



INTERNATIONAL

I.C.C. International Public Company Limited

Sustainability Report 2022

Good People • Good Products • Good Society

2022

WE MAKE PEOPLE HAPPY AND BEAUTIFUL

I.C.C. International PCL. is determined to manage products and human resources concerned with economic, social and environmental issues under a policy of social responsibility for sustainable development under 3 pillars:

**“ Good people,
good products,
good society ”**



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Message from Executive Chairman

Changes for Sustainably Move Forward

The economic crisis of the past several years has forced the business sector to adapt to be ready to change the way we manage business, including operations in all dimensions, to enable the organization to move forward continuously and sustainably regardless of the situation and circumstances.

I.C.C. International (Public) Co., Ltd. has been in business as a distributor of consumer products since 1964, focusing on over-the-counter distribution and having sales staff who have long been recommending products to customers. But it has also distributed products through other sales channels, so it is not difficult to adjust how business is done, including creating innovations



to develop products and services in line with changing consumer behavior. Furthermore, there has been development of the structure and process of management, continuously developing the skills and abilities of personnel to be ready to step into the future.

However, so that we can sustainably step into the future, in addition to focusing on product development and distribution channels to meet the needs of consumers (customer focus), the company also considers the environment, society, and good governance (ESG: Environmental, Social, and Corporate Governance) in business operations.

In terms of the environment, we focus on taking care of the environment both in the work process and in daily life, with product development that takes into account the source of raw materials and packaging used in the production process (carbon footprint), the use of information technology systems in operations and communications to reduce energy consumption, promote environmental stewardship by adopting the “Reduce, Reuse, Recycle” principle, such as using biodegradable materials in packaging, using recycled paper, separation of waste so materials that can be reused can enter the recycling process, etc.

For the social aspect, we continuously develop our employees to have more knowledge and expertise by providing a review of knowledge/additional skills (reskill/upskill), providing a process for sharing/transferring various skills systematically to continuously

drive business operations of the organization, and continues to carry out activities that benefit society and the country as per to the determination of Dr. Thiam Chokwatana, the founder of the Saha Group.

In terms of good governance we attach importance to compliance with good corporate governance principles. This is an important foundation for sustainable business development and value creation. The company conducts business ethically, respecting the rights of and taking responsibility for shareholders and stakeholders, including clearly determining the code of conduct for company directors, executives, and employees.

The company is always aware that for the organization to be sustainably successful the company must be prepared to change and develop work processes corresponding with situation, must focus on creating good people, good products, good society, and consider the care of the environment and society and adhere to the principles of good governance. Thank you to all executives, employees, partners, allies, and stakeholders who contribute to the success and sustainability of the company and the company believes that with this power we will be able to sustainably bring the business into the future.

Mr. Thamarat Chokwatana

Executive Chairman

About the report

This Sustainability Report was generated to declare the operating results of I.C.C. International Public Company for the fiscal year of 2022. (January 1–December 31, 2022). It reveals our business management for sustainable growth that involves economic, social and environmental aspects. ICC business operation correlates to Sustainability Master Plan under the Corporate Social Responsibility Guidelines for Sustainable Growth in three areas **“Good people, Good products and Good Society”**

ICC has generated and disseminated the report for 8 consecutive years, since 2014 with reference to Global Reporting Initiative Standard (GRI).



The report discloses business operations that follow our directive framework (Vision and Company Strategy), Corporate Good Governance and practical guidelines of work philosophies. It also includes work force management, ethical development of the personnel, acquisition of more value for the businesses and provision of social opportunities for the community’s sustainability. The details discussed correspond to the economic, social and environmental aspects for Global Sustainability.

Scope:

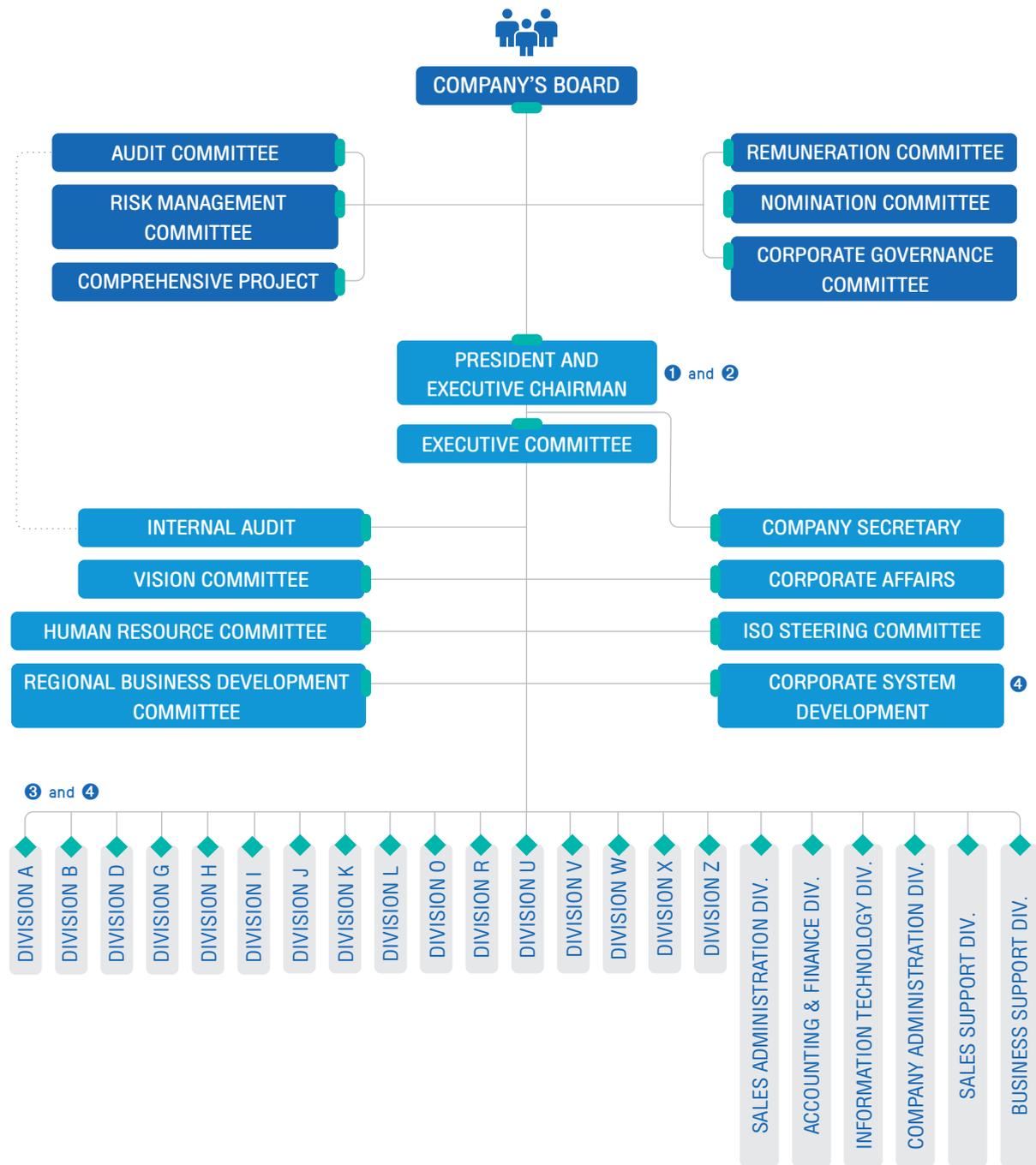
The Sustainability Report 2022 reveals the company’s business operations, and distribution of consumable goods in all business units under the company’s umbrella and 8 business partners across the country. They are as follows:



For further questions or suggestions, kindly contact:
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Corporate Governance Structure

The Company strives for sustainable development in all dimensions by assigning duties and responsibilities based on the corporate organizational structure of December 31, 2021 which is publicized on the company website <http://www.icc.co.th>



① - ④ Company's executives as announced by The Securities and Exchange Commission (SEC)

About the Company

1964

I.C.C. International Public Company Limited was established in 1964 with 7 founding staff as International Cosmetics Limited Partnership (PIAS).

1970

Appointed as agent for “Wacoal” lingerie from Japan.

1975

Appointed as agent for gentlemen’s apparel “Arrow” from the USA.

1978

Received approval from the Ministry of Finance to list on the Stock Exchange of Thailand (SET).

1982

Appointed as agent for the “Itokin” fashion brand.

1984

Appointed as agent for “Guy Laroche” menswear from France.

1988

Appointed as agent for “Lacoste” womenswear and menswear from France.

1991

Appointed as agent for global sportswear brand “Mizuno”.

1994

Listed as a Public Company Limited and changed name to I.C.C. International Public Company Limited.

1996

To reflect its origins and ideas of “Asian-ness”, the company changed its logo with the “I” for the company and the two “Cs” arranged concentrically like a globe and a dragon, representing the Year of the Dragon for the company’s foundation in 1964, and a rat for the Year of the Rat denoting the name change. Combined, they refer to rising power of Asia with the flexibility to face any situation enduringly.

1997

Appointed as agent for “DAKS” womenswear and menswear from London.

1998

Launched Saha Group’s products export expo, “Saha Group Export ‘98”.

1999

Launched “BSC” (Best Selected Collection).

2002

Established the first “His & Her Shop” in Big Jiang Shopping Mall, Nongkhai.

2003

Established the “108 SHOP” project to support Thai retail. Introduction the Quick Response Marketing System (QRMS) to sales service, installing the system at all points of sale nationwide.

2004

Established a new corporate headquarters in a six-storey twin building near the original building, which has been used until today. And Initiate the Sahaphat Innovation contest “CHAIRMAN AWARDS”

2008

Television business through “S Channel” satellite TV.

2016

Sales channels were also expanded into online channels, starting with eThailandBEST.com and The company also initiated the ICC INNOVATION AWARDS.

2018

Founded a cosmetics distribution center under the concept of “Beauty Station”, a new sales channel bringing together cosmetics brands from both inside and outside the company.

2020

A Master License was signed for “Kumamon”, the mascot of Kumamoto Prefecture from Japan.

2021

Expanding sales channels by opening an online store under the name www.iccshopping.com by collecting great promotions from well-known brands in the Saha Group allowing consumers to shop conveniently 24 hours a day

2022

Expands sales channels to accommodate new shopping lifestyles under the name “At First” “Inspiring Your Life”, a community of over 2,800 square meters that gathers famous brands in the company such as Lacoste, Guy Laroche, Daks, Naturalizer, Wacoal, BSC, Elle, Enfant and many other lifestyle products at G Floor, Zone A, MBK Center.



I.C.C. International Public Company Limited helps fulfill lifestyles of people of all walks of life with the following wide range of products and service of international standards:

1. Cosmetics and perfume products
2. Men’s wear
3. Women’s wear
4. Baby products
5. Leather and accessories
6. Sportswear
7. Household products

Overview of the business

Detailed numbers indicate the efficiency of ICC International PLC's operations in 2022

Good corporate governance

- No cases of corruption
- No violations of the law, or relevant company regulations
- Implementation of gift policy for every festival
- Extended membership and participation in CAC



Business growth

Details appear in the One Report for 2022



2022

total revenues (annual)

9,471 MB

(January 2022 to December 2022, a 12-month period)



Proportion of revenue from Thailand



Proportion of revenue from overseas

Compared to 2021



2021

total revenues (annual)

7,458 MB

(January 2021 to December 2021, a 12-month period)

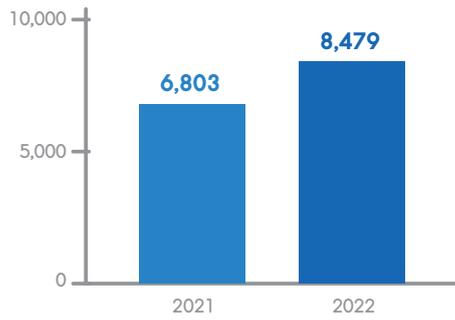


Proportion of revenue from Thailand

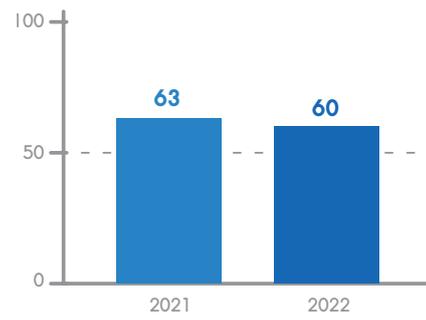


Proportion of revenue from overseas

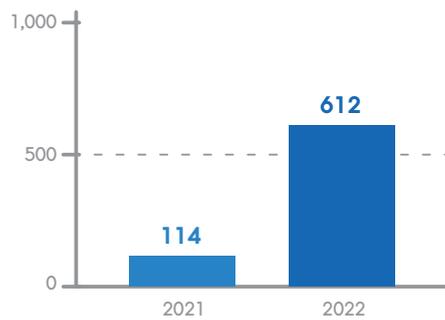
Sales (MB)



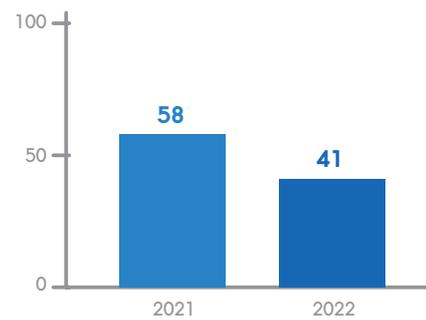
Employee benefits (MB)



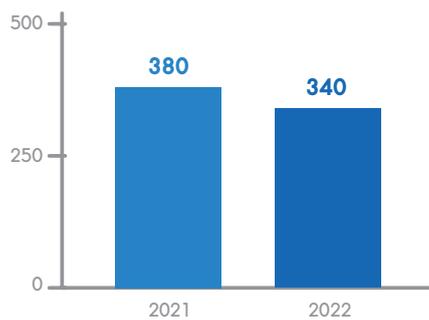
Profit (Losses) (MB)



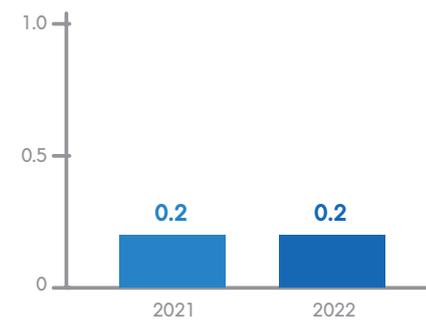
Corporate tax (MB)



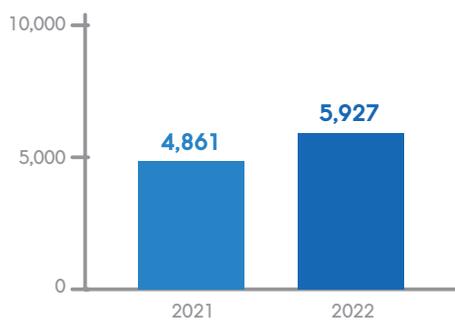
Annual dividend (MB)



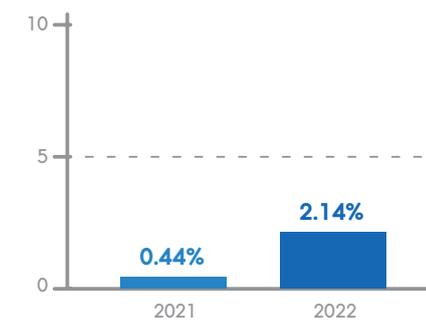
Debt to equity ratio



Sales costs (MB)



Return on equity



Looking after stakeholders

- Total personnel 3,376 (sales people 2,236, office staff 1,140)
- New suppliers 78.95%
- No work-related fatalities
- Employee satisfaction score (not measured due to COVID-19)

Looking after the environment

- Reduced electricity usage 0.2%
- Reduced water usage 11.71%
- Save energy from installing solar cells 3.66%
- Decompose waste 1,179 Kilogram





Awards

The company’s main mission in operating business is to create happiness and beauty for people under the “Good people, good products, good society” policy throughout the 58 years that the company has been in business. We strive to create products and services responsibly in accordance with production and service standards, keeping in mind all our stakeholders as well as society and the environment. In 2022, the company received the following important awards:

Awards for Operations

- Received an “Excellent” rating for corporate governance (CG) by the Thai Institute of Directors Association (IOD), sponsored by the Stock Exchange of Thailand (SET)



- Renew the Thai Private Sector Collective Action Against Corruption (CAC) membership certificate for the second time from the CAC Committee

Awards for Goods and Services



- Mommy’s Choice Award for the “Best Skincare for Babies & Kids” category of the Amarin Baby & Kids Awards 2022. The award-winning product was Enfant Organic Plus Double Moisture Lotion, a location with natural ingredients that protect delicate skin.



- The Editor’s Choice Award for the “Best Baby Bottle and Nipple Cleanser” category of the Amarin Baby & Kids Award 2022. The award-winning product was Enfant Nipple and Bottle Liquid Cleanser with organic tea tree oil.

Milestones

To develop the business management system consistently from upstream to downstream, to increase efficiency of production and product distribution, both in terms of quality and quantity, to meet the customer's needs and to establish the company stability, ICC has been committed to development its supply chain, complying with good governance, building trust among all stakeholders, and supporting all parting all parties involved to work together in harmony for the company's growth and development under the 7 Principles of Thoughts. (See more details at pages 33) ICC focuses on developing human resources, who are significant internal factors to drive the company forward significantly, under the concept

.. **Good People, Good Products, Good Society.**"

In 2022, important stages in development were as follows:

Concept 1



Continuing Innovation to Create "Capable People"

- **Organizing training for employees**

Because "employees" are the core of organizational development, the company is therefore determined to push the employees to never stop developing their own potential. Even in the time of the COVID-19 epidemic. By establishing training programs through various online channels to develop talented employees to be more competent. (See more details at pages 51-55)

Concept 2



Creating Innovation of "Good Products" to Expand Business Channels

- **In response to consumer behavior with special promotions for online customers along with offline sales**

To correspond with the changing behaviors of consumers after the easing of the COVID-19 situation, beyond the annual "Saha Group Fair" that is held at BITEC Bangna, an online channel for sales was opened through the www.sahagroupfair.com website to sell more than 20,000 consumer items to cover both online and offline sales channels through continuous promotional activities regularly throughout the year.

Concept 3



Continuing Innovation as a "Good Society"

- **Because "Water is Life" Projects**

The company collaborated with the Dr Thiam Chokwatana Foundation and staff in the Saha Group to support a project of community water management according to the principles of His Majesty the late King Bhumibol, of the Petch Nam Neung United Agricultural Cooperative Community of Phetchaburi Limited. The project developed water projects and integrated farms under the New Theory of Agriculture of HM the late King. (*For more detail, see page 83)

Vision, Mission

As the leaders of business operations, the Board of Directors and management have operated the business under a plan, vision, mission, values and strategies which have been set, and to operate the business consistent with market competition with a common destination.

In 2022, the Board of Directors and management have reviewed and specified vision, mission, values and strategies to be a business plan for a three year period, which will be implemented in 2022 to 2024 as follows:

2022-2024

Vision:

We aim to be a Thai national company with sustainable management for growth and development through our innovation products and good services in continually delivering happy, beauty and satisfactory experiences to customers.

Mission:

1

To develop new models of business operation in all dimensions in response to the market and consumer changes.

2

To develop and create innovation of high quality products to satisfy the requirements, happiness and beauty of customers.

3

To develop many up-to-date varieties of distribution channels to suit the change in lifestyles and behaviors of consumers in each group.

4

To continually enhance ability and efficiency of personnel in terms of their attitude, thinking system and duties performance with honesty and ethics.

5

To upgrade our organization under the corporate governance, code of ethics and policy with responsibility for the society and environments in order to lead to sustainable growth and development.

Values

Customer Focus

focus on requirements and satisfactions of customers.



Honesty

maintain honesty and transparency of work performance.



Adaptability

timely adapt and upgrade to suit the circumstances.



New Creation

strive for creating innovative products, markets and services.



Goal

closely cooperate in achieving the same goal.



Efficiency

encourage the efficiency of work.



Speed

ensure speed of the effectiveness of work.



Strategies



The strategy for efficient management and effective performance either short-term, medium-term or long-term, designation of personnel suiting their duties including solutions to the root cause to facilitate new work procedures which become more efficient.



The strategy for continually developing modern skill, knowledge and expertise for personnel to be ready to successfully handle the change in markets and distribution channels.



The strategy for upgrading processes to acquire the products and services that are more accurate for the distinctive presentation of products corresponding with the requirements of consumers in every group and suitable to each distribution channel.



The strategy for deployment of the information technology to enhance speed and accuracy in activities performance including data and information management within the Company and connecting with the business partners or business alliances.

Value Chain

Factors



Financial capital

- Value of securities
- Debt
- Equity



Production capital

- Assets
- Property, building, and equipment



Personnel capital

- 3,376 employees
- Average of 2 hours of training (per person)



Intellectual capital

- Establish a management system to assist in work and distribution of products.
- Training to develop brand value



Social capital

- Relationships with stakeholder groups
- Trade partners



Environmental capital

- Use of water resources: 53,745 cubic meters
- Electricity consumption: 4,438,000 kilowatts / hour
- Fuel consumption: 260,693 liters

Value Sharing



Total income:
9,471 million baht



Net profit:
612 million baht

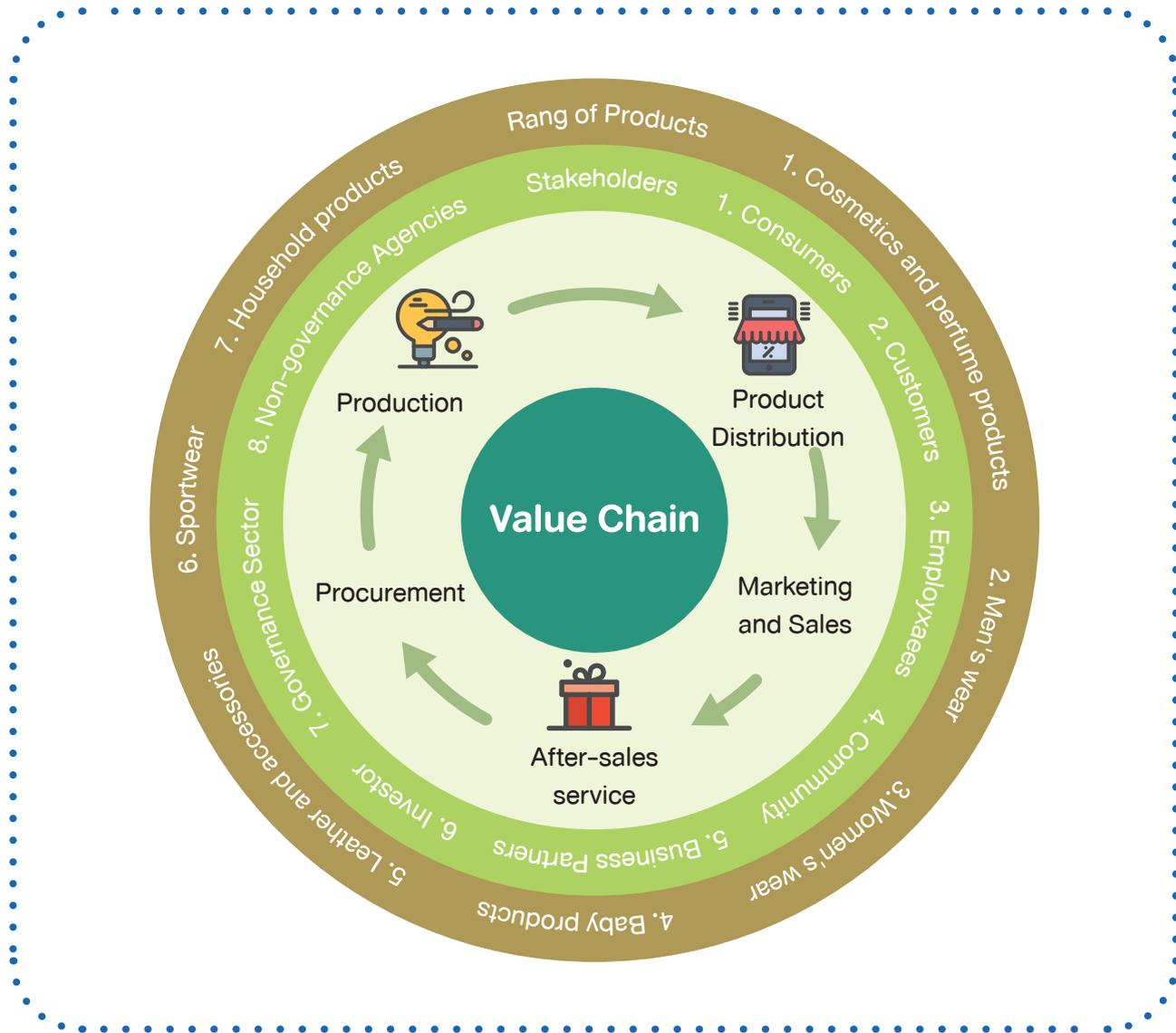


Lost time injury
frequency rate (LTIFR):
0.0827/200,000 hours



No human rights complaints

Percentage of employees that resigned voluntarily: **1.98%**



Management of resources and raw materials



- Stakeholders**
- Consumers
 - Customers
 - Employees
 - Community Social and Environment
 - Non-government Agencies
 - Business partners
 - Investors
 - Government Sector

- Range of Products**
1. Cosmetics and perfume products
 2. Men's wear
 3. Women's wear
 4. Baby products
 5. Leather and accessories
 6. Sportswear
 7. Household products

Value Chain

Value Chain Development is an important strategy in doing business. Therefore, the company focuses on all stages and processes of the value chain. To create sustainability in the supply chain from upstream to downstream, and create value for every product and service within the company with details as follows:

Procurement

As a leader in the production of consumer products, the Company places great emphasis on efficient, transparent, and checkable procurement processes.

- Develop the potential of business partners to grow with the company. By establishing guidelines for partners, along with considering quality checks and management processes to meet standards.
- Establish a standardized procurement process. Selecting a specific partner with social responsibility, to assure customers that products and services are environmentally friendly from upstream, midstream and downstream throughout the product's lifetime.

Production

The company values and pays attention to every step of the production process as well.

- Correctly control product quality to comply with legal agreements and various management standards in accordance with international standards for, environmental, safety and consumers such as ISO HACCAP, etc.
- Choose quality and safe raw materials, with good hygiene as the main consideration.
- Make the most of production resources. Including commitment to employees in the company to innovate through an annual innovation contest such as INNOVATION



Product distribution

The company is committed to creating an efficient product distribution system. Covering all areas across the country and abroad as well.

- Product delivery coupled with professional service
- Use modern technology to store products. And manage transportation systems through the Company's logistics network, covering both domestic and international

Marketing and Sales

The company is committed to delivering quality products and services to consumers through various and effective distribution channels as

- Distribute services through leading online and offline platforms to strive to be a leader in the consumer products group
- Create sales promotion activities to continuously build a good relationship.
- Communicate and publicize responsibility towards consumers, environment and society through various CSR projects.

After-sales service

The Company is committed to promoting after-sales engagement and maintaining a long-term relationship with trading partners and customers as well

- Organize a knowledge exchange process. Arranging a business partner meeting to determine a business plan together
- Commit to developing environmentally friendly packaging. Including selection of materials that can be reused or recycled



Working Process for Stakeholders

Realizing our determination for business sustainability and stakeholders' importance in giving business directions for ICC, and to ensure that our stakeholders could have joint-benefits of both short term and long term, we have classified different groups of stakeholders so that we can formulate the appropriate plans. This shall lead to sustainable growth based on conducting business via integrity with ICC's partners bringing into meaningful participation as well as continuous adjustment and development.

Employees

Expectations

- Appropriate remuneration and welfare
- Plans for skills training and development
- Equal rights and opportunities for advancement
- Safety and quality of life

Participation / Communication Channels

- Annual seminars and trainings for skill development
- Attention to employees' feedback and complaints (The Voice-QR Code)
- Internal communication (through SAI YAI leaflet)
- Communication channels such as Broadcasting, webmail, intranet, Line group, etc.

Shareholders

Expectations

- Gain high and continuous returns for their investment
- Good operating results and continuous growth
- Conduct business with transparency and good governance
- Information disclosure

Participation/ Communication Channels

- Annual General Meeting of Shareholders
- Declaration of quarterly operating results as legally stated timeline
- Respond to questions and doubts via telephone, emails and Annual Report
- Organize "Analysts and Investors with ICC" annually

Customers

Expectations

- Properly-informed about the products and services
- Reasonable and fairly priced products and services
- Get good quality products and services
- Environmentally friendly products available as an alternative
- Products and services warranty
- Customer's privacy and confidentiality

Participation/ Communication Channels

- Customer visit
- Exhibitions and trade fairs
- Communication channels
- Customer Relations activities
- ICC Call Center: information inquiries
- Available channels for customer feedback and complaints

Business partners

Expectations

- Follow the business agreements and requirements. Provide correct information.
- Create good mutual relationship and understanding.
- Share and exchange knowledge and insights for development of value-added products and services.

Participation/ Communication Channels

- Communicate through various channels
- Organize annual business partners meeting to inform business directions.
- Visit business partners for their feedback and suggestions
- Provide channels for feedback and complaints
- Organize activities to promote good relationship
- Enter into the joint-agreement with business partners to set ethical business conduct framework. This includes trade competition and prohibition on business conduct with companies that violate human rights and Intellectual Property.

Business competitors

Expectations

- Conduct business and compete with integrity. Follow the Fair Play framework.

Participation/ Communication Channels

- Formulate criteria and conditions for Fair Play.

Loan payable

Expectations

- Comply with contracts and agreements clearly and fairly.
- Inform the creditor in advance if any contract's obligation cannot be met, in order to find rational solutions together.
- Loan and interest are always paid back on time

Participation/ Communication Channels

- Annual Report
- Listening to suggestions or complaints

Community, society and environment

Expectations

- Appropriate products and services for daily consumption.
- Provide information about health
- Conduct business with respect to the community, society and environment

Participation/ Communication Channels

- Communicate via various channels.
- Available channels for suggestions and complaints.

Trade account payable

Expectations

- Able to comply with conditions and agreements of the contracts by making bank transfer via BAHTNET System and Media Clearing System by setting billing acceptance and transferring schedule.

Participation/ Communication Channels

- Annual Report
- Listening to suggestions or complaints

Debtors

Expectations

- Follow the clearly-defined and righteous conditions and details of the agreement

Participation/ Communication Channels

- Annual Report
- Attention to feedback and complaints

Government sector

Expectations

- Follow the related rules and regulations.
- Support and participate in projects and activities that have social benefits.

Participation/ Communication Channels

- Fulfill tax duty in a timely manner as legally stated.
- Always attend and provide feedback/suggestions as well as giving continual support to the Government activities.

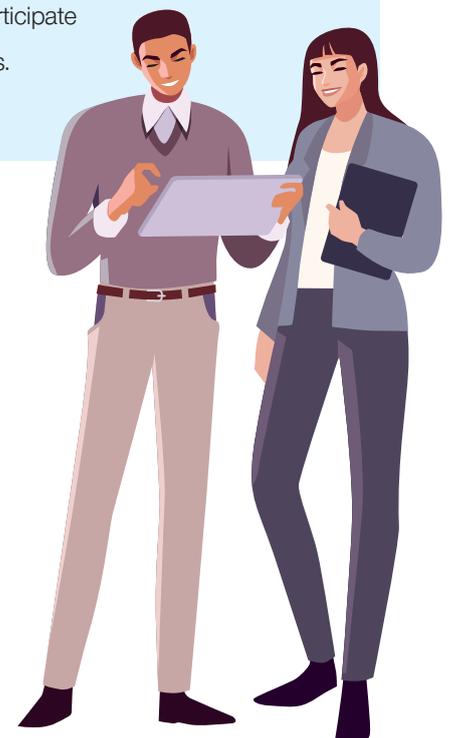
Mass media

Expectations

- Full disclosure of information in a timely manner.

Participation/ Communication Channels

- Disseminate the information via available channels.
- Media visit for the company's operations and activities.
- Support and participate media's activities.



ICC and Guidelines for Sustainable Development

I.C.C. International (Public) Co., Ltd. is committed to sustainable development of the organization by establishing an operations framework that covers economic, social, and environmental aspects under the policy of social responsibility for sustainable development that includes three areas: **good people, good products, good society** to achieve the 17 United Nations sustainable development goals (UNSDGs).

Performance Summary: SET ESG Metrics

Environmental Dimension				
GRI Standards	ESG Indicators	Unit	Previous years (e.g. 2564)	Reporting year (e.g. 2565)
E1 Environmental Policy and Compliance Standards				
GRI 103	Environmental management policy and guidelines	Yes / No	Yes	Yes
	Number of cases or incidents of legal violations or negative environmental impacts, with explanation of mitigation measures	No. of cases	0	0
E2 Energy Management				
GRI 302	Energy management plan	Yes / No	Yes	Yes
	Energy consumption (electricity / fuel)	kWh	4,241,000	4,232,565
	Renewable energy consumption	kWh	111,656.57	110,932.25
E3 Water Management				
GRI 303	Water management plan	Yes / No	Yes	Yes
	Volume of water consumption	cubic meters	48,111	53,745
E4 Waster Management				
GRI 306	Waste management plan	Yes / No	Yes	Yes
	Volume of waste generated	kilograms	1,162	1,179
E5 Greenhouse Gas Management				
GRI 305	Greenhouse gas management plan	Yes / No	Yes	Yes
	Scope 1 and 2 greenhouse gas emissions	tCO ₂ e	N/A	N/A
	External verification of greenhouse gas emission data	Yes / No	No	No

Social Dimension

S1 Human Rights

GRI 412 (Disclosure 405-1)	Human rights policy and guidelines	Yes / No	Yes		Yes	
	Employees by gender and nationality		Female	Male	Female	Male
	Total number of employees	people	N/A	N/A	2,932	444
	Thai	people	N/A	N/A	2,932	444
	Number of cases of human rights violations, and explanations of remediation and mitigation measures	No. of cases	0	0		

S2 Fair Labor Practices

GRI 401 (Disclosure 405-1)	Employees by age group		Female	Male	Female	Male
	Below 30 years old	People	N/A	N/A	502	90
	30-50 years old	People	N/A	N/A	2,048	308
	Over 50 years old	People	N/A	N/A	382	46
GRI 405	Employees by level		Female	Male	Female	Male
	Staff level	People	N/A	N/A	2,777	392
	Management level	People	N/A	N/A	142	39
	Senior management level	People	N/A	N/A	13	13
	Number of employees with disabilities and/or elderly employees	People	N/A	N/A	15	3

Employee Compensation

GRI 405	Total employee compensation	Bath	904,390,267	1,010,888,278
	Percentage of employees enrolled in provident funds	%	N/A	79%

Employee Development

GRI 404	Employee development plans or activities	Yes / No	Yes	Yes
	Average hours of employee training	hours/ person/ year	1	2

Occupational Safety, Health and Environment

GRI 403	Occupational safety, health and environment improvement plans or activities	Yes / No	Yes	Yes
	Number of incidents or injuries leading to lost work time	No. of incidents/ injuries	0	3

Promoting Employee Relations and Employee Engagement

GRI 402	Employee engagement and retention plan	Yes / No	Yes	Yes
	Percentage of voluntary employee turnover	%	N/A	1.98

GRI 407	Number of significant labor disputes, and remediation measures	No. of cases	0	0
S3 Responsibility to Customers/Consumers				
Consumer Rights				
GRI 102-43	Consumer data protection policy and guidelines	Yes / No	Yes	Yes
GRI 418	Number of incidents of consumer data breaches, and remediation measures	No. of incidents	0	0
GRI 418	Number of incidents or complaints relating to consumer rights violations, and remediation measures	No. of incidents/complaints	0	0
S4 Responsibility to Communities/Societies				
GRI 413	Policy on developing and engaging with communities/societies affected by the business	Yes / No	Yes	Yes
GRI 413	Plans to support the development and engagement of communities /societies affected by the business	Yes / No	Yes	Yes
GRI 413	Number of conflicts with communities / societies, and remediation measures	No. of cases	0	0

Governance and Economic Dimension

G1 Policy, Structure and Governance System

Business Code of Conduct

GRI 102-17	Code of conduct	Yes / No	Yes	Yes
GRI 102-17	Anti-corruption policy and guidelines	Yes / No	Yes	Yes
GRI 102-17	Number of code of conduct violations or incidents of corruption, and remediation measures	No. of cases	0	0

COM-G1 Cybersecurity and Privacy Protection

Disclosure 418-1	Cyber Security and Privacy Protection Policies and Practices	Yes / No	Yes	Yes
	Percentage of cybersecurity certified technology infrastructure	%	100	100
	Measures and guidelines for the use of personal information	Yes / No	Yes	Yes
Disclosure 418-1	Percentage of employees trained in cybersecurity and personal data usage	%	100	100
	The number of incidents or cases where the company has been attacked by cyber attacks. with corrective measures	No. of cases	0	0
	Number of incidents or cases of personal data leakage with corrective measures	No. of cases	0	0

G2 Sustainability Policy and Strategy

GRI 102-55	Sustainability policy and targets at the organization level	Yes / No	Yes	Yes
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G3 Sustainability Risk Management

GRI 102-15	Sustainability risk management policy and guidelines	Yes / No	Yes	Yes
	ESG risks and opportunities	Yes / No	Yes	Yes
	Emerging risks	Yes / No	No	No
	Business continuity plans (BCP)	Yes / No	Yes	Yes

G4 Sustainable Supply Chain Management

GRI 308	Sustainable supply chain management policy and guidelines	Yes / No	Yes	Yes
	Sustainable supply chain management plan	Yes / No	Yes	Yes
GRI 414	Supplier Code of Conduct	Yes / No	Yes	Yes
	Percentage of suppliers acknowledging the Supplier Code of Conduct	%	100	100



Sustainable Growth Direction

To align with The Company's mission that states our determination to advance our organization with Good Governance, to make our business grow continuously and to provide great and sustainable benefits for all stakeholders, we identify our operation framework that covers all economic, social and environmental aspects. We are also ready to expand into new business areas and to continuously develop our personnel and organization with Good Governance in order to increase our potential and readiness to deal with the changes in competitions

Sustainability Development Direction

Business Philosophy



Good People

Create value in people: Act and behave a good person who is honest to oneself, the company, and the society.



Good Products

Create value in business: Develop products and services in response to the stakeholders' demands.



Good Society

Create value in society: Continuously support activities that are beneficial to the society in order to establish the strong society.

Principles of Thought to Success

1

Fight for Glory

2

Think Positive

3

Discipline

4

Faith

5

Readiness

6

Integrity

7

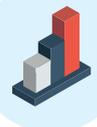
Unity

Strategies for Sustainability



- The company is determined to create value and to develop sustainability in every situation in every business as well as to the company and our stakeholders.
- The company designs the business code of conduct to be a guideline that is aligned with the Good Governance principle. The company treats customers, partners, stockholders, and stakeholders equally and fairly.

Sustainability Goals

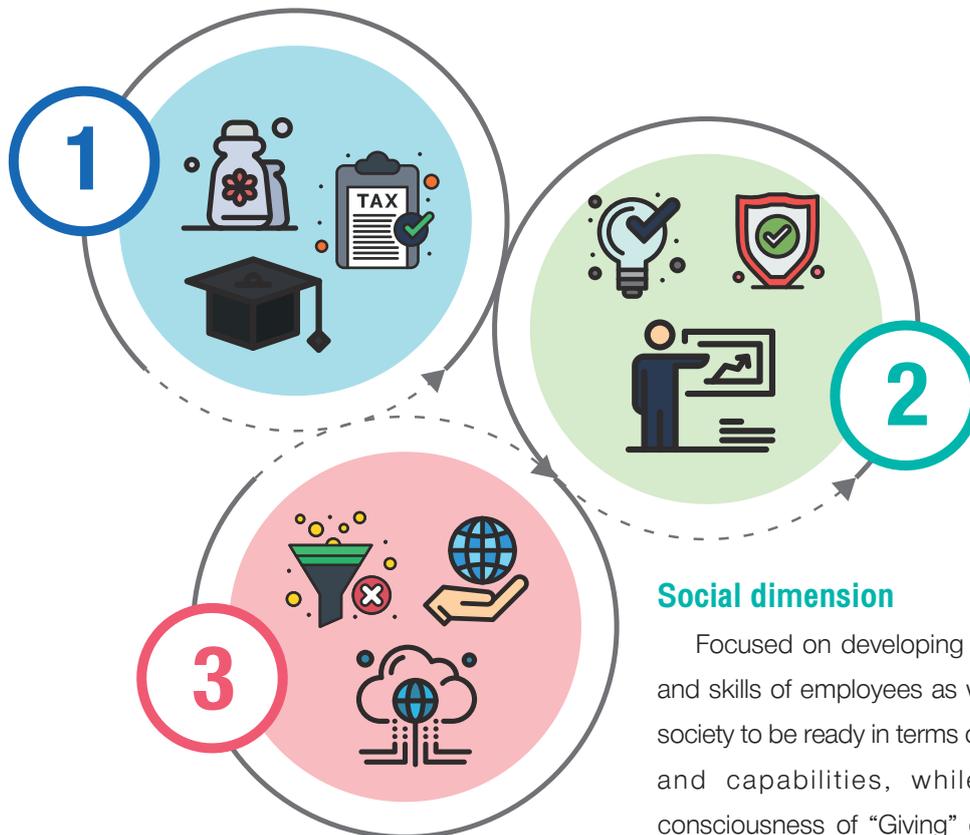


- The company provides good quality of life to consumers by adhering to the company's core principle "Good People, Good Products, Good Society."
- The company conducts the business based on the foundations of accountability, honesty, ethics, and morals bringing about the business operation with transparency, efficiency, effectiveness, and security as well as sustainable growth.

The company has determined frameworks and policies to implement sustainable development by considering the expectations of various groups of stakeholders, now complying with the principles of Economic Social and Governance (ESG) covering the three dimensions of the economy, society and the environment, specifying operational policy for each dimension as follows:

Economic dimension

Focus on creating competitive advantage by developing employees into “Capable People” together with creating value for customers with a diverse range of “Good Products” to meet customers’ needs in every way, as well as developing a Business Network with suppliers and customers and transforming work systems for greater efficiency and effectiveness.



Social dimension

Focused on developing the potential and skills of employees as well as wider society to be ready in terms of knowledge and capabilities, while instilling consciousness of “Giving” on the basis of “Good People” to drive society with quality sustainably.

Environmental dimension

Focus on being an organization that is friendly to the environment by managing energy, water and waste efficiently, coupled with instilling employees, suppliers and customers to be conscious of environmental conservation.

Main issues concerning sustainability

ICC has gathered essential information and details relating to our industry and other businesses, domestically and internationally to study the changing tendency and direction. We can then make adjustment on our policies and business plans to meet the requirements. We shall stay competitive and competent in order to achieve our goals stated in Sustainable Development Roadmap through the Corporate Social Responsibility Guidelines in three aspects "Good people, Good products and Good Society". The main concerns about corporate sustainability are discussed in accordance with economic, social and environmental dimensions for sustainability as stated in Global Reporting Initiative Standard (GRI).



Generating main issues in the report

ICC gives importance to all stakeholders and takes into consideration all factors that might affect them in terms of economic, social and environmental sustainability of the company.



Identifying the issues

Review and identify the issues from the information provided by all stakeholders, internally and externally through projects and activities throughout the year.



Inside the company

Information from the working committees responsible for Corporate Sustainability and Company Strategy as well as Risk Management for the short, intermediate and long terms to achieve the goals.



Outside the company

Study information from the working committees assigned to coordinate with stakeholders to understand decision-making factors. This can be done by conducting surveys or creating evaluation forms or information gathering, in formal and informal approaches such as through seminars, hearings, meetings or group interviews.



Set priorities

Study the mutual concerns and examine the connection between the issue and the indicator based on GRI Standard. Then select and prioritize the issue that is of the stakeholder's interest.

The company's concerning issues



Sustainable Development Goals (SDGs)

For the continuity of the development, United Nations has set goals for development on September 25, 2015 so called “Sustainable Development Goals” (SDGs), which aim at developing every dimension in connection with economy, society and environment. SDGs include 17 goals that will be hold as the principles for the development for 15 years (from September 2015 to August 2030).



The 17 SDGs are divided into five groups comprising:

Group 1: People or social groups and their livings

Group 2 : Prosperity, concerning economy and wealth

Group 3 : Planet, or natural resources and the environment

Group 4 : Peace

Group 5 : Partnership, including development partnerships

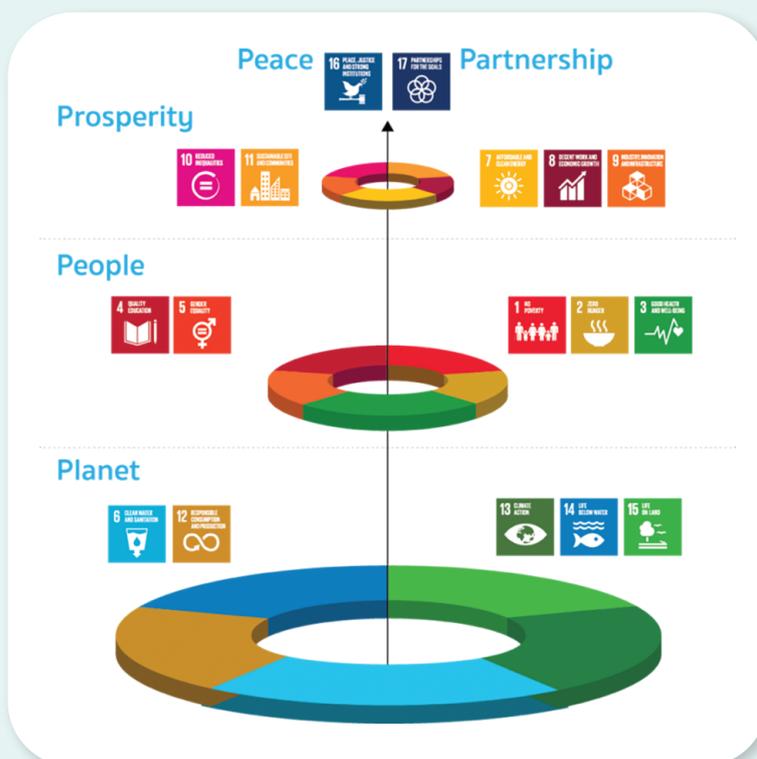


Table: Consistent with Sustainable Development Goals of the United Nations

Main issue concerning sustainability (Good People : Good Products : Good Society)		GOAL																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Economic	Corporate Good Governance			★	★						★	★	★				★		
	Anti-Corruption																	★	
	Business operation and integrity					★	★				★						★	★	
	Duties and Responsibilities towards consumers			★					★	★			★				★	★	
	Research and Development for sustainability		★						★	★		★	★					★	★
	Supply Chain Management		★	★					★			★							★
	ICC on COVID-19			★														★	
Social	Fostering personal ethics and morality				★	★				★									
	Guidelines for work force management and human rights,				★	★	★		★	★	★	★						★	
	Safety and Hygiene			★									★					★	
	Development for better quality of life and environment in community	★	★			★					★	★	★				★		
	Provision of education opportunity for youth			★	★														
	Development of local business partner	★	★						★		★								
	Networking with other government agencies	★	★		★	★					★	★					★		
	Preservation of local traditions and values	★	★		★					★							★	★	
Environmental	Rules and regulations regarding environmental aspects					★						★	★	★	★	★		★	
	Water source management	★	★	★		★						★	★	★		★			
	Energy conservation and global warming problem							★	★			★	★	★	★	★			

Governance and Economy

The company is determined to create a competitive edge by development of employees to be “Capable People” while creating value for customers with many brands to meet customers’ needs in every way. This is done by developing a Business Network with suppliers and customers through many channels, as well as transforming systems and work processes to increase efficiency and effectiveness sustainably.

Sustainable Development Goals (SDGs)

- Target 3.** Ensure healthy lives and promote well-being for all at all ages
- Target 5.** Achieve gender equality and empower all women and girls
- Target 8.** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Target 9.** Build resilient Infrastructure, promote inclusive and sustainable industrialization and foster innovation
- Target 12.** Ensure a sustainable pattern of production and consumption.
- Target 16.** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels



7 Principles of Thought

In Accordance with the corporate vision and mission, has prescribed 7 Principles of Thought for all executive and employees in the organization to adhere to as guidelines for common practice.



- **Fight for Glory**

Enhance fighting spirit among employees which shall start from one's self and become role models for others in achieving their goal and winning in business competition by using strategic planning along with consistent follow-up and being open-minded for any improvement and adjustment.

- **Think positive**

Place emphasis on the ideal of positive thinking among employees to instill confidence that they can surely succeed and achieve their goal by always thinking of achieving success without condition.

- **Discipline**

Build up working discipline including in communication and operation, with honesty, integrity and loyalty to the organization as well as consistent follow up and improvement of work performance.

- **Faith**

Promote self-motivation among employees to make them confident of their capability to

achieve their goals and be good to themselves and others, as well as creating good faith towards their managers, colleagues, subordinates, the Company and the country in order that employees shall take pride, be confident and committed to their work.

- **Readiness**

Undertake personnel development to promote awareness in providing rapid customer services, courage to be decisive and proactive based on respect for customers with full responsibility as the Company's employees.

- **Integrity**

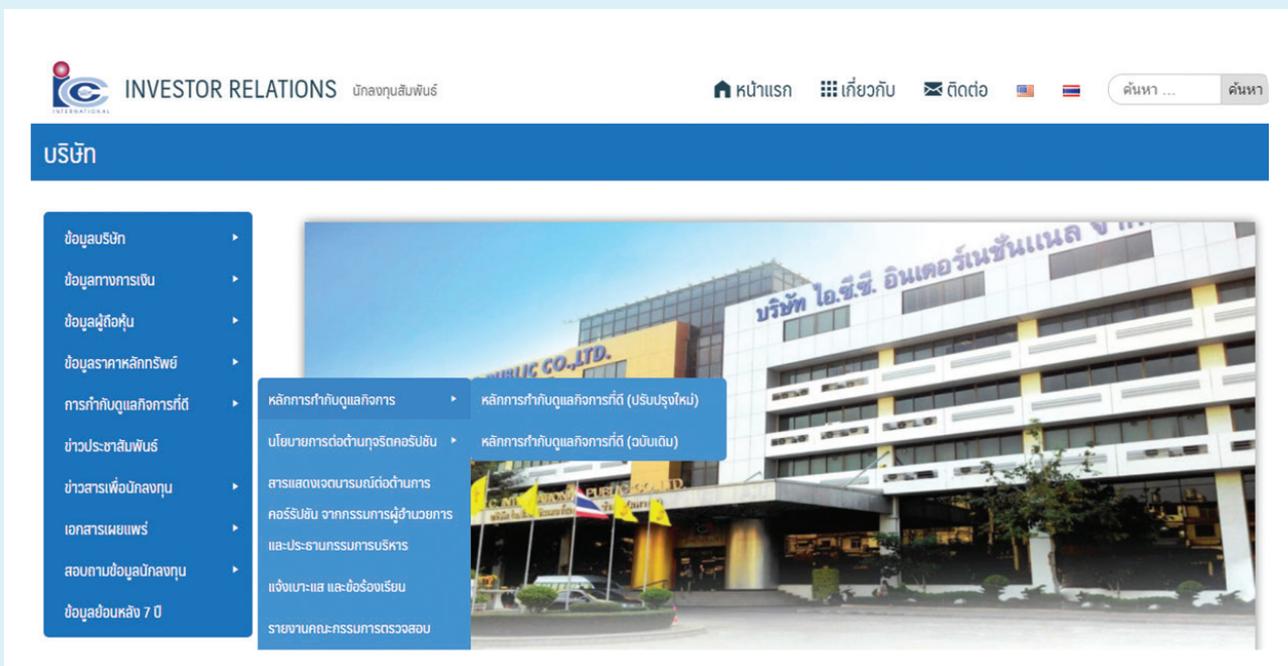
Cultivate values of honesty and fairness among employees so that they may apply these values to themselves, other people, the Company, society and also the nation in both open and hidden places.

- **Unity**

Promote unity among employees by enhancing good cooperation and solidarity in striving to achieve the corporate goal.

Good Corporate Governance

The company considers good corporate governance as one of the top priorities, and therefore provides written “the good corporate governance principles” for all directors, executives and employees to follow accordingly. We believe that a transparent good corporate governance system which can be examined as well as a well-balance internal control system together with respecting the rights of shareholders and stakeholders are important factors for the well-balance and sustainable growth of the company in the long run.



“The good corporate governance principles are communicated and assessed as follows.”

Preparing a policy handbook on the principles of good oversight for dissemination to the public through the company’s websites, and giving it away to directors, managers and customers.

A video on the principles of good oversight for the orientation of new employees.

Training for every employee, with the stipulation for every member of employees to fill in a form to test and revise information through the e-learning system.

Dissemination of this information through the company’s website www.icc.co.th, under the Column: Corporate Governance and Anti-Corruption Policies.

Risk Management

The company sees the importance of risk management in the organization and has thus appointed a risk management committee with a focus on increasing the efficiency and effectiveness of risk management at the operational level. Risk is evaluated in the stages of Operational Risk, IT Risk, Fraud Risk and Corruption Risk, specifying operational methods, monitoring and tools as follows:



Operations in the Past Year

The company has improved the information technology system by expanding the Enterprise Resource Planning (ERP) Phase II to cover work modules for efficiency in work and to decrease the risk of corruption and risks associated with operations.

Expectations

To support operations to achieve the objectives set, the company strives to operate within the risk management framework so that personnel in the company may carry out their duties and decrease various risks effectively.

* More Details: Annual Registration Statement/Annual Report 2022 (From 56-1 One Report)

Anti-Corruption Policies

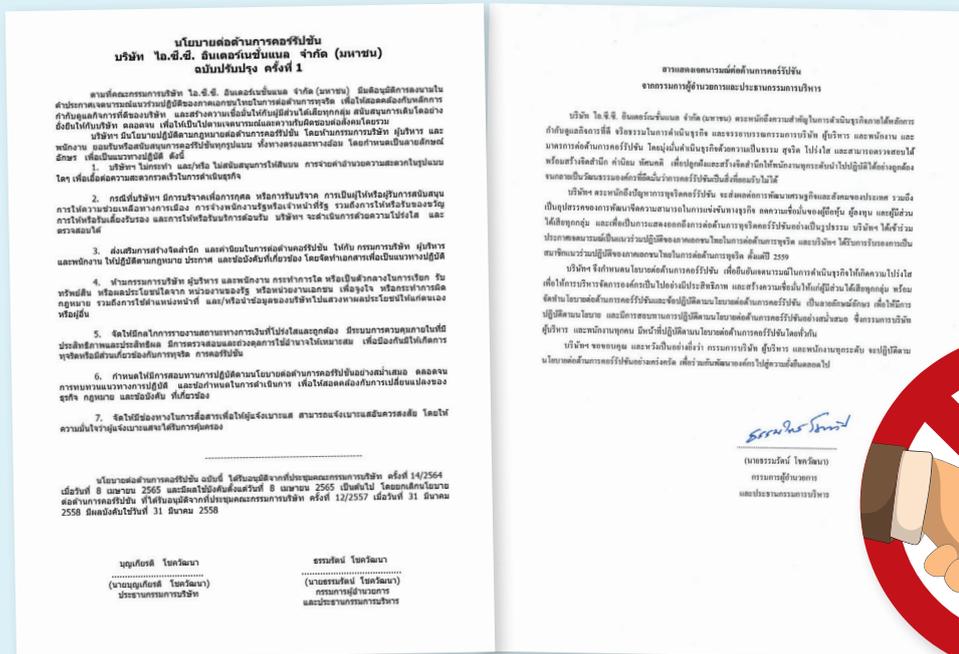
“Honesty” is one of “the 7 principles of Thought (Core values) to success” Giving priority to internal management and business operations thus adheres to operating with transparency and honesty. The company has instituted anti-corruption policies in writing, and has started communications through various channels such as bulletin board, letters, emails and websites to “abstain from gifts for the company’s directors, executives and staff on every occasion” for staff, suppliers and third parties contacting the company.

This includes determining the procurement system to be transparent, clear and fair, with stipulations in bidding for hiring work, and clear methods to operate the business transparently for suppliers, with a central price list for supplies and equipment, comparisons of purchase prices and price competition in hiring for construction or store decoration in both normal and urgent cases. Management and staff must strictly comply with this system. If non-compliance with corrupt intentions is discovered, this is a severe disciplinary offence in the company.

Also, the procurement department has held the activity, “Developers’ Day” with the aim of inviting suppliers to share innovation, products and services to ICC staffs. Also offer and their products and service to respond to and comply with this intention transparently in operating their business, as the company has intended.



The anti-corruption policy has also been communicated through various internal and external channels such as bulletin board, Intranet and the e-learning system, and holding the activity “This person...ICC Click Like” every month to praise staff showing good deeds or honesty. There is training and testing of “The Anti-Corruption Policy” for every member of staff, and the anti-corruption policy is communicated through the company’s website at www.icc.co.th.



The company has measures in place to protect informants by maintaining confidentiality of relevant information and is mindful of the safety of the complainant except when required by law to reveal information. If the tip, complaint, testimonial, or information provided can be used to prove corruption by an employee that causes damage to persons or the company, the employee will be disciplined in accordance with the rules and regulations of the company and/or legal proceedings will be started. If it is not an employee, the company reserves the right to start legal proceedings against that person.

รวมพลัง 3 ป. ต่อต้านคอร์รัปชันในไอ.ซี.ซี.

ปิดปาก ปกป้องคำนิยาม ยกย่องคนดี ชื่อสัตย์

ป้องกัน สร้างวัฒนธรรมต่อต้านการทุจริต ร่วมกันสอดส่อง ป้องกันคอร์รัปชันในองค์กร

ปิดโปง สนับสนุนให้พนักงาน กล้าเปิดโปง หรือแจ้งเบาะแส การทุจริตคอร์รัปชัน

SCAN QR Code นโยบายต่อต้าน การคอร์รัปชัน

ICC ร่วมต่อต้านทุจริตคอร์รัปชันทุกรูปแบบ

Operations to Support Anti-Corruption



- Organize training for partners to expand the anti-corruption alliance



- Organize “Leadership...and Anti-Cheating” activity for Anti-Corruption Day 2022



- Organize “Work Ethics for Sustainable Success” training for executives and employees

In case of bribery or corruption, or suspect of such actions, by I.C.C. International Public Company Limited’s employees or representatives, be it directly and indirectly, any illegal action and failure to follow the ethics of directors, executives and employees, or even any unfair working practice have been found:

Please notify the company through the following channels.

Audit Committee: email iccauditcommittee@icc.co.th
Post: P.O. Box 22, Yannawa, Bangkok 10120

In person: verbally and in writing

Call center: 0-2294-4999

Corporate Secretary: 0-2295-0688

Fair Business Conduct



The company emphasizes on doing business with fairness and in good morality and ethics. We are determined to deal and compete in business in a fair and straightforward manner. Moreover, we are strongly against any misconduct such as spying on competitors' secrets or briberies.

The company will not violate any Intellectual Property Law, no fake or copy products or even using other intellectual properties for our business without consent have never been executed. On the other hand, in 2016 we have initiated "ICC Innovation Awards" to promote innovation for the organization (please more details on page 41), and also support our employees to submit their innovation works to compete in other events.

Responsibility to Consumers

The company realizes that consumers' satisfaction and confidence are important key factors to the company's sustainable success; therefore, we have the following guidelines and procedures.

1. We sell products and offer services which are environmentally friendly and safe for customers.

2. We are determined to develop products and services as well as create value-added products and services to meet customers' needs. We also provide honest and necessary information without holding back, or distort any fact or information.

3. We conduct business with honesty and fairness without violating our customers' right. We will not reveal customers' information for the benefit of the company or others.

4. We do not take bribes or agree to bribery in any forms both directly and indirectly.

5. We serve our customers as promised. If it can't be done, we will notify them as soon as possible to discuss solution and avoid any damage.

6. We provide appropriate and adequate channels of communication to our customers so that they can give feedback or request to the company easily. Any complaints from the customers will be considered and dealt with timely and fairly.



Sustainable Research and Development

As a distributor of fashion and beauty products as well as leading consumer products in Thailand, the company is committed to research and develop innovative products and services with social responsibility, to increase efficiency and effectiveness for the organization and stakeholders. Thus, initiated The ICC Innovation Awards for the first time in 2016. In which the finalists will represent the company in the Saha Group's Innovation contest (Chairman Awards) which is held annually.

The company organized an ICC innovation competition online and submitted four projects to the 18th Saha Group Chairman Awards 2022 and received the following awards:

• System & Process Category

• E-Statement to Customer Innovation (Honorable Mention)

An innovation invented and developed by the Accounting Department with the purpose of decreasing the use of paper documents, streamlining the work process, and reducing costs associated with documents, including cost of paper and printer ink, delivery fees, and labor costs for preparing paperwork.

• Product Management System

The Nakhon Sawan Regional Office developed a product management system by categorizing data according to the policies of the executives so the relevant persons may access complete and accurate information. This is to streamline, simplify, and facilitate the process for accessing information through various equipment like the computer and smartphone.

• Corporate Social Responsibility (CSR) Category

• Shoes from pineapple fibers

The Shoes Department recognizes the importance of natural resources, especially pineapple fibers, which are usually discarded during processing. These fibers are durable and so may be developed into shoes to offer consumers more product choices, create sales opportunities, and provide income for the community. This innovation is still undergoing the brainstorming process for real world production.

• Sales & Marketing Category

• Enticing Consumers

The BSC Cosmetology Department has developed strategy to sell products online by conducting focus groups to analyze promotion prices to find what prices are most enticing to consumers. These prices are then used for sales promotions through Facebook. This "enticement" strategy has been put into practice since June 2021, leading to a significant increase in sales through Facebook.

Operations in 2022

The company, as the originator of a competition of innovations in the Saha Group, hosted a website at www.sahainnovation.icc.co.th with the purpose of compiling information concerned with innovation in the Saha Group, and including many kinds of knowledge beneficial to preparing information for the contest, for group employees and the general public.

Goals

In 2023, the company is committed to update the website www.sahainnovation.icc.co.th to keep up with advances in technology, and to develop systems to have the potential for company employees and the general public to access information conveniently and safely, and for the benefit of future innovation.

4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Product Innovation



Enfant

Enfant recognizes the importance of quality, hygiene, safety, and the positive development of children. Therefore, we are committed to researching and developing innovations to create children’s clothing and accessories that meet the multifaceted needs under the concept of “Pure Gentle Safe.” In 2022 Enfant presented the following innovations:

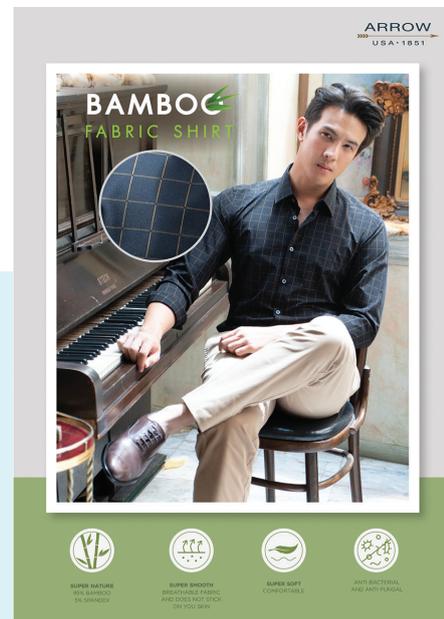
“Enfant Organic Cotton Bamboo” fabric from cotton cultivation without chemical additives mixed with bamboo fiber with natural antibacterial substances and dyed and printed with environmentally friendly paints. The fabric is soft and comfortable, allows ventilation, is safe, and does not irritate the skin.

Soft Flex is a combination of 95% cotton fibers that are extremely soft, have good breathability, and stays dry, and 5% spandex that helps the fabric be flexible, preventing discomfort with movement.



ABSORBA Petit Chou

Babies are cared for with Absorba clothing created from high-quality 100% cotton, meticulously stitched, with a natural shine from the NATURAL SOFT & SHINE innovation. Clothing is comfortable to wear and well ventilated, preventing discomfort. It also reduces irritation of baby’s delicate skin.



ARROW Bamboo Collection

The latest innovation from Arrow’s men’s wear is the use of fabric made from bamboo fibers mixed with microfiber to create the Bamboo Collection. These shirts have antibacterial properties and lifetime UV protection. The fabric is breathable and releases wrinkles so ironing is not necessary.

Sustainable Procurement Policy

The company has specified procurement policy to be fair, transparent and traceable for sustainability. This includes promoting and supporting procurement from suppliers who are responsible to society and who considered their impacts on the environment as well as having good corporate governance. This is for the company and its suppliers to grow with sustainable potential.

In 2021, the company developed management formats and established reference prices for procurement for efficient cost saving, and to support the Request for Quotation (RFQ) system, which uses the reference prices for their procurement of product divided into groups of suppliers as follows:

Hiring group:

- Construction work
- Display work
- Installation of electronic screens such as LED

Purchasing group:

- Gifts and premiums
- Printing
- Electrical appliances
- Sales displays
- Office equipment

Partner Selection Process/Product and Supplier Sourcing Process

1. Communicate expectations and source by selecting from various channels:



Online sources



Various exhibitions



Recommendations of employees in the company and trade partners



Name of producer on product label

2. Select partner with potential that matches the procurement policies.

3. Ensure knowledge and understanding of trade partner and create control of acknowledgement of company policies through “Developer Day” activity.

4. Create connections and maintain long-term relationships.

Sustainable Procurement Performance

- In 2022 the company had 373 trade partners, with 120 new partners, calculated as 78.95%.



- In 2022 the company was able to save 556,515.22 baht, divided into 177,731 baht for purchasing and 378,784.22baht for procurement.

Environmentally Friendly Purchasing-Procurement



- Printed materials. Previously the company used PP board as the main material for advertisements and display. Since 2021 the company has switched over to corrugated paper or honeycomb paper, which are made from natural materials. They also biodegrade easily and don't harm the environment when they are destroyed.



- Gifts and souvenirs. Previously the company mostly used plastic and spunbonded fabric bags. In 2022 the company switched over to products that are biodegradable or that can be reused, such as premium cloth bags, etc.



- Production of goods for sale. The company, along with trade partners, encourage the use of fabrics that include plastic fibers derived from used plastic bottles. These fabrics are used to create new products for the brands ARROW Upcycling Collection and WBG T-shirt Collection.



2022 Goals

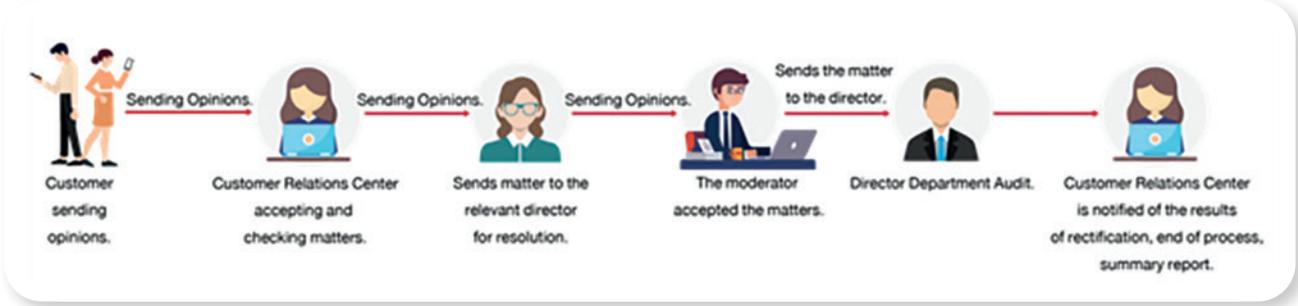
The company considers sustainability in every dimension, including screening suppliers. Therefore there is a plan to establish a Supplier Visit team to conduct an ESG Audit to verify and evaluate the supplier's operations. This would visit suppliers in the purchasing group once per week and suppliers in the hiring group twice per week.

Customer Relations Center



Because service is at the heart of its business, ICC international Public Company Limited not only distributes fashion and beauty products which consider good quality, fair prices and responsibility in every product and service, which are core principles in meeting customers’ needs. We also consider maximum satisfaction in our products and services, both when products are in use and after sales. The company has thus set up a “Customer Relations Center” as a medium for communication between customers and the company in taking complaints, criticisms and suggestions about

products to create long-term relationships and drive the business to sustainable success.



To be consistent with modern consumer behavior, the company has opened many channels enabling contact with the Customer Relations Center as follows:

- Telephone on 0-2294-4999 from Monday to Friday from 08.00 to 17.00
- E-mail to services@icc.co.th
- A prepaid letter at every product counter nationwide can be sent by mail without a stamp.

Customer Relations Center Performance

A complaint was submitted regarding Essence laundry detergent. The company responded by sending the complaint on to the production company to improve the product to better meet customers’ demands.

A complaint was submitted regarding an ARROW salesperson. The employee was given an warning and the topic of the complaint was included in training of new employees to prevent recurrence of the situation and to improve the efficiency of employees’ operations and services.

Goal

In 2023 the company aims to create innovations to improve and produce new products as well as develop standards of service and ensure customer satisfaction of products and the sales experience. This is to hopefully prevent any complaints in the future.

Giving priority to customer satisfaction with the service received from sales employees

As well as disclosing financial information, the company also gives priority to non-financial operations, by giving priority to creating satisfaction with customer service. It is considered that creating satisfaction among service users is a key strategy for competition. The company therefore emphasizes “sales employees” providing service to customers strictly according to service standards at point of sale.

The company has specified standards of satisfaction for customers with service provided by sales employees at a level of 80% plus (calculated as by proportion of counters for each brand). In one year the company surveyed satisfaction among 2,000 customers with the service provided by salespeople. (Minimum 15/brand counter)

Evaluation criteria



- **Telephone interview**

Telephone interviews conducted with customers who are members of His&Her, who have been collecting points from purchasing products sold by the company every three months (random evaluation)



- **On Site**

Inquiring with customers who have interacted with sales people in the store, irrespective of whether they have made a purchase or not.

Goals

The company will continue to review quality management systems to determine plans to improve and develop service standards to be more efficient, sustainable and concrete.



Employee Development and Care

Employee Rate



Total employees
3,376 people



Office employees
1,140 people



Sales employees
2,236 people



Average employee age
30-50 years



All employees have
Thai nationality.

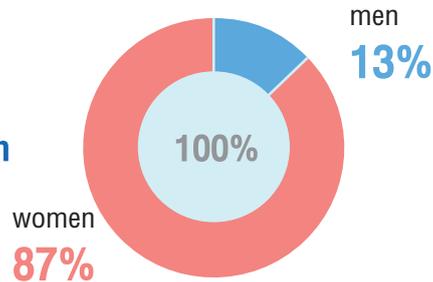
Employee Statistics and Rate Table (by Gender)



There are
444 men



There are
2,932 women



Office employees:



251
men



889
women

Sales employees:



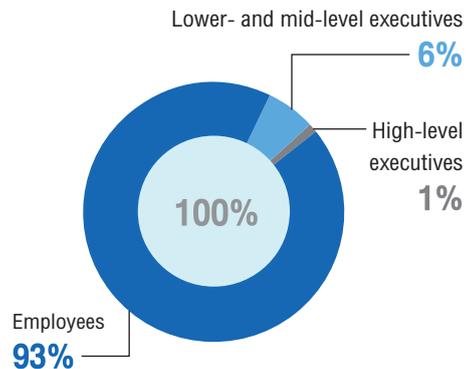
193
men



2,043
women

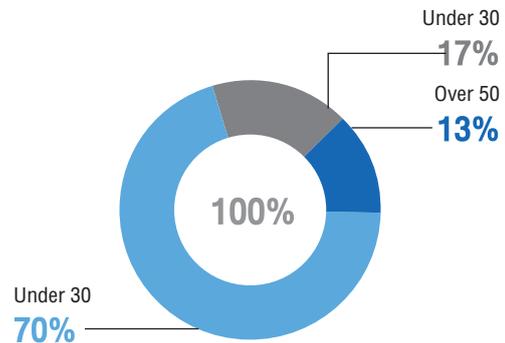
Employee Statistics and Rate Table (by Level)

Age	Men	Women
High-level executives	13	13
Lower- and mid-level executives	39	142
Employees	392	2,777
Total	444	2,932



Employee Statistics Table (by Age)

Age	Men	Women
Over 50	46	382
30-50 years	308	2,048
Under 30	90	502
Total	444	2,932



Number of disabled employees:



Total compensation of employees

1,010,888,278 baht, divided between
157,037,428 baht for men and
853,850,850 baht for women.



Number of Employee Members
of the Provident Fund

2,643 people,
calculated to be **79%**
of all employees



Number of Employee Members
of the Employees Savings
Credit Cooperative

1,866 people,
calculated to be **56%** of all employees



Rate of Work-Related Injury
That Required Taking Time Off
3 times calculated to be

0.0827 LTIFR
(1 time/200,000 hours)



Statistics of Resignation and Deferred Retirement

- Voluntary resignation,
1.98% of all employees
- Total retiring employees:
53 people Deferred retirement:
22 people
Calculated as **41.51%**
- Cases of labor disputes: **None**



Average Number of Hours
of Employee Training

944 hours
= **2 hours/person/year**

Average Number of Hours of Employee Training (by Level)

High-level executives	196 hours
Mid-level executives	141 hours
Low- and mid-level executives	146 hours
Employees	461 hours



Cost of Employee Training

2,213,646 baht

GIVING

The company, as a leading distributor of fashion and beauty products In addition to operating in driving the business to achieve sustainable growth with the 7 principles of Thought as a guideline to achieve the goal. Carrying out social mission is one of the things that the company. Pay attention and not overlook as well as being committed to continually supporting as well as encouraging personnel within the organization to have a consciousness of being a “Giver” as a volunteer by being an important force in helping and initiated activities that benefit the community environmental society and public interest on a regular basis.

In 2022, under the concept of “Giving”, the company has emphasized encouraging awareness, and creating unity and faith for personnel inside the organization with the dissemination of the philosophy of the company’s founder, Dr. Thiam Chokwatana. the 7 Principles of Thought of the company’s Chairman Mr. Boonkiet Chokwatana are also disseminated internally: Sai Yai magazine, Bulletin Board and announcements over the company’s sound system in the programme Good Morning ICC as well as various online media such as Facebook, LINE and the website mop. bkc.com which is constantly updated.

“Giving” is the basis is the basis of being a “Good People”. Therefore, the company is committed to cultivating employee consciousness. With the concept of the five forms of “Giving” the business philosophy that the company adhered to for a long time.



(You can scan this QR Code to watch the Royal documentary)



“Employees”

The key driver of organizational success

The Company is committed to developing “employees” to realise their potential for excellence in every way, not just with the knowledge and skills required for work, but an awareness of values and striving to be a sustainable “giver” in every aspect by determining policies for systematic workforce development at all levels, from staffing, orientation, internal-external training and performance evaluation to measure productivity to the Company’s standards.



2022 Performance

- Average Number of Training Hours for Potential Development 944 hours, calculated as 2 hours/person/year
- Cost of Training 2,213,646 baht

Human Resource Development Training Statistics

	2020		2021		2022	
	Hour	Total Number	Hour	Total Number	Hour	Total Number
Employee	55	1,149	316	2,192	461	2,074
Beginning Management	59	292	72	315	146	163
Middle Management	63	140	21	182	141	85
Top Management	32	861	21	39	196	44

In addition, ICC still Place an emphasis on “Salespersons” development by taking good care of talent employees to keep them with the company longer and to help them becoming even more talented. We also encourage these employees to be our “prototype” employees and instructors to help developing newcomers to be as talented, which resulting in continuous organization growth under the concept of giving knowledge through various training projects that will create sustainability for the organization.

ICC Enter “train” ment Project

From the Company’s policy which desires to incite positive thoughts to sales employees across the country, at the time of the COVID-19 epidemic. Human Resource Development Division, Company Office Department, therefore developed a new communication channel with sales employees all over the country by creating a closed group Facebook page in the name “ရှုပါလိမ့်ဝေ့ (Watch to get Rich)”, under the concept Enter “train” ment, to create a continuous communication channel between companies and sales employees throughout the country, without the need for a classroom training.

The ICC Enter “train” ment project was established with the aim of creating a learning society, awakening positive thinking and to be an area for exchanging knowledge, various useful experiences and opinions by sales employees nationwide which can be viewed on smartphones anytime and anywhere.



Currently, the ICC Enter “train” ment project has members who are sales employees a total of 1,791 people.

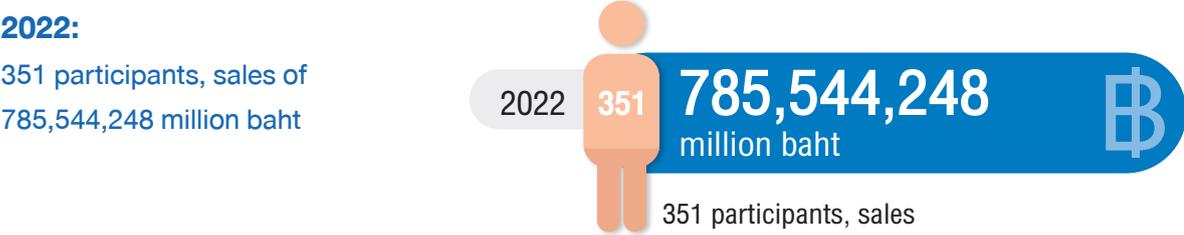
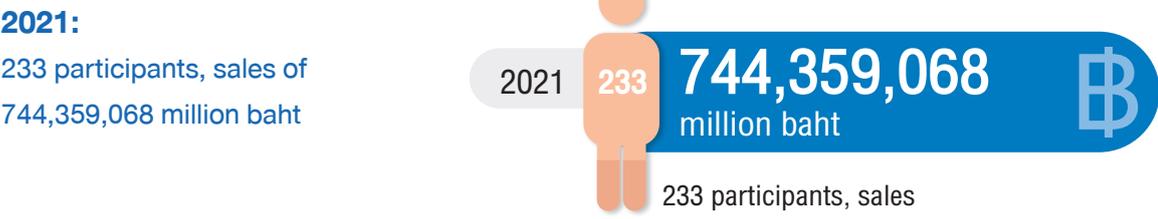
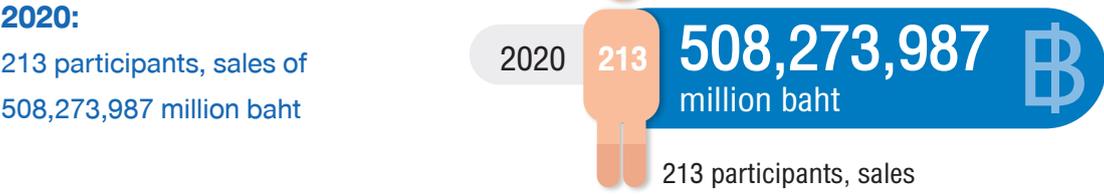
Goals in 2023

The ICC Enter “train” ment project will be developed as a channel for online training for sales staff in terms of sales, services, product knowledge. Under the concept of Enter “train” ment

Diamond Crown Awards

Starting for the first time in 2005, the Human Resources Development Department Section Company Administration Division. selected capable sales staff to join this project. The plan was to stimulate and follow up sales staff to have the ability to greatly improve sales growth, together with developing principles and methods to create sales and provide services. Participating staff are qualified by making sales on target for the previous 6 months, with the award winners able to make sales in the competition year for 9 or more of 12 months.

Numbers of participants



The establishment of the Diamond Crown Awards has had a part in inspiring sales staff to be more capable. Besides increasing personal potential, it has enabled the company to grow continuously and sustainably.

Development of Abilities and Skills

Even through the COVID-19 pandemic, employee training continues to be important. The Human Resource Development Division, the Company Office Department, has organized employee training and development activities under the New Normal and maintaining social distancing measures by using various technology and applications in combination with offline and classroom trainings. These trainings are categorized as basic trainings, specific training for sales staff, and training to develop skills (upskill and reskill), as follows:

Successor Development Program (Succession Planning)

This training program ran from November 2021 to April 2022 for Successor-level executives with out-sourced lecturers, Preeruetai Laopoonpat and Chawallanat Laopoonpat, and it was run in a Classroom format.



Basic Training Programs

1. New sales employee orientation

This curriculum is offered on the first Monday of every month by an in-house instructor in the Classroom for Bangkok sales employees and online through Zoom for sales employees in other provinces.

2. Work ethics for sustainable success

This training is done by an outsourced instructor, Thanakit Permpoonkantisuk, for all employees, online through Zoom.



3. Fire prevention and evacuation

Instruction is provided by outsourced instructor Tharathorn Lekkrang, a firefighting expert from Yannawa Fire Station, as leader of fire evacuation, and training is through ICC e-learning channel and is for all employees.



4. Understanding of the Personal Data Protection Act

Instruction is provided by outsourced instructor Ekkarat Boonyarattanakalin of Dharmniti Internal Audit Co., Ltd. for executives and all employees both online through Zoom and offline.



5. Employee operations regarding personal information

Instruction is provided online through Zoom by outsourced instructor Ekkarat Boonyarattanakalin of Dharmniti Internal Audit Co., Ltd. for employees who work with personal information.

Training Programs for Sales Employees

1. The use of ICC CSG APP application

Instruction is provided by an in-house instructor for sales employees of the company to understand the applications suitable for work, and training is provided online through Facebook Live and ICC e-learning.



Upskill and Reskill Programs

1. 360-degree Channel Manager

A total of four sessions, with three instructed by in-house lecturers, including “Step in Leader,” “Programs Used for CM Operations,” and “Regulations

for Approval Authority Relating to CM,” and one session taught by Chawallanat Laopoonpat called “Empathic Communication,” which is taught in Classroom.



2. Area Manager AM3C to be Leader

Three sessions taught by in-house instructors for Area Managers to understand the roles and responsibilities of the AM as well as their importance for the success of the organization. Training is also for employees to learn about themselves and other people, and how to communicate effectively. The program is taught in Classroom format.

3. Strategies to create a brand in the New Normal

Four sessions taught by in-house instructors for Brand Managers and Marketing and Digital Marketing employees online through Zoom and offline.

4. Online Tools and Content Creation

Taught by in-house instructors for Brand Managers and Marketing and Digital Marketing employees through an offline format.

5. Social Listening: Strategies for listening to customers for brand growth

Taught by in-house instructors for Brand Managers and Marketing and Digital Marketing employees through an offline format.



6. Using Microsoft Excel at work
Two sessions taught by in-house instructors for Area Manager (AM) and Channel Manager (CM) in Classroom format.



7. Positive Thinking Day

Four sessions taught by in-house instructors for department directors, managers, and employees online through Zoom and in Classroom.



8. Trademark management techniques
Taught by outsourced instructors Mr. Krichakorn Nimvenai and Mr. Franck Fougere from Ananda Intellectual Property Co., Ltd. for directors, department directors, and Brand Managers in an online format.



Human Rights Management

From the concept that **“Everyone is us”**, the company has a policy giving equal priority to everyone with no violations of human rights, with a determination to give knowledge and understanding about the principles of human rights, with no limits to freedom, differences of opinion, physical condition (being disabled), gender, race, religion, political view or any other matter.

As well as avoiding expressing opinions which may cause conflict and disunity. Communication channels have been established for staff, or anyone who believes their human rights have been violated, or have been treated unfairly, to complain to the company and have those complaints heard, and dealt with fairly.

2022, Performance

To highlight equality in the company by accepting the many differences among people, policies, guidelines, activities, and communications were established under the Five Standards laid out by the UN Human Rights Office of the High Commissioner as follows:

- 1 Determine human rights problems to draft policies**
- 2 Rank the risks from external measures, such as control measures of human rights issues**
- 3 Prioritize the risks**
- 4 Assess the risks to human rights**
 - Hiring of employees and trade partners
 - Occupational health and safety of employees, partners, customers, and stakeholders
 - Work environment
 - Discrimination and harassment
 - Respect for privacy
- 5 Monitor and report results of actions**
- 6 Make appropriate corrections for any impact that occurs**

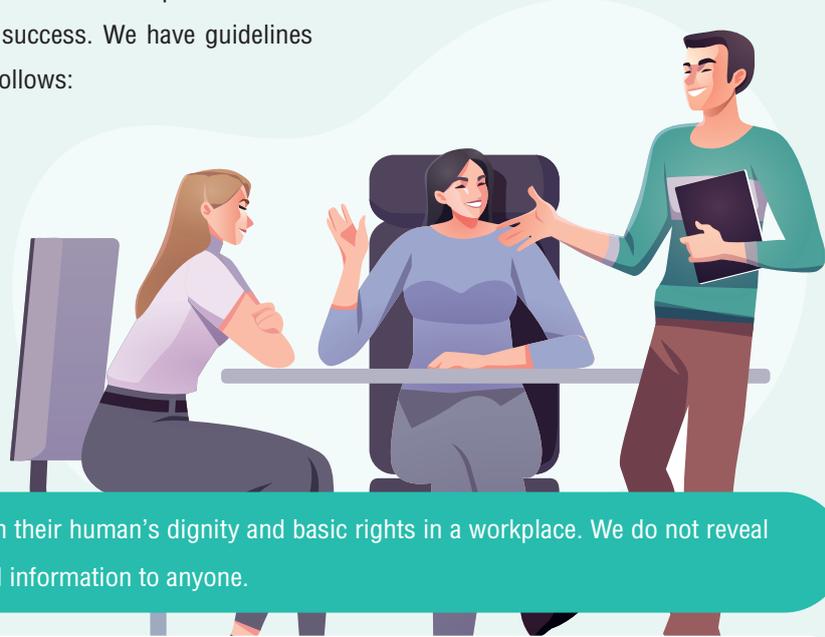
2023 Goals

- Establish policies that can be put into action.
- All employees receive training on human rights.
- Require comprehensive human rights audits.
- Evaluate and review policies so they are up-to-date and correspond with current issues.
- Create an understanding of human rights in employees, partners, customers, and stakeholders.



Fair Labor Treatment

Employees are valuable resources and important factors contributing to the company's success. We have guidelines concerning labor treatment as follows:



1 Employees shall be respected in their human's dignity and basic rights in a workplace. We do not reveal or pass on employees' personal information to anyone.

2 We treat employees according to the labor law and the Company's rules and regulations.

3 We promote equality in employment. There will be no discrimination on gender, skin color, race, religion, age, disability, or any non-work related conditions.

4 We encourage and support any training or exchange of knowledge to develop every personnel's potentials equally in order to attain job security and promotion befitting their abilities.

5 We welcome and encourage employees to take part in setting directions for the company's development.

6 We provide fair compensation which are appropriate to employees' knowledge, abilities, responsibilities, and work performance.

7 We provide other benefits such as medical support, provident fund, credit union, etc.



Compensation Policy to Promote Company Loyalty

Apart from personnel development in ones' professional fields, ICC also places an importance on the employee supervision with fair and equal management. Establishing employee remuneration policy is one of ICC's strategies to retain capable employees with The Company. Top managements of every division shall evaluate and determine employee's annual remunerations or incentive by comparing them with the same industry, as well as adhering to fairness, and conforming to The Company's turnover and employees' performance. The Company paid the employees remuneration in forms of salary, commission, and travel expense, allowance, over time, reward, and bonus.

2022 Performance



Remuneration amount :

1,010,888,278 baht

Classified by role



Office employee :

522,061,801 baht



Sales employee

488,826,477 baht

Classified by gender



Male

157,037,428 baht

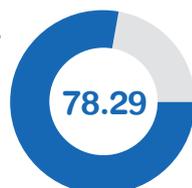


Female

853,850,850 baht

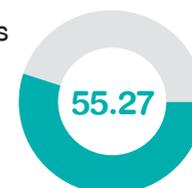
Provident fund

Currently there are **2,463** employees who are member, representing



Savings cooperative

Currently there are **1,866** employees as members, representing



Uniform benefit

Counter staff of all brands with receive uniforms, which are changed annually, at no cost to them.

*More Details: Annual Registration Statement/Annual Report 2022 (From 56-1 One Report)

Promote Work of the Elderly

Thailand is now entering into an aging society. Both public and private sectors have continuously launched policies, strategies, and tactics to serve this age group such as The Twelfth National Economic and Social Development Plan (2017-2021), The National Plan for Older Persons, and Elderly Person Act. Senior citizens are likely to continue working even after their retirement. ICC realizes that our personnel is the heart of our company. Thus, we support and promote the work of the senior citizens based on the concepts of flexibility and willingness. We give job opportunities to the senior citizens who are competent and physically capable of working so that they feel worthy. They can also constantly develop their skills, strengthen their physical and mental health, as well as earn a living for themselves.



Year	Extended On Contract	Number of Retired Employees who Continue	
		Total	Percentage
2020	33	10	30.30
2021	65	28	43.08
2022	53	22	41.51

(Table: Senior employees stay on after retirement of The Company)

2022 Performance

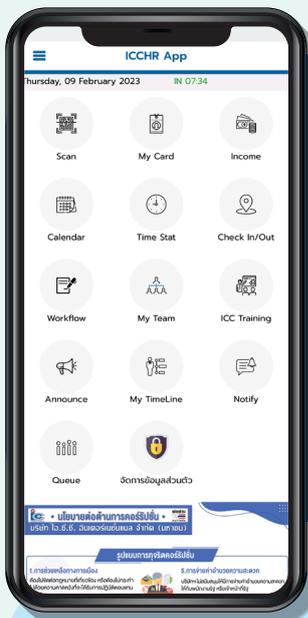
The company recognizes the value, knowledge, and experience of employees of retirement age who have worked with the company for a long time. It offers a flexible policy for employees who choose to delay retirement to choose the days they would like to work as appropriate and effective. Furthermore, in 1996, the company established a provident fund and savings cooperative for employees to encourage a culture of saving and assistance for when an employee has a financial need, and for expenses and as guarantee for after the employee retires.

2023 Goals

Currently the company has 428 employees who are over the age of 50, with 382 women and 46 men, spread over a variety of departments. The company has planned for succession in these positions for when the employees are ready to retire and to encourage knowledge, roles, and responsibilities are passed on to other employees so the organization may continue to move forward.

Connections in the Organization

Because “employees” are the heart of the organization, the company has policies that support the establishment of channels for internal communications with the purpose of creating connections within the organization between the company and employees and among the employees themselves. This is to keep employees up to date on news and important information, and to provide a channel for complaints. There are a few communication channels as follows:

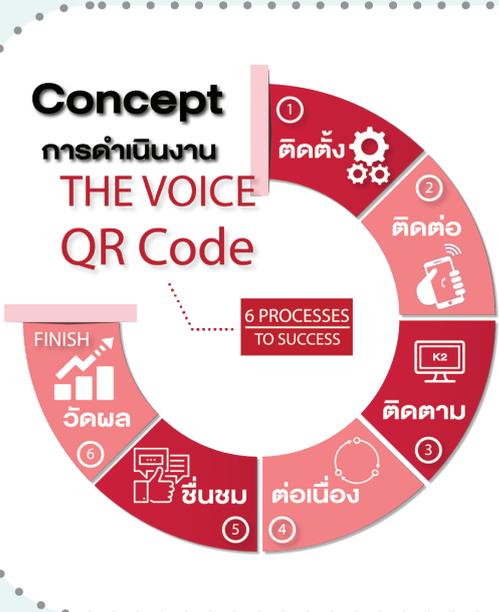


ICCHR App

The company, with the Human Resources Department, worked with the Information Technology Department, to develop the ICCHR application to establish relationships between the employees and the company. The app is easy for employees to access on their smartphones to simplify the process and reduce the use of paper. This application includes a variety of functions to meet a comprehensive set of needs, such as checking in and out of work, checking salary, and requesting time off.

“Sai Yai” E-Magazine

“Sai Yai” e-magazine is an internal journal for employees developed from a printed magazine in the past into an e-book. It is released monthly and employees may access it through several channels, including the company website, Line, and the ICCHR application.



The Voice

In 2018, the public relations department of the Head Office set up the “THE VOICE, Because Every Voice Matters” program for employees to express their opinions and suggestions, sending complaints or praise by scanning a QR Code. All messages are confidential in the interest of the informant, and will not be neglected if they will benefit the organization’s development.

In 2022, the Company had a total of 3,376 employees comprising 2,236 salespeople and 1,140 office staff. Among all personnel, **no complaints were found** affecting the Company’s operations.

Respecting Human Rights: Disabled Persons

For disabled people to be part of the organization, the company has created a workplace which provides convenience and encourages staff to treat disabled people equally. In 2019, the company did not only hire disabled people to work, but also set up programs to support their capability and give opportunities to the disabled, and people facing life crises, whether physical or mental. This gives them the motivation to return to society with value and happiness. Since 2015, the company offered people with stability 2 option as follow:

1. The company has given career opportunities to people with disability. The company also provides a range of facilities such as ramps and restrooms designed for the disabled.

2. For those who do not wish to work at the office. The company has organized a product concession project for them to sell as their sustainable business.



2022 Performance

The company has acted in accordance with the Empowerment of Persons With Disabilities Act, B.E. 2540 (1997), and further amendments. In 2022, the company has a total of 3,376 employees, with 18 who have disabilities, including 3 men and 15 women. Furthermore, the company provides products for 19 disabled persons to sell. This brings the total of disabled persons in the company to 37 people.



Gender Diversity (LGBTQ+)

Be Normal Be More
BNBM
BIG DATA NEW BUSINESS MODEL

QR Code: LBGTQ@ICC

FB: **BeNormalBeMore**
IG: **BeNormal_BeMore**
#WisdomDrivetheFuture
#BeNormalBeMore

- L = Lifestyle**
- G = Good Product**
- B = Bright Head**
- T = Think Smart**
- Q = Quick Action**
- I = Intelligence**
- A = Ability**
- + More...**

According to the United Nations’ Sustainable Development Goal No. 5 concerning sexual equality, and to enable LGBTQ people to work happily, the company has promoted equal human rights for LGBTQ people to be not limited to their birth gender, but to express their gender freely, as well as encouraging staff with potential to make progress in their careers free of discrimination or unfair treatment and praising them for their model conduct.

In 2021, the Company showed its awareness of human rights issues, by recognizing the potentials and capabilities to drive the business of gender diverse groups, and therefore established the BNBM group, “Be Normal Be More”, within the Company to bring together gender diverse employees, and to announce the Company’s commitment to operates within a framework of good corporate governance, striving to ensure that employees respect human rights and support equality in all forms. In addition, the BNBM-Big Data New Business Model project has been set up to exchange useful data concerning corporate development, and to support activities both inside and outside the company.

2022 Performance

The company established the BNBM group whose members were selected from a group of gender diverse (LGBTQ+) employees as representatives in demonstrating freedom of community, opinion, negotiation, and open and authentic communication. This group strengthens the relationship between the company and its employees as we work towards the same goal. Currently the group meets once a week.

2023 Goals

To create an organization that respects human rights, the Company aims to establish a committee to determine policies and guidelines to create values and a corporate culture that values acceptance of gender differences, and is conscious of preventing any human rights violations, as well as adding topics to educate about human rights and gender equality in training courses.

Occupational Health and Safety

The Company recognizes employee safety as a driving force for business, so the Company cares strictly about employee health and focuses on occupational health and employee safety.

Occupational health and safety policies

- Monitor and survey the spread of infectious diseases and especially COVID-19, which has been epidemic since 2020.
- Compile, monitor and analyze business performance under changes that may arise from imperfect bio-safety.
- Collaborate with the public and private sectors to promote the health and well-being of employees in the organization and the general public.



Risk Management Measures for Sustainability (ESG)

1. Organize health screenings for employees, especially during the COVID-19 pandemic.
2. Inspect and analyze the working conditions of systems within the building, such as the lighting system, the water and water treatment systems, the cooling and air conditioning systems, etc.
3. Appoint officers to oversee occupational health and safety.
4. Create safety manuals and trainings for employees.
5. Create an emergency plan in case of a fire and carry out fire drills for all employees every year.

2022 Performance



Premises

1. Increase safety in cleaning frequently touched surfaces with alcohol and disinfectant.
2. Extra-specially increased maintenance of air conditioning, air filtration and disinfection systems, over and above normal conditions.
3. Additional spraying of antiseptic when cleaning meeting rooms before every meeting.
4. Provide hand gel at the entrances and exits of office buildings and other crowded areas.

Good practice

1. Establish guidelines for screening participants of the company’s events by providing screening points to measure body temperature, as well as requesting certification results, vaccination or screening (ATK. Or RT-PCR)
2. Refrain from catering activities or snacks.
3. Requirement for employees and outsiders to wear face masks at all times.

Personal Hygiene Operations

1. Communicate to employees guidelines for preventing communicable diseases by creating posters to be put up in various locations and through other public relations channels, including computer wallpaper, announcement boards, Line, etc.
2. Encourage employees to always maintain personal hygiene.
3. Requirement and campaign for employees to wear face masks at all times.
4. Any employees that are sick or act questionably should speak to a superior to set up a doctor’s appointment, take time off, and follow their doctor’s instructions until they are completely well and able to return to work.
5. Organize for COVID-19 vaccinations that include four continuous doses and boosters as appropriate to effectively manage the spread of COVID-19 for head office employees and sales employees.



Safety Training Guidelines



Staff Shuttle

1. Disinfecting the interior of the vehicle every time, before and after use.
2. Wear a face mask throughout the journey.
3. No eating and drinking on board.



Passenger Lift

1. Social distancing inside the lift, to carry no more than 4 people per journey.
2. Automatic alcohol dispenser in front of all lift doors.



Work desk

1. Socially-spaced seating.
2. Partitions between desks and in departments with frequent contact, such as information counters, accounting departments, and photocopying rooms.



Canteen

1. One person per table.

Space for outside individuals

1. Defined waiting area for outsiders
2. Pick-up and drop-off points for parcels. Installed UV sterilizers.



Fire Drill

In 2022, 992 out of 992 employees scored the maximum 20 points (100%) on the “Fire Prevention and Evacuation” course and e-learning test



Driving

Due to the COVID-19 pandemic and to reduce expenses in recruitment of personnel to provide training, the company canceled the driver’s license training policy and instead requires a valid driver’s license when applying for positions that require driving vehicles. Measures were added to carefully inspect all driver’s licenses of employees.

Personal Data Protection Policy

The company recognizes the importance of the information it receives and utilizes, especially personal information, and has created a Personal Data Privacy Policy for stakeholders, employees, customers, trade partners, job applicants, and visitors to the company. All data is to be collected and managed in accordance with appropriate regulations and measures to ensure that the company has acted within the Personal Data Privacy Policy regarding all information collected and utilized.

To create awareness of data and privacy, the company has announced the Personal Data Privacy Policy on www.icc.co.th as follows:

- Personal Data Privacy Policy
- Announcement of privacy for customers, trade partners, and visitors
- Announcement of privacy for employees and job applicants

Customer Confidentiality

The company has collected, used, and disclosed personal data of customers and recognizes the importance of the Personal Data Protection Act (PDPA) B.E. 2562 and thus has announced policies to protect personal data and the privacy of customers, partners, and visitors on the company's website. Furthermore, customers must sign a document showing the authority of the distributor of the company's products to open a shop with the company.



All queries about the Company's cyber-security policies should be addressed to: Human Resources Department, I.C.C International Public Company Limited, 530 Soi Sathupradit 58 Alley, Yaek 5, Bang Phongphang Sub-district, Yannawa District, Bangkok Metropolis 10120.
For customer service Tel: 0-2294-4999
For employees and applicant Tel: 0-2293-9000 Ext. 108

Cyber Security Operations

The Company has compiled, used and disclosed the personal data of customers, partners and employees, as well as stakeholders and associated parties, with appropriate respect and in compliance with the legal principles of the security of personal data under the Personal Data Protection Act B.E. 2562 (2019). The Company has issued the following strictly enforced data security practices:



Internal bodies and personnel

Established a responsible internal body to determine policies and measures for cyber-security, and a task force to monitor risk and keep watch, of which the Company will review the policy at least once a year or in the case of amendments to the law.

Operating procedures

Establish the objectives for collecting and/or using personal data, to focus on operational benefits under the legal framework and with due caution, under appropriate security standards.

Stipulate measures on disclosing personal data

Determination to comply with the law and implement personal data protection measures deemed necessary and appropriate for confidentiality standards.

Data storage time limits

The Company will store data for as long as necessary to execute business according to the objectives, or for a period not exceeding 10 years. In the event of a dispute it will destroy/delete such data when it is no longer necessary, or the storage period has expired.

Security measures

The Company has implemented security measures for personal data as appropriate, which are strictly enforced and regularly reviewed as follows:

- Technical measures such as access credentials and passwords (Secure Sockets Layer/SSL) and network device security.
- Organizational Measures such as setting data security policies, confidentiality, establishing access rights, and stipulating guidelines, regulations and risk management evaluation.

Setting access rights

The Company requires employees and personnel to comply with the Personal Data Protection Act and be aware of security, and not to use data for other purposes or to cause damage to the Company.

The rights of the data subject are legal rights, and the data subject can request to exercise rights under the requirements of the law, such as rights to withdraw consent, rights to request access, amendment, suspension, deletion or transfer, and rights to file a complaint objecting to the disclosure or use of personal data.

Penalties

The Company has determined penalties for those who violate personal data policies and practices, who will be subject to disciplinary action in accordance with the Company's regulations without compromise, and further legal proceedings may be considered, in the event that such offences cause damage to the Company and/or any other party.

Personal data breach

As soon as the Company has received notification or become aware of the breach, the Company will notify the Office of the Personal Data Protection Commission within 72 hours. In the event that the breach is a high risk, the Company will report the violation and appropriate remedies thereof to the data subject without delay.

Controller of Personal Data Details

All queries about the Company's cyber-security policies should be addressed to: Human Resources Department, I.C.C International Public Company Limited, 530 Soi Sathupradit 58 Alley, Yaek 5, Bang Phongphang Sub-district, Yannawa District, Bangkok Metropolis 10120, Tel: 0-294-4999, E-mail: service@icc.co.th

* The full announcement is contained in the Annual Registration Statement/Annual Report 2022 (From 56-1 One Report)

Community and Social Development

Our company is aware of our duties and full responsibilities to the country, community, and society as well as the local culture and tradition. Therefore, we have certain guidelines and practice to ensure our public responsibilities as follows:



1. We do not do business activities which contribute to social deterioration. We also do not violate people’s rights in living together in a society.

2. We cultivate an awareness in social responsibilities among the employees in all levels.

3. We set measurements to prevent and correct any social problems and impacts as a result of the company’s business.

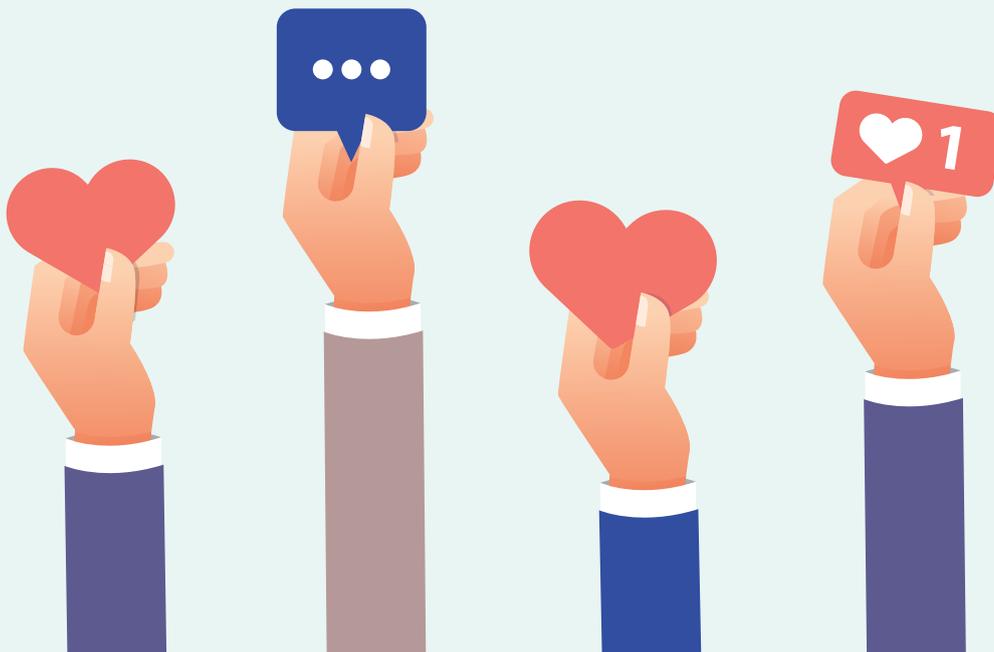
4. We promote cultural preservation and local traditions.

5. We cooperate with other sectors in social development.

6. We support all kinds of community service activities.

7. We promote and support local economy by hiring local people and buying local products.

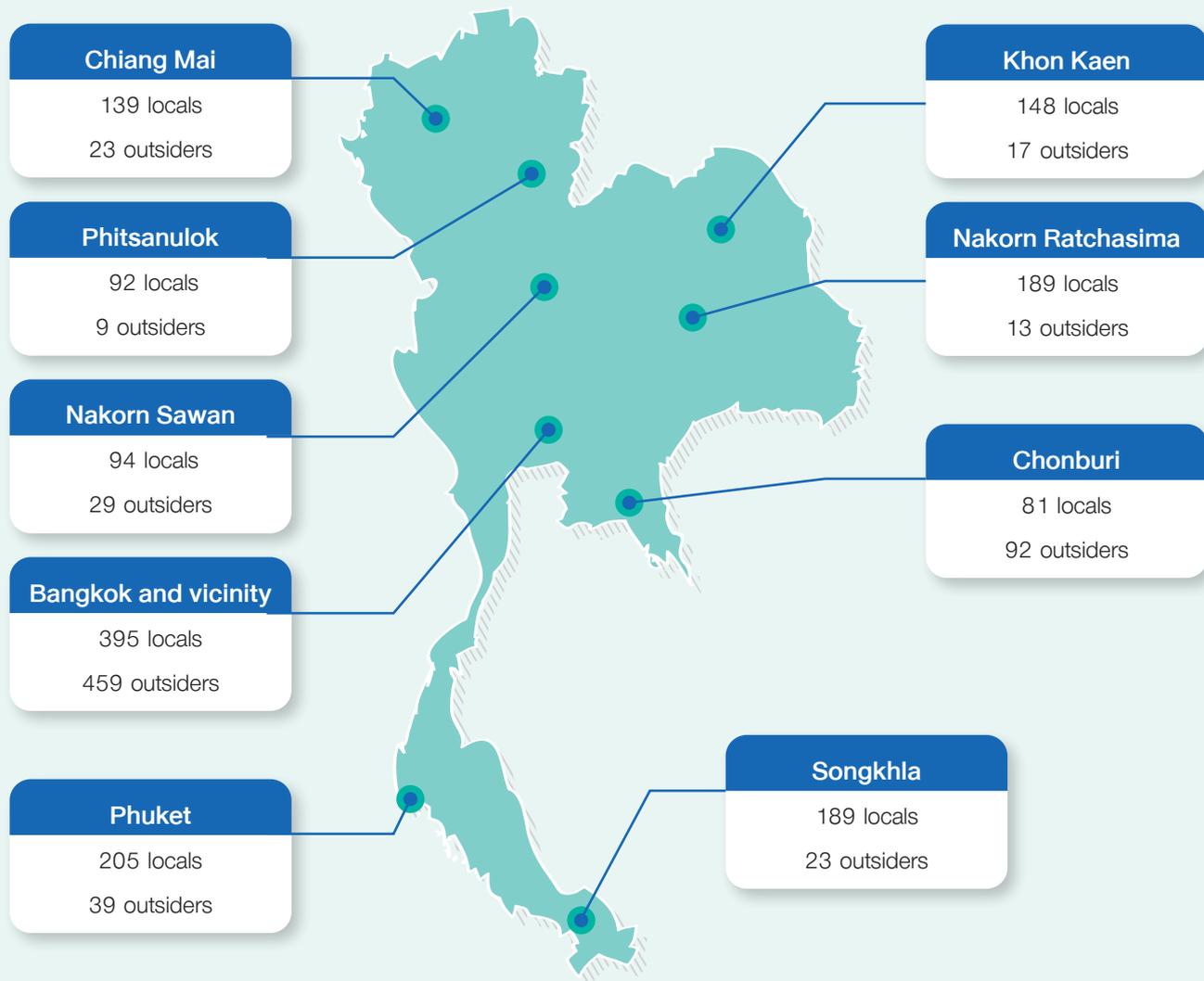
8. We create good relationship between our company and the community based on fairness and transparency.



Development of local partners

Create jobs and careers, develop skills of local people

Since the main business of the company comprises of counter and retail sales, one of the company's policies is to hire local employees as a way to help create jobs and careers, as well as to improve the skills of the local people. In addition, local suppliers are hired to help decorate shops in each province in order to give local businesses the opportunity to submit a bid for their services.



(more detail on list of provinces in each region, page 6)

Continuing the Theme of “Giving” for Sustainable Social Development

To continue the concept of “giving” in every dimension, as a company whose business includes diverse fashion and beauty products for all genders, ages, and stages of life, we are focused on paying forward to groups who are directly related to the business, such as customers, partners, suppliers, and employees, and those who are indirectly connected to the business, including society and the public and private sectors, willingly and wholeheartedly, to sustainably improve quality of people, community, and society.

We believe that human goodness starts with “giving.”



Sustainable Development Goals (SDGs)

- Target 3. Ensure healthy lives and promote well-being for all at all ages
- Target 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Target 5. Achieve gender equality and empower all women and girls
- Target 11. Make cities and human settlements inclusive, safe, resilient and sustainable



Various internal activities for ICC residents

“Giving Life” by donating blood.

Encouraging employees to be familiar with “giving” to others by donating blood with the Thai Red Cross in the yearly drive for donations, “1 person gives to many”, on four occasions every year (every 3 months). In 2022, 341 employees registered to give blood, donating a total 341 units or 136,400 cc.

“ICC Click Like” to praise good staff.

Encourage and honor employees who do good deeds, because every deed is worthy of praise and spreading the word. Thus the Company has cultivated awareness and popularized values for employees to see the value of good deeds and create pride by honoring them as role models for others. Hence was organized the “ICC Click Like” event in 2015 which has been continued to this day, with 15 employees honored for their good deeds in 2022.

“Giving rights”: Leave to perform religious activities

The Company sees the importance of nourishing religion and therefore gives employees the right to take leave to practice meditation according to their religion for five days every year. It also promotes charity activities continuously and regularly, such as presenting offerings on festival days as they come around. This year, due to the COVID-19 pandemic, the company has refrained from holding alms ceremonies, but there are still regular ceremonies on important days as previously. The Company made alms offerings in the form of a bento set.

ICC Preserves Buddhism, Builds I Thong Thian Tai

The company recognizes the importance of preserving Buddhism and encourages executives and employees in the company and the group to donate, as each person is willing and able, for the building of I Thong Thian Tai Guanyin Pavilion, where the figure of the Guanyin Bodhisattva on a dragon-turtle at Saha Group Industrial Park, Nonsi Sub-district, Kabinburi District, Prachinburi Province. Currently the pavilion is under construction but can be visited normally for worship of Guanyin Bodhisattva. Donations can be made to the Dr. Thiam Chokwattana Foundation, account number 068-292-0498, Siam Commercial Bank, Sathupradit Branch, or contact 0-2293-9000 for more information.



ICC Gives Back to Society

Enfant donates cloth masks to children in schools

As COVID-19 moved from pandemic to endemic, Enfant (products for mothers and children) recognized the safety of children as it always has. In 2022 Enfant donated cloth masks to various schools around the country, including Wat Rachasingkorn School, Wat Chonglom School, Sai Nam Pueng School, Wat Pariwat School, Nonsee Elementary School, Wat Dan School, and many more. This is to help children maintain personal hygiene and keep them safe from disease.



BSC International sponsors charity walk/run: the 6th “Step with Dharma for 17 Hospitals” event

BSC Cosmetology products along with products of the Saha Group under the brand BSC International supported a special charity walk/run mini-marathon, the 6th “Step with Dharma for 17 Hospitals,” with proceeds going to 17 hospitals around the country to use for their medical needs and to provide emergency treatment to people living in rural areas and those in poverty who have been waiting for treatment.



Lacoste and Kumamon bring smiles (and gifts) to children

Lacoste and Kumamon return happiness to children by presenting gifts, including face towel, ceramic cups, mugs, chopsticks, spoons, forks, and stationery, to children and young people in various schools, such as Wat Nong Nok Khai School, Wat Non Khaem Secondary School, Nanthanaworawit School, and Wat Suttharam School, for use in school and for Children’s Day activities.



“Wacoal’s Pink Bow to Fight Breast Cancer” Project

Wacoal organized the “Wacoal Cares for Your Breast, Mammogram Saves Your Life” activity, providing free mammograms and ultrasounds to 30 people each from four regional hospitals, providing imaging to a total of 120 women to support women in poverty to receive breast cancer screening. Furthermore, 450 sets of the Wacoal Balancing Bra and breast prostheses were giving to help women who have lost their breasts feel more complete. Wacoal also organized the “Rockstar Café Glamping Day” rock concert to collect funds to buy medical equipment and tools





for four hospitals in four provinces in four regions of Thailand to provide breast cancer treatment for patients in need, driving the power of giving and encouraging breast cancer patients.



Project: Excellent Model School

In 2022 ICC International (Public) Co., Ltd. joined hands with Thonburi Commercial College to organize the Excellent Model School Project to develop the fourth generation of the diploma program in marketing. Six students participated in the program, which focuses on helping students develop their creativity and have real world work experience, with opportunities to work with leading brands like Arrow, DAKS, Guy Laroche, Enfant, and Naturalizer.

Burapha University's Thai Music Competition



The company supported the Faculty of Music and Performing Arts of Burapha University in organizing an annual student-level Thai music competition for the eastern region to compete for the Royal Cup of King Kanitthathiraj awarded by HRH Princess Maha Chakri Sirindhorn, going on its 37th year. The purpose of the competition is to preserve the arts and culture, encourage practice, and pass on Thai music. In 2022, an online contest was held due to the spread of COVID-19, with a total of 500 contestants from the Eastern school.

Arty Professional Seeks Regional Level Makeup Artist

Arty Professional by BSC cosmetics encourages and develops the potential of makeup artists in Thailand to produce creative and beautiful world, and not limited by gender, by organizing the Arty Professional Makeup Contest 2022 to search for makeup artists from all over Thailand. The winners from four regions were Panudet Jiewyam, the winner from the central region, Thiraphong Petchkaew, the winner from the northeastern region, Phasakorn Worapattayot, the winner from the southern region, and Alongkot Kokthongkam, the winner from the northern region.

Support all Beauty With Confidence With Arty Professional

To enhance beauty and confidently reflect yourself, Arty Professional by BSC cosmetics has been entrusted to be the official makeup sponsor for the Miss & Mister Supranational Thailand 2022 contest to search for a talented handsome man and beautiful girl to represent Thailand in competition for the global crown in Poland, which is one of the five Grand Slam stages of the world.

Sustainable Development in Environmental Dimension

Focus on being an organization that is friendly to the environment by managing energy, water and waste efficiently, coupled with instilling employees, suppliers and customers to be conscious of environmental conservation.

Sustainable Development Goals (SDGs)

- Target 1. End poverty in all its forms everywhere
- Target 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- Target 6. Ensure availability and sustainable management of water and sanitation for all
- Target 7. Ensure access to affordable, reliable, sustainable and modern energy for all
- Target 11. Make cities and human settlements inclusive, safe, resilient and sustainable
- Target 12. Ensure sustainable consumption and production patterns
- Target 13. Take urgent action to combat climate change and its impacts
- Target 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable
- Target 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
- Target 17. Strengthen the means of implementation and revitalize the Global Partnership for sustainable Development



Environmental Policy

The company is continually dedicated to operating its business with responsibility to consumers, with supervision of every stage in the process of manufacturing, distributing, and providing service in every product. The company also considers responsibility to the environment and energy conservation, with operating guidelines stipulated as follows:

1. Operating the business in compliance with environmental laws, regulations and policies by considering impacts to natural resources and the environment with constant review and assessment of operations
2. Creating innovation in the organization and creating awareness among staff at every level, bringing about cooperation and responsibility in managing the environment and using resources efficiently and sustainably.
3. Promoting giving knowledge and training to every member of staff about the environment through the e-learning system. The content consists of caring for the environment and saving energy, including evaluation forms to test their understanding. This process is now in progress and to be driven as one of the key topics in training new staff.
4. Promoting environmental management systems, from using resources economically and measures to treat, revive and replace, and monitoring and preventing of impacts on natural resources and the environment sustainably.
5. A system to select suppliers in the supply chain who operate their businesses in an environmentally friendly way.
6. Promoting the development and dissemination of environmentally friendly technology.



In 2022, there were no environmental complaints from communities nearby the company.

In 2022, there were no significant violations of environmental laws and regulations.

Sustainable Environmental Management

The Company, as a manufacturer of fashion and beauty products, recognizes the importance of environmental management, especially to stakeholders. We are committed to implementing sustainable environmental management and management frameworks to reflect our responsibilities to society, from end-to-end, in partner selection, raw material procurement, the manufacturing process, delivery and after-sales service.

Goals and Guidelines

● Reduce energy consumption in office buildings

- Study and find various energy saving measures
- Promote employees to be aware of energy economy with environmental training.

● Reduce waste

- Raise awareness of reducing waste with the concept of 3Rs (Reduce, Reuse, Recycle).
- Promote responsible use of materials, especially plastic water bottles and paper.

● Reduce greenhouse gas emissions

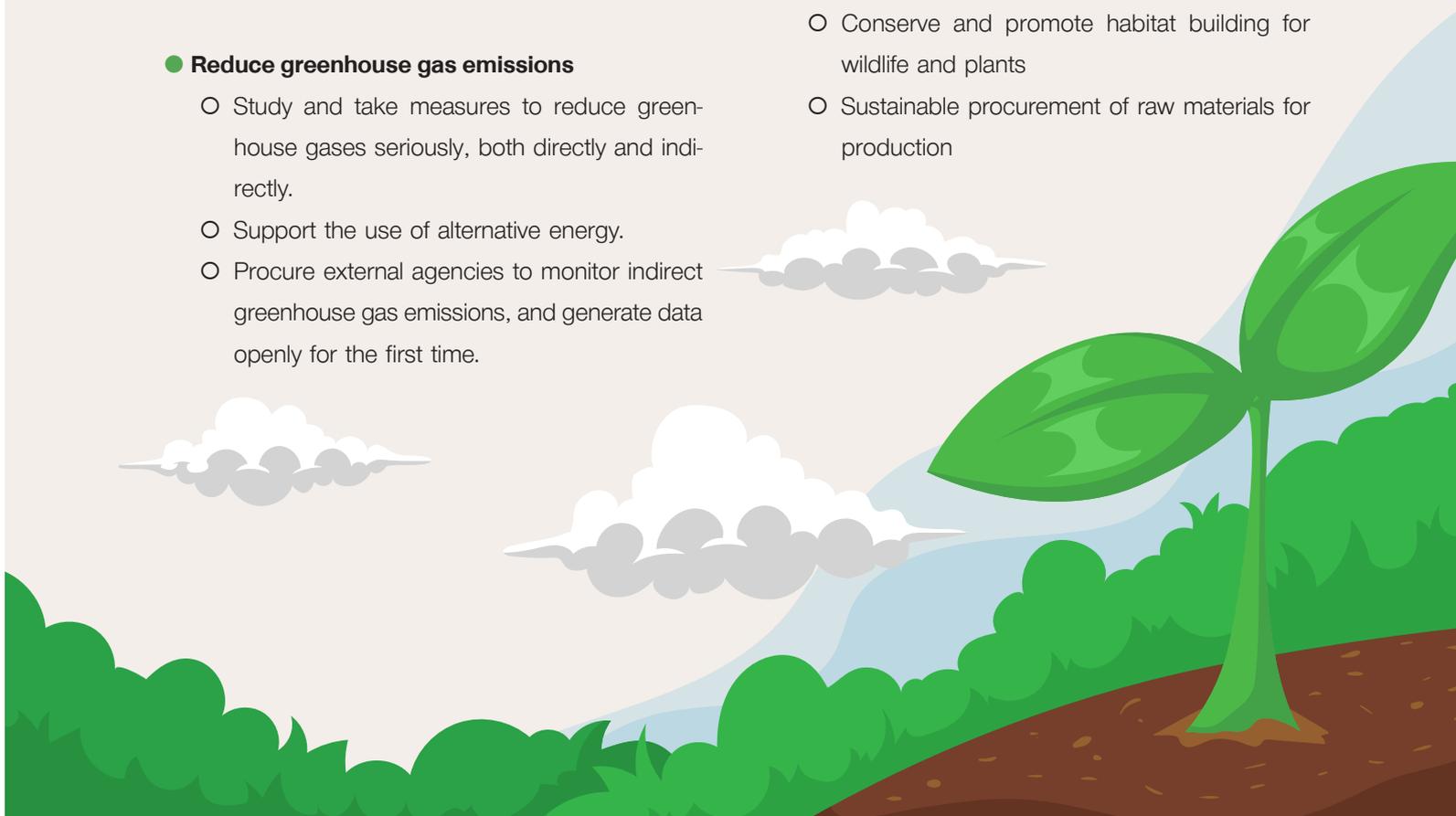
- Study and take measures to reduce greenhouse gases seriously, both directly and indirectly.
- Support the use of alternative energy.
- Procure external agencies to monitor indirect greenhouse gas emissions, and generate data openly for the first time.

● Aware of sustainable use of water

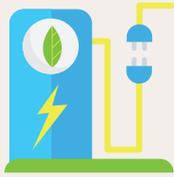
- Cultivate awareness of water savings
- Give importance to surrounding communities by treating wastewater before releasing it into public streams.
- Collaborate with the public and private sectors to support projects to help save water. Create a clean water source

● Promote biodiversity

- Conserve and promote habitat building for wildlife and plants
- Sustainable procurement of raw materials for production



Important Environmental Operations



Electricity Use

In 2022 the company reduced electricity usage by **0.2%**



Installation of solar cells saved **3.66%** of energy each month.

Water Use

The use of water was reduced by **11.71%**
10,950 cubic meters of wastewater was treated.



Energy Management

Chargers for **six** electric cars were installed.



Waste Management

1,179 kilograms of waste sent for decomposition



761 cardboard boxes



107 kilograms white paper



193 kilograms of paper scraps



118 kilograms of plastic bottles



15.8 kilograms of bottles processed

Vacant Land Developed Into Agricultural Area

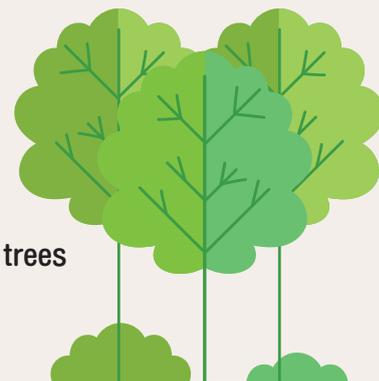
Total **309** rai
251 rai rented for agricultural use
4,620 trees planted
on **57** rai

540 mango trees

200 banana trees

1,000 teak trees

2,880 eucalyptus trees



Energy Management

Since the Company was still impacted by the COVID-19 pandemic in 2022, it has been forced to cut costs in many areas. However, the Company continues to have measures in place to ensure maximally efficient energy consumption with the least impact on work. as follows:

- Adjust the closing time of the office building to be 1 hour earlier.
- Adjust the times the air conditioning is turned on to reduce working hours.
- Turn on power only when it is necessary.

2022 Performance

Electricity Consumption

The company used a total of 4,438,000 kWh of electricity and after deducting the amount of electricity used by the seven companies who rent the area:

- 4,323,565 kWh of total electricity used
- A 0.2% decrease in cost of electricity from 2021



Amount of Electricity Produced for Own Use

In 2016 the company established a project to produce its own electrical energy of the sun (solar rooftop) by installing solar cells on the roof of the head office of ICC International (Public) Co., Ltd. in Bangkok, with a metal sheet roof format.

- Currently the company uses approximately 700 kilowatts of electricity on a weekday and 150 kilowatts on the weekend.
- 1,230 square meters are used for installation of solar cells, consisting of 276 panels (315 kilowatts of electricity per solar panel), to produce 86.94 kilowatts of electricity.
- In 2022 the company was able to use solar energy to produce electricity used in the organization to replace 110,932.25 kilowatts of electricity, calculated as 664,598.26 baht saved per year, an average of 55,383.19 baht per month or 3.66%.

Fuel Consumption

To comply with international sustainability guidelines and environmental policies, the company recognizes the importance of using renewable energy, which is an alternative to create sustainability of energy. Therefore, the company has installed six power points for employees to charge electric cars. In 2023, the company has a goal of installing electric vehicle charging stations in the parking lot area in front of the His & Her Outlet for employees and customers.



Promote Energy Savings With “Non-iron” Shirts

ARROW products promote energy saving with the invention of an innovative energy-saving shirt under the slogan “Look good, no need to iron”. The products have passed testing for four qualities of fabric, including safety of skin, quality and durability, wrinkle free quality that is four times or more, and heat reduction, reducing body temperature by one to two degrees (CoolMode). It is the first brand of men’s shirts to receive the energy-saving label 5, which is certified by Electricity Generating Authority of Thailand (EGAT).



ที่สุดของเสื้อยืด **ไม่ต้องรีด**



NON IRON
ไม่ต้องรีด



BREATHABILITY
ระบายอากาศได้ดี



EASY CARE
ดูแลรักษาง่าย



SIGNATURE LOCKSTITCH
BUTTONS
กระดุมเย็บแบบพิเศษ
เพิ่มความแข็งแรง



COOL
MODE
เย็นสบาย
ลดอุณหภูมิร่างกาย
1-2 องศา

Water Management

Water resources are a vital resource essential to the livelihoods of humans and wildlife. The Company recognizes this, and is committed to sustainable water management, to use limited resources as efficiently as possible. At the same time, it has ensured that it has not affected the community and the surrounding environment with effluent.

The Company has treated effluent from office buildings to the required water quality standards stipulated by law, before releasing it into natural sources, so that the community can re-use the water in various forms such as watering plants and cleaning. In addition, the Company has promoted employees to be aware of water conservation, and has increased measures to manage water by checking water meters daily, to observe the amount of water consumption each day, and to manage leakages in a timely manner.

In 2021

the company used
48,111 cubic meters of water,
totaling **762,930** baht.

In 2022

the company used
53,745 cubic meters of water,
totaling **839,102** baht.



Consumption increased by **5,634** baht or **11.71%**
(due to additional companies renting the area within the organization).

Sustainable Water Resource Management

The company recognizes the value of water resources, which is essential for living, farming, and doing business. Currently, water and clean water sources are at risk of scarcity, especially in remote and drought areas. Therefore, the company focuses on water resource management operations through the following projects:

Wastewater management

The company has installed a wastewater treatment machine by being aware of the use of water resources wisely as well as studying the recycling process to reduce wastewater being introduced into public streams and for reuse in the organization.

2022 Performance

The company can treat **10,950** cubic meters of wastewater, averaging **913** cubic meters / month.

Treated water is used to water plants, wash cars, and clean floors around the company.

Some is released into public streams.



Agricultural products from the community are sold in the Golden Place stores.

Carrying on the Resolution That Water Is Life

The company, together with the Dr. Thiam Chokwatana Foundation and employees in the Saha Group as the private sector, participated in the water resource management project according to the Royal Initiative of the King Rama IX by supporting the Phet Nam Nueng Farmers' Community in Tha Yang District, Phetchaburi Province to provide more than 200 families with sufficient water sources for agriculture and consumption and have sustainable and stable income from selling agricultural products for themselves and

their families. The company has operated this project continuously for the past five years. Furthermore, the company, as the distributor of clothing, has released a special collection in the name WBG White Black Gold by using part of the proceeds to support water management in the Petch Nam Nueng community.



In addition to donations the shirts in the WBG collection are also made with fibers from recycled plastic bottles and are environmentally friendly.

To support this initiative, please go to <https://wbgwaterislife.bentoweb.com/th> or ask for more details by Line @iccshopping or the call center at 0-2826-7988 (24 hours a day).

Waste Management

In 2022, the company worked to help employees better appreciate the resources they use through various campaigns, including waste separation,

Under the Concept of the 3Rs (Reduce, Reuse, Recycle).

Management Guidelines

- Separate used paper from other types of waste and recycle paper only written/used on one side by converting it into note paper/notebook instead of sticky notes (reused).
- For important documents, separate them to be destroyed with a shredder to prevent data leakage and respect personal data (PDPA).
- Utilize electronic channels to replace the use of paper (paperless) in all departments, resulting in a significant decrease in the use of paper and the costs associated with purchasing of paper. The use of electronic channels instead of using paper is an innovation that won an award at the 2017 ICC INNOVATION Contest.
- E-waste from the company is inspected annually for operating condition and any equipment that cannot be repaired is sent on to a factory that has a dedicated e-waste recycling process.
- Donate and distribute to the appropriate sites to enter waste into the decomposition process properly.



การดำเนินงานในปี 2565

The types of paper separated include:



761 kilograms
of paper boxes



193 kilograms
of white paper



107 kilograms
of paper scraps



118 kilograms
of plastic bottles

“We’ll Take Your Bottles” Project

The Public Relations Department of the company’s office set up a donation point for used water bottles in front of the bathrooms on every floor in the head office and around the food court. Posters have been placed to encourage executives and employees to dispose of plastic bottles properly by removing the cap and label and crushing the bottle.



Send plastic bottles to be processed

The Public Relations Department and the Administrative Department of the company’s office sent some of the bottles from the “We’ll Take Your Bottles” Project to Chak Daeng Temple in Samut Prakan Province where the plastic bottles will be processed into fibers to make monk robes and various clothes. The bottle labels are melted into fuel and the caps are melted and reformed into plastic utensils to replace making new ones.

Desk calendar donation for the blind

The company’s office acted as a medium for accepting donations of used calendars from employees within the company and affiliated companies to donate to agencies in need. In 2022 old calendars were giving to the cleaning department of Yannawa District Office to be donated to relevant agencies. These calendars can be reused for the blind to use notebooks and others will be sold to generate income for the center for purchasing the necessary equipment for maintenance of utilities.



Air Pollution Management

Throughout its operations, the Company has been committed to conducting its business responsibly in every dimension, especially in the environmental dimension of limited natural resources, and in accordance with the guidelines for preparing the Annual Report, 56-1 One Report, in the matter of reports on greenhouse gas emissions management in the industrial and service sectors for listed companies, and to reduce the company's risk from the direct and indirect impacts of greenhouse gas emissions.

Currently, the company has no information on this report, but in 2022, the Company, to build credibility in its awareness of greenhouse gas emissions issues, has plans to compile data to prepare the report to submit in the matter of data review and carbon footprint by verifiers registered by the Greenhouse Gas Management Organization (Public Organization) or equivalent. The information is expected to be released in 2024.

Amount of Greenhouse Gas Emissions (carbon dioxide equivalents)

Type of Greenhouse Gas Emissions	Amount of Greenhouse Gas	Certificate *Remark
<ul style="list-style-type: none"> Electricity Fuel Water General waste 	Information is being collected to submit for verification.	Information is being collected to submit for verification.

Amount of greenhouse gas reduction (carbon dioxide equivalents)

ประเภทของการปล่อยก๊าซเรือนกระจก	Amount Being Compensated	Certificate *Remark
<ul style="list-style-type: none"> Use of solar cells Wastewater treatment Tree planting 	Information is being collected to submit for verification.	Information is being collected to submit for verification.



2022 Performance



The company can offset
127.42-159.92 tons of carbon dioxide
equivalents greenhouse gas emissions from the planting of
4,620 trees on **57** rai, including:



540
mango trees



2,880
eucalyptus trees



1,000
golden teak trees



200
banana trees

Given to farmers to rent for agricultural
use to create job opportunities :



Installation of
charging points for electric cars :
6 Cars

Framework: Goals for 2023



- Install charging points for electric vehicles in the parking lot area in front of His & Her Outlet for employees and customers to use.
- Request for certification of carbon footprint information from the verifier.
- Continuously engage with partners and customers in reducing environmental impact.

Performance Summary

From the introduction of corporate values (CHANGES) into the thinking and work processes of executives and employees, the organization can change the way we do business in all dimensions that are necessary to move towards a sustainable future, corresponding with the stated mission. These changes include the change in structure of management, the development and innovation of products and services, the development of various distribution channels, responding to changes in lifestyles and behaviors of each group of consumers, and conducting business with awareness the environment, society, and good governance (ESG) as priorities.

Executives and employees recognize the need for us to continually change the way we think and work in all aspects for the organization to be flexible and strong to move forward sustainably. Every year we review and evaluate our performance using specific indicators to develop and formulate policies and indicators in both the old and new dimensions to ultimately increase the potential of the organization to continue to move forward into the future (Sustainable Change for Moving Forward).



ดัชนีชี้วัดตามกรอบแนวทางการจัดทำรายงานความยั่งยืนระดับสากล

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-1	GRI 102	General Disclosures	102-14	Statement from senior decision-maker	4-5	1	
G4-2	GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities	4-5-6	41-45	
G4-3	GRI 102	General Disclosures	102-1	Name of the organization	Front/Back Cover	62, 15	
G4-4	GRI 102	General Disclosures	102-2	Activities, brands, products, and services	8-9	12-15, 17-31	
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G4-6	GRI 102	General Disclosures	102-4	Location of operations	6, Back Cover	15, Back Cover	
G4-7	GRI 102	General Disclosures	102-5	Ownership and legal form	8-11	7	
G4-8	GRI 102	General Disclosures	102-6	Markets served	8-9	18-31	
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G4-11	GRI 102	General Disclosures	102-41	Collective bargaining agreements			
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G4-16	GRI 102	General Disclosures	102-13	Membership of associations			
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G4-18	GRI 102	General Disclosures	102-46	Defining report content and topic Boundaries	6		
G4-19	GRI 102	General Disclosures	102-47	List of material topics	28-29		
G4-20	GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary			
G4-21	GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary			
G4-22	GRI 102	General Disclosures	102-48	Restatements of information			
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G4-24	GRI 102	General Disclosures	102-40	List of stakeholder groups	20-21	63-118	
G4-25	GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders	20-21	63-118	

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
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G4-26	GRI 102	General Disclosures	102-43	Approach to stakeholder engagement	20-21, 44-45	63-118	
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G4-28	GRI 102	General Disclosures	102-50	Reporting period	6		
G4-29	GRI 102	General Disclosures	102-51	Date of most recent report	6		
G4-30	GRI 102	General Disclosures	102-52	Reporting cycle	6		
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G4-32-b	GRI 102	General Disclosures	102-55	GRI content index	89-96		
G4-32-c	GRI 102	General Disclosures	102-56	External assurance			
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G4-43	GRI 102	General Disclosures	102-27	Collective knowledge of highest governance body			
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G4-47	GRI 102	General Disclosures	102-31	Review of economic, environmental, and social topics	30-31	119-128	
G4-48	GRI 102	General Disclosures	102-32	Highest governance body's role in sustainability reporting	4-5	4-5	

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-49	GRI 102	General Disclosures	102-33	Communicating critical concerns			
G4-50	GRI 102	General Disclosures	102-34	Nature and total number of critical concerns			
G4-51	GRI 102	General Disclosures	102-35	Remuneration policies	58-59	92, 221	
G4-52	GRI 102	General Disclosures	102-36	Process for determining remuneration	58-59	92, 221	
G4-53	GRI 102	General Disclosures	102-37	Stakeholders' involvement in remuneration			
G4-54	GRI 102	General Disclosures	102-38	Annual total compensation ratio	59	110-111	
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G4-58	GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics	58		
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G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
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N/A	GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource	82-83		
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G4-EN26	-	-	-	-			
G4-EN27	NA	NA	NA	NA			
G4-EN28	GRI 301	Materials	301-3	Reclaimed products and their packaging materials			
G4-EN29	GRI 307	Environmental Compliance	307-1	Non-compliance with environmental laws and regulations			
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G4-LA16	GRI 103	Management Approach	103-2	The management approach and its components			
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