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Business Trust

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BUSINESS TRUST



Performance 2024



Customer satisfaction assessment

92%



The Lost Time Injury frequency rate

0.22



GHG release from process Scope 1,2

33%

7.1 Business Trust Strategy



“Create Value for Stakeholders”

The company has developed a comprehensive business strategy following the “Somboon Triple Bottom Line” philosophy, which includes complete individuals, businesses, and communities. The focus is on “creating value to address stakeholders” taking into account the economy, society, environment, and corporate governance.

In 2024, the company enhanced its 2024 sustainability strategy with a more proactive approach in response to the increasingly challenging global context, Such as climate change, evolving customer expectations across the supply chain, and rapid technological adaptation. The company has refined its management approach to align with the Sustainable Development Goals (SDGs) and evolving global trends while reinforcing inclusive engagement from all stakeholder groups.

Management Approach

The company focuses on continuously conducting business by creating value for stakeholders, following an organizational sustainability strategy that aligns with the global sustainability context, as follows:



1. Creating Value for Stakeholders:

- Conduct business with fundamental human rights, labour rights, and equality principles.
- Responsible for safety according to the working environment .
- Develop products and services that meet customer needs.
- Promotion of employee well-being, motivation, and organisational engagement.
- Promote responsibility towards society and the environment.

2. Supply Chain Management:

- Expansion of partner engagement in ESG.
- Support for supplier standards enhancement, including international standard development and ESG assessments.

3. Efficient Resource Use:

- Resource Intensity Reduction Targets per Production Unit (e.g., energy, water, and waste)

- Promotion of Environmental Management Based on the Circular Economy.

4. Innovation Creation:

- Develop technology and innovations that create business value while contributing to the reduction of environmental impacts.
- Promotion of Internal Creativity and Innovation. (e.g., SAT Innovation Day)

5. Tax Management:

- Development of Financial and Tax Strategies in Accordance with Corporate Governance Standards.
- Prepare and disclose tax policies according to the law.



Operations in the “**Business Trust**” aspect involve creating value and responding to stakeholders in environmental, social, and governance dimensions as follows:

Stakeholders / Key Issues	Employees	Shareholders/ Investors	Customers	Suppliers	Community	Government/ Regulatory bodies
Human rights	S		S	S	S	
Employee engagement and care	S					
Occupational health and safety management	S			S		
Customer relationship management			G	G		
Supplier management				G		
Environmental management and energy conservation	E	E	E	E	E	E
Innovation in business processes for sustainability	G	G	G		G	
Tax operations		G				G