



Sustainability Management Framework

Environmental Dimension

- The company places a significant emphasis on cultivating a sustainable relationship between society and the environment through the implementation of an Environmental Management System (ISO 14001) across the entire organization.
- The company has instituted environmental initiatives, such as waste segregation for general, recyclable and hazardous waste, with the objective of facilitating precise waste segregation by employees. Furthermore, campaigns are conducted to advocate for reduced electricity and resource consumption.

Social Dimension

- The Company places a strong emphasis on human rights, aligning with the AEON Basic Principles of “Pursuing peace, respecting humanity, and contributing to local communities, consistently placing the customer’s perspective at its core.”
- The Company adheres to the AEON Code of Conduct, which underscores a commitment to respecting human rights. Discrimination based on nationality, race, gender, age, educational background, religion, sexual orientation, physical handicap, or any unrelated factors to merit, diligence, and talent is strictly prohibited.
- The company upholds a work environment that is free from harassment, victimization and any other unwarranted conduct, ensuring employees are treated with respect and dignity.





Sustainability Management Framework

- The Company provides equal opportunities for individual of all nationalities, genders, religions, race and disabled to contribute to its success. Additionally, the company is committed to ensuring fair treatment and equal opportunities for all employees in areas such as salary, benefits, training, evaluation, promotion, discipline, termination and retirement.
- The company actively promotes community engagement through the establishment of AEON Thailand Foundation, which systematically organizes corporate social responsibility initiatives.

Economic Dimension and Corporate Governance

- The company provides innovative financial products and service that improve daily lives and well-being of customers by prioritize making these services accessible to everyone. The company also place significant importance on advancing digital technology to offer efficient products and services that meet customer needs conveniently, quickly and without constrains of place or time. Importantly, the company ensures the foundation of this services included robust information security and protection against cyber threats, fostering confidence and trust in online transaction for all customers and stakeholders.
- The company is committed to transparency and will share information about its corporate compliance, following laws and regulations such as Bank of Thailand regulation, Anti-Money Laundering Law, Personal Data Protection regulations, Office of Insurance Commission regulations, and more. Additionally, the company will disclose details about its corporate governance, aligning with regulations stipulated by the Stock of Exchange of Thailand.





Sustainability Management Framework

- The Company adheres to the AEON Code of Conduct as a guiding framework to achieve objectives in social responsibility. The AEON Code of Conduct encompasses both business ethics and stakeholder ethics, playing a crucial role in cultivating and understanding of the importance of ethical conduct among executives and employees.

Sustainability Governance Structure

- The company has established a Sustainability Committee with the primary objective of implementing a sustainability policy. This committee is dedicated to steering sustainable management practices and maximizing the organization's overall value.
- Chairperson of the committee bears the responsibility for identifying and formulating implementation plans and measures related to specified sustainability aspects. Chairperson is vested with the authority to make final decision concerning the relevant actions during committee meetings.
- The committees are entrusted with the responsibility of overseeing the progress of the company's sustainability working team operational teams as they execute actions. This oversight entails continuous monitoring and regular reporting to the Board of Directors.
- The company's sustainability working team includes representatives from various departments, assigned to drive sustainability-related initiatives within the organization. Their responsibilities encompass gathering both internal and external information, assessing sustainability issues within the company, and subsequently reporting the results to the committees.
- Every employee within the company is obligated to recognize and diligently adhere to the sustainability policy and its associated practices.

