

ESG Performance

Company Name : TEAM CONSULTING ENGINEERING AND MANAGEMENT PUBLIC COMPANY LIMITED

Symbol : TEAMG

Market : SET

Industry Group : Property & Construction

Sector : Construction Services

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 Board of Directors, executives and employees at all levels realize the importance of and respect the human rights of both internal and external stakeholders. The Board of Directors has therefore established social policies as guidelines for all personnel in their interactions with all stakeholders in all activities throughout the value chain, in accordance with human rights principles. These include Human Rights Policy; Sustainability and Social and Environmental Responsibility Policy; Occupational Safety, Health, and Environment Policy; Personal Data Protection Policy; Whistleblowing and Complaint Policy; Code of Conduct for Stakeholders and Code of Business Ethics and Conduct. A comprehensive human rights due diligence process is also in place. The full policies and guidelines can be viewed at www.teamgroup.co.th under “Corporate Governance Policies”.

Reference link for social and human rights policy and guidelines : <https://www.teamgroup.co.th/wp-content/uploads/2025/03/TEAMG-Human-Rights-Policy-eng.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 : No

Changes in social and human rights policies, guidelines, and/or goals : Employee Rights, Child Labor, Consumer/customer rights, Community and environmental rights, Safety and Occupational Health at Work, Non-discrimination, Supplier rights

At the Board of Directors Meeting No. 7/2024 held on December 16, 2024, the Board reviewed the Corporate Governance Policy, which includes the Human Rights Policy, and deemed it still appropriate at that time, with no amendments made. However, at the Board of Directors Meeting No. 1/2025 held on February 25, 2025, the Board approved separating the Human Rights Policy into a standalone policy, with practices that comprehensively cover all stakeholder groups.

Information on Human Rights Due Diligence : HRDD

Human Rights Due Diligence : HRDD

Does the company have an HRDD process : Yes

1. Declaration of the Company’s Human Rights Policy and Principles (Policy Commitment)

The Company is firmly committed to respecting human rights, ensuring that all stakeholder groups are treated fairly, equally, and with dignity. To uphold this commitment, the Company has established and published its Human Rights Policy on the official website. This policy serves as a guiding framework for all employees, suppliers, contractors, and stakeholders involved in the Company’s operations throughout the value chain. The purpose of the policy is to align practices across all parties and to prevent actions that violate labor laws (such as child labor and forced labor) or infringe upon human rights. The policy is based on internationally recognized human rights principles and standards, including the Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the International Labor Organization (ILO) Core Labor Standards.

2. Human Rights Risk Assessment

The Company conducts thorough human rights risk assessments as part of its human rights due diligence process. The purpose of this assessment is to identify potential human rights risks and to prevent actual or potential human rights violations or other adverse impacts that may arise from the Company's operations across its value chain. In conducting these assessments, the Company also considers vulnerable groups such as forced laborers, women, children, indigenous peoples, migrant workers, third-party contract workers, and local communities that may be affected by its business activities. The human rights risk assessment is carried out through the following methods:

3. Integration of Actions (Integrate Finding and Take Appropriate)

After identifying high-risk human rights issues and completing the human rights risk assessment, the Company must take corrective action and manage these risks. This includes reviewing existing or potential control and mitigation measures, as well as developing additional measures to reduce the likelihood, severity, and impact of such human rights risks, which may affect stakeholders. In addition, the Company should assess the residual risks remaining after implementing human rights prevention and remediation measures in its business operations to ensure that its human rights management is effective in controlling impacts throughout the value chain.

4. Monitoring and Reporting Performance (Track and Communicate Performance)

The Company conducts inspections and monitors the management of human rights issues in accordance with the defined scope, risk issues, and risk indicators. Specific units are assigned to report performance outcomes to the Audit Committee, the Risk Management Committee, and Executive Management to ensure that all employees recognize the importance of human rights risk issues and that the Company has a comprehensive and systematic risk management plan in place in the event of an incident.

In addition, the Company reports on its human rights performance annually through its annual report or company website and provides communication channels for all stakeholders to report any human rights violations directly to the Company.

5. Remediate Adverse Impacts

The Company has established grievance mechanisms and remediation processes for stakeholders who have been affected by human rights impacts resulting from its business activities. The following channels are available for submitting complaints or whistleblowing reports:

Reference link for the information and an HRDD process : <https://www.teamgroup.co.th/wp-content/uploads/2025/03/TEAMG-Human-Rights-Due-Diligence-Policy-eng.pdf>

HRDD process diagram



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

	2022	2023	2024
Total number of cases or incidents of significant legal or social and human rights violations (cases)	0	0	3
Total number of cases or incidents leading to significant labor disputes (cases)	0	0	0
Total number of incidents or complaints related to consumer rights violations (cases)	0	0	0
Total number of incidents or complaints related to business partner's rights violations (cases)	0	0	0
Total number of cases or incidents leading to disputes with the community/society (cases)	0	0	0
Total number of cases or incidents related to cybersecurity or customer data breaches (cases)	0	0	0
Total number of cases or incidents related to workplace safety and occupational health (cases)	0	0	3

Details of incidents and corrective measures for significant social and legal violations

Year of incident	Details	Progress status
2024	<p>Incident</p> <p>In the course of operations in 2024, three employees experienced work-related accidents that did not result in lost workdays.</p> <p>These incidents occurred at off-site work locations and included: a knee injury caused by a support bar during manhole inspection, a slip and fall while conducting a site walk, and a foot injury from a falling wooden piece of furniture.</p> <p>Impact that occurred or is expected to occur</p> <p><u>Non-financial impact</u></p> <p>-</p> <p><u>Financial impact</u></p> <ul style="list-style-type: none"> • Expected impact on financial statement : 0.00 baht • Actual impact on financial statement : 0.00 baht <p>Corrective or remedial measures</p> <p>The Company has implemented measures to raise employee awareness of occupational safety and has revised operational procedures to help prevent recurrence of similar incidents.</p>	Incident no longer subject to action

Fair labor practice

Disclosure boundary in fair labor practice in the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	9
Actual number of disclosure boundaries	:	9
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, Child labor, Occupational health and safety in workplace, Others : -

1. Fair Compensation for Employees

The Company has a policy on fair remuneration in line with employee responsibilities and performance, and competitive within the market. A fair and transparent compensation system is designed, free from discrimination, regardless of department, division, age, or gender. Based on the principle of equity, there must be equality for those working at comparable levels of duties, responsibilities, and job complexity. Remuneration is set to attract quality personnel, consistent with market employment rates and the growth of the Company. Performance and competency measurements are also defined to incorporate performance evaluation results into the consideration of employee remuneration fairly and appropriately, based on the employee potential and roles.

Last year, the Company paid approximately 1,015 million baht in total employee remuneration in the form of salary, annual bonus, overtime pay, allowances, provident fund contributions, and other compensation.

Employee Welfare

The Company provides basic welfare benefits as required by law and additional benefits beyond the basic welfare to all employees equally, without discrimination, responding to employees' needs, being cost-effective and appropriate for the organization's budget, as well as clearly communicating welfare information to employees. The Company also provides opportunities for employees to participate in determining appropriate welfare benefits through employee representatives. A Welfare Committee has been established in the workplace in accordance with Section 96 of the Labour Protection Act B.E. 2541 to perform the following duties:

1. Consult with the management concerning the employees' welfare.
2. Provide consultation and suggestions to the Company concerning employee welfare provision
3. Inspect, control and oversee the welfare provision of the Company.
4. Propose suggestions and approaches concerning provision of beneficial welfare for employees to the Welfare Committee.

Basic welfare benefits provided by the Company include Social Security Fund and Workmen's Compensation Fund as required by law. Additionally, the Company offers supplementary welfare benefits beyond legal requirements as follows:

1. Health insurance, life insurance and group accident insurance
2. Annual health check-up
3. Funeral assistance and financial assistance to the family in the event of an employee's death
4. Provident fund
5. Maternity visit allowance
6. Long service awards
7. Annual vaccination
8. Loans
9. Financial support for gym memberships (aerobic exercise, yoga and badminton)
10. Sick leave visit allowance

Furthermore, the Company provides retirement benefits in accordance with Thai labor law and the Company's employment

policies. Employees who have completed 120 days of service are entitled to severance pay upon termination of employment or retirement at the rate stipulated by law, i.e. 400 days of the final month's salary. The Company also provides other long-term benefits, namely awards for employees who have worked for 10, 15, 20, and 25 years.

2. Employee Development and Career Advancement

The Company is committed to addressing key issues related to human resource development, recognizing that personnel are the pivotal resource in the consulting business. The success of the Company's operations is dependent on knowledgeable and skilled personnel. A shortage of skilled employees directly impacts the Company's ability to provide continuous consulting services, affecting revenue, competitiveness, and client trust. Therefore, the Company underscores the importance of continuous employee development under the responsibility of the Human Resources Department. Additionally, employee development aligns with the United Nations Sustainable Development Goal (SDG) 4: "Quality Education," which promotes inclusive and equitable quality education. The Company emphasizes enhancement of employee skills and capabilities through comprehensive training programs, covering professional knowledge, specialized skills, and performance development. Continuous investment in human resource development not only reduces educational inequality and promotes lifelong learning opportunities but also enables employees to adapt to changes in the industry. This approach also strengthens the organization's capabilities, preparing it for sustainable business growth, supporting expansion, and increasing global competitiveness.

Recognizing the importance of employee development, this issue has been designated as the most important sustainability issue. The Company aims to develop employees to have diverse knowledge, abilities, and skills in order to be ready to perform their duties efficiently, which is crucial for the organization's continued success and growth. This is achieved through the employee development concept as follows

- 1) Strive to make the Company a learning organization by supporting access to learning for employees at all levels, anytime, anywhere, through training and seminars in both E-Learning and Offline formats.
- 2) Create career path opportunities for employees through various training programs and projects to help employees envision and plan their own development paths. This enables improvement of their work and creates career growth, as well as collaboration with educational institutions to develop specialized courses for middle and senior management to prepare them for future growth.
- 3) Create opportunities for transfer or adjustment of positions within the organization to align with the employee potential and corporate strategies.

Employee Training and Development

The employee development and training plan is formulated based on the Company's strategic information, values, work plans, job positions, legal requirements or regulations, and problems that occurred in the past year. This is to enhance knowledge and capabilities, as well as to instill corporate culture and ethics in employees at all levels, in order to support and develop their potential. Moreover, it aims to meet business needs and prepare for business expansion, both domestically and internationally. The Company sets a target of minimum number of 25 training hours per employee per year to ensure continuous employee development in line with the corporate needs. In addition, in 2025, the Company plans to increase the proportion of specialized skills and digital technology courses so that employees can adapt to changes in the industry and business trends.

For this reason, the Company continuously develops the skills, knowledge, and capabilities of employees at all levels, along with implementing a management system in line with the Company's strategies and business operations. Tools used for employee development in various areas include in-house training, outside training, on-the-job training, site visits, self-learning, communities of practice (CoPs), and online training via Microsoft Teams and Zoom platforms. However, classroom training is still maintained for practical courses. In 2024, training was conducted to build professional knowledge and understanding, develop work competencies, and raise employees' awareness of the importance of the environment and energy

Employee Development Performance Compared to Targets

In 2024, the Company continuously supported and encouraged employees and executives to participate in training programs, both from internal units and external institutions. This resulted in an average training time of 31.53 hours per person, which is higher than the target of 25 hours per person per year.

For 2025, the Company aims to expand employee learning opportunities by setting a target for employees to receive an average of 25 training hours per person per year. The Company will also develop e-learning courses and increase site visits to enhance diverse learning experiences. The Company will analyze training needs, along with promoting knowledge and developing projects that align with the employee potential in order to ensure effective skill development, support the corporate growth goals, and promote stable career advancement for employees.

3. No Employment of Child Labor

The Company strictly adheres to policies and business ethics regarding child labor, such as verifying the age of personnel before every employment, in accordance with the Labor Protection Act B.E. 2541 (1998), Chapter 4 Employment of Child Labor (Sections 44-52), etc. In 2024, the personnel within the Group of Companies were aged between 21-65 years. In 2024, the Company had no dispute regarding human rights violations or employment of child labor and remains committed to its policy of not using and not supporting the employment of child labor or human trafficking in all cases. The Company will continue to strictly implement monitoring measures in 2025 and the following years.

4. Employee Engagement

The Company places great importance on employee engagement as it is a key factor affecting work efficiency, creativity, and collaboration within the organization. Highly engaged employees tend to be motivated, loyal to the organization, and willing to dedicate themselves to achieving the Company's goals, leading to the Company's sustainable success and growth.

To continuously monitor and develop employee engagement, the Company conducts an annual employee engagement assessment. This involves the survey of employees' opinions on the work environment, job satisfaction, and factors influencing employee motivation. The results are analyzed to develop approaches to strengthening the corporate culture, improving employee benefits, and refining policies to better meet employee needs. In 2024, the Company's employee engagement survey resulted in a score of 77.55%, with the following details.

Regarding the employee turnover rate in 2024, a total of 142 employees resigned voluntarily, representing a rate of 15.50% of the total employees—a decrease from the previous year's turnover rate of 12.67%.

The 2024 annual survey found that the employee engagement score was 77.55%, higher than the target of 70%. This reflects the effectiveness of the Company's human resource management approach. The assessment results were communicated to everyone in the organization via email and to department heads. However, employees suggested areas for further development, including remuneration, benefits, career development and growth opportunities, operational support tools and technology, and the work environment. Nonetheless, in 2025, the Company will continue to develop employee care in all aspects by using employee feedback as crucial information to improve employee care plans to align with employee needs appropriately and more effectively. The action plan is as follows:

1. Prepare individual development plans at each level under the career growth path so that employees can advance to higher positions.
2. Modernize technology systems and tools by enhancing digital transformation.
3. Improve the workplace to be more modern and conducive to work, such as developing a gym, adding more green spaces, and improving the public relations area to be more modern and convenient.
4. Set remuneration that is appropriate for the position, duties, and responsibilities of personnel under the wage rate of labor market.
5. Increase comprehensive health benefits to improve the employees' quality of life.

5. Performance Evaluation

The Company has set criteria and methods for evaluating employee performance, covering both performance and competency. This is to ensure clarity in employee performance evaluation and develop employees to have appropriate capabilities and skills for their roles. Performance evaluation is conducted twice a year, and competency assessment is performed once a year. Supervisors and employees discuss the results together to further improve work efficiency.

In 2024, the Company conducted performance evaluation for executives and employees at all levels. Individual evaluation results were used to determine annual remuneration in line with employee performance and foster work motivation. The evaluation results were also analyzed to determine training programs and courses for further employee development.

6. Safety, Occupational Health, and Work Environment

The Company prioritizes the safety and occupational health of its employees as well as partners performing duties at its offices. To ensure that all employees are aware of the importance of working safely not only for themselves but also for colleagues, customers, partners and all stakeholders, the Company actively promotes strict adherence to its safety, occupational health and work environment policies. Additionally, the Company encourages the implementation of workplace safety initiatives through the following activities: Company prioritizes the safety and occupational health of its employees, as well as partners performing duties at its offices. To ensure that all employees are aware of the importance of working safely—not only for themselves but also for colleagues, customers, partners, and all stakeholders—

the company actively promotes strict adherence to its safety, occupational health, and work environment policies. Additionally, the company encourages the implementation of workplace safety initiatives through the following activities:

(1) Occupational Health and Well-being

The Company prioritizes employee health and has implemented various measures to prevent occupational health risks as follows:

5S Activity

The Company encourages all employees to develop a mindset based on the 5S principles: Sort, Set in Order, Shine, Standardize, and Sustain. This system helps organize the workplace environment, establish appropriate practices for improving work processes, and maintain a clean and orderly workspace. The goal is to enhance convenience and safety during operations while increasing organizational efficiency. In 2024, the Company launched a 5S competition across different departments to motivate employees to actively maintain a clean and safe work environment.

Reducing the Risk of Influenza Infection

To minimize the risk of influenza infection during peak outbreak seasons, the Company arranges for healthcare providers to administer flu vaccinations to employees at the Company's premises. Additionally, the Company offers annual vaccination service discounts as a benefit for employees' family members.

(2) Employee Engagement and Communication on Occupational Health and Safety

The Company shares safety and occupational health policies via the Intranet and the Company's website and regularly sends email announcements to employees regarding preventive measures during flu season. Additionally, the Company has set up information boards to provide guidance on health and workplace safety.

Furthermore, the Company has established a reporting channel where employees can submit suggestions or report safety concerns. It also provides guidance on safe work practices for both employees and suppliers, fostering a safe and healthy work environment.

(3) Employee Training on Occupational Health and Safety

The Company places great importance on developing employees' knowledge and skills in workplace safety by providing training on key topics as follows:

Basic Life Support Training

To provide employees with the knowledge and understanding of first aid and basic life support, enabling them to properly and safely assist colleagues or others in case of injury or medical emergencies, the Company has organized Basic Life Support Training. This training aims to enhance life-saving skills and improve workplace safety by reducing risks and preventing fatalities before medical assistance is available.

Specialized safety training for employees and contractors at the worksite is as follows

- Work Accident Prevention, including Work at Height, Lifting Safety, Hot Work (Welding), and Electrical Safety.
- Work Accident Prevention, including Work at Height, Lifting Safety, Hot Work (Welding), and Electrical Safety.
- Training is provided to employees at all levels, including management teams and contractors, with annual participation targets set.

(4) Promoting Occupational Health

The Company prioritizes the health of both employees and suppliers by implementing health promotion measures to ensure employee well-being and safety, particularly during disease outbreaks. The key measures include:

- Establishing Site Health & Safety Protocols to prevent the spread of infectious diseases such as COVID-19.
- Conducting daily temperature screenings for employees and contractors before entering construction sites.
- Providing personal protective equipment (PPE) such as face masks and hand sanitizers for employees and contractors.
- Requiring vaccinations for employees working in high-risk areas.
- Developing an incident response plan in case of employee infection, including appropriate quarantine measures.

(5) Preventing and Mitigating Occupational Health and Safety Risks for Suppliers

Workplace Health and Safety Risk Assessment

The Company prioritizes the safety of its suppliers and contractors by implementing various measures, including workplace health and safety risk assessments. These assessments help identify and mitigate potential risks while establishing appropriate preventive measures to ensure that suppliers and contractors operate in compliance with the Company's safety standards.

Risk Assessment Process

1. Risk assessment in the work process: Conduct a Job Hazard Analysis (JHA) at every step of the work process to assess risks
2. Workplace safety measures: Establish safety measures such as Work at Height, Lifting Safety, Hot Work, and Electrical Safety
3. Equipment safety inspection: Inspect the safety of tools and construction equipment before use
4. Safety standards for material transportation: Set transportation safety standards, such as load limits and using site traffic signals

Following the assessment, the Company has established preventive and risk mitigation measures for occupational health and safety in operational procedures as follows:

- Conduct Toolbox Talks regularly before starting work each day to raise safety awareness.
- Require employees and contractors to wear appropriate PPE based on the nature of the work.
- Implement a Safety Inspection Checklist for regular safety assessments within the project.
- Enforce Lockout-Tagout (LOTO) measures for tasks involving electrical systems and machinery.

Establish an Emergency Response Plan (ERP) and conduct regular emergency drills.

Accident and Hazard Prevention in the Workplace

The Company places importance on preventing accidents and hazards in the workplace by implementing strict safety measures for employees. These include installing warning signs in areas that may pose risks, such as staircases, slippery floors, or construction zones within buildings. Additionally, the Company conducts regular inspections and maintenance of electrical systems, office equipment, and furniture to ensure they remain safe for use.

Emergency Preparedness

The Company has established emergency preparedness measures to effectively respond to emergency situations. This includes developing an evacuation plan and conducting annual fire drills, along with installing clearly visible emergency exit signs to ensure employees can evacuate safely in case of an incident. Additionally, the Company conducts regular inspections and maintenance of the Fire Pump system to ensure it operates at full capacity during emergencies. These inspections are carried out in compliance with safety standards and expert evaluations, ensuring the system is fully prepared to handle emergency situations effectively. The Company also performs regular maintenance of firefighting equipment, such as fire extinguishers and smoke detection systems, to keep them in optimal working condition at all times. Moreover, the Company carries out routine inspections of elevator systems to ensure they meet safety standards, allowing employees and users to use the elevators safely and efficiently in all situations, including emergencies. Additionally, CCTV cameras and alarm systems have been installed throughout the building to enhance safety and security for employees and company assets.

In addition, the company has established a system for recording and disclosing the Lost Time Injury Frequency Rate (LTIFR or LTIR) with the following measures:

1. Recording the Lost Time Injury Frequency Rate (LTIFR) for employees
 - Implementing a real-time digital reporting system for workplace accidents and employee injuries.
 - Analyzing accident trends to improve safety measures.
 - Reporting the injury rate to the company's Safety Management Committee on a quarterly basis.
2. Recording the Lost Time Injury Frequency Rate (LTIFR) for Contractors or Suppliers/Vendors
 - Requiring all contractors to report their Lost Time Injury Frequency Rate (LTIFR or LTIR).
 - Collecting accident data for contractors through the Contractor Safety Management System.
 - Implementing corrective measures or safety plan improvements for contractors with injury rates exceeding the acceptable limit.

Based on the above measures, the company is committed to ensuring strict safety for employees and partners. Therefore, it has encouraged construction sites where the company provides consulting services to operate with strict adherence, such as the implementation of safety, occupational health, and environmental measures in the construction of the Biopharmaceutical Research and Development Center project in 2024. The following actions were taken:

1) **Documenting and reporting data** for the analysis and improvement of safety statistics. The yearly performance details are as follows:

- **Workplace Safety Goal:** The target is to achieve a total of 660 accident-free working days from the date of the last recorded accident until **30 June 2025**.

- **Accident Statistics:** No lost-time accidents were recorded for both employees and contractor teams.
- **Lost-Time Injury-Free Workdays:** The longest recorded period without a lost-time accident reached **585 days**.

As of **31 December 2024**, the current count of consecutive accident-free workdays stands at **479 days**, bringing the total number of workdays to **1,065 days** to date.

- **Safety Performance in 2024:** Throughout the year, there were no lost-time accidents among both contractors and company employees. The accident rate in the construction area was reduced by no less than 20% per year, with the accident frequency dropping below 2.0 incidents per 200,000 work hours.

- **Proactive Prevention Measures:** The reporting rate of **Near Miss incidents** (accidents that almost occurred) was increased to strengthen proactive safety measures, with a target of a **50% increase within three years**. To achieve this, workplace inspections were conducted, and **Job Safety Analysis (JSA)** was performed to reduce risks and improve safety standards. Safety manuals were reviewed, and **Safety Audits** were conducted regularly. Additionally, a strong safety culture was promoted through **Safety Training, Toolbox Talks, and Safety Leadership programs** for management. Efforts were also made to enhance **PPE standards** and workplace conditions by inspecting and distributing PPE while improving hazardous area containment measures.

2) Employee Health and Safety Measures During Epidemic Situations – Measures were established under the Site Health & Safety Protocol, particularly during outbreaks such as COVID-19. The Bubble and Seal and Sealed Route approaches were implemented to prevent and control the spread of infections within the construction site. The details of these measures are as follows:

- **Employee Training on Disease Prevention and Control in Restricted Areas (Bubble and Seal)** Providing employees and contractors with knowledge about the **Bubble and Seal** measures and proper procedures. Controlling entry and exit to the construction site under the **Sealed Route** approach to minimize the risk of infection spread. Conducting continuous training sessions to ensure all employees are aware of preventive measures and ways to reduce the risk of infectious diseases.
- **Employee Screening and Health Monitoring** Employees and contractors undergo daily temperature checks at the security checkpoint before entering the construction site. Field office staff are required to strictly adhere to the established safety measures. Regular COVID-19 screening using ATK test kits is conducted to monitor and prevent the spread of infection.
- **Preparation of Personal Protective Equipment (PPE)** Providing an adequate supply of face masks, alcohol-based hand sanitizers, and cleaning equipment for company employees and contractors. Employees are required to wear face masks at all times while in the construction site.
- **Vaccination and High-Risk Area Control Measures** Employees and contractors working in high-risk areas are required to receive vaccinations according to the prescribed standards. The number of people in the construction site is regulated to reduce crowding and maintain social distancing measures.
- **Emergency Response Planning and Quarantine Measures** Establishing response measures in case an employee tests positive for infection, including procedures for quarantine, screening of close contacts, and notifying relevant authorities. Designating isolation areas for employees with potential symptoms and coordinating with public health agencies when necessary.

Performance Compared to Targets

For the **operations in 2024**, three cases of **non-lost-time work-related injuries** were recorded among employees, all occurring at off-site work locations. The incidents included a knee injury caused by a steel brace while climbing a maintenance pit, a slip-and-fall during an inspection walk, and a foot injury from a falling wooden piece of furniture. In response, the Company has implemented measures to enhance employees' safety awareness and improved operational procedures to prevent recurrence. However, no reported cases of lost-time injuries or fatalities were recorded among employees or contractor partners. The **Lost Time Injury Frequency Rate (LTIFR)** for employees remained at **0.00**, unchanged from 2023. Additionally, there were no recorded cases of fatalities or permanent disabilities resulting from workplace accidents (**Major Accidents**), meeting the established safety targets.

Information on setting employee and labor management goals

Setting employee and labor management goals

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

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 Hours (hours/person/year)	2023: 25 hours/person/year	2024: 25 hours/person/year
• Occupational health and safety in workplace	Fatality Rate from Accidents (Zero Accident)	2024: 0	2027: 0
• Occupational health and safety in workplace	Lost Time Injury Frequency Rate (LTIFR)	2024: 0	2027: 0

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 : Yes
management

Employee Development and Career Advancement

1. The project of Developing High-potential Employees in the "Refreshing Project Management for Project Managers" Course

Following the Company's continuous personnel development approach in 2024, various training formats and topics were implemented to enhance the capabilities of employees at all levels to align with the organization's growth goals. One key course reflecting the commitment to developing project management capabilities is the "Refreshing Project Management for Project Managers" course. The Company recognizes that promoting employees' project management capabilities is vital to the efficiency enhancement of the Company's project implementation. This course was organized to develop and review project management approaches for project managers, who play an important role in cost control, work planning, and project management to achieve targets. A total of 40 participants completed this training.

This course focuses on providing project managers with an understanding of their roles and responsibilities in project management, encompassing work management, team management, finances, contracts, and clients. It also aims to enable project managers to systematically understand related internal processes. The results of the training are as follows:

Benefits for Participants

1. Understand the behavior and needs of different types of clients, enabling the development of strategies to build satisfaction and maintain client relationships, thereby increasing opportunities for future work.
2. Learn the principles of manpower planning, operational planning, and cost planning throughout the project, reducing the problem of staff shortages in project work and mitigating the risk of budget discrepancies with the defined plan.
3. Ability to review and understand the Terms of Reference (TOR) and project contracts to assess the risks of projects being proposed or to be implemented, and reduce the chance of penalties due to breach of contract or late delivery.
4. Helps develop knowledge and skills in project management, leading to better performance for project managers, resulting in a salary increase of about 10%.

Company Benefits

1. The Company receives new projects because employees have built good relationships with clients, leading to confidence in the Company's services.
2. Increased employment value by 1 project from employees who participated in the training: Project Management Consultant (PMC) for the Construction of Siriraj Hospital Building and Station, with a project value of 61,000,000 baht.
3. Project personnel management enables the Company to allocate personnel appropriately, reducing problems of over-hiring or staff shortages during critical periods.
4. Project budget management enables the Company to appropriately allocate budgets and accurately forecast profits, along with reducing project cost overrun, minimizing project losses or the need to request additional budget approvals.
5. Ability to analyze and understand contracts reduces the Company's chances of being sued or penalized for breach of contract, and allows for negotiating terms that are beneficial to the Company, such as requesting adjustments to

payment terms or setting reasonable penalties.

2. ESG DNA Project

Over the past year, the Company has recognized the importance of sustainable organizational development in line with ESG principles (Environmental, Social, and Governance). As part of this commitment, the Company encouraged employees to participate in foundational sustainability training courses, including “ESG101: Business Sustainability Development” and “P01: Business Sustainability Fundamentals,” conducted under the ESG DNA Project by the Stock Exchange of Thailand. The initiative received strong cooperation from employees, resulting in the Company being honored with a certificate of recognition from the Stock Exchange of Thailand as one of 50 organizations—out of a total of 257—that had over 70% of employees complete the training, meeting the specified criteria. This achievement marks a significant step in embedding ESG values into practical implementation within the organization.

Diagram of performance and outcomes for employee and labor management



ESG DNA by SET

Information on employment

Employment

	2022	2023	2024
Total Employment (Person)	1,238	1,286	1,303
Percentage of employees to total employment (%)	100.00	100.00	100.00
Total employees (persons)	1,238	1,286	1,303
Male employees (persons)	785	819	826
Percentage of male employees (%)	63.41	63.69	63.39

	2022	2023	2024
Female employees (persons)	453	467	477
Percentage of female employees (%)	36.59	36.31	36.61

Number of employees categorized by age

	2022	2023	2024
Total number of employees under 30 years old (Persons)	231	269	N/A
Percentage of employees under 30 years old (%)	18.66	20.92	N/A
Total number of employees 30-50 years old (Persons)	797	771	N/A
Percentage of employees 30-50 years old (%)	64.38	59.95	N/A
Total number of employees over 50 years old (Persons)	210	246	N/A
Percentage of employees over 50 years old (%)	16.96	19.13	N/A

Number of male employees categorized by age

	2022	2023	2024
Total number of male employees under 30 years old (Persons)	134	165	N/A
Percentage of male employees under 30 years old (%)	17.07	20.15	N/A
Total number of male employees 30-50 years old (Persons)	501	481	N/A
Percentage of male employees 30-50 years old (%)	63.82	58.73	N/A
Total number of male employees over 50 years old (Persons)	150	173	N/A
Percentage of male employees over 50 years old (%)	19.11	21.12	N/A

Number of female employees categorized by age

	2022	2023	2024
Total number of female employees under 30 years old (Persons)	97	104	N/A
Percentage of female employees under 30 years old (%)	21.41	22.27	N/A
Total number of female employees 30-50 years old (Persons)	296	290	N/A
Percentage of female employees 30-50 years old (%)	65.34	62.10	N/A

	2022	2023	2024
Total number of female employees over 50 years old (Persons)	60	73	N/A
Percentage of female employees over 50 years old (%)	13.25	15.63	N/A

Number of employees categorized by position

	2022	2023	2024
Total number of employees in operational level (Persons)	1,167	1,220	N/A
Percentage of employees in operational level (%)	94.26	94.87	N/A
Total number of employees in management level (Persons)	45	38	N/A
Percentage of employees in management level (%)	3.63	2.95	N/A
Total number of employees in executive level (Persons)	26	28	N/A
Percentage of employees in executive level (%)	2.10	2.18	N/A

Number of male employees categorized by position

	2022	2023	2024
Total number of male employees in operational level (Persons)	740	777	N/A
Percentage of male employees in operational level (%)	94.27	94.87	N/A
Total number of male employees in management level (Persons)	23	20	N/A
Percentage of male employees in management level (%)	2.93	2.44	N/A
Total number of male employees in executive level (Persons)	22	22	N/A
Percentage of male employees in executive level (%)	2.80	2.69	N/A

Number of female employees categorized by position

	2022	2023	2024
Total number of female employees in operational level (Persons)	427	443	N/A
Percentage of female employees in operational level (%)	94.26	94.86	N/A
Total number of female employees in management level (Persons)	22	18	N/A

	2022	2023	2024
Percentage of female employees in management level (%)	4.86	3.85	N/A
Total number of female employees in executive level (Persons)	4	6	N/A
Percentage of female employees in executive level (%)	0.88	1.28	N/A

Number of employees categorized by department over the past year

Department / Line of work / Unit / Business group	Number of employees
Executive	9
Operation Department and Engineers	1,144
Management and Support Department	150
Total number of employees	1,303

Significant changes in the number of employees

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

Employment of workers with disabilities

	2022	2023	2024
Total employment of workers with disabilities (persons)	1	1	1
Percentage of disabled workers to total employment (%)	0.08	0.08	0.08
Total number of employees with disabilities (Persons)	1	1	1
Total male employees with disabilities (persons)	N/A	N/A	1
Total female employees with disabilities (persons)	N/A	N/A	0
Percentage of disabled employees to total employees (%)	0.08	0.08	0.08
Total number of workers who are not employees with disabilities (persons)	0	0	N/A
Contributions to empowerment for persons with disabilities fund	Yes	Yes	Yes

Information on compensation of employees

Employee remuneration by gender

	2022	2023	2024
Total employee remuneration (baht)	853,817,920.79	935,741,437.20	1,014,951,761.91
Average remuneration of employees (Baht / Person)	689,675.22	727,637.20	778,934.58

Provident fund management policy

Provident fund management policy : Have

The company has registered the establishment of a provident fund in accordance with the Provident Fund Act B.E. 2530 (1987), demonstrating its tangible commitment to the long-term and sustainable care of its employees. Employees are also able to select their investment plans within the provident fund based on their individual preferences and risk levels.

Provident fund for employees (PVD)

	2022	2023	2024
Number of employees joining in PVD (persons)	853	845	846
Proportion of employees who are PVD members (%)	68.90	65.71	64.93

Information on employee development

Employee training and development

	2022	2023	2024
Average employee training hours (Hours / Person / Year)	21.19	24.79	31.53

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

Information on safety, occupational health, and work environment

Statistic of accident and injuries of employees from work

	2022	2023	2024
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

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

	2022	2023	2024
Total number of employee turnover leaving the company voluntarily (persons)	160	159	142
Proportion of voluntary resignations (%)	12.92	12.36	10.90
	2022	2023	2024
Evaluation result of employee engagement	-	-	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
Reference link to consumer data privacy and protection policy and guidelines	:	https://www.teamgroup.co.th/wp-content/uploads/2024/09/TEAMG-PDPA-Customers_13Sep2022.pdf

Responsible sales and marketing policy and guidelines

Responsible sales and marketing policy and guidelines	:	No
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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	:	No
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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

Service Delivery with Responsibility for Clients

The Company is dedicated to ensuring responsible operations and service delivery to customers, with a strong focus on quality management. A quality policy has been established to ensure customer satisfaction by delivering high-quality work that meets professional standards and deadlines. The Company strictly controls quality under the ISO 9001:2015 Quality Management System. The Quality Management Committee (QMC) is responsible for setting the Company's quality policies, defining annual quality indicators and targets, reviewing the implementation of the quality management system, and continuously improving its effectiveness. At the project level, the Quality Assurance Expert ensures that project execution aligns with technical quality policies and established standards. The expert closely monitors high-risk and critical projects and enforces strict quality inspections before project delivery to customers.

(1) Compliance with the Company's Business Ethics Manual

Directors, executives, and employees must strictly adhere to the Company's Business Ethics Manual in their interactions with customers, ensuring compliance with the following principles:

- Strictly comply with the ethical business practices established by the Company.
- Treat customers fairly regarding products and services without discrimination.
- Engage with customers and business partners with honesty, integrity, and equality.
- Maintain strict confidentiality of customer information.
- Provide customers with a channel to report any deficiencies in products and services.
- Disclose accurate and complete information about products and services.
- Fulfill agreements and contractual terms with customers fairly. If any terms cannot be met, promptly inform customers to find a mutually agreeable solution.

(2) Standardized Products and Services

The Company is committed to conducting its business with standardized operational systems and good governance. It applies its knowledge and expertise with utmost diligence, ensuring that all decisions are based on sufficient information and supported by verifiable evidence. Additionally, the Company strictly adheres to all relevant regulations and requirements.

(3) Protection of Client Personal Data

The Company has established policies regarding Client data protection within its guidelines on stakeholder engagement, business ethics, professional conduct, and Personal Data Protection Policy for Customers. These policies are communicated to employees, who are required to strictly adhere to them. Executives and employees must maintain strict confidentiality of Client information, ensuring that all related data is securely stored and accessible only to authorized personnel who require it for their duties. Any disclosure of

(4) Client Satisfaction Development Plan and Client Satisfaction Survey

The Company has developed a Client Satisfaction Improvement Plan with a system to monitor and assess Client satisfaction. Regular Client Satisfaction Surveys are conducted across all projects, evaluating four key areas: satisfaction with work quality, timeliness, service, and overall project performance. These assessments are carried out through direct meetings for in-person interviews, telephone surveys via conference calls, and email-based satisfaction surveys sent to Clients.

The survey evaluates clients' satisfaction in each subcategory under the four main criteria, using a four-level rating scale as follows:

- 4 points = Very satisfied or exceeds expectations
- 3 points = Satisfied or meets expectations
- 2 points = Dissatisfied or below expectations
- 1 point = Very dissatisfied or significantly below expectations

The Company has established a project evaluation criterion, requiring a minimum score of 3 points in each subcategory under the four main assessment areas. If any subcategory receives a score below 3 points, the project will be considered as not meeting the standard. In such cases, the Project Manager must implement a corrective action plan to promptly improve the quality of service for the Client. Furthermore, the Company will incorporate Client feedback and recommendations into its continuous improvement initiatives and will conduct another Client Satisfaction Assessment to reassess performance and ensure ongoing enhancements.

In 2024, the Company evaluated client satisfaction for 144 projects. Of these, 142 projects met the criteria, representing 99% of all evaluated projects.

(5) Strengthening Client Relationships

The Company is committed to maintaining strong relationships with its Clients by adhering to the Customer-Centered principle, which is one of the core values of the organization. This approach focuses on delivering excellent service, understanding Clients' current needs, and anticipating their future expectations. The Company facilitates client meetings to provide information about its products and services, engages in discussions to tailor services to Client requirements, and has established a complaint system on the Company's website, ensuring that Clients feel confident in receiving satisfactory service.

(6) Client Complaint Management

The Company has established channels for Clients to submit complaints through the Complaint and Whistleblowing System available on the Company's website and/or via the whistleblowing and complaint channels. The Company has implemented a structured process for managing Client complaints as follows:

- 1) Receiving Complaints: The responsible person for receiving complaints forwards the matter to the Chief Executive Officer (CEO) for consideration.
- 2) Investigation: The CEO appoints an investigation committee to conduct the investigation.
- 3) Reporting to Executives: The results are reported to the executives or the Audit Committee (in the case of a serious issue).
- 4) Communication with the Customer: The results of the complaint investigation are communicated to the customer.

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	Client Satisfaction Rate	2023: 92%	2024: Greater than or equal to 95%

Information on performance and results of customer management

Performance and outcomes of customer management

Performance and outcomes of customer management : Yes

Customer Satisfaction Survey Results

In 2024, the Company evaluated client satisfaction for 144 projects. Of these, 142 projects met the criteria, representing 99% of all evaluated projects.

Customer satisfaction

	2022	2023	2024
Evaluation results of customer satisfaction	Yes	Yes	Yes

Channels for receiving complaints from customers/consumers

Company's channels for receiving complaints from : Yes
customers/consumers

Telephone : 02-509-9000

Fax : 02-509-9090

Email : whistle-blowing@team.co.th

Company's website : <https://www.teamgroup.co.th/th/complaints-or-suspe>

Address : 151 Nuan Chan Road, Nuan Chan, Bueng Kum, Bangkok
10230 Thailand

Responsibility to community/ society

Information on community development and engagement policies

Community development and engagement policies

Community development and engagement policies	:	Yes
Reference link for community development and engagement policies	:	https://www.teamgroup.co.th/wp-content/uploads/2024/02/TEAMG-36-2021-Sustainability-CSR_ALL-eng.pdf
Page number of the reference link	:	2

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, Disadvantaged and vulnerable groups

Community and Social Responsibility

Communities and society are fundamental to sustainable business operations, particularly in the context of the Company's role as a consultant and construction supervisor, which involves direct engagement within local communities. Construction projects may generate both positive and negative impacts on the community in various aspects, such as environmental changes, noise and dust pollution, public accessibility, and local economic and social shifts. Without proper management, these impacts could negatively affect the quality of life of community members, harm the Company's reputation, or even lead to complaints or legal disputes.

In response, the Company has developed strategies to enhance community development and minimize social and environmental impacts. The Company is committed to operating responsibly and consistently listening to feedback from communities surrounding the TEAM building and project sites. Environmental impact assessments, systematic waste management measures, and continuous support for community development projects and activities are core components of this approach — aiming to ensure that both the business and society grow together in a stable and sustainable manner.

Recognizing the importance of community development and mitigation of construction-related impacts, the Company has established a systematic management framework. The **Corporate Communications Department** has been assigned to oversee community and social engagement through various projects. In parallel, each **Project Manager** is responsible for implementing social responsibility initiatives and community development efforts around their respective project areas.

The impact management framework consists of the following key steps:

- 1. Impact Assessment
- 2. Community Engagement and Feedback Collection
- 3. Impact Summary and Mitigation Management

The Company's community and social management plans and performance have been disclosed in the 2024 Form 56-1 One Report .		
Reference link for company's community and social management plan	:	https://www.teamgroup.co.th/wp-content/uploads/2025/03/annual-teamgroup2024-en.pdf
Page number of the reference link	:	102-107

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
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Details of community and social management goal setting

Target	Indicators	Base year	Target year
• Others : Community Complaints	0 Case	2024: 0 Case	2025: 0 Case

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 : Yes
management

Performance Compared to Target

In 2024, there were **no complaints** from surrounding communities regarding social or environmental issues related to the TEAM building or project sites where the Company operated. This result — **zero community complaints** — is in line with the target set for the year.

Benefit from implementing social development project

Financial benefits

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

Non-financial benefits

Does the company measure the non-financial benefits from : Yes
social development?

	2022	2023	2024
Training Provided to Local Labor (Persons)	0.00	0.00	200.00

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