

The results have shown that employees have pride in their company and are happy that other parties talk about their company in a positive way. As a result, employees have awareness of maintaining the company's reputation. The part of the survey showing the least satisfaction is the heading, "Career Opportunities". Human Resources analyzed possible reasons for employee satisfaction numbers, which produced the program "Pathways to Career Advancement" in 2022. This was a continuation from the original program in 2020, supporting employees at every level with opportunities to develop their skills and capabilities to showcase their full potential, and to progress in their careers.

In 2022, the company set down its policies and practices in terms of human rights, to give equal treatment to all irrespective of gender, race, religion and culture, and including the disabled. The company gives top priority to performance, knowledge and capability through international-standard evaluation tools and formats. The company also has policies/guidelines for the non-discriminatory payment of remuneration on the basis of fairness. As a result, the company has organized relevant training courses, such as orientation, charters and ethics, and development of line manager skills.

Overall in 2022, 3,904 employees did some form of training, 95% of the company's total employees in 2022. This is broken down into internal training for 3,844 employees, or 93.50% of the 2022 workforce, with external training for 60 employees or 1.50% of the company's staff in 2022. The average training hours per person per year is 39 hours, compared to the overall training in 2021 where there were 3,212 employees who received training, which is 82%.

To support the business in achieving its goals, the human resources department has developed the employees' capabilities to work in new formats to meet the organization's needs for transformation, such as work from home. This is to emphasize the efficiency and effectiveness of work performance and to achieve the set goals.

Employee's illness and injury

Operational safety is essential in business operations. The Learning Development and Management Department has organized a training course on "Workplace Safety" in order to learn about occupational safety, cause of the accident that is not safe (Unsafe Act), unsafe working area (Unsafe Condition) and guidelines for preventing accidents including the trend of danger that will occur in each step, finding solutions and a course "Safety officer in executive work" as a guideline for the implementation of safety by providing knowledge and understanding to be applied in conjunction with the security policy in the Company.

Reimbursement of fund due to injury during work in 2022

Number	Employee ID	Name - last name	Department	Job title	Date of injury	Reasons of injury	Hospital
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Remark : In 2022, there was no staff got injured during work.