareholders, investors or other parties involved

(3) Unfair acts or exploitation of investors in trading securities or derivatives, or participation in, or support to, such acts.
(**) Shareholdings by persons related to directors or executives as prescribed in Section 59 of the Securities and Exchange Act B.E. 2535 (1992), such as spouses or cohabiting couple (unmarried couples living together openly), minor children, etc.

List of board of directors who resigned / vacated their position during the year

List of the board of directors by position

List of the board of directors	Position	Executive directors	Non-executive directors	Independent directors	Non-executive directors who have no position in independent directors	Authorized directors as per the companys certificate of registration
1. Mr. SUNPITT SETHPORNPONG	Chairman of the board of directors		✔		✔	✔
2. Mr. KITTI TECHATAVEEKIJKUL	Vice-chairman of the board of directors		✔		✔	✔
3. Mr. VIRACH APHIMETEETAMRONG	Director		✔	✔		
4. Mr. SUVIJ SUVARUCHIPORN	Director		✔		✔	
5. Mr. TAVIT CHARUVAJANA	Director	✔				✔
6. Mr. WANARAK ECKACHAI	Director	✔				
7. Mr. NARONG CHARUVAJANA	Director		✔		✔	✔
8. Mrs. PHORNSIRI THIVAVARNVONGS	Director		✔	✔		
9. Mr. PRAYOOTD TANSRISUWARN	Director		✔	✔		
Total (persons)		**2**	**7**	**3**	**4**	**4**

List of the board of directors	Position	Executive directors	Non-executive directors	Independent directors	Non-executive directors who have no position in independent directors	Authorized directors as per the companys certificate of registration
Total (persons)		**2**	**7**	**3**	**4**	**4**

Overview of director skills and expertise

Skills and expertise	Number (persons)	Percent (%)
1. Economics	2	22.22
2. Property Fund & REITs	1	11.11
3. Transportation & Logistics	1	11.11
4. Information & Communication Technology	7	77.78
5. Law	1	11.11
6. Accounting	2	22.22
7. Finance	2	22.22
8. Sustainability	1	11.11
9. IT Management	2	22.22
10. Corporate Management	4	44.44
11. Audit	3	33.33
12. Internal Control	1	11.11
13. Governance/ Compliance	8	88.89
14. Business Administration	2	22.22

Information about the other directors (*)(**)

	2023	2024	2025
The chairman of the board and the highest-ranking executive are from the same person	-	No	No
The chairman of the board is an independent director	-	No	No
The chairman of the board and the highest-ranking executive are from the same family	No	No	No
Chairman is a member of the executive board or taskforce	-	No	No
The company appoints at least one independent director to determine the agenda of the board of directors meeting	No	No	No

Additional explanation :

(*) Composition of the Board of Directors is calculated from the Board of Directors data in the year 2022 onwards
(**) If a remark is specified, the remark from the most recent year will be displayed

The measures for balancing the power between the board of directors and the Management

The measures for balancing the power between the board of directors and the Management : Doesnt Have

Information on the roles and duties of the board of directors

Board charter : Have

Roles and responsibilities of the Board of Directors

1. Must perform duties in accordance with laws, objectives, company regulations, and resolutions of the shareholders' meeting, except for matters requiring prior approval from the shareholders' meeting before execution, such as matters legally requiring a shareholders' resolution, connected transactions, and the purchase or sale of significant assets according to the regulations of the Stock Exchange of Thailand. Furthermore, the company's directors are responsible for reporting changes in securities holdings.

2. Has the authority to appoint and remove the Executive Committee to conduct any one or more business operations, with the delegation of authority detailed according to the scope of the Executive Committee's responsibilities. Such delegation of authority must not enable the Executive Committee to approve transactions in which they or any potentially conflicted persons have an interest or any other conflict of interest. This also includes evaluating performance and determining executive compensation.

3. Has the authority to appoint and remove various sub-committees to carry out specific tasks or cases within their assigned scope of authority.

4. Define the Company's policies, mission, vision, strategies, and operational direction, and oversee the management to ensure operations align with the established policies efficiently and effectively. This includes annual reviews and monitoring to ensure concrete implementation.

5. Consider quarterly performance and establish reliable accounting systems, financial reporting, and auditing, as well as ensure effective processes for assessing the adequacy of internal controls, risk management, and internal audit.

6. Oversee the preparation of a succession plan for the organization's top executives to be prepared in the event of an executive's departure.

Information on subcommittees

Information on subcommittees

Information on roles of subcommittees

Roles of subcommittees

Audit Committee

Role

• Audit of financial statements and internal controls

Scope of authorities, role, and duties

1. Review to ensure the company's financial reporting is accurate, reliable, and adequately disclosed.
2. Review to ensure the company has effective risk management processes, operational processes, controls, operational oversight, and information technology and communication network security, in accordance with international standards.
3. Review the summary of corruption investigation results and internal preventive measures, as well as review the company's internal processes regarding whistleblowing and complaint handling.
4. Review to ensure the company has processes for controlling and monitoring compliance with securities and exchange laws, regulations, rules, and other laws related to the company's business.
5. Consider the annual audit plan of the internal audit department and review the audit results and recommendations from both the certified public accountant and the internal audit department, as well as monitor to ensure that management adequately addresses such recommendations.
6. Consider policies and processes regarding the use of non-audit services provided by the auditor's firm and approve such services to ensure they do not affect the auditor's independence (if any).
7. Consider connected transactions, acquisition or disposal of assets, or transactions that may involve conflicts of interest, to ensure compliance with the laws and regulations of the Securities and Exchange Commission and the Stock Exchange of Thailand.
8. Consider the independence of the internal audit department, as well as approve the appointment, transfer, or dismissal of the Head of Internal Audit and the Secretary of the Audit Committee.
9. Consider, select, and propose the appointment of an independent person to serve as the company's auditor and propose their remuneration, taking into account reliability, sufficiency of resources, audit workload, experience, and performance in the past year, as well as consider the removal of the auditor.
10. Have the authority to engage consultants or external parties, in accordance with company regulations, to

provide opinions or advice when necessary.

11. Prepare the Audit Committee's report to be disclosed in the company's annual report. Such report must be signed by the Chairman of the Audit Committee and must include at least the following information:

1) Opinion on the accuracy, completeness, and reliability of the company's financial reports.

2) Opinion on the adequacy of the company's internal control system.

3) Opinion on compliance with securities and exchange laws, Stock Exchange regulations, or laws related to the company's business.

4) Opinion on the suitability of the auditor.

5) Opinion on transactions that may involve conflicts of interest.

6) Number of Audit Committee meetings and attendance of each Audit Committee member.

7) Overall opinions or observations received by the Audit Committee from performing its duties according to the charter.

8) Other items that shareholders and general investors should be aware of, within the scope of duties and responsibilities assigned by the Board of Directors.

12. The Audit Committee shall report preliminary audit results to the Securities and Exchange Commission and the certified public accountant within 30 days from the date of notification by the certified public accountant regarding suspicious conduct indicating that a director, manager, or person responsible for the company's operations has committed an offense related to fraudulent and dishonest management.

13. The Audit Committee shall review the suitability of the charter annually and propose it to the Board of Directors for consideration and approval.14. Perform any other duties as assigned by the company's Board of Directors from time to time.

Reference link for the charter

-

Executive Committee

Role

• Others

• Management

Scope of authorities, role, and duties

1. Establish the organizational and management structure, covering all details of selection and training, and grant authority to consider and approve the appointment and removal of employees in the positions of Group Managing Director and Deputy Group Managing Director.

2. Have the authority to prepare and recommend the company's business policies and strategies, define business plans, management authority, annual reports, approve annual business budgets and expense estimates, and implement business plans and strategies in accordance with established policies and business guidelines.

3. Have the authority to consider and approve matters related to operations, or the execution of any contracts or agreements concerning the purchase or sale of products or services, which constitute the company's normal course of business, or contracts related to procurement or any other contracts for the benefit of the company's operations, as specified in the annual approval matrix or as assigned by the Board of Directors.

4. Have the authority to consider and approve financial or operational matters as specified in the annual approval matrix or as assigned by the Board of Directors.

5. Have the authority to consider and approve financial transactions with banks and asset management companies on various matters, such as requesting to open all types of deposit accounts with commercial banks both domestically and internationally, buying and selling mutual funds, as well as conducting various transactions related to investments in mutual funds, including the authority to issue checks and sign various documents for

communication with banks regarding deposit accounts, and also the authority to close the company's deposit accounts with banks.
6. Perform other duties as assigned by the Board of Directors from time to time. The Executive Committee may delegate authority to the Group Managing Director, Deputy Group Managing Director, or executive-level employees of the company to approve financial or contractual matters, whether one or more, as deemed appropriate by the Executive Committee. However, such approvals must not constitute an approval of transactions where the Executive Committee or its delegates can approve transactions in which they or persons who may have a conflict of interest, a vested interest, or any other form of conflict of interest with the company or its subsidiaries, except for approvals of transactions that are in the ordinary course of business and/or in accordance with the principles already approved by the Board of Directors.

Reference link for the charter

-

Corporate Governance Sub-Committee

Role

- Corporate governance
- Sustainability development
- Climate-related risks and opportunities governance

Scope of authorities, role, and duties

1. Propose good corporate governance practices to the Board of Directors and recommend best practices regarding ethics and code of conduct in the business operations of the company's directors, executives, employees, and staff.
2. Oversee, supervise, and advise the company's directors and management in performing their duties and responsibilities in accordance with the framework and principles of the good corporate governance policy, continuously and appropriately.
3. Consider, review, and regularly update the good corporate governance manual to ensure it is up-to-date and consistent with international standards, as well as relevant laws, regulations, rules, and bylaws.
4. Monitor and evaluate the performance of directors and management according to best practices and prepare an annual corporate governance assessment report for submission to the Board of Directors, along with necessary opinions and recommendations.
5. Monitor and report to the Board of Directors on current and emerging sustainability issues or trends, as well as their potential impact on the company.
6. Consider and screen annual operational plans and budgets to support activities for the community and society, including stakeholders throughout the supply chain.
7. Have the authority to appoint working groups as necessary.
8. Perform any other duties as approved by the company's Board of Directors and assigned.

Reference link for the charter

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Risk Management Sub-Committee

Role

- Risk management

Scope of authorities, role, and duties

1. Assess potential risks, including the trend of their potential impact on the organization.

2. Establish risk management policies to cover various operational risks, review such policies annually, and present them to the Board of Directors for approval.
3. Oversee and support the implementation of enterprise risk management in alignment with business strategies and objectives, as well as changing circumstances.
4. Have the authority to appoint a risk management working group as necessary.
5. Provide recommendations, monitor risk management operations, and systematically analyze, evaluate, manage, track, and report.
6. Report risks and recommendations for risk management to the Board of Directors.
7. Perform any other duties as assigned by the company's Board of Directors.

Reference link for the charter

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Nominating and Remuneration Sub-Committee

Role

• Director and executive nomination
• Remuneration

Scope of authorities, role, and duties

1. Consider the composition and qualifications of the Board of Directors, both collectively and individually, to ensure suitability for the size, type, and complexity of the business. This includes education, knowledge, expertise, skills, experience, specific abilities relevant to the company's business, independence, and other qualifications as determined by the company.
2. Establish criteria and policies for the nomination and remuneration of the Board of Directors and its sub-committees.
3. Consider and nominate suitable individuals for director positions, to be proposed to the Board of Directors for approval and/or to the shareholders' meeting for approval, as the case may be.
4. Consider and nominate suitable individuals for the position of Chief Executive Officer in the event of a vacancy, as well as establish criteria for the succession of senior executives. Such nominations must be appropriate for the company's business management to achieve its stated vision, considering education, experience, knowledge, skills, expertise, and other qualifications as determined by the company.
5. Determine necessary and appropriate remuneration to attract and retain members of the Board of Directors, sub-committees, and the Managing Director each year, taking into account consistency with duties and responsibilities, the directors' commitment, benchmarking against similar industries, and considering business expansion and company growth.
6. Prepare criteria and policies for determining the remuneration of the Board of Directors and the Chief Executive Officer, to be submitted to the Board of Directors for approval and/or to the shareholders' meeting for approval, as the case may be.
7. Be responsible to the Board of Directors and have the duty to provide explanations and answer questions regarding the nomination and remuneration of directors and senior executives at the shareholders' meeting.
8. Report on the policies for the nomination and remuneration of directors and disclose them in the annual report.

Reference link for the charter

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Information on each subcommittee

List of audit committee

List of directors	**Position**	**Appointment date of audit committee member**	**Skills and expertise**
1. Mr. VIRACH APHIMETEETAMRONG(*) Gender: Male Age : 82 years Highest level of education : Doctoral degree Study field of the highest level of education : Accounting Thai nationality : Yes Residence in Thailand : Yes Expertise in accounting information review : Yes	Chairman of the audit committee (Non-executive directors, Independent director) Director type : Continuing director (Full term of directorship and being re-appointed as a director)	29 Aug 2022	Information & Communication Technology, Accounting, Internal Control, Audit, Governance/ Compliance
2. Mrs. PHORNSIRI THIVAVARNVONGS(*) Gender: Female Age : 73 years Highest level of education : Master's degree Study field of the highest level of education : Finance Thai nationality : Yes Residence in Thailand : Yes Expertise in accounting information review : Yes	Member of the audit committee (Non-executive directors, Independent director) Director type : Existing director	27 Aug 2019	Finance, Audit

List of directors	Position	Appointment date of audit committee member	Skills and expertise
3. Mr. PRAYOOTD TANSRISUWARN Gender: Male Age : 66 years Highest level of education : Bachelor's degree Study field of the highest level of education : Science Thai nationality : Yes Residence in Thailand : Yes Expertise in accounting information review : No	Member of the audit committee (Non-executive directors, Independent director) Director type : Existing director	30 Mar 2023	Business Administration, Finance, Governance/ Compliance, IT Management, Audit

Additional explanation :

(*) Directors with expertise in accounting information review

List of audit committee members who resigned / vacated their position during the year

List of executive committee members

List of committee members	Position	Appointment date of executive committee member
1. Mr. TAVIT CHARUVAJANA Gender: Male Age : 76 years Highest level of education : Honorary degree Study field of the highest level of education : Information Technology Thai nationality : Yes Residence in Thailand : Yes	The chairman of the executive committee	1 Jan 1986

List of committee members	Position	Appointment date of executive committee member
2. Mr. Aroon Tor-ek-bundit Gender: Male Age : 65 years Highest level of education : Below a bachelor's degree Study field of the highest level of education : Engineering Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	1 Jan 2007
3. Mr. Veeraphan Durongsang Gender: Male Age : 65 years Highest level of education : Bachelor's degree Study field of the highest level of education : Management Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	1 Jan 2007
4. Mr. Suradet Lertthammajak Gender: Male Age : 60 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	1 Jan 2019
5. Mr. Thongchai Lumveerakul Gender: Male Age : 65 years Highest level of education : Bachelor's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	1 Jan 2007

List of committee members	Position	Appointment date of executive committee member
6. Ms. Nittaya Thanaviriyakul Gender: Female Age : 64 years Highest level of education : Master's degree Study field of the highest level of education : Accounting Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	1 Jan 2011
7. Ms. Sumateta Jitsiripol Gender: Female Age : 59 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residence in Thailand : Yes	Member of the executive committee	1 Jan 2023

List of executive committee members who resigned / vacated their position during the year

Other Subcommittees

List of subcomittees who resigned / vacated their position during the year

Information on the executives

Information on the executives

List and positions of the executive

List of the highest-ranking executive and the next four executives

List of executives	Position	First appointment date	Skills and expertise

List of executives	Position	First appointment date	Skills and expertise
1. Mr. TAVIT CHARUVAJANA Gender: Male Age : 76 years Highest level of education : Honorary degree Study field of the highest level of education : Information Technology Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Chief Executive Officer (The highest-ranking executive)	9 May 1996	Information & Communication Technology, IT Management, Corporate Management, Governance/ Compliance
2. Mr. Thongchai Lumveerakul Gender: Male Age : 65 years Highest level of education : Bachelor's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Executive Director / Managing Director, Digital Products Business Group	1 Jan 2007	Information & Communication Technology

List of executives	Position	First appointment date	Skills and expertise
3. Mr. Veeraphan Durongsang Gender: Male Age : 65 years Highest level of education : Bachelor's degree Study field of the highest level of education : Management Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Executive Director / Managing Director, Digital Solutions Business Group	1 Jan 2007	Business Administration, Information & Communication Technology
4. Mr. Aroon Tor-ek-bundit Gender: Male Age : 65 years Highest level of education : Below a bachelor's degree Study field of the highest level of education : Engineering Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Executive Director / Managing Director, Software Solutions Business Group	1 Jan 2007	Business Administration, Information & Communication Technology

List of executives	Position	First appointment date	Skills and expertise
5. Mr. Suradet Lertthammajak Gender: Male Age : 60 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Executive Director / Managing Director, Software Solutions Business Group	1 Jan 2019	Business Administration, IT Management
6. Ms. Nittaya Thanaviriyakul Gender: Female Age : 64 years Highest level of education : Master's degree Study field of the highest level of education : Accounting Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Executive Director/Group Managing Director, Finance, Accounting, and Administration	1 Jan 2011	Business Administration, Accounting, Finance, IT Management, Internal Control

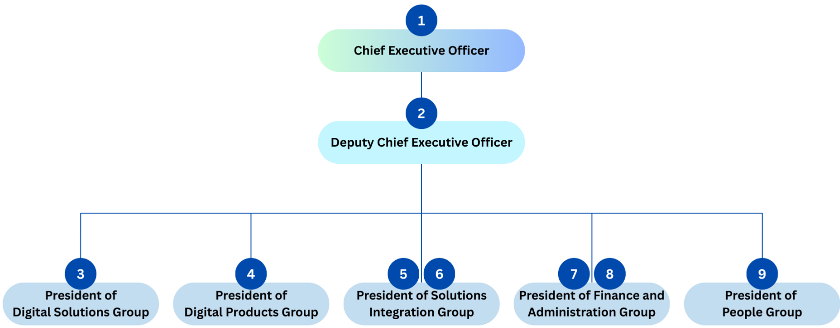
List of executives	Position	First appointment date	Skills and expertise
7. Ms. Sumateta Jitsiripol(*) Gender: Female Age : 59 years Highest level of education : Master's degree Study field of the highest level of education : Business Administration Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : Yes Accounting supervisor : No	Executive Director/Group Managing Director, Finance, Accounting, and Administration	1 Jan 2023	Business Administration, Accounting, Finance, Governance/ Compliance
8. Mr. WANARAK ECKACHAI Gender: Male Age : 69 years Highest level of education : Bachelor's degree Study field of the highest level of education : Political Science Thai nationality : Yes Residing in Thailand : Yes Highest responsibility in corporate accounting and finance : No Accounting supervisor : No	Deputy Chief Executive Officer / Managing Director, Human Resources Group	1 Jul 2014	Information & Communication Technology, Transportation & Logistics, Property Fund & REITs, Governance/ Compliance

Additional Explanation :

(*) Highest responsibility in corporate accounting and finance
(**) Accounting supervisor
(***) Appointed after the fiscal year end of the reporting year

Organization structure diagram of the highest-ranking executive and the next four executives[1]

Organization structure diagram of the highest-ranking executive and the next four executives from the top executive



Remark: *[1] The second and ninth individuals are the same person.*

Remuneration policy for executive directors and executives

Executive Compensation

The Company has a policy to consider executive compensation, including that of the Chief Executive Officer, based on the Company's short-term and long-term performance, and individual performance compared against performance indicators, including financial indicators, process development indicators, and personnel development indicators. These include non-interest income, operating expenses to operating income ratio, customer satisfaction, etc. This is always subject to the approval of the company's shareholders' meeting. The Nominating and Remuneration Sub-Committee will consider and propose to the Board of Directors for approval that such compensation is appropriate for the responsibilities and can incentivize executives to lead the organization to achieve its short-term and long-term goals, and must also be comparable to the levels practiced in the same industry before being submitted to the shareholders' meeting, for the sustainable success of the company under transparent criteria and within the scope of job responsibilities.

In 2025, executives, including the Chief Executive Officer, Deputy Chief Executive Officer, and President of business groups or functions, received compensation comprising salary, bonuses, provident fund contributions, and other benefits.

Other Executive Compensation

The Company's executives receive benefits and other welfare provisions in accordance with Company regulations, similar to employees, such as medical treatment benefits, health check-ups, various types of loan welfare, including a provident fund. The Company provides a provident fund for executives, contributing 5% of their monthly salary.

Does the board of directors or the remuneration committee have an opinion on the remuneration policy for executive directors and executives	:	Have

The Nominating and Remuneration Sub-Committee will consider and propose to the Board of Directors for approval that such remuneration is appropriate for the responsibilities and can incentivize executives to lead the organization to achieve its short-term and long-term goals, and is comparable to the levels practiced in the same industry, before being submitted to the shareholders' meeting for the sustainable success of the Company under transparent criteria and within the scope of job responsibilities.

Remuneration of executive directors and executives

Monetary remuneration of executive directors and executives

	2023	2024	2025
Total remuneration of executive directors and executives (baht)	129,000,000.00	130,000,000.00	126,000,000.00
Total remuneration of executive directors (baht)	65,000,000.00	69,000,000.00	64,000,000.00
Total remuneration of executives (baht)	64,000,000.00	61,000,000.00	62,000,000.00

Other remunerations of executive directors and executives

	2023	2024	2025
Companys contribution to provident fund for executive directors and executives (Baht)	1,500,000.00	1,600,000.00	1,300,000.00
Employee Stock Ownership Plan (ESOP)	No	No	No
Employee Joint Investment Program (EJIP)	No	No	No

Outstanding remuneration or benefits of executive directors and executives

Outstanding remuneration or benefits of executive directors and executives in the past year : 0.00

Other significant information

Other significant information

Assigned person

List of persons assigned for accounting oversight

General information	Email	Telephone number

General information	Email	Telephone number
1. Mrs. Kanyaphorn Chunprasit	kanyachu@metrosystems.co.th	020894268

List of the company secretary

General information	Email	Telephone number
1. Ms. Sumateta Jitsiripol	sumatjit@metrosystems.co.th	020894124

List of the head of internal audit or outsourced internal auditor

General information	Email	Telephone number
1. Ms. Varangkana Sadudeeprasertsud	varansad@metrosystems.co.th	020894278

List of the head of the compliance unit

General information	Email	Telephone number
1. Ms. Sumateta Jitsiripol	sumatjit@metrosystems.co.th	020894124

Head of investor relations

Does the Company have an appointed head of investor relations : Have

List of the head of investor relations

General information	Email	Telephone number
1. Ms. Sumateta Jitsiripol	sumatjit@metrosystems.co.th	020894124

Company's auditor

Details of the companys auditor

Audit firms	Audit fee (Baht)	Other service fees	Names and general information of auditors

Audit firms	Audit fee (Baht)	Other service fees	Names and general information of auditors
DELOITTE TOUCHE TOHMATSU JAIYOS AUDIT COMPANY LIMITED YAN NAWA SATHON Bangkok 10120 Telephone number +66 2034 0000	2,900,000.00	-	1. Mrs. WILASINEE KRISHNAMRA Email: Wkrishnamra@deloitte.com Telephone number: 020340149 License number: 7098 2. Mr. KIATNIYOM KUNTISOOK Email: Kkuntisook@deloitte.com Telephone number: 02034 0121 License number: 4800 3. Ms. JUNTIRA JUNTRACHAICHOAT Email: Jjuntrachaichoat@deloitte.com Telephone number: 020340117 License number: 6326 4. Ms. SOPHAPHAN SAPTIPPAYARATTANA Email: Ssaptippayarattana@deloitte.com Telephone number: 020340161 License number: 6523

Details of the auditors of the subsidiaries

Audit firms	Audit fee (Baht)	Other service fees	Names and general information of auditors

Audit firms	Audit fee (Baht)	Other service fees	Names and general information of auditors
DELOITTE TOUCHE TOHMATSU JAIYOS AUDIT COMPANY LIMITED YAN NAWA SATHON Bangkok 10120 Telephone number +66 2034 0000	1,165,000.00	-	1. Mrs. WILASINEE KRISHNAMRA Email: Wkrishnamra@deloitte.com Telephone number: 020340149 License number: 7098 2. Mr. KIATNIYOM KUNTISOOK Email: Kkuntisook@deloitte.com Telephone number: 020340121 License number: 4800 3. Ms. JUNTIRA JUNTRACHAICHOAT Email: Jjuntrachaichoat@deloitte.com Telephone number: 020340117 License number: 6326 4. Ms. SOPHAPHAN SAPTIPPAYARATTANA Email: Ssaptippayarattana@deloitte.com Telephone number: 020340161 License number: 6523

Assigned personnel in case of a foreign company

Does the company have any individual assigned to be representatives in Thailand : No

List of designated individuals as representatives in Thailand

Performance Report on Corporate Governance

Information about the summary of duty performance of the board of directors over the past year

Summary of duty performance of the board of directors over the past year

The Board of Directors has established policies and strategies that can lead to enhancing competitiveness, fostering organizational culture and values, as well as improving efficiency, overseeing the adequacy of internal control systems, and enterprise risk management, and providing other opinions beneficial to organizational development.

Selection, development and evaluation of duty performance of the board of directors

Information about the selection of the board of directors

List of directors whose terms have ended and have been reappointed

List of directors	Position	First appointment date of director	Skills and expertise
Mr. TAVIT CHARUVAJANA	Director	9 May 1996	Information & Communication Technology, IT Management, Corporate Management, Governance/ Compliance
Mr. WANARAK ECKACHAI	Director	27 Mar 2013	Information & Communication Technology, Transportation & Logistics, Property Fund & REITs, Governance/ Compliance
Mrs. PHORNSIRI THIVAVARNVONGS	Director	27 Aug 2019	Finance, Audit

List of newly appointed director to replace the ex-director

List of newly appointed director not being replaced the ex-director

Selection of independent directors

Criteria for selecting independent directors

The Company has defined its independent director qualifications, which exceed the requirements of the Securities and Exchange Commission (SEC) or the Stock Exchange of Thailand (SET). The selection and nomination of independent directors will be based on having independent directors constitute no less than one-third of the total number of company directors. The selected candidates must not possess any prohibited characteristics as stipulated by the SEC. They will then be presented to the Board of Directors for consideration before being proposed to the shareholders' meeting for election to the position. The qualifications of independent directors are as follows:

1. Holds shares not exceeding 1% of the total voting shares of the Company, including the shareholding of related persons of that independent director.

2. Is not or has not been an executive director, employee, staff, salaried advisor, or controlling person of the company, unless such characteristics have ceased for at least 2 years.

3. Is not a person with a blood relationship to other directors, company executives, major shareholders, controlling persons, or persons proposed to be directors, executives, or controlling persons of the company or its subsidiaries.

4. Has no or has not had a business relationship with the company that may hinder their independent judgment, and is not or has not been a significant shareholder or controlling person of a party having a business relationship with the company, unless such characteristics have ceased for at least 2 years.

5. Is not or has not been an auditor of the company, and is not a significant shareholder, controlling person, or partner of an audit firm that has an auditor of the company, unless such characteristics have ceased for at least 2 years.

6. Is not or has not been a professional service provider, including legal or financial advisor, who has received service fees exceeding 2 million baht per year from the company, and is not a significant shareholder, controlling person, or partner of such professional service provider, unless such characteristics have ceased for at least 2 years.

7. Is not a director appointed to represent the company's directors, major shareholders, or persons related to major shareholders.

8. Does not engage in a business of the same nature that significantly competes with the business of the Company or its subsidiaries, or is not a significant partner in a partnership, or is an executive director, employee, staff, salaried advisor, or holds more than 1% of the total voting shares of another company that engages in a business of the same nature and significantly competes with the business of the company or its subsidiaries.

9. Has no other characteristics that prevent them from providing independent opinions regarding the operations of the company, including the parent company, subsidiaries, associated companies, major shareholders, or controlling persons of the company.

All independent directors can express their opinions independently and are not subject to the influence of any person or group of persons. Furthermore, there should be no circumstances that compel them not to express their opinions as they deem appropriate. Independent directors must be able to participate in operational decision-making in the form of a collective decision.

Business or professional relationships of independent directors over the past year

Business or professional relationships of independent directors over the past year	:	Yes

Nature of business relationship or professional services

An independent director must not operate a business, be a partner, or a shareholder in other juristic persons that are of the same nature and are in competition with the Company's business.

Reason and necessity to maintain or appoint such person to be an independent director

Possesses qualifications that comply with relevant regulations and are suitable for the Company's business operations, has experience in various fields consistent with the Company's business strategies, is capable of contributing to the Company's development, demonstrates leadership and a broad vision, has a transparent work history, possesses integrity and ethics, and has consistently performed exceptionally well in their duties.

The board of directors' opinion on the individual's role as an independent director

The Board has considered and is of the opinion that the individual nominated to be an independent director is able to provide opinions independently, possesses qualifications in accordance with relevant laws, and fully meets the requirements related to independent directors as per the definition of an independent director. Furthermore, this director has applied knowledge, experience, and expertise to provide recommendations that are beneficial to the Company's business operations.

Selection of directors and the highest-ranking executive

Method for selecting directors and the highest-ranking executive

Method for selecting persons to be appointed as directors through the nomination committee	:	Yes
Method for selecting persons to be appointed as the highest-ranking executive through the nomination committee	:	Yes

Number of directors from major shareholders

Rights of minority shareholders on director appointment

Shareholders of the Company holding not less than 5% of the total voting shares of the Company, either individually or collectively, who have continuously held the specified proportion of shares for not less than 1 year, and who hold shares on the date of nominating individuals for election as directors and on the record date for determining shareholders' rights to attend the Annual General Meeting, may nominate individuals for election as directors from September to November of each year. This is for the Nominating and Remuneration Sub-committee to consider and screen before proposing to the Board of Directors and the Annual General Meeting for further approval.

Method of director appointment	:	Method whereby each director requires approval votes more than half of the votes of attending shareholders and casting votes

Setting qualifications for the selection of directors

Details of qualifications for the selection of directors

Qualifications, knowledge, or experience	Skill and expertise
1) Possess knowledge, skills, and experience in the company's industry, in finance, accounting, management, or other relevant fields, consistent with the company's strategies and business operations, and must not conflict with the company's regulations. 2) Must not possess any prohibited characteristics as stipulated by the Public Limited Company Act, and must not exhibit characteristics indicating a lack of suitability to be entrusted by shareholders to manage the company, as per criteria set by the Securities and Exchange Commission. 3) Able to fully dedicate oneself, especially in critical decisions that are for the benefit of the company. 4) Possess integrity and ethics in managing the company's affairs and have a good work history. 5) Must not engage in business, be a partner, or a shareholder in any other legal entity of a similar nature that competes with the company's business, as well as any other qualifications that may be further prescribed by law or deemed appropriate by the Board of Directors.	Economics, Information & Communication Technology, Accounting, Audit, Business Administration

Information on the development of directors

Development of directors over the past year

Details of the development of directors over the past year

List of directors	Participation in training in the past financial year	History of training participation
1. Mr. SUNPITT SETHPORNPONG (Chairman of the board of directors)	Non-participating	Thai Institute of Directors (IOD) • 2013: Director Certification Program (DCP)

List of directors	Participation in training in the past financial year	History of training participation
2. Mr. KITTI TECHATAVEEKIJKUL (Vice-chairman of the board of directors)	Participating	Thai Institute of Directors (IOD) • 2013: Director Certification Program (DCP) Other • 2025: Code of Business Conduct, Policies, and Regulations of the Company for the year 2025
3. Mr. VIRACH APHIMETEETAMRONG (Director, Independent director)	Non-participating	Thai Institute of Directors (IOD) • 2003: Director Accreditation Program (DAP) Other • 2012: Anti-Corruption for Executive Program
4. Mr. SUVIJ SUVARUCHIPORN (Director)	Non-participating	-
5. Mr. TAVIT CHARUVAJANA (Director)	Non-participating	-
6. Mr. WANARAK ECKACHAI (Director)	Participating	Thai Institute of Directors (IOD) • 2016: Director Accreditation Program (DAP) Other • 2025: HR Trend 2025_: Leadership Strategies for the Organization's Future

List of directors	Participation in training in the past financial year	History of training participation
7. Mr. NARONG CHARUVAJANA (Director)	Participating	Thai Institute of Directors (IOD) • 2003: Director Accreditation Program (DAP) • 2003: Director Certification Program (DCP) Other • 2025: Boardroom Excellence : A Key to Corporate Success • 2025: Drive Performance : Align People & Business Strategies for Breakthrough Results • 2025: HR Trend 2025: Leadership Strategies for the Future of the Organization • 2016: Board Matter and Trends • 2007: Role of the Compensation Committee
8. Mrs. PHORNSIRI THIVAVARNVONGS (Director, Independent director)	Non-participating	Thai Institute of Directors (IOD) • 2022: Advanced Audit Committee Program (AACP) • 2021: Successful Formulation & Execution of Strategy (SFE) • 2019: Risk Management Program for Corporate Leaders (RCL) • 2002: Director Certification Program (DCP) Other • 2024: Prevention, Deterrence, and Suppression of Misconduct by Listed Companies
9. Mr. PRAYOOTD TANSRISUWARN (Director, Independent director)	Participating	Thai Institute of Directors (IOD) • 2025: Financial Statements for Directors (FSD) • 2024: Advanced Audit Committee Program (AACP) • 2023: Director Certification Program (DCP)

Information on the evaluation of duty performance of directors

Criteria for evaluating the duty performance of the board of directors

The Company has a policy for the Board of Directors to conduct annual self-assessments of their performance. The assessment form from the Thai Institute of Directors (IOD) is adapted to suit the Company, allowing the Board to review their performance and identify obstacles encountered during the past year. In this assessment process, the Company Secretary distributes the Board performance assessment forms to all directors for their annual performance evaluation, both as a collective board and individually. The results are then collected from the directors, summarized, and analyzed. The Board meeting is informed of the performance and issues, and the conclusions drawn are used to improve the Board's future performance.

Furthermore, the Company has a policy for sub-committees to conduct annual self-assessments of their performance. This serves as a framework for reviewing operations during the past year, enabling corrective actions and enhancing work efficiency. The assessment results are then presented to the Board of Directors' meeting for acknowledgment.

Board of Directors

The assessment form for the entire Board of Directors is divided into 6 main topics, namely:

1. Structure and Qualifications of the Board
2. Roles, Duties, and Responsibilities of the Board
3. Board Meetings
4. Dynamics in the Performance of Board Duties
5. Relationship with Management
6. Director Development

The criteria for each assessment item are set at 5 levels, as follows:

0 = Strongly disagree, or no implementation of the matter

1 = Disagree, or minimal implementation of the matter

2 = Agree, or reasonable implementation of the matter

3 = Rather agree, or good implementation of the matter

4 = Strongly agree, or excellent implementation of the matter

Individual Directors

The individual director performance assessment form is divided into 5 main topics, namely:

1. Personal Qualifications
2. Readiness to Perform Duties
3. Participation in Meetings
4. Roles, Duties, and Responsibilities
5. Relationship with the Board and Management

The criteria for each assessment item are set at 5 levels, as follows:

0 = Strongly disagree, or no implementation of the matter

1 = Disagree, or minimal implementation of the matter

2 = Agree, or reasonable implementation of the matter

3 = Rather agree, or good implementation of the matter

4 = Strongly agree, or excellent implementation of the matter

Sub-committees

The sub-committee performance assessment form is divided into 3 main topics, namely:

1. Structure and Qualifications of the Board
2. Board Meetings
3. Roles, Duties, and Responsibilities of the Board
4. Board Reporting
The assessment levels are set at 5 levels, similar to the individual director performance assessment.

Evaluation of the duty performance of the board of directors over the past year

The evaluation results of the Board of Directors' performance in the past period indicate that the Board possesses knowledge, capabilities, and dedication in effectively carrying out its duties. Important matters are considered thoroughly, and the Board supports the company's business operations to achieve stable and sustainable growth under sound corporate governance principles.

Details of the evaluation of the duty performance of the board of directors

List of directors	Assessment form	Grade / Average score received	Grade / Full score
Board of Directors	Group assessment	95.37	100
	Self-assessment	92.59	100
	Cross-assessment (assessment of another director)	None	None
Corporate Governance Sub-Committee	Group assessment	93.70	100
	Self-assessment	None	None
	Cross-assessment (assessment of another director)	None	None
Risk Management Sub-Committee	Group assessment	93.40	100
	Self-assessment	None	None
	Cross-assessment (assessment of another director)	None	None
Audit Committee	Group assessment	100	100

List of directors	Assessment form	Grade / Average score received	Grade / Full score
	Self-assessment	None	None
	Cross-assessment (assessment of another director)	None	None
Nominating and Remuneration Sub-Committee	Group assessment	91.67	100
	Self-assessment	None	None
	Cross-assessment (assessment of another director)	None	None

Performance evaluation criteria for the executives

Performance evaluation criteria for the executives : No

Information on meeting attendance and remuneration payment to each board member

Meeting attendance and remuneration payment to each board member

Meeting attendance of the board of directors

Meeting attendance of the board of directors

Number of the board of directors meeting over the past year (times) : 5

Date of AGM meeting : 01 Apr 2025

EGM meeting : No

Details of the board of directors' meeting attendance

Names of Board members	Meeting attendance of the board of directors			AGM meeting attendance			EGM meeting attendance		
	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)
1. Mr. SUNPITT SETHPORNPONG (Chairman of the board of directors)	4	/	5	1	/	1		/	
2. Mr. KITTI TECHATAVEEKIJKUL (Vice-chairman of the board of directors)	5	/	5	1	/	1		/	
3. Mr. VIRACH APHIMETEETAMRONG (Director, Independent director)	5	/	5	1	/	1		/	
4. Mr. SUVIJ SUVARUCHIPORN (Director)	5	/	5	1	/	1		/	
5. Mr. TAVIT CHARUVAJANA (Director)	5	/	5	0	/	1		/	
6. Mr. WANARAK ECKACHAI (Director)	5	/	5	1	/	1		/	

Names of Board members	Meeting attendance of the board of directors			AGM meeting attendance			EGM meeting attendance		
	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)	Attendance (times)	/	Meeting rights (times)
7. Mr. NARONG CHARUVAJANA (Director)	5	/	5	1	/	1		/	
8. Mrs. PHORNSIRI THIVAVARNVONGS (Director, Independent director)	5	/	5	1	/	1		/	
9. Mr. PRAYOOTD TANSRISUWARN (Director, Independent director)	5	/	5	1	/	1		/	

Summary of the board of directors meeting attendance rate

Names of directors	Board of directors meeting attendance rate	AGM meeting attendance rate	EGM meeting attendance rate
1. Mr. SUNPITT SETHPORNPONG (Chairman of the board of directors)	4/5 (80.00%)	1/1 (100.00%)	N/A
2. Mr. KITTI TECHATAVEEKIJKUL (Vice-chairman of the board of directors)	5/5 (100.00%)	1/1 (100.00%)	N/A
3. Mr. VIRACH APHIMETEETAMRONG (Director)	5/5 (100.00%)	1/1 (100.00%)	N/A
4. Mr. SUVIJ SUVARUCHIPORN (Director)	5/5 (100.00%)	1/1 (100.00%)	N/A

Names of directors	Board of directors meeting attendance rate	AGM meeting attendance rate	EGM meeting attendance rate
5. Mr. TAVIT CHARUVAJANA (Director)	5/5 (100.00%)	0/1 (0.00%)	N/A
6. Mr. WANARAK ECKACHAI (Director)	5/5 (100.00%)	1/1 (100.00%)	N/A
7. Mr. NARONG CHARUVAJANA (Director)	5/5 (100.00%)	1/1 (100.00%)	N/A
8. Mrs. PHORNSIRI THIVAVARNVONGS (Director)	5/5 (100.00%)	1/1 (100.00%)	N/A
9. Mr. PRAYOOTD TANSRISUWARN (Director)	5/5 (100.00%)	1/1 (100.00%)	N/A
Average meeting attendance rate	**97.78%**	**88.89%**	**N/A**

Detailed justification for the Company director's non-attendance at the Board of Directors' meeting

Remuneration of the board of directors

Types of remuneration of the board of directors

The Nominating and Remuneration Sub-Committee is responsible for determining the remuneration of directors, meticulously scrutinizing its appropriateness in various aspects. Directors will receive remuneration based on their experience, duties, scope of roles and responsibilities, and comparable to the same industry, as well as considering the company's business expansion and profit growth. The directors' remuneration shall be in accordance with the principles and policies set by the Board of Directors within the framework approved by the shareholders' meeting (for remuneration types requiring approval from the shareholders' meeting).

The Annual General Meeting 2025 On 1 April 2025 resolved to consider and determine the remuneration for directors, including sub-committee members, by setting remuneration as meeting allowances and Board of Directors' remuneration, as follows:

Directors' Remuneration
Board of Directors' remuneration amount not exceeding 3,000,000 Baht/year
Directors' meeting allowance amount 24,000 Baht/person/meeting
Regarding the Board of Directors' remuneration, the Board of Directors shall consider and allocate it appropriately within the aforementioned budget.

Remuneration for Audit Committee Members
Audit Committee Chairman amount 150,000 Baht/quarter

Audit Committee members, each, amount 120,000 Baht/quarter

Remuneration for Executive Directors

Chief Executive Officer amount 16,000 Baht/meeting

Executive Directors amount 16,000 Baht/person/meeting

However, company directors who also hold executive director positions shall not receive meeting allowances for the Board of Directors' meetings.

Remuneration for other Sub-committee Members

Corporate Governance Sub-Committee Chairman 19,000 Baht/meeting Sub-Committee 14,000 Baht/person/meeting

Risk Management Sub-Committee 19,000 Baht/meeting Sub-Committee 14,000 Baht/person/meeting

Nominating and Remuneration Sub-Committee 19,000 Baht/meeting Sub-Committee 14,000 Baht/person/meeting

Other Remuneration for Directors

The Company has no policy to provide other remuneration to directors.

Remuneration of the board of directors

Details of the remuneration of each director over the past year

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
1. Mr. SUNPITT SETHPORNPONG (Chairman of the board of directors)			**96,000.00**		**N/A**
Board of Directors (Chairman of the board of directors)	96,000.00	N/A	96,000.00	No	
2. Mr. KITTI TECHATAVEEKIJKUL (Vice-chairman of the board of directors)			**218,000.00**		**N/A**
Board of Directors (Vice-chairman of the board of directors)	120,000.00	N/A	120,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	
3. Mr. VIRACH APHIMETEETAMRONG (Director, Independent director)			**833,000.00**		**N/A**

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
Board of Directors (Director)	120,000.00	N/A	120,000.00	No	
Audit Committee (Chairman of the audit committee)	600,000.00	N/A	600,000.00	No	
Corporate Governance Sub-Committee (The chairman of the subcommittee)	57,000.00	N/A	57,000.00	No	
Nominating and Remuneration Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	
4. Mr. SUVIJ SUVARUCHIPORN (Director)			**196,000.00**		**N/A**
Board of Directors (Director)	120,000.00	N/A	120,000.00	No	
Nominating and Remuneration Sub-Committee (The chairman of the subcommittee)	76,000.00	N/A	76,000.00	No	
5. Mr. TAVIT CHARUVAJANA (Director)			**192,000.00**		**N/A**

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
Board of Directors (Director)	0.00	N/A	0.00	No	
Executive Committee (The chairman of the executive committee)	192,000.00	N/A	192,000.00	No	
6. Mr. WANARAK ECKACHAI (Director)			**218,000.00**		**N/A**
Board of Directors (Director)	120,000.00	N/A	120,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	
7. Mr. NARONG CHARUVAJANA (Director)			**176,000.00**		**N/A**
Board of Directors (Director)	120,000.00	N/A	120,000.00	No	
Nominating and Remuneration Sub-Committee (Vice-chairman of the subcommittee)	56,000.00	N/A	56,000.00	No	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
8. Mrs. PHORNSIRI THIVAVARNVONGS (Director, Independent director)			**676,000.00**		**N/A**
Board of Directors (Director)	120,000.00	N/A	120,000.00	No	
Audit Committee (Member of the audit committee)	480,000.00	N/A	480,000.00	No	
Risk Management Sub-Committee (The chairman of the subcommittee)	76,000.00	N/A	76,000.00	No	
9. Mr. PRAYOOTD TANSRISUWARN (Director, Independent director)			**600,000.00**		**N/A**
Board of Directors (Director)	120,000.00	N/A	120,000.00	No	
Audit Committee (Member of the audit committee)	480,000.00	N/A	480,000.00	No	
10. Mr. Aroon Tor-ek-bundit (Member of the executive committee)			**290,000.00**		**N/A**
Executive Committee (Member of the executive committee)	192,000.00	N/A	192,000.00	No	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
Corporate Governance Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	
11. Mr. Veeraphan Durongsang (Member of the executive committee)			**262,000.00**		**N/A**
Executive Committee (Member of the executive committee)	192,000.00	N/A	192,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	28,000.00	N/A	28,000.00	No	
12. Mr. Suradet Lertthammajak (Member of the executive committee)			**290,000.00**		**N/A**

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
Executive Committee (Member of the executive committee)	192,000.00	N/A	192,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	
13. Mr. Thongchai Lumveerakul (Member of the executive committee)			**230,000.00**		**N/A**
Executive Committee (Member of the executive committee)	160,000.00	N/A	160,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	28,000.00	N/A	28,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
14. Ms. Nittaya Thanaviriyakul (Member of the executive committee)			**290,000.00**		**N/A**
Executive Committee (Member of the executive committee)	192,000.00	N/A	192,000.00	No	
Risk Management Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	
15. Ms. Sumateta Jitsiripol (Member of the executive committee)			**290,000.00**		**N/A**
Executive Committee (Member of the executive committee)	192,000.00	N/A	192,000.00	No	
Corporate Governance Sub-Committee (Member of the subcommittee)	42,000.00	N/A	42,000.00	No	

Names of directors / Board of directors	Company				Total monetary remuneration from subsidiaries (Baht)
	Meeting allowance	Other monetary remuneration	Total (Baht)	Non-monetary remuneration	
Risk Management Sub-Committee (Member of the subcommittee)	56,000.00	N/A	56,000.00	No	

Summary of the remuneration of each committee over the past year

Names of board members	Meeting allowance	Other monetary remuneration	Total (Baht)
1. Board of Directors	936,000.00	0.00	936,000.00
2. Audit Committee	1,560,000.00	0.00	1,560,000.00
3. Executive Committee	1,312,000.00	0.00	1,312,000.00
4. Corporate Governance Sub-Committee	393,000.00	0.00	393,000.00
5. Risk Management Sub-Committee	468,000.00	0.00	468,000.00
6. Nominating and Remuneration Sub-Committee	188,000.00	0.00	188,000.00

Summary of the remuneration of the board of directors

	2023	2024	2025
Meeting allowance (Baht)	2,559,000.00	4,719,000.00	4,857,000.00
Other monetary remuneration (Baht)	0.00	0.00	0.00
Total (Baht)	2,559,000.00	4,719,000.00	4,857,000.00

Remunerations or benefits pending payment to the board of directors

Remunerations or benefits pending payment to the board of directors over the past year : 0.00

(Baht)

Information on corporate governance of subsidiaries and associated companies

Corporate governance of subsidiaries and associated companies

Mechanism for overseeing subsidiaries and associated companies

Does the Company have subsidiaries and associated companies	:	Yes
Mechanism for overseeing subsidiaries and associated companies	:	Yes
Mechanism for overseeing management and taking responsibility for operations in subsidiaries and associated companies approved by the board of directors	:	The appointment of representatives as directors, executives, or controlling persons in proportion to shareholding, The determination of the scope of duties and responsibilities of directors and executives as company representatives in establishing important policies, Disclosure of financial condition and operating results, Transactions between the company and related parties, Other significant transactions, Acquisition or disposal of assets, Internal control system of the subsidiary operating the core business is appropriate and sufficient in the subsidiary operating the core business

The Company places importance on investing in and operating businesses through subsidiaries and associates to ensure that their management aligns with good corporate governance principles, transparency, and auditability. Therefore, the company has established governance mechanisms to control and oversee subsidiaries and associates. The company has set criteria for governing subsidiaries and associates, as well as measures for monitoring their management, to safeguard the company's investment interests. The Board of Directors has thus announced a policy for governing the operations of subsidiaries and associates. This policy has been vetted by the Corporate Governance Sub -Committee and approved by the Board of Directors. To ensure that the management of subsidiaries and associates functions as a unified entity with the Company, the Company has prepared a questionnaire on compliance with the operational governance policy of subsidiaries and associates and submitted it to subsidiaries and associates for self-assessment to determine whether they comply with the policy. They are also required to attach reference documents as specified by the Company and state reasons for any non-compliance, to further develop overall good corporate governance. The Company annually sends this questionnaire to subsidiaries and associates for self-assessment. This policy outlines guidelines for governing the management of subsidiaries and associates in 4 areas, as follows:

1) <u>Nomination of Persons as Directors in Subsidiaries and Associates</u>
The Company will appoint individuals approved by the company's board of directors meeting to serve as directors of subsidiaries, at least in proportion to the company's shareholding in such subsidiaries and associates. The nominated directors must possess appropriate qualifications and experience in managing the business of subsidiaries and associates, and must not have characteristics indicating a lack of trustworthiness as per the announcement of the Securities and Exchange Commission regarding the determination of untrustworthy characteristics of directors and executives of companies.

2) <u>Scope of Duties and Responsibilities of Directors of Subsidiaries and Associates</u>

Directors must comply with the articles of association of subsidiaries and associates, as well as applicable laws, and perform their duties in accordance with the operational governance policy of subsidiaries and associates or other policies specified by the company, as follows:

(1) To ensure appropriate and effective internal control systems, risk management systems, and anti-corruption systems, and sufficient controls to ensure that the operations of subsidiaries and associates comply with the governance policy for operations of subsidiaries and associates, as well as other related policies specified by the company.

(2) To ensure communication regarding compliance with the operational governance policy of subsidiaries and associates. Directors and executives of subsidiaries and associates must oversee communication to raise awareness and understanding regarding compliance with the operational governance policy of subsidiaries and associates, as well as other related policies specified by the company, to all employees of subsidiaries and associates, ensuring they are informed and can correctly implement them, and also establish channels for receiving complaints in case of observations. actions that violate or breach policy compliance, complaint handling procedures, disciplinary measures for offenders, and protection measures for complainants or those cooperating in investigations.

(3) To ensure sufficient disclosure of information regarding transactions that may significantly affect the financial position and operating results of subsidiaries and associates, and to provide channels for the company's directors and executives to access such information of subsidiaries and associates for effective monitoring of their operating results, financial position, related party transactions, acquisition or disposal of assets, as well as any other transactions that may significantly affect the financial position and other operating results of subsidiaries and associates.

(4) To oversee adequate and appropriate internal controls, by ensuring that The company's internal audit department has direct access to information to ensure that subsidiaries and associates comply with correctly.

3) Related Party Transactions

Directors, executives, or related persons of subsidiaries and associates may conduct transactions with the company only if such transactions are approved by the company's board of directors or shareholders' meeting, depending on the transaction size calculated according to the criteria specified in the related party transaction notification, unless it is a commercial agreement of the same nature that a reasonable person would enter into with a general counterparty under the same circumstances, with commercial bargaining power free from the influence of their status as a director, executive, or related person, as the case may be, or it is a commercial agreement approved by the company's board of directors, or it is in accordance with principles already approved by the company's board of directors.

4) Disclosure of Information by Directors and Executives of Subsidiaries and Associates

Directors and executives of subsidiaries and associates must disclose and submit information regarding their interests and related parties to the board of directors of the subsidiary and associate, or to persons designated by the board of directors of the subsidiary and associate, within the timeframe specified by the subsidiary and associate. The board of directors of the subsidiary is responsible for informing the company of such information within the timeframe specified by the company, to be used as supporting data for any decision-making or approval, with the primary consideration being the benefit of the subsidiary.

Directors and Executives of Subsidiaries and Associates including related persons of such directors and executives, must avoid engaging in transactions that may give rise to a conflict of interest (conflict of interest) with subsidiaries and associates. If any transaction that may give rise to a conflict of interest occurs, such information must be disclosed or submitted to the board of directors of the subsidiary and associate, or persons designated by the board of directors of the subsidiary and associate, within the timeframe specified by the subsidiary and associate. The board of directors of the subsidiary is responsible for informing the company of such information within the timeframe specified by the company, and must not participate in approving matters in which they have an interest, a conflict of interest, or receive financial benefits other than normal.

Actions that result in directors and executives or their related persons receiving financial benefits other than what is normally due, or that cause damage to subsidiaries and associates, shall be presumed to be actions that materially conflict with the interests of subsidiaries and associates, including:

(1) Transactions between subsidiaries and associates with directors, executives, or related persons that do not comply with the criteria for related party transactions.

(2) Use of information of the company, subsidiaries, and/or associates that has not yet been disclosed to the public.

(3) Use of assets or business opportunities of the company, subsidiaries, and associates in a manner that violates the general criteria or practices prescribed by the Capital Market Supervisory Board.

5) Disclosure of Information by Subsidiaries and Associates

Subsidiaries and associates are responsible for disclosing information on operating results, financial position, related party transactions, acquisition or disposal of assets, or any other transactions that may significantly affect the financial position and other operating results of subsidiaries and associates, accurately, completely, and using the criteria related to information disclosure and transactions of such nature, in a manner similar to the company's criteria.

Subsidiaries and associates must report their business plans, business expansion, major investment projects, as well as joint ventures with other operators to the company through monthly or quarterly operating performance reports, as necessary and appropriate. The company has the right to request subsidiaries or associates to clarify or submit supporting documents for consideration in such cases. Furthermore, if the company discovers any significant issues that may affect the company, the company may request subsidiaries and associates to clarify and/or submit documents for the company's consideration. Subsidiaries and associates must strictly comply immediately.

2. Financial Control of Subsidiaries and Associates

1) Reporting of Operating Results and Financial Statements

Subsidiaries and associates are responsible for submitting monthly, quarterly, and annual operating results, as well as financial statements approved by executives or directors, along with supporting data for the preparation of such financial statements, to the company and allowing the company to use such data for the preparation of consolidated financial statements or the company's quarterly or annual performance reports, as the case may be.

2) Preparation of Performance Projections

Subsidiaries and associates are responsible for preparing performance projections and quarterly summaries comparing actual operating results against the operational plan, as well as monitoring performance to ensure it aligns with the plan for reporting to the company.

3) Reporting of Financial Issues

Subsidiaries and associates are responsible for reporting significant financial issues to the company when discovered or requested by the company, to enable inspection and reporting of internal information management in accordance with good corporate governance practices.

3. Internal Information Retention and Usage of Subsidiaries and Associates

Subsidiaries and associates must recognize the importance of retaining and using internal information of subsidiaries, associates, and the company, under the following guidelines:

1) Keep internal information confidential

Directors, executives, and employees of subsidiaries and associates are obliged to keep internal information confidential. In cases where confidential information needs to be disclosed to the public, approval must first be obtained from the managing director of the subsidiary and associate. The company's investor relations department is responsible for disseminating such information. If the information concerns external parties, consent must be obtained from the external parties or stakeholders. Furthermore, personnel of subsidiaries and associates must not answer questions or express opinions to others unless they have a duty or are assigned to answer those questions.

2) Use of Inside Information

Directors, executives, employees, laborers, or assigned persons of subsidiaries and associates, including their spouses and minor children, are prohibited from using inside information of the company, subsidiaries, and associates, whether obtained through their duties or otherwise, which is information that has or may have a material impact on the company, subsidiaries, and/or associates, for their own benefit or the benefit of others, whether directly or indirectly, and regardless of whether remuneration is received.

Directors, executives, managers, persons responsible for operations, auditors, and employees who have access to the company's inside information that is material to the price change of securities and has not yet been disclosed to the public are prohibited from trading securities, or soliciting others to buy or sell, or offering to buy or sell shares or securities of the company, whether on their own behalf or through a broker. They are also prohibited from disclosing such material facts that are not yet public to enable others to engage in such actions, regardless of whether such actions are for their own benefit or the benefit of others. The company will consider the misuse of inside information for the purpose of trading the company's securities as mentioned above to be speculative trading or creating an advantage for any group, which constitutes an offense under securities and exchange laws.

4. Exercise of Rights at Shareholders' Meetings of Subsidiaries and Associates

The Company, as a shareholder in the business of subsidiaries and associates, has the right to attend shareholders' meetings of subsidiaries and associates as stipulated by their articles of association and by law. The company will proceed as follows:

1) Sending Representatives to Meetings

The company will send representatives to attend shareholders' meetings of subsidiaries and associates whenever such meetings are held.

2) Exercise of Voting Rights

The Company will assign representatives attending shareholders' meetings of subsidiaries and associates to exercise voting rights on agendas for approving annual general meeting minutes and/or extraordinary shareholders' meeting minutes, approving annual financial statements, electing directors and determining their remuneration, appointing auditors and determining audit fees, allocating profits, and considering other matters not predetermined on the meeting agenda, in order to comply with good corporate governance guidelines (Good Corporate Governance) and maintain the utmost benefit of the company, subsidiaries and associates, and other shareholders as a whole.

Information on the monitoring of compliance with corporate governance policy and guidelines

The monitoring of compliance with corporate governance policy and guidelines

Prevention of conflicts of interest

Operations for conflict of interest prevention over the past year

Has the company operated in preventing conflicts of interest over the past year	:	Yes

The Company is committed to conducting business with integrity and fairness, under the principles of good corporate governance and the announcements of the Stock Exchange of Thailand. Therefore, to avoid situations that may lead to conflicts of interest between personnel and the Company, the Company has established a policy for preventing conflicts of interest. This policy aims to set guidelines to prevent directors and executives of the Company and its subsidiaries from engaging in any actions that may create a conflict of interest with the Company or its subsidiaries, or from using material inside information of the Company that has not been disclosed to the public for personal benefit or the benefit of others. It also requires directors and executives of the Company to inform the Company of their relationships or interests that may give rise to a conflict of interest with the Company. The Company has established the following guidelines for preventing conflicts of interest:

1. Directors and executives of the Company and its subsidiaries must inform the Company of their relationships or interests in inter-company transactions or connected transactions that may give rise to a conflict of interest with the Company. They must also refrain from participating in the consideration and approval of such connected transactions.

2. The Company and its subsidiaries shall avoid entering into connected transactions with directors, executives, or related persons that may give rise to a conflict of interest with the Company, unless the Company is required to enter into such a transaction, in which case it must be presented to the Audit Committee before being submitted for approval to the Board of Directors and/or the Shareholders' Meeting, which must consider it on a case-by-case basis as prescribed by law.

3. All directors, executives, and employees of the Company and its subsidiaries must comply with the Company's regulations, business ethics, policies, and various rules related to preventing conflicts of interest for the Company, to ensure the Company earns the trust of all stakeholders.

4. All directors, executives, and employees of the Company and its subsidiaries shall avoid any actions that seek personal gain or may create a conflict of interest with the Company or its subsidiaries, including using inside information of the Company or its subsidiaries for personal benefit or for the benefit of those related to them, regardless of whether the Company or its subsidiaries suffer damage.

5. Directors, executives, and relevant departments must oversee that the Company discloses information on connected transactions or transactions that may have a conflict of interest, in accordance with the criteria prescribed by the Securities and Exchange Commission, the Capital Market Supervisory Board, and the Stock Exchange of Thailand. This disclosure shall be made in the annual registration statement, annual report, or any other report as the case may be. Furthermore, information on connected transactions must be disclosed to the Stock Exchange of Thailand in accordance with its criteria, as well as transactions related to the Company in accordance with accounting standards.

Number of cases or issues related to conflict of interest

	2023	2024	2025
Total number of cases or issues related to conflict of interest (cases)	0	0	0

Prevention of the use of inside information to seek benefits

Operations for prevention of the use of inside information to seek benefits over the past year

Has the company operated in preventing the use of inside information to seek benefits over the past year : Yes

The Company places importance on the use of inside information and has stipulated its use in writing within the Internal Control Manual, which has been reviewed and approved by the Board of Directors, to ensure a clear understanding of correct practices. The company has established guidelines to prevent the use of inside information for personal gain, as follows:

1. Directors and related persons are prohibited from using the Companys material non-public information, which has not yet been disclosed to the public, for their own benefit or for the benefit of others, including trading in the Companys securities. Directors who are in possession of inside information of the Company are prohibited from trading the Companys securities during the period of one (1) month prior to the public disclosure of the Companys financial statements and for a period of twenty-four (24) hours after such disclosure. The relevant department shall notify the directors and executives of the blackout period during which trading in the Companys securities is prohibited.

2. Directors and related parties of the Company or its subsidiaries are prohibited from using confidential customer information for their own benefit, unless such information is required to be disclosed by law.

3. Directors, executives, and related parties must ensure that the Company and its subsidiaries use and safeguard important information with prudence and care. Any disclosure of information must be authorized by the executive of the relevant unit. In cases where external parties are involved in specific tasks concerning information that has not yet been disclosed to the public and is under negotiation, which falls under the category of insider information that may affect the company's securities prices, such individuals must enter into a Confidentiality Agreement until the information is disclosed to the Stock Exchange and the Securities and Exchange Commission.

4. Directors, executive officers, and auditors of the company must prepare and report changes in their securities holdings, as well as those of their spouses or cohabiting partners, and minor children, to the Company Secretary. Such reports must be prepared and submitted within 30 business days after assuming their positions. Furthermore, directors and senior executives must notify the Board of Directors or its assigned representative of every purchase or sale of the company's securities at least 1 day in advance of the transaction, for reporting to the Securities and Exchange Commission when securities are bought or sold within 3 business days, and must strictly comply with the Securities and Exchange Act B.E. 2559 (2016).

Number of cases or issues related to the use of inside information to seek benefits

	2023	2024	2025
Total number of cases or issues related to the use of inside information to seek benefits (cases)	0	0	0

Anti-corruption action

Operations in anti-corruption in the past year

Has the company operated in anti-corruption over the past year	:	Yes
Form of operations in anti-corruption	:	Review of appropriateness in anti-corruption, The participation in anti-corruption projects, Assessment and identification of corruption risk, Communication and training for employees on anti-corruption policy and guidelines, The monitoring of the evaluation of compliance with the anti-corruption policy, Review of the completeness and adequacy of the process by the Audit Committee or auditor

The Corporate Governance Sub-Committee is responsible for overseeing, supervising, and monitoring the Company's good corporate governance and anti-corruption efforts. The Company places importance on combating all forms of corruption to ensure its operations adhere to good corporate governance principles. The Board of Directors approved the anti-corruption policy, which was endorsed by the Corporate Governance Sub-Committee on February 24, 2015. The policy's suitability is reviewed annually to establish clear operational guidelines and instill it as an organizational culture. Furthermore, the anti-corruption policy is communicated to executives and employees at all levels, as well as business partners, customers, and stakeholders in all sectors.

The Company has continuously implemented its anti-corruption policy, leading to its certification as a member of the Collective Action Coalition Against Corruption (CAC) by the Thai private sector since April 22, 2016. The Company has consistently passed assessments for certification renewal, with the latest renewal being its second. Employees at all levels of the Company participate in monitoring and preventing corrupt practices and reject all forms of corruption, both direct and indirect. Furthermore, guidelines for reporting or complaining about corrupt acts are stipulated in the Whistleblowing and Complaint Policy, which provides channels for individuals who witness acts that constitute conflicts of interest, illegal acts, breaches of good corporate governance principles or business ethics, involvement in corruption, or human rights violations. Such individuals can report or complain to their direct supervisor, the Internal Audit Manager, an independent director, or the Audit Committee. Whistleblowers may choose not to disclose their name, address, or contact telephone number, and the recipient of the complaint must keep related information confidential, disclosing only what is necessary, while considering the safety and potential harm to Complainant.

The Company has established policies and guidelines regarding anti-corruption, including preventive measures, in its "Anti-Corruption Policy," which is also disclosed on the Company's website. This serves as a practical guideline for directors, executives, and employees to adhere to as part of the organizational culture, comprising a total of 7 sections, namely:

Section 1: Definitions Related to the Anti-Corruption Policy.

Section 2: Duties and Responsibilities of the Board of Directors, Audit Committee, Executive Committee, Chief Executive Officer and Executives, and Internal Audit Manager.

Section 3: Guidelines for Directors, Executives, and Employees at All Levels.

Section 4: Provisions and Prohibitions regarding Personnel Recruitment or Selection, Promotion, Giving or Receiving Gifts, Entertainment or Hospitality, Sponsorship or Charitable Donations, Business Relationships, and Procurement with the Public Sector.

Section 5: Whistleblowing or Complaints, covering channels for reporting, the process for considering received tips or complaints regarding corruption, measures for protecting whistleblowers, complainants, or those cooperating in investigations, and false whistleblowing or complaints.

Section 6: Penalties for Non-Compliance with the Anti-Corruption Policy.
Section 7: Regular Policy Review to ensure the policy's consistency and compliance with legal requirements and regulations.

The Company has clearly defined corruption in the aforementioned policy, including all involved individuals, namely directors, executives, and employees at all levels of the Company, who must collectively combat corruption to prevent the Company's business operations from being involved in any corrupt practices. The Company has an internal audit system under internal control principles consistent with corruption risks, along with prescribed penalties, and monitors and ensures compliance with the anti-corruption policy. The policy is reviewed at least annually to ensure its alignment with legal regulations.

Regarding corruption risk assessment, the Company has assigned the Risk Management Sub-Committee the responsibility of assessing potential corruption risks within the organization. Corruption risks are assessed separately from other risks, specifically using self-assessment principles and methods, with clearly defined guidelines. The completeness and sufficiency of all processes are monitored and reviewed. Risks are regularly and continuously reviewed at both the organizational and departmental levels. Furthermore, progress is tracked, and control measures are established for various changing risks or risk factors that have an impact, to be presented to the Board of Directors for acknowledgment and further corrective action.

In 2025, the Company continues to raise awareness and understanding among directors, executives, and employees regarding the implementation of the anti-corruption policy, by undertaking the following actions:
1. The Company has expanded the scope of its anti-corruption efforts by encouraging business partners and customers to join the Collective Action Coalition Against Corruption (CAC) of the Thai private sector. Concurrently, it disseminates the concept of anti-corruption alongside good corporate governance to business partners and customers for their awareness and compliance, through the creation of a Business Partner Code of Conduct, which comprises 5 principles:
(1) Good Corporate Governance
(2) Social
(3) Environmental
(4) Breach of Code of Conduct
(5) Channels for Inquiries or Whistleblowing/Complaints
(6) Partner Acknowledgment

2. The Company organized campaigns and public relations activities for Anti-Corruption Day through both internal and external events on September 5, 2025. To communicate anti-corruption policies and guidelines and raise awareness among employees at all levels. Through activities that emphasize participation, learning, and fostering a transparent organizational culture, coupled with communicating whistleblowing or complaint procedures, to enable everyone to be part of driving the organization towards sustainable good governance standards.

Furthermore, communication and promotion of compliance with the anti-corruption policy, which is part of the Company's business ethics, policies, and related regulations, have been conducted through e-learning training. This includes providing tests for directors, executives, and employees at all levels within the organization to assess their knowledge and understanding, enabling them to correctly apply the anti-corruption policy.

Number of cases or issues related to corruption

	2023	2024	2025
Total number of cases or issues related to corruption (cases)	0	0	0

Whistleblowing

Operations related to whistleblowing over the past year

Has the company implemented whistleblowing procedures over the past year : Yes

The Company provides opportunities for both internal and external stakeholders to report information or submit complaints to the company, aiming to encourage company personnel to conduct business correctly, transparently, fairly, and accountably, and to enable stakeholders to effectively participate in overseeing the company's interests.

Channels for Reporting Information or Complaints

If anyone observes actions suspected of corruption, actions constituting conflicts of interest, illegal acts, violations of good corporate governance principles, non-compliance with the company's code of conduct, disrespect for human rights, incorrect financial reporting, or a deficient internal control system, you may inquire or report to the responsible parties as follows:

1. Direct Supervisor
2. Internal Audit Manager
3. Independent Director
4. Audit Committee

Furthermore, the Company has designated its Compliance unit, operating under the Company Secretary Department, to serve as the unit for receiving complaints regarding any behavior or incidents that may violate the company's rules and policies, or any suspicious conduct that contradicts the principles established by the Company as mentioned above. You can report information or complaints directly as follows:

a) Mail: Company Secretary
Metro Systems Corporation Public Company Limited
No. 400 Chalermprakiat Rama IX Road, Nongbon Sub-district
Prawet District, Bangkok 10250
b) Phone: 020894124
c) E-mail: corporatesecretary@metrosystems.co.th
d) Company Website: https://ir.metrosystems.co.th/complaint-channel-th/

Process for Handling Received Information or Complaints

1. Gather Facts

The complaint receiver will proceed to gather facts related to corruption, actions constituting conflicts of interest, illegal acts, violations of good corporate governance principles, non-compliance with the company's code of conduct, disrespect for human rights, financial reporting.

2. Process and Filter Information

The complaint receiver will evaluate and filter the information to determine the appropriate steps and management methods for each case. This may be carried out personally or assigned to an investigation committee to process and filter the information. The investigation committee will be appointed by the Chief Executive Officer, the Executive Committee, or the Board of Directors, depending on the situation and appropriateness.

3. Factual Investigation

If the complaint handler investigates the facts and finds the accused party genuinely at fault, Company employees will face disciplinary action according to Company regulations. However, if an external party is involved, the Company will pursue legal action against that individual based on the damages incurred by the Company.

4. Report Results

The complaint receiver is responsible for reporting the results to the employee if the employee is the informant. or the complainant discloses their identity. In cases involving significant issues that could cause damage to the company, the results shall be reported to the Company's top management, the Audit Committee, or the Board of Directors, along with identifying preventive and corrective measures to avoid recurrence.

5. Consideration Period

The process of gathering facts, processing and filtering information, and conducting factual investigations will take approximately 30 60 days, depending on the complexity and intricacy of finding facts on a case-by-case basis. If the complainant discloses their identity, they will be informed within 7 business days from the date the factual investigation results are concluded.

Measures for Protecting Complainants or Those Cooperating in Investigations

Complainants or those cooperating in the investigation will receive protection according to the following criteria:

1. Complainants or those cooperating in the factual investigation may choose not to disclose their identity if they believe such disclosure would lead to insecurity or damage. However, if they do disclose their identity, it may enable the Company to report progress, clarify facts, or mitigate damages more conveniently and quickly.

2. The Company will not disclose the first name, last name, photograph, or any other information that could identify the informant or those cooperating in the factual investigation, and will proceed to investigate the veracity of the information.

3. The complaint receiver must keep relevant information confidential and will disclose it only as necessary, taking into account the safety and potential harm to the complainant or those cooperating in the factual investigation, the source of information, or related individuals.

4. In cases where the informant, complainant, or person cooperating in the factual investigation believes they may be unsafe or suffer harm, they may request the Company to implement appropriate protective measures, subject to consideration by the Chief Executive Officer. Alternatively, the Company may implement protective measures without a request if it perceives a likelihood of harm or insecurity.

5. Those who have suffered damage will receive appropriate and fair relief through a process considered by the investigation committee.

6. Complainants or those cooperating in the investigation or reporting violations of business ethics or corruption will be protected by the Company, ensuring that such actions will not be used as a reason or cause for demotion, termination, punishment, negative consequences, or any detrimental action against them.

False Reporting or Complaints

If the Company finds that any reported information or complaint is proven to be made with dishonest intent, is false, and deliberately causes damage, company employees involved will face disciplinary action according to Company regulations. However, if an external party commits such an act causing damage to the Company, the Company will consider legal action against that individual.

Penalties

Directors, executives, or employees at all levels who violate this policy will be subject to disciplinary action according to company regulations and may also be liable under laws, rules, or other regulations related.

Number of cases or issues related to whistleblowing

	2023	2024	2025
Total number of cases or issues received through whistleblowing channels (cases)	0	0	0

The monitoring of compliance with other corporate governance policy and guidelines

Human Rights Operations

The Company recognizes the importance of respecting fundamental human rights in accordance with universal human rights principles and the United Nations Guiding Principles on Business and Human Rights. Treating employees and organizational stakeholders with respect for human dignity, inherent fundamental rights and freedoms, and equality, without discrimination based on race, religion, gender, skin color, language, ethnicity, or any other status. Therefore, to avoid actions or events that could lead to human rights violations, the Company has therefore established policies and human rights practices, and communicates them to all directors, executives, and employees within the organization for strict adherence.

Furthermore, the scope of the Company's human rights operational responsibilities has been expanded in accordance with the Guiding Principles on Business and Human Rights (United Nations Guiding Principles on Business and Human Rights: UNGPs) This is achieved by establishing a comprehensive human rights due diligence process through human rights risk and impact assessments, which helps the company identify potential human rights impacts on relevant stakeholders throughout its value chain and implement mechanisms to prevent, mitigate, and effectively remedy human rights violations. Details are provided in the company's comprehensive human rights due diligence manual.

guidelines to prevent human rights violations in all company operations.

1. The Company respects and recognizes the adherence to human rights principles based on human dignity for all stakeholders, upholding the principles of equality and non-discrimination against any individual, and refraining from violating the rights of others, both physically and verbally.

2. The Company has strictly stipulated the employment of labor in accordance with legal requirements, prohibiting the employment of illegal labor, unauthorized labor, or child labor below the legal age, and refraining from engaging in or supporting any form of forced labor.

3. The Company has stipulated that normal working hours, overtime work, work on holidays, overtime work on holidays, and employees' rights to various types of leave must comply with legal requirements.

4. The Company has stipulated that the payment of wages, overtime pay, holiday work pay, holiday overtime pay, compensation, and other benefits must be fair and not less than the legal requirements.

5. The Company respects employees' rights to assemble, associate, or form labor unions as stipulated by law, to provide opportunities for employees to express opinions or suggestions on issues related to employment, welfare, and human rights, thereby fostering effective collaborative problem-solving.

6. The Company has established management practices for the protection of personal data of stakeholders, refraining from violating personal data or seeking undue benefits from such data. The collection, disclosure, or use of others' data must obtain consent from the data owner, unless it is an action performed in accordance with legal duties, regulations, or company rules.

7. The Company has implemented occupational health and safety operations for employees, including the working environment and assistance plans, to ensure organizational safety in accordance with established standards and procedures.

8. The Company exercises due diligence in its operations to prevent the risk of human rights violations in its business activities and to prevent harassment, violence, or any acts constituting human trafficking. This includes monitoring human rights respect and not neglecting or ignoring any observed acts that constitute human rights abuses. Such incidents must be reported to supervisors or responsible persons in accordance with the company's whistleblowing or complaint procedures.

9. The Company has established a process for monitoring and overseeing its business operations, including employee performance, through whistleblowing or complaint channels, to prevent involvement in human rights violations. The results of this monitoring are reported to the Board of Directors. Furthermore, the Company has a comprehensive human rights due diligence process and remedial measures for affected parties to mitigate the impact of human rights violations.

In the year 2025 There have been no complaints or notifications regarding human rights issues. Should such violations occur, the Company has established remedial guidelines in accordance with its employment regulations to mitigate the impact of human rights violations and to protect employees who express opinions, report information, or submit complaints directly to management through the complaint channel on the company's website.

Information on report on the results of duty performance of the audit committee in the past year

Meeting attendance of audit committee

Meeting attendance of audit committee (times) : 5

List of Directors	Meeting attendance of audit committee			Average meeting attendance
	Meeting attendance (times)	/	Meeting attendance rights (times)	

List of Directors	Meeting attendance of audit committee			Average meeting attendance
	Meeting attendance (times)	/	Meeting attendance rights (times)	
1 Mr. VIRACH APHIMETEETAMRONG (Chairman of the audit committee)	5	/	5	5/5 (100.00%)
2 Mrs. PHORNSIRI THIVAVARNVONGS (Member of the audit committee)	5	/	5	5/5 (100.00%)
3 Mr. PRAYOOTD TANSRISUWARN (Member of the audit committee)	5	/	5	5/5 (100.00%)
Average meeting attendance rate				**(100.00%)**

The results of duty performance of the audit committee

The Audit Committee of Metro Systems Corporation Public Company Limited was appointed by the Board of Directors and consists of 3 independent directors who are highly qualified and experienced in accounting, finance, information technology, and organizational management. During the year 2025, the Audit Committee held 5 meetings with internal auditors, 4 meetings with certified public accountants (the first of which was attended without management present), and 1 meeting with non-executive directors, for the purpose of overseeing important functions and receiving information. The significant findings are summarized as follows:

- Reviewed to ensure that the company's quarterly financial statements, annual financial statements for 2025, and consolidated financial statements are accurate and reliable, and that important information is adequately disclosed for the benefit of investors or financial statement users.

- Reviewed and considered related party transactions that may involve conflicts of interest, ensuring compliance with the laws and regulations of the Stock Exchange of Thailand, and disclosing them to the Stock Exchange of Thailand accurately and within the specified timeframe.

- Oversee internal controls and the operations of internal auditors by assessing the adequacy and suitability of the company's internal control system for its business operations. Consider audit plans that cover operational and information technology issues, with follow-ups on recommendations and improvements to ensure that operations have appropriate internal control systems. The results of the internal audit in 2025 found no material issues.

- Reviewed good corporate governance processes, compliance with relevant laws and regulations, business ethics, company policies and procedures, as well as reviewed the results of fraud investigations and the alert system for whistleblowing channels or complaints on the website. No fraud issues were found during the year 2025.

- Reviewed risk management, with the Risk Management Subcommittee responsible, in conjunction with management, for managing risks affecting the company's performance to ensure readiness for unexpected situations.

- Considered the selection and appointment of certified public accountants. Deloitte Touche Tohmatsu Jaiyos Audit Co., Ltd. proposed to the Board of Directors for consideration, and the Board resolved to approve the proposal to the Shareholders' Meeting for approval to appoint Ms. Wilasinee Kritsanamara, Certified Public Accountant Registration No. 7098, and/or Mr. Kiattiniyom Kuntisuk, Certified Public Accountant Registration No. 4800, and/or Ms. Sopaphan Sapthipratana, Certified Public Accountant Registration No. 6523, and/or Ms. Chantira Chantarachaiyachot, Certified Public Accountant Registration No. 6326, as the company's auditors for the year 2025.

Information on summary of the results of duty performance of subcommittees

Meeting attendance and the results of duty performance of subcommittees

Meeting attendance of Executive Committee

Meeting Executive Committee (times) : 13

List of Directors	Meeting attendance of Executive Committee			Average meeting attendance
	Meeting attendance (times)	/	Meeting attendance rights (times)	
1 Mr. TAVIT CHARUVAJANA (The chairman of the executive committee)	13	/	13	13/13 (100.00%)
2 Mr. Aroon Tor-ek-bundit (Member of the executive committee)	13	/	13	13/13 (100.00%)
3 Mr. Veeraphan Durongsang (Member of the executive committee)	13	/	13	13/13 (100.00%)
4 Mr. Suradet Lertthammajak (Member of the executive committee)	13	/	13	13/13 (100.00%)
5 Mr. Thongchai Lumveerakul (Member of the executive committee)	11	/	13	11/13 (84.62%)
6 Ms. Nittaya Thanaviriyakul (Member of the executive committee)	13	/	13	13/13 (100.00%)
7 Ms. Sumateta Jitsiripol (Member of the executive committee)	13	/	13	13/13 (100.00%)

List of Directors	Meeting attendance of Executive Committee			Average meeting attendance
	Meeting attendance (times)	/	Meeting attendance rights (times)	
Average meeting attendance rate				(97.80%)

The results of duty performance of Executive Committee

In 2025, the Executive Committee fully performed its duties in accordance with the scope of authority and responsibilities assigned by the Board of Directors, focusing on driving the organization to achieve sustainable growth targets. The key operational results are summarized as follows:

1. Established and oversaw a flexible organizational structure, including the selection and training processes for qualified personnel. Furthermore, the appointment of management-level personnel in key positions was considered and approved to support business expansion and strengthen efficient functional management.

2. Formulated and recommended policies, business strategies, and annual operational plans in alignment with the company's vision. Operations were closely monitored to ensure adherence to approved targets and budgets. Additionally, necessary expenditure estimates were considered and approved to ensure continuous business operations and responsiveness to economic conditions.

3. Considered and approved the execution of various significant contracts and agreements in areas such as procurement, production, and services, which are within the company's normal course of business operations. The utmost benefit of the organization was prioritized, and all actions adhered to the established transparent approval structure.

4. Considered and approved significant financial transactions in various areas to support business operations with financial flexibility and stability, as well as overseeing the efficient and optimal utilization of financial resources for the benefit of shareholders.

Corporate Sustainability Policy

Information on policy and goals of sustainable management

Sustainability Policy

Sustainability Policy : Yes

Company committed to conducting business with management principles and good corporate governance coupled with sustainability considerations for economic, social, and environmental aspects, prioritizing the expectations of all stakeholders. This involves managing and developing the organization's sustainability in alignment with the United Nations Sustainable Development Goals or SDGs Under the vision " elevate technology solutions towards a sustainable future for all" by driving business with three strategic pillars: environmental, social, and governance aspects. This is to ensure sustainable business operations and enhance the long-term sustainable growth capability of the business. The duties and responsibilities are defined as follows:

1. The Board of Directors is responsible for setting policies, as well as overseeing and supporting the guidelines for driving business towards sustainability.

2. The Corporate Governance Sub-Committee is responsible for considering sustainability goals and strategies, screening operational plans and budgets to support stakeholder activities, proposing good corporate governance practices, overseeing and advising directors and management to comply with good corporate governance principles, and reviewing manuals, codes of conduct, policies, and various regulations related to sustainability to ensure alignment with international standards, as well as relevant laws, criteria, regulations, and bylaws. This also includes monitoring and reporting sustainability issues or trends to the Board of Directors.

3. The Executive Committee is responsible for overseeing, promoting, and supporting sustainable operational guidelines and prioritizing key sustainability issues to establish them as the Company's strategy for sustainability management.

4. The Chief Executive Officer is responsible for overseeing the implementation of sustainable policies and operational guidelines.

5. Executives are responsible for promoting policy compliance and encouraging employees to participate in sustainable development activities.

The Company has established guidelines to ensure its business operations are conducted responsibly, covering all dimensions of sustainable development and aligning with international standards. Therefore, the Company has defined guidelines under its sustainable development policy, categorized into the following three aspects:

Environmental aspect

The Company is committed to reducing environmental impacts that may arise from business operations and promoting the valuable and efficient use of resources to support business growth alongside sustainable environmental responsibility. This involves developing the business towards a low-carbon society by fostering collaboration with stakeholders throughout the supply chain and seeking opportunities for new business investments or sustainability innovations to mitigate the impacts of climate change, efficiently manage resources and energy, and support the use of environmentally friendly products, services, and processes to reduce environmental impacts and promote ecosystems. It also involves complying with relevant environmental laws, standards, and regulations, as well as instilling environmental awareness at all personnel levels and continuously promoting participation in environmental activities.

Social aspect

The Company prioritizes respect for human rights, fairness, and equality in society by implementing comprehensively review human rights respecting human rights and cultural diversity, without discrimination or exclusion based on gender, race, religion, age, or opinion. This includes employing staff as required by law, not employing child labor, and promoting workplace safety, while continuously supporting the development of skills, knowledge, and potential of personnel to enhance the organization's competitiveness. Furthermore, the Company has provided opportunities for students, university students, and teachers from educational institutions in surrounding communities, as well as the general public, to access new technologies through activities and projects organized by the Company.

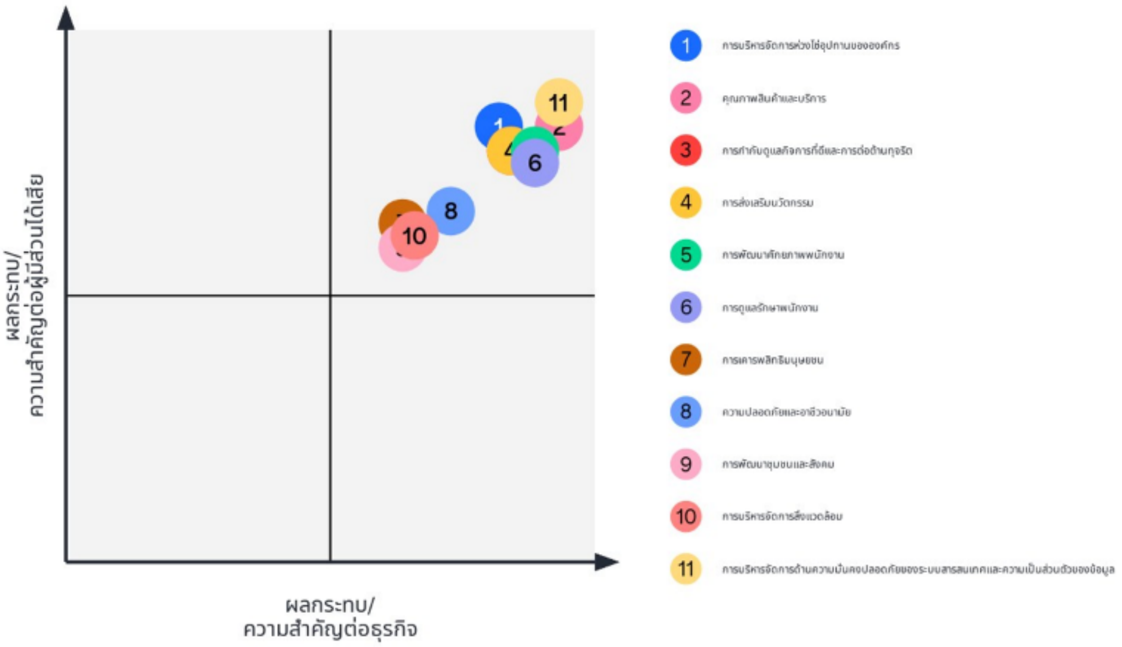
Governance aspect

Company combating all forms of corruption, avoiding any actions that may lead to conflicts of interest, intellectual property infringement, and personal data privacy violations, and emphasizes responsibility towards consumers by selecting quality products and services that meet international standards to enhance a credible corporate image

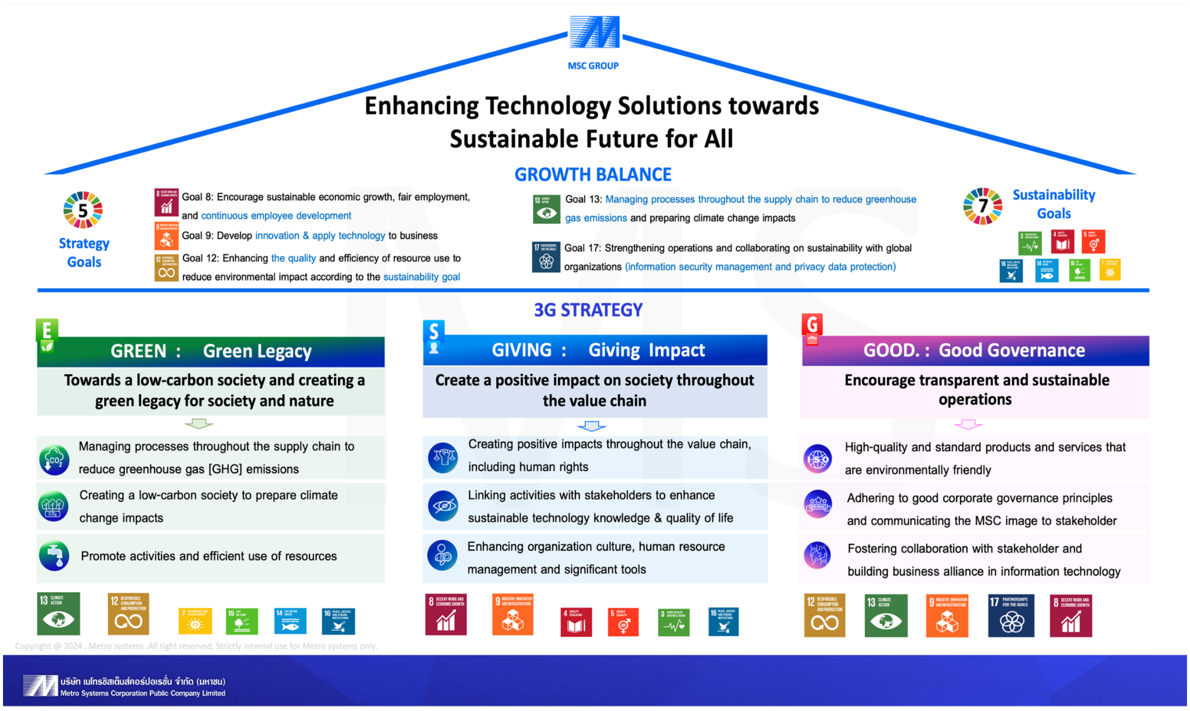
Sustainability management goals

Does the company set sustainability management goals	:	Yes

The Company operates its business under the vision **Pursuit of Excellence to Serve our Clients the Best IT Solutions** which has conducted business in parallel with sustainability, considering economic, social, and environmental aspects. It prioritizes the expectations of all stakeholders and develops organizational sustainability in line with the United Nations Sustainable Development Goals (SDGs) by developing organizational sustainability from Consider prioritizing key sustainability issues for 2025 to integrate the company's top sustainability priorities into its corporate sustainability management strategy.



From all 11 key sustainability issues, the first 5 issues, namely (1) Information System Security Management and Data Privacy, (2) Product and Service Quality, (3) Organizational Supply Chain Management, (4) Employee Potential Development, and (5) Innovation, will be integrated with the United Nations Sustainable Development Goals (SDGs) as follows:



Vision

Enhancing Technology Solutions towards Sustainable Future for All

Sustainability Strategy Divided into 5 main goals and 7 sub-goals as follows:

Main Goals (Strategy Goals)

1. Encouraging sustainable economic growth, fair employment and continuous employee development (SDGs 8)
2. Developing innovation and apply technology to business (SDGs 9)
3. Enhancing the quality and efficiency of resource use to reduce environmental impact according to the sustainability goals (SDGs 12)
4. Managing processes throughout the supply chain to reduce greenhouse gas emission and preparing climate change impacts (SDGs 13)
5. Strengthening operations and collaborating on sustainability with global organization - Information security management and privacy data protection (SDGs 17)

Sub-Goals (Sustainability Goals)

1. Goal for promoting good health and well-being for employees (SDGs 3)
2. Goal for promoting inclusive and equitable quality education (SDGs 4)
3. Goal for gender equality (SDGs 5)
4. Goal for access to affordable, reliable, sustainable, and modern energy (SDGs 7)
5. Goal for conservation and sustainable use of oceans, seas, and marine resources (SDGs 14)
6. Goal for protecting, restoring, and promoting sustainable use of terrestrial ecosystems (SDGs 15)
7. Goal for promoting peaceful and inclusive societies for sustainable development (SDGs 16)

To ensure that the company's operations align with the aforementioned main and sub-goals, the 3G Strategy has been established, consistent with ESG issues, as follows:

G1: Green Legacy - Towards a Low-Carbon Society and Creating a Green Legacy for Society and Nature

The Company seeks investment opportunities Green Business, and also fosters collaboration with stakeholders in supply chain management to reduce greenhouse gas emissions (GHG) and creating a low-carbon society through various projects and activities, raising environmental awareness, communicating proper waste segregation, campaigning for reduced electricity and water consumption to maximize the efficiency of existing resources. Furthermore, the company has implemented projects Green Office, which involves changing refrigerants to reduce greenhouse gas emissions and using food waste disposers to create fertilizer instead of chemical fertilizers and has Increased installation of Solar Cells and EV Chargers for executives, employees, or external visitors to charge their vehicles. These activities help reduce electricity consumption and greenhouse gas emissions. Additionally, the company has implemented projects and activities to align its organizational sustainability development plan with its sustainability strategy and goals, including:

1. Sea you Tomorrow Coral Planting Project: To support the restoration of marine ecosystems and align with Sustainable Development Goal 14 (Life Below Water). This activity was organized in collaboration with the Marine Science Camp, Sattahip District, Chonburi Province.
2. Planet Roots Reforestation: To support Sustainable Development Goal 15 (Life on Land) and promote employee participation in social activities at the Royal Thai Army Nature Education Center, Bang Pu, Samut Prakan Province. This activity included training on plant species and preparation for planting Sea Pothos and Sea Hibiscus trees.
3. The company has received Carbon Footprint for Organization (CFO) certification from the Thailand Greenhouse Gas Management Organization (TGO), which reflects the accuracy and reliability of the organization's greenhouse gas emission management process and serves as a crucial mechanism for enhancing transparency in accordance with environmental governance and disclosure practices.

G2: Giving Impact - Create a Positive Impact on Society throughout the Value Chain

The Company is connecting business activities with stakeholders to develop knowledge and improve quality of life through various company projects.

1. Children's Day Donation: The company delivered learning equipment, sports equipment, bicycles, and other necessary items for students, with a budget of 50,000 Baht, to support education at 3 nearby schools: Surao Trakhe Khop School, Kochapuek Anusorn School, and Khlong Makham Thet School.
2. Old Calendar Donation: The company donated old calendars collected from donation boxes within its premises to the Thailand Association of the Blind.
3. Smart Classroom: The company organized the 2nd Smart Classroom project to increase access to education and improve learning quality for students, as well as to enhance IT knowledge and skills for teachers in schools. This year, the company delivered computers and learning equipment to target schools, totaling 3 schools, namely 1) Wat Wang Daeng Nuea School, Phra Nakhon Si Ayutthaya Province 2) Wat Choeng Tha School, Phra Nakhon Si Ayutthaya Province 3) Ban Khlong Khla School, Songkhla Province
4. Signing MOUs with several universities to exchange knowledge, experience, and accept interns, as well as opening the company's technology center for visits by schools, universities, or students.

G3: Good Governance - Encourage Transparent and Sustainable Operations

The Company emphasizes conducting business with integrity and transparency under the framework of good corporate governance, consistently demonstrating its commitment to anti-corruption. This also includes building a positive image through various product and service certification standards to become a memorable brand for everyone.

1. Privacy Data Protection: Reviewing the organization's personal data processing to comply with the Personal Data Protection Act and updated subordinate laws.
2. Development of Business Ethics and Policies for Subsidiaries: The company has developed new business ethics, anti-corruption policies, and human rights policies for its subsidiaries. This is to provide directors, executives, and employees with guidelines for correct practices in line with good corporate governance principles.
3. Website Information Update: The company has developed its business ethics, policies, and various related regulations in English. This is to ensure that the company's website contains complete information in both Thai and English, benefiting stakeholders who require information in English, and to accommodate the transition of ESG assessment systems from SET ESG Ratings to FTSE Russell's ESG Scores.
4. Anti-Corruption: On September 5, 2025, an anti-corruption activity was organized to communicate anti-corruption policies and practices, as well as regulations regarding giving and receiving gifts to employees. This activity is part of the company's mission as a CAC-certified member, which requires the company to continuously disseminate and promote compliance with anti-corruption policies.

5. Learning Hub Activity: Short video clips were created as learning materials to communicate the company's policies, ethics, regulations, and practices. These were published on the MSC Portal system to provide convenient access and learning for directors, executives, and employees within the company, as well as its subsidiaries. After learning, a quiz was provided to assess comprehension.

United Nations SDGs that align with the organization's sustainability management goals	:	Goal 3 Good Health and Well-being, Goal 4 Quality Education, Goal 5 Gender Equality, Goal 7 Affordable and Clean Energy, Goal 8 Decent Work and Economic Growth, Goal 9 Industry, Innovation and Infrastructure, Goal 12 Responsible Consumption and Production, Goal 13 Climate Action, Goal 14 Life below Water, Goal 15 Life on Land, Goal 16 Peace, Justice and Strong Institutions, Goal 17 Partnerships for the Goals

Information on review of policy and/or goals of sustainable management over the past year

Review of policy and/or goals of sustainable management over the past year

Has the company reviewed the policy and/or goals of sustainable management over the past year	:	Yes
Has the company changed and developed the policy and/or goals of sustainable management over the past year	:	Yes

In the past year 2025, the Good Corporate Governance Subcommittee reviewed its Corporate Social Responsibility (CSR) policy to align with changing global circumstances and future business directions. As a result of this review, the company resolved to elevate its Corporate Social Responsibility policy to a "Sustainability Development Policy" to transition from focusing on philanthropic activities and broad-based responsibility towards truly integrating environmental, social, and governance (ESG) dimensions into its business strategy. The company has established guidelines to support the Sustainability Development Policy across three aspects, as follows:

Environmental

Developing business towards a low-carbon society, focusing on maximizing resource efficiency and reducing climate impact.

Social

Promoting equality within the organization and community development by supporting communities' access to technology through activities and projects organized by the Company.

Governance

Transparent management, anti-corruption, and consideration of human rights in all dimensions.

Information on impacts on stakeholder management in business value chain

Business value chain

The Company recognizes the importance of sustainable value chain management in order to meet the expectations of all stakeholders. Accordingly, the Company has defined two categories of value chain activities as follows;

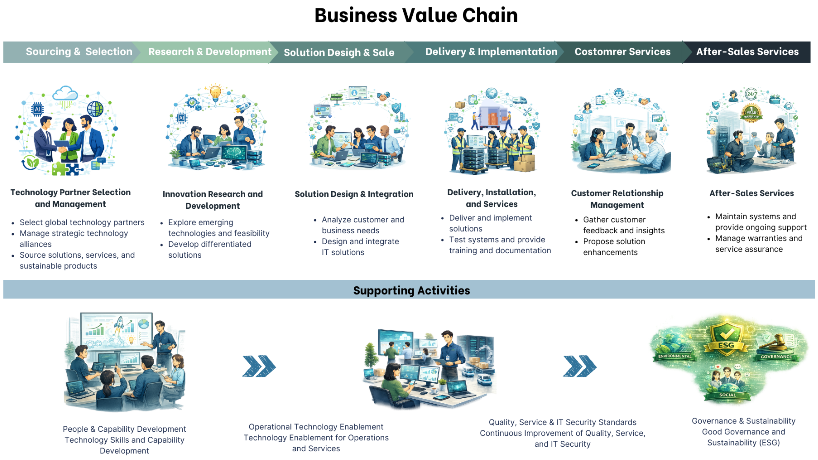
1) Core Value Chain Activities

The Company manages its business value chain across the entire process, from the selection and management of technology partners to research and development aimed at studying emerging technologies, market trends, and technical feasibility. These efforts support the development of innovative and differentiated solutions tailored to customer segments. The process further includes solution design and integration, delivery, installation, and service provision, as well as customer relationship management and after-sales services, to deliver comprehensive and sustainable solutions that address customers business needs.

2) Supporting Activities

The Company focuses on developing its workforce and enhancing organizational technological capabilities, while supporting operations through technology, systems, and service standards. It continuously improves quality, service excellence, and information technology security, alongside governing the business in accordance with the principles of good governance and sustainability.

Business value chain diagram



Analysis of stakeholders in the business value chain

Details of stakeholder analysis in the business value chain

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
Internal stakeholders			
• Employees	- Respect for and protection of human rights, and fair, equitable, and	- Treat employees fairly and equitably without discrimination, and promote career advancement	• Online Communication • Internal Meeting • Complaint Reception • Employee Engagement Survey • Training / Seminar

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	non-discriminatory treatment of all employees - Provision of appropriate compensation and benefits to motivate and retain talented employees - Promotion of employee well-being and quality of life throughout their employment, including long-term security - Encouragement of employees to adhere to the Companys Code of Conduct and corporate values, ensuring responsible business practices - Continuous development	opportunities based on knowledge, capabilities, and merit - Review compensation structures and employee benefits annually to ensure alignment with the Companys short-term and long-term performance - Provide appropriate employee benefits, including medical coverage for employees and their families, as well as other welfare programs to support employee well-being - Implement occupational health and safety measures, including protective equipment and on-site medical facilities for preliminary care - Promote continuous learning and development to enhance employees	

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	of employees knowledge, skills, and capabilities, including support for career development and advancement - Provision of a safe, healthy, and supportive working environment that enhances operational efficiency - Adoption of new technologies and solutions to support employees and improve organizational efficiency - Sustainable business operations to ensure long-term stability and foster employee confidence in	knowledge, skills, and capabilities, while fostering corporate values and adherence to the Code of Conduct - Provide a safe and supportive working environment with modern equipment and facilities to enhance operational efficiency - Promote environmentally friendly workplace practices, including the development of green spaces and initiatives to reduce environmental impact - Conduct Employee Engagement Surveys regularly, and perform gap analysis to implement improvement plans that enhance employee engagement and overall quality of life	

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	the organization - Clear organizational direction and transparent performance management systems aligned with corporate objectives		
External stakeholders			
• Customers	- Provision of products and services at reasonable, fair, and competitive prices, ensuring value for money - Delivery of high-quality and standardized products and services, supported by responsive and accessible after-sales service - Availability of knowledgeable and competent personnel who	- Provide continuous training and supervision to employees to ensure compliance with regulations, the Code of Conduct, and service standards - Regularly review and improve operational processes and service delivery to align with customer needs and technological advancements - Conduct customer satisfaction surveys on a regular basis, covering product and service quality, personnel performance, and operational	• Visit • Online Communication • External Meeting • Annual General Meeting (AGM) • Complaint Reception • Satisfaction Survey • Training / Seminar

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	can provide professional advice and recommend appropriate solutions tailored to customer needs - Continuous introduction of new technologies and innovative solutions to enhance customers operational efficiency and business performance - Provision of comprehensive, one-stop services, with efficient and timely response to customer feedback, inquiries, and complaints - Protection of customer information and personal data, with secure data	efficiency, and utilize the results to continuously enhance service quality - Obtain internationally recognized certifications and external recognitions, including ISO 9001, ISO/IEC 20000-1, ISO/IEC 27001, CAC Declaration, ESG Rating, and Sustainability Awards, demonstrating the Companys commitment to quality, service excellence, and corporate credibility	

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	management in compliance with applicable laws and regulations - Transparent and reliable fulfillment of contractual obligations, and maintenance of long-term customer relationships - Conduct of business with transparency, strong corporate governance, and commitment to environmental, social, and sustainable development principles		
• Suppliers • Business partners	Conduct business in a fair and transparent manner in accordance with applicable laws, contractual obligations,	- Conduct business with transparency, fairness, and equality in the selection and treatment of business partners and suppliers	• Visit • Online Communication • External Meeting • Complaint Reception • Others

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	and commercial terms, without unfair practices or concealment of material information Treat business partners with mutual respect and conduct business relationships free from corruption and improper benefits Engage with partners and suppliers who comply with applicable laws, respect human rights, and uphold intellectual property rights Ensure accurate and timely payments for goods and services in accordance with agreed contractual	- Establish clear procurement policies and procedures, covering supplier selection, evaluation, and performance monitoring, to ensure consistent standards across the organization - Develop and communicate the Company s Code of Conduct and anti-corruption policies to promote ethical business practices and good corporate governance - Strictly comply with contractual obligations and agreed business terms to foster trust and maintain sustainable business relationships - Obtain internationally recognized certifications and external recognitions, including ISO 9001, ISO/IEC 20000-1, ISO/IEC 27001, CAC	• Communication of corporate policies and the Code of Conduct • Procurement processes and contractual communications • Supplier audits and operational reviews

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	terms Maintain clear business direction and strategic objectives to support sustainable growth and long-term business collaboration Operate in accordance with quality standards while considering environmental, social, and legal responsibilities Protect partners confidential information and personal data, ensuring secure data management in compliance with relevant regulations Conduct business in line with good corporate governance	Declaration, ESG Rating, and Sustainability Awards, demonstrating the Companys operational excellence and credibility	

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	principles, transparency, and a strong commitment to anti-corruption practices		
• Investors or investment institutions • Analysts • Shareholders	- Respect for and protection of shareholders rights in an equitable and fair manner - Delivery of appropriate returns and long-term value creation for shareholders - Efficient business operations, sustainable profitability, and long-term growth - Clear business direction, strategies, and defined corporate objectives for future growth - Accurate, complete,	- Treat shareholders equitably and respect shareholders rights in accordance with the regulations of the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand (SET) - Conduct business in accordance with good corporate governance principles and maintain a strong commitment to anti-corruption practices, as demonstrated by the Companys certification as a member of the Private Sector Collective Action Coalition Against Corruption (CAC) by the Thai Institute of Directors Association (IOD) - Ensure accurate, complete, and	• Online Communication • Annual General Meeting (AGM) • Others • Opportunity Day

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	transparent, and equitable disclosure of information in accordance with good corporate governance principles - Continuous development and adoption of advanced technologies and innovative solutions to enhance the Companys competitiveness - Conduct of business in accordance with good corporate governance principles, transparency, and legal compliance, while considering environmental, social, and sustainability responsibilities	transparent disclosure of information in compliance with regulatory requirements, to build trust and confidence among shareholders and investors - Obtain external assessments and recognitions, including AGM Checklist, IR Assessment, ESG Rating, Sustainability Awards, and internationally recognized standards such as ISO 9001, ISO/IEC 20000-1, and ISO/IEC 27001, reflecting the Companys operational excellence and transparency	

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
• Competitors	- Conduct business in a fair and transparent manner in compliance with applicable competition laws and business ethics - Respect intellectual property rights and refrain from infringing upon the rights of competitors - Refrain from improperly obtaining or using competitors confidential information through dishonest or unethical means - Avoid any actions that may unfairly damage the reputation of competitors without factual basis - Promote fair	- Conduct business in accordance with good corporate governance principles and maintain a strong commitment to fair competition, transparency, and compliance with applicable competition laws - Promote ethical business practices and avoid any actions that may result in unfair competition - Respect competitors intellectual property rights and confidential business information, and refrain from obtaining such information through improper means - Maintain certification as a member of the Private Sector Collective Action Coalition Against Corruption (CAC), reflecting the Companys commitment to transparency, ethical business conduct, and good corporate governance	• Online Communication • Others • Thai Listed Companies Association

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	competition and avoid practices that may result in market monopolization or unfair restriction of competition		

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
• Creditor	- Timely and complete repayment of principal and interest in accordance with contractual terms and conditions - Efficient business operations with stable financial performance and sustainable growth - Prudent financial management and maintenance of the Companys ability to meet its debt obligations - Accurate, transparent, and reliable disclosure of financial information	Strictly comply with loan agreements and related financial covenants Fulfill obligations under guarantees and contractual commitments with transparency and accountability Exercise prudent financial management to maintain the Companys ability to meet its debt obligations and strengthen creditor confidence In the event of potential constraints in complying with contractual terms, the Company will proactively notify and engage with creditors in advance to jointly determine appropriate mitigation measures	• Online Communication • External Meeting

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
• Government agencies and Regulators	- Strict compliance with applicable laws, regulations, and requirements, and conducting business with transparency and accountability - Accurate and complete accounting practices and timely tax payments in accordance with government regulations - Conduct of business with integrity, fairness, and in alignment with good corporate governance principles - Strong commitment to anti-corruption practices, including prohibition of bribery and avoidance	- Strict compliance with applicable laws, regulations, and requirements, and conducting business with transparency and accountability - Accurate and complete accounting practices and timely tax payments in accordance with government regulations - Conduct of business with integrity, fairness, and in alignment with good corporate governance principles - Strong commitment to anti-corruption practices, including prohibition of bribery and avoidance of any involvement in unlawful activities - Stable and sustainable business operations to support economic and social development	• Online Communication • Training / Seminar

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	of any involvement in unlawful activities - Stable and sustainable business operations to support economic and social development - Environmentally responsible business practices and support for the transition to a low-carbon society, including compliance with relevant environmental regulations such as carbon tax requirements	- Environmentally responsible business practices and support for the transition to a low-carbon society, including compliance with relevant environmental regulations such as carbon tax requirements	
• Community • Society	- Conduct business with responsibility toward communities, society, and the environment - Support	- Support community and social development initiatives while conducting business with consideration for environmental impacts and natural resource	• Social Event • Online Communication • Complaint Reception

Group of stakeholders	Stakeholders expectations	Responses to stakeholder expectations	Channels for engagement and communication
	community and social development through corporate social responsibility initiatives - Promote education and digital capability development to enhance technological knowledge and skills within society - Operate in a manner that minimizes environmental impact and supports environmental sustainability - Encourage employee participation in community engagement and promote a strong sense of social responsibility	conservation - Implement operational controls and monitoring measures to prevent and minimize potential environmental and social impacts - Promote community engagement through participation in public benefit activities and collaboration with local communities - Support knowledge sharing and capacity development in information technology to enhance digital capabilities within communities and society - Foster employee awareness of social and environmental responsibility through ongoing activities and corporate initiatives	

Information on organization's material sustainability topics

Organization's material sustainability topics

The company has identified its sustainability materiality topics	:	Yes
Over the past year, the company has reviewed its sustainability materiality topics	:	Yes

Details of organization's material sustainability topics

The names of the sustainability materiality topics	Subjects related to the sustainability materiality topics
Information Security Management and Data Privacy	• Customer / Consumer Responsibility
Product and Service Quality	• Customer / Consumer Responsibility
Environmental Supply Chain Management	• Environmental Management Standards Policy and Compliance • Energy Management • Water Management • Waste and Waste Management • Greenhouse Gas Management • Sustainable Supply Chain Management
Employee Capability Development	• Human Rights • Fair Labor Practices • Sustainable Supply Chain Management
Innovation Promotion	• Innovation Development

Information on sustainability report

Corporate sustainability report

Corporate sustainability report	:	Have data
Reference link for corporate sustainability report	:	https://ir.metrosystems.co.th/annual-report/

Company sustainability disclosure aligned with standards

Company sustainability disclosure aligned with standards or guidelines	:	UN Global Compact

Sustainability risk management

Information on risk management policy and plan

Risk management policy and plan

1. Risk Management Structure

The Company has established corporate risk management through the Risk Management Subcommittee. The Chairman of the Risk Management Subcommittee is an independent director. The subcommittee is responsible for overseeing the implementation of risk management policies and guidelines, as well as providing comments, suggestions, and support in the development of appropriate risk management processes, including monitoring risk management and presenting opinions to the Board of Directors. The Board of Directors and senior executives will support and drive the risk management process to be continuous and effective.

2. Risk Management Process

The Company oversees and encourages appropriate and timely risk management, including awareness of emerging risk factors and corporate sustainability risk factors related to environmental, social, and governance issues (ESG Risk). The Company also focuses on the study and application of various forms of risk management tools, such as assessment and sequencing of risk factors using a risk map, risk management monitoring through a mitigation plan, and key risk indicator (KRI), as well as trend analysis from the scenario and PESTEL to monitor changes in external factors and emerging risks that may have a positive or negative impact on the future business operations of the organization.

3. Corporate Culture in Risk Management

The Company promotes risk management for all employees, including raising awareness of good governance, risk management and internal control, and compliance, or GRC, so that everyone in the organization can participate and own risks. All employees are responsible for identifying risks, assessing, monitoring, and supporting effective risk management processes. In 2024, training was continuously conducted to improve risk management knowledge according to the COSO ERM standard and the GRC system for executives and employees at all levels on an e-Learning platform. In addition, senior executives support and drive continuous and effective risk management processes to become part of the corporate culture.

Information on ESG risk factors management standards

ESG risk factors management standards

Standards on ESG risk management	:	Yes
Standards on ESG risk management	:	COSO - Enterprise risk management framework (ERM)

Information on ESG risk factors

Risk factors on business operation

Operational risk associated with the Company or the group of companies

Risk 1 Personnel Management

Related risk factors : Strategic Risk

- Behavior or needs of customers / consumers

• Changes in technologies

Operational Risk

• Reliance on employees in key positions
• Shortage or reliance on skilled workers
• Human error in business operations

ESG risk factors : Yes

Risk characteristics

Due to the trend of rapid changes in technology and the application of artificial intelligence (AI), Furthermore, employees are a crucial force in business operations. Both the organization and its employees must continuously develop in order for the organization's services to meet current market demands.

Risk-related consequences

If an organization fails to retain key personnel and develop its employees in line with emerging trends, such as those with AI, Data, or Cloud skills, its products and services will not align with current and future market demands.

Risk management measures

The Company prioritizes Talent Gap because the Company requires employees with skills in AI, Data and Cloud to align with current and future business operations. Skills development has been undertaken in AI to employees in both core business and support functions, to apply this knowledge in developing and transforming operations into new models, as well as developing various skills according to the employee development plan for each position, in line with their duties and Success Factors. Additionally, training has been provided Engagement Survey by utilizing the data to find ways to improve and develop various welfare benefits to foster organizational engagement and retain key employees.

Risk 2 Products and Services

Related risk factors : Strategic Risk

• Changes in technologies
• Reliance on large partners / distributors or few partners / distributors
• New business risk

Financial Risk

• Income volatility

ESG risk factors : Yes

Risk characteristics

Products and services that have expanded in line with trends and technological changes. Impacting to sales, which involve new sales models adapted to the business, and affecting services that require skills and expertise in those technologies.

Risk-related consequences

Shifting the business model from one-time sales to a monthly or subscription basis, which impacts the organization's revenue.

Risk management measures

The Company has undertaken organizational restructuring to align with future products and services, in order to achieve in-depth expertise in the products and services the organization focuses on, as well as to retain the organization's key customer segments and create opportunities to reach customers in each industry.

Risk 3 Customer Management

Related risk factors : Strategic Risk

• Behavior or needs of customers / consumers
• Reliance on large customers or few customers

ESG risk factors : Yes

Risk characteristics

Retaining key customer of the organization may affect the ability to leverage customer databases to create business opportunities and increase value, and may impact long-term revenue. Additionally, expanding and reaching new customer segments may arise from increased market competition, changes in customer behavior, or limitations in sales channels.

Risk-related consequences

Customer management may affect revenue growth, customer base expansion, and the ability to maintain competitiveness in the long term.

Risk management measures

The Company has developed a customer relationship management system (CRM) which is a tool that assists in customer data analysis to create in-depth understanding, define key customer retention plans (Key Account Management) and continuous improvement of service quality. In addition, it has develop marketing strategies, utilize data and market analysis to identify target groups or industries, develop products and services that meet new customer needs, and establish business collaborations to expand market opportunities.

Risk 4 Business Disruption

Related risk factors :

Operational Risk

• Delays in the development of future projects
• System disruption risk
• Pandemic risk

ESG risk factors : Yes

Risk characteristics

The Company's operations involving the sale of goods and provision of services have the potential to be disrupted by crisis conditions, emergencies, or unexpected situations.

Risk-related consequences

If there are no plans and supporting processes to ensure continuous operations for customers, this will affect both the organization's reputation, negative image, and future revenue.

Risk management measures

The Company has implemented information systems to enhance operational efficiency across all internal departments, including accounting and finance systems, procurement systems, human resources systems, and other management systems. Additionally, the company has a Business Continuity Management (BCM) plan to help its systems and operational processes cope with unexpected emergencies, ensuring that critical processes can resume normal operations or operate at predefined service levels. Furthermore, the company has a business continuity plan that allows employees to work from home (Work From Home) and provides a disaster recovery site (DR Site) for support staff.

Risk 5 Compliance with Laws, Rules, and Regulations

Related risk factors : Strategic Risk

• Government policy

Operational Risk

• Systems or internal control system

Compliance Risk

- Change in laws and regulations
- Laws and regulations is not favorable for doing business
- Violations of laws and regulations
- Corporate Governance

ESG risk factors : Yes

Risk characteristics

Various regulations and laws are constantly changing and being updated in accordance with current situations and global trends. This impacts the operations of organizations, which must adapt and comply correctly.

Risk-related consequences

The cCompany must adopt regulations and laws to adjust and develop both its business and internal processes for compliance.

Risk management measures

The Company monitors new laws and regulations and analyzes their impact on its business operations to adjust work processes to comply with new laws and regulations that will be enforced in the future. In 2025, the company has been monitoring measures for controlling the use of artificial intelligence (AI) to guide the establishment of company policies or regulations. Furthermore, it has undertaken a review of policies and operational procedures related to personal data, including raising awareness among employees at all levels through training.

Risk 6 Organizational profit growth

Related risk factors : Strategic Risk

- Behavior or needs of customers / consumers
- Government policy
- Economic risk

Financial Risk

- Liquidity risk
- Income volatility

ESG risk factors : Yes

Risk characteristics

Various factors, both economic and political, including increased market competition, have resulted in price pressure, higher sales and marketing costs, and increased customer bargaining power.

Risk-related consequences

These factors are resulting in revenue not meeting targets and a decrease in the company's net profit.

Risk management measures

The Company manages revenue, gross profit margins, and cost control by shifting its strategy from price-based to value-based competition. It focuses on differentiated services and generating recurring revenue, as well as managing costs and enhancing operational efficiency. This also includes analyzing growth trends through scenario planning, considering various factors such as economic conditions, foreign exchange rates, and customer project delays affecting organizational revenue, in order to promptly adjust strategic plans and ensure the organization's sustainable profitable growth.

Risk 7 Foreign currency exchange rate

Related risk factors : Strategic Risk

• Business operations of partners in the supply chain

Financial Risk

• Fluctuation in exchange rates, interest rates, or the inflation rate

ESG risk factors : No

Risk characteristics

Most of the Company's trading partners are international partners, who transact in foreign currencies for approximately 40% of all product orders. However, revenue from customers is in Thai Baht, resulting in exchange rate fluctuations.

Risk-related consequences

Exchange Rate Volatility affects the company's net accounting profit or loss.

Risk management measures

The Company has continuously monitored the situation and fluctuations in exchange rates, and has implemented measures to hedge against exchange rate volatility by entering into forward contracts, thereby largely mitigating such risks.

Risk 8 Critical data leakage and threats in information systems

Related risk factors : Strategic Risk

• Changes in technologies

Operational Risk

• Systems or internal control system
• Information security and cyber-attack

ESG risk factors : Yes

Risk characteristics

The leakage of critical organizational data, including personal information, may originate from malicious insiders within the organization who target the organization's security systems by abusing their authority or impersonating others to gain access to computer systems, thereby weakening threat prevention systems. Furthermore, external threats such as ransomware attacks are prevalent. Currently, cyberattacks manifest in various forms.

Risk-related consequences

The Company will lose its competitive advantage, resulting in cascading effects across financial, legal, and reputational aspects, if critical data is leaked.

Risk management measures

The Company must manage both information technology systems and critical data to ensure that the organization's operations are accurate, appropriate, and compliant with the law. Therefore, it has developed its information technology infrastructure system to comply with the Information Security Management standard (ISO27001: 2022) and implemented Data Loss Prevention (DLP) to protect critical data and improve operations to minimize vulnerabilities or virtually eliminate risks. Furthermore, it has reviewed its personal data protection policy and adjusted work processes related to personal data to comply with the law, thereby building confidence for customers and all stakeholders.

Risk 9 Climate and Environmental Changes

Related risk factors : Strategic Risk

• ESG risk
• Climate change and disasters

Operational Risk

- Shortage or fluctuation in pricing of raw materials or
  productive resources
- Climate change and disasters
- Impact on the environment

Compliance Risk
- Corporate Governance

ESG risk factors : Yes

Risk characteristics

The entire world places importance on the management of climate change and the environment, as these are crucial factors affecting the ability to conduct business and the sustainable growth of organizations. Furthermore, laws, regulations, and the expectations of environmental stakeholders have become more stringent. Moreover, a low-carbon society is one approach that can help mitigate global warming and its severity. This has prompted both the global community and Thailand, including various regulatory bodies, to become aware and adopt regulations to oversee companies in conducting business without negatively impacting the environment and to efficiently manage production processes, thereby reducing greenhouse gas (GHG) emissions.

Risk-related consequences

If the ompany fails to manage climate change and environmental issues, it may face penalties such as a Carbon Tax in the future, and customers may also be unwilling to select the company as a business partner.

Risk management measures

The Company has systematically managed climate change and environmental issues to help reduce risks and enhance stakeholder confidence. It also plans for the organization's short-term and long-term sustainable development in line with the Sustainable Development Goals (SDGs). One of the sustainable development plans includes an approach towards a low-carbon society and creating a green legacy for society and nature. This encompasses raising environmental awareness among employees, promoting waste segregation, and managing electricity and water consumption to maximize resource efficiency, as well as reforestation to restore and offset greenhouse gas emissions from organizational activities. Furthermore, the company has built upon its participation in the SET Carbon Sandbox project, a carbon data management project for businesses by the Stock Exchange of Thailand. It has entered greenhouse gas emission data into the SETCarbon system, and this data has been verified by a certifying company. In the past year, the company received Carbon Footprint of Organization (CFO) certification from the Thailand Greenhouse Gas Management Organization (TGO). Additionally, the company has set a target to reduce its organizational greenhouse gas emissions by at least 1% per year and aims for Carbon Neutrality by 2032. This serves as a strategic mechanism to mitigate risks while fostering sustainability and future business opportunities.

The Company monitors and assesses risks from various disasters to prepare for and develop a Business Continuity Management (BCM) plan to help ensure that the company's critical systems and operational processes can resume normal operations or at the specified service levels. In addition, employees can work from home (Work From Home) and there is a disaster recovery site (DR Site) for support staff.

Risk 10 Human Rights

Related risk factors : Strategic Risk
- ESG risk

Operational Risk
- Safety, occupational health, and
  working

environment
- Impact on human rights

Compliance Risk
- Violations of laws and regulations
- Corporate Governance
- Legal risk

ESG risk factors : Yes

Risk characteristics

In addition to the environmental trends that current business operations prioritize, social responsibility is another aspect that must be considered. To conduct business fairly and responsibly towards society and all stakeholders, the importance of adhering to human rights principles throughout the supply chain has been recognized. There will be no discrimination based on differences in race, religion, gender, skin color, language, ethnicity, or any other status.

Risk-related consequences

As human rights constitute a critical factor influencing the sustainable operations of organizations, and given the increasing emphasis placed on laws, regulations, and the expectations of environmental stakeholders.

Risk management measures

The Company is committed to prioritizing respect for human rights, human dignity, inherent fundamental rights and freedoms, as well as equality and non-discrimination. Therefore, a human rights policy has been announced for directors, executives, and employees at all levels to adhere to, ensuring responsible operations, preventing violations, and respecting the human rights of stakeholders throughout the supply chain. This also includes establishing a comprehensive Human Rights Due Diligence Process through risk assessment methods to help the company identify potential human rights impacts and establish mechanisms for prevention, mitigation, and effective remediation in cases of human rights violations.

Risk 11 Corruption

Related risk factors : Strategic Risk
- Business operations of partners in the supply chain
- Damage to company image and reputation

Operational Risk
- Systems or internal control system
- Corruption

Compliance Risk
- Violations of laws and regulations
- Corporate Governance
- Legal risk

ESG risk factors : Yes

Risk characteristics

Currently, stakeholders place importance on good corporate governance, or the governance of the organization, as it reflects the organization's good reputation and image, and also builds confidence and trust from customers, partners, or other stakeholders. Furthermore, both partners and customers randomly audit the company's business operations regarding corruption and corporate governance.

Risk-related consequences

Should the Company engage in corruption or act in violation of business ethics, it may face legal action, which could adversely affect its reputation and image.

Risk management measures

The Company has a sub-committee for corporate governance and has established relevant policies and regulations to ensure all employees are aware and comply. It has also developed a Code of Conduct for partners and customers to acknowledge and adhere to, ensuring their actions are not contrary to the company's ethics. Furthermore, an internal audit unit is in place to inspect internal control systems and prevent corruption. Additionally, an activity under the concept "Stop Corruption 2025" was publicized to directors, executives, and employees on September 5, 2025, to raise awareness of the importance of anti-corruption.

Risk 12 Investment for Net-Zero Greenhouse Gas Emissions

Related risk factors : Strategic Risk

- Behavior or needs of customers / consumers
- Business operations of partners in the supply chain
- ESG risk
- Climate change and disasters

Operational Risk

- Systems or internal control system
- Climate change and disasters

ESG risk factors : Yes

Risk characteristics

Due to climate change and the annual increase in global temperatures, the world has become aware and is preparing to address the reduction of greenhouse gas emissions, particularly carbon dioxide. Examples include planting trees in large cities, which helps absorb carbon dioxide and makes urban air cooler. Concurrently, companies are regulated by government agencies or various regulatory bodies, as well as stakeholders including customers, partners, or investors, who express their intention to collaborate with organizations that operate sustainably and aim to reduce greenhouse gas emissions. The primary activities of organizations with the highest greenhouse gas emissions are electricity consumption in offices, followed by refrigerants.

Risk-related consequences

If a company targets net-zero greenhouse gas emissions, it will involve significantly high investment, posing a challenge for the company to reduce greenhouse gas emissions across its various activities.

Risk management measures

The Company has analyzed its core activities that generate high greenhouse gas emissions. Achieving zero greenhouse gas emissions would necessitate substantial investment, posing a significant challenge for the company in reducing emissions across each activity. Consequently, the company established a Sustainability Development (SD Team) to assess various risks and scenarios. This team will plan and prioritize activities with the highest greenhouse gas emissions to identify additional management measures, conduct feasibility studies, and evaluate the return on investment.

Risk 13 Business Partner

Related risk factors : Strategic Risk

- Behavior or needs of customers / consumers
- Changes in technologies
- Business operations of partners in the supply chain
- Reliance on large partners / distributors or few partners / distributors

Operational Risk
- Loss or damage from non-compliance of partners
or
counterparties

ESG risk factors : Yes

Risk characteristics

Reliance on a single business partner. If the partner changes policies or adopts new business models, such as transitioning to a new model Subscription or engaging directly with customers.

Risk-related consequences

If the Companys partnership role is downgraded or terminated, it may significantly impact the companys operations, including revenue performance and its competitiveness in the market

Risk management measures

In conducting business with partners, the Company has clearly established written contracts with its partners. It continuously monitors the trends and strategies of its partners. Furthermore, the Company manages risk by diversifying its partner base, developing its service capabilities, and developing its own proprietary product and service groups.

Risk 14 Innovation Development

Related risk factors : Strategic Risk
- Behavior or needs of customers / consumers
- Changes in technologies
- Business operations of partners in the supply chain
- Reliance on large customers or few customers
- Competition risk
- New business risk

Operational Risk
- Shortage or reliance on skilled workers

ESG risk factors : Yes

Risk characteristics

Innovation serves as a mechanism that fosters growth, mitigates dependence on partners and price competition, and enables responsiveness to market shifts and customer requirements.

Risk-related consequences

If the Company fails to continuously develop and drive innovation, it risks being replaced by competitors or new technologies (Disruption), which may result in the company losing its competitive advantage, future revenue, and long-term organizational sustainability.

Risk management measures

The company has developed Video Streaming to enable employees to develop and learn in various areas such as foundational organizational knowledge, behavioral skills, leadership skills, technical knowledge, and trends including products and services from other teams, and the company implements MetroGen DNA continuously, to foster a culture of initiative and out-of-the-box thinking, and to develop a portfolio of products and services created by the company itself, to meet market demands and create a competitive advantage over rivals.

Risk 15 Operations of external service providers

Related risk factors : Strategic Risk
- Damage to company image and reputation

Operational Risk
- Shortage or reliance on skilled workers
- Systems or internal control system
- Loss or damage from non-compliance of partners or counterparties
- Delays in the development of future projects

Compliance Risk
- Violations of laws and regulations
- Legal risk

ESG risk factors : Yes

Risk characteristics

Reliance on external partners or service providers, such as Technology Provider, Cloud or Subcontractor

Risk-related consequences

External service providers may lead to operational risks, data security, regulatory compliance, and reputational damage if partners are unable to provide services according to standards or if disruptions occur.

Risk management measures

The Company implements measures to mitigate risks from external service providers, starting with the preparation of contracts that define service level agreements (SLA) clearly, along with penalty clauses in case of non-compliance with the agreement, including the preparation of a non-disclosure agreement (NDA) to protect the organization's critical information. Furthermore, the company assesses and monitors the performance of external service providers (Third-Party Risk Assessment) and prepares emergency response plans to ensure business continuity. The company has received certification for standards ISO/IEC 27001 and ISO/IEC 20000-1 which are information security and service management standards, to effectively support the supervision and control of external service providers' operations.

Risk 16 Emerging Risks

Related risk factors : Strategic Risk
- Behavior or needs of customers / consumers
- Changes in technologies
- Competition risk
- ESG risk

Operational Risk
- Systems or internal control system
- Information security and cyber-attack

Compliance Risk
- Corporate Governance

ESG risk factors : Yes

Risk characteristics

Due to the rapid changes in AI and automated systems, impacting competitive landscapes, customer demands, and organizational adaptability. This has led organizations to adopt AI to be applied in the development of Application and automation, new risks have emerged, such as AI is used to create Phishing or Deepfake including making the system more difficult to attack. Additionally, the use of AI by unchecked employees (Shadow AI) potentially leading to corporate data breaches and legal violations.

Risk-related consequences

Corporate data may be leaked externally due to both AI threats and improper or uncontrolled use of AI.

Risk management measures

The Company manages risks through monitoring technological trends and establishing a regulatory framework for the use of AI (AI Governance) Personnel skill development, investment in cybersecurity, and appropriate technology implementation.

Information on business continuity plan (BCP)

Business Continuity Plan (BCP)

Business Continuity Plan (BCP) : Yes

Metro Systems Corporation Public Company Limited places great importance on its business operations and has implemented information systems to enhance operational efficiency across all internal functions. These include accounting and finance systems, procurement systems, human resources systems, logistics systems, database management systems, email systems, and various other management information systems within the organization. All of these systems contain critical information that is essential to the Companys business operations.

In the absence of proper processes to ensure operational continuity, disruptions may significantly impact various functions within the organization. Therefore, Business Continuity Management (BCM) is essential to ensure that the Companys systems and operational processes are able to respond effectively to unexpected emergencies. This enables critical processes to be restored to normal operations, or to predefined service levels, thereby minimizing the severity of potential impacts.

This Business Continuity Plan (BCP) has been established to address crisis situations or emergency events occurring within the Company, as well as incidents that affect the Companys core business activities and prevent it from providing services to customers due to uncontrollable events and threats. These include the following scenarios:

1. Flood incidents
2. Fire incidents
3. Widespread power outages
4. Information system disruptions
5. Widespread epidemic or pandemic outbreaks
6. Cybersecurity incidents

Sustainable supply chain management

Information on sustainable supply chain management policy and guidelines

Sustainable supply chain management policy and guidelines

Companys sustainable supply chain management policy and guidelines	:	No

Information on sustainable supply chain management plan

Sustainable supply chain management plan

Companys sustainable supply chain management plan	:	No

Information on new suppliers undergoing sustainability screening criteria

New suppliers undergoing sustainability screening criteria

Does the company use sustainability screening criteria with new suppliers?	:	Yes

	2023	2024	2025
Percentage of new suppliers undergoing sustainability screening criteria over the past year (%)	0.00	0.00	81.64

Information on supplier code of conduct

Supplier code of conduct

Supplier code of conduct	:	Yes
Reference link to supplier code of conduct	:	https://www.metrosystems.co.th/storage/document/policy/code-of-conduct-for-supplier-en.pdf

Information on key suppliers acknowledging compliance with the supplier code of conduct

Key suppliers acknowledging compliance with the supplier code of conduct

Does the company require key suppliers to acknowledge compliance with the supplier code of conduct? : Yes

	2023	2024	2025
Percentage of key suppliers acknowledging compliance with the supplier code of conduct over the past year (%)	0.00	35.50	22.16

Innovation development

Information on innovation development policy and guidelines in an organizational level

Research and development policy (R&D)

Companys research and development (R&D) policy : No

Research and development (R&D) expenses over the past 3 years

	2023	2024	2025
Research and development (R&D) expenses over the past 3 years (Million Baht)	6.49	7.76	3.54

Additional explanation for research and development (R&D) expenses over the past 3 years

Information on organizations innovation culture development and promotion process

Process of developing and promoting the company's innovation culture

Process of developing and promoting the company's innovation culture : Yes

Innovation development is a key factor that enables businesses to compete and achieve sustainable growth in the long term. However, innovation requires appropriate budgeting to ensure worthwhile and effective outcomes. Budgeting for innovation is therefore a process that demands careful planning and management. To maximize the effectiveness of innovation initiatives, the Company allocates more than THB 3 million annually to support high-potential projects. Contingency plans and periodic budget reviews are also implemented to ensure that expenditures align with the approved plans. The Company firmly believes that organizations capable of effectively managing their innovation budgets will be better positioned to grow and sustain competitive advantages.

In line with the Companys mission to become a leader in comprehensive IT solutions and services through the continuous promotion of internal innovation, one of its flagship initiatives is Metro Gen. This project aims to foster a culture of creativity within the organization by providing employees of all generations with a platform to exchange and develop new ideas. A dedicated Metro Working Space, covering over 500 square meters, has been established to encourage collaboration and innovation.

Under the Metro Gen initiative, the Company has launched the DNA Project, designed to encourage employees to participate in proposing new ideas for innovation that can enhance internal work processes and create technologies that benefit society at large. This initiative provides opportunities for employees across the organization to showcase their creative potential through brainstorming, teamwork, and the development of ideas into practical innovations. High-potential projects are carefully selected for further development into new products or solutions with the Companys support.

In addition, the Company plans to organize workshops and training sessions led by experts in various fields, including information technology, digital product design, and business strategy. These programs aim to equip employees with the knowledge and skills necessary to transform ideas into practical and implementable innovations.
The implementation of the Metro Gen initiative not only promotes an open and innovative corporate culture but also serves as a key driving force in inspiring employees to take initiative in creating new value for both the organization and society. This aligns with the Companys goal of becoming a leader in innovation and information technology.

Information on innovation development benefits and research and development (R&D) expenses

Benefits of innovation development

Financial benefits

Does the company measure the financial benefits from innovation development?	:	No

Non-financial benefits

Does the company measure the non-financial benefits from innovation development?	:	No