Sustainable Management Policy and Goals

The Company recognizes the significance of building sustainable business growth under good corporate governance practices, responsibilities towards shareholders' benefits and accountability to stakeholders, society and environment. The Company is also determined to be an anti-corruption role model for the society.

The Company has established a policy to conduct a business project in adherence to UN sustainability goals (UN SDGs). This commitment has provided guidelines for the Company to operate the business with a clearer direction. Three major goals of SDGs have been taken into account as follows.

- Good Health And Well-Being: The Company has continued to promote health and wellness to people in the society. For example, amid the COVID-19 crisis, the Company donated money to public health agencies to help them increase capacities to help patients. Moreover, the Company also gives priority to building a better workplace environment to ensure occupational health and safety among employees.

- Quality Education: The Company carried out several CSR projects under an education scheme as contribution to the society. Activities included scholarship projects, training programs for knowledge enhancement, donation of refurbished used or old computers to be used as learning tools for schools in need.

- Gender Equality: The Company also identifies equitable and fair treatment of all stakeholders in all sectors as a top priority, especially in terms of gender equality. For example, for customers, a gaming event of Audition Lady Tournament was organized and open for female gamers. For employees, all job positions in the Company were open to everyone without gender discrimination.

- Decent Work And Economic Growth: As a company in digital technology, one of the most important industries at present, the Company creates effective recruitment by hiring employees for positions that suit the Company's business size. This is considered a mechanism of driving economic growth.

- Climate Action: The Company determines guidelines for pollution prevention and mitigation. For example, use of Information Technology in the workplace contributes to reduction of paper usage. Data collection of a greenhouse gas inventory provides more concrete information and can be used in a review and improvement of regulations in response to a situation.

The Company has a policy in operating the business with corporate social responsibility in accordance with 5 major concerns.

- Corporate Governance: The Company adheres to business integrity and fairness. The Company strictly keeps the business compliant with corporate rules and regulations as well as transparency.

- Fair Employment Practices: Employees are considered as the valuable asset of the Company. The Company has a policy of equal opportunities and fair treatment in employment. The policy covers opportunities and treatment without discriminations against gender, religion, race and other aspects in all dimensions, including payment, career opportunities, working environments, and employee development. It is established in an aim to ensure that all employees gain career growth opportunities and a competitive advantage to compete in a continuously changing market environment. Moreover, the Company determines rules and regulations relating to employee care in line with other relevant regulations such as labor laws to ensure that employees of the Company are treated appropriately.

- Customer Responsibility: Customer service is vital to the business. In improving the service standards, the Company has provided different customer contact channels for submission of enquiries, suggestions and complaints. The channels include social network platforms and emails. In addition, customer satisfaction surveys are also arranged, and customers are invited to take the surveys. It is one of the KPIs for measuring the Company's service standards.

- Corporate Social Responsibility (CSR): The Company provides support for CSR activities and projects as a way to contribute to society. The Company also builds cooperation with other sectors to promote social development, with a focus on educational and technological schemes. This is pursuant to the nature of the business and covers assistance in emergency cases such as the COVID-19 pandemic that has broad effects, especially on the public health dimension.

- Focusing on Environmental Issues: The Company recognizes the importance of adopting eco-friendly business practices. A work system that efficiently helps maximize resource utilization is developed. Reduction of wasteful use of resources is promoted. Moreover, energy conservation measures in terms of work procedures and selections of energy-efficient equipment are determined