

Sustainability Report 2021



Contents

2

**Message from
the CEO**

6

Company Profile

Products and Services 7

Sustainable Value Chain 14

19

**Corporate
Governance**

20

**Risk
Management**

22

**Strategic
Business Plan
for 2022**

24

**Key Issues of
Sustainability**

28

**Economic
Operations**

32

Social Activities

Personnel and corporate culture 36

Social engagement 38

39

**Environmental
Operations**

40

**Performance
Summary**

42

**About this
report**

43

**GRI Content
Index**

Message from the CEO



Mr. Kittipan Sri-bua-iam
Chief Executive Officer

Dear Shareholders and Stakeholders,

From the recent year 2021 until now, it was the year that PROEN Corp Public Company Limited. performed its business with challenges from the listing of PROEN ordinary shares on the Market for Alternative Investment (mai) and the offering its initiate public offering (IPO) on April 29, 2021. Plus, the Coronavirus disease (COVID-19) impacted the economic and living conditions worldwide in 2021. The Company had a positive impact on the Turnkey Solution (ICT Solution), Internet Data Center service, and Cloud service. The telecom business and public utility infrastructure business slightly impacted by the pandemic. At the end of 2021, the Company had more projects because of the proper strategic management and operational plan, including risk management, which was more concise and prudent, which can reduce the impacts occurred, and keep moving forward constantly

During the Covid-19 pandemic, people had to live with social distancing measure, resulted in the business operation and people lifestyle changed into the New Normal lifestyle, such as Work from home, Video Conference, online trading and payment. The New Normal lifestyle was the key factor that drives the business and various transactions, it made the rapid change on digital technology adoption, causing an expansion of the

Bandwidth through the communication networks of clients. As a result, it caused an increase in customer demand for ICT business, Data Center, ISP service, and cloud service. From the increase of demand, the Company then expanded its Data Center service by building new Data Center in 2022, in order to support the Server of 1,000 racks designed to comply with the Tier 3 of Data Center standard in order to support the full ICT needs, such as Co-location area for rent, Managed Enterprise Cloud service, Managed Security service, SD-WAN Branch Connect service, ISP full service, and Turnkey Solution service (ICT Solution). In addition, the Company continued to join further investment to create its business structure for growing up with potential through the technical knowledge sharing to enhance the current operational efficiency. Moreover, the Company has expanded its business to digital asset business, such as Cryptocurrency, Blockchain technology, which is the next technology trend.

There were engineering works, such as site preparation for base station of mobile phone and radio, site survey with procurement and installation of the outside plant system, including optical fiber, copper wire for the short range transmission between Remote Concentrator Units, and long range transmission for switching centers between regions, Pipe Jacking work, electrical system work, transmission line and underground cable work, and Power Substation work, which has been expanded to government agencies and private sectors. From the past business expansion, the Company to reviewed and adjusted its strange in order to develop for the on-going sustainable growth. In 2022, the Company applied strategic development for the sustainability with 4 aspects as follows: ENTERPRISE CLOUD)



Exponential growth

Create a strategy for the improvement in service that build recurring revenue, Merger & Acquisition: M&A focusing on business investment in technology to expand the business to generate recurring income



Create good experience for customers

Considering on customer requirements, cooperate with customer for the support, and understand customer needs, provide knowledge to current customers and create opportunities for customers in the future



Considering on environmental impacts and social responsibilities

committed to manage and reduce the environmental impacts



Corporate Governance

Create sustainability structure, internal control, ethics and moral of the Company's directors and employees, in order to grow sustainably with Corporate Governance

Finally, I would like to express my appreciation to shareholders, customers, suppliers, business partners, financial institutions, government agencies, private sectors, and all stakeholders, those who support, advice, and always trust on the Company. The Company keeps moving forward to expand its service area, always develop the potential of the service to be advanced in order to increase the Company's competitiveness. In addition, the Company adheres with the stable and sustainable business practices under the Corporate Governance Principle, transparency, and focusing on product and service development to keep up with economic, social and environmental conditions changes in the future. The company must be ready for any situations to bring the business growth to the Company with sustainability, in order to continue to create full benefits for shareholders and stakeholders.



VISION

“We target to be the Internet Data Center service provider, to be the country’s leading provider of comprehensive telecommunications services, and to create our brand as an important option in the ASEAN market”



MISSIONS

1

Focus on innovative technology and create effective products and services.

2

Be determined in developing personnel to have expertise in specific fields with full potential

3

Be determined in continuously developing excellent services

4

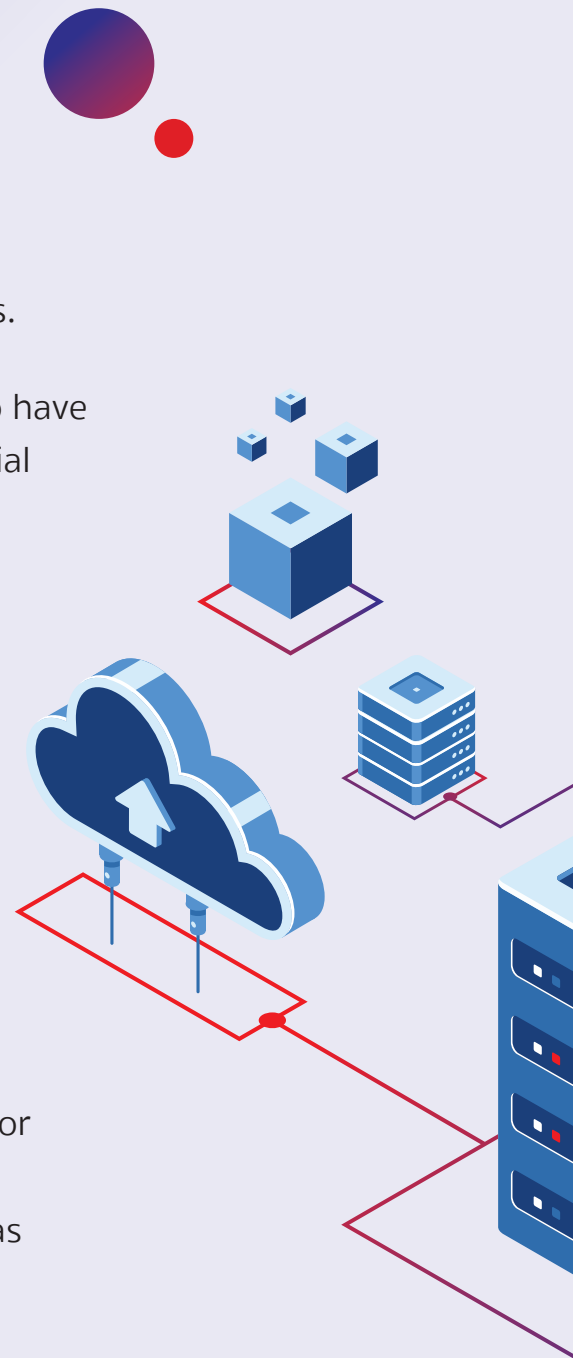
Focus on strengthening and managing the development of the network system at all time for entrusting customers.

5

Focus on creating integrated telecommunications services both domestically and internationally.

6

Maintain international quality standards for information security and management to have quality by bringing such standards as an operational approach in order to offer standardized services to customers



Strategy



To expand the Data Center service area by increasing IDC in the external area of CAT Telecom Tower, Bangrak, in order to increase client base

To develop new products in order to fulfil clients' requirements and to increase value for IDC services of the Company Group

To closely survey clients' requirements, to provide clients the news related to industry constantly, as well as to offer products and services in order to complete customer requirements promptly

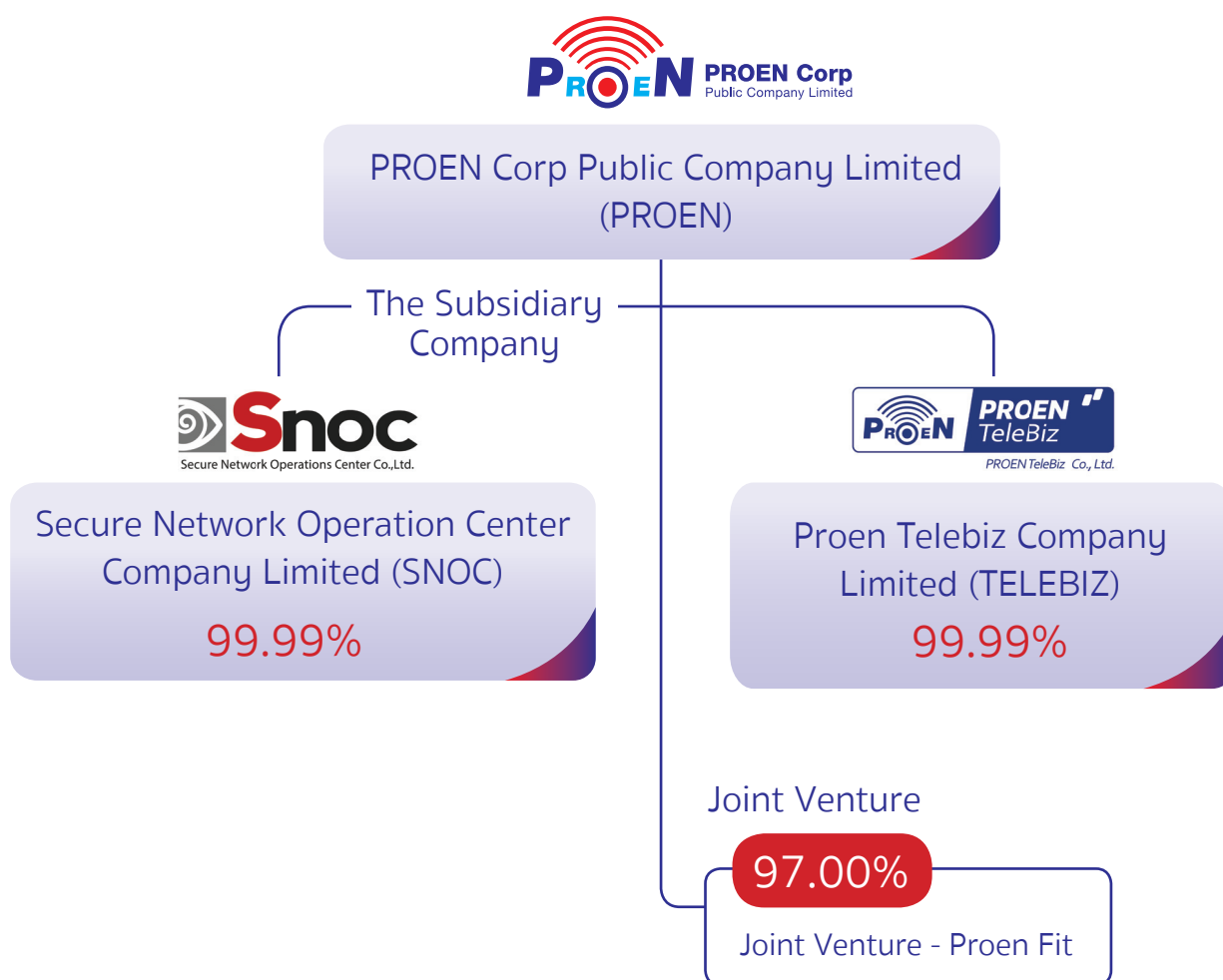
To expand client base of construction business for Telecommunication Service



Company Profile

PROEN Corp Public Company Limited a provider of Internet Services, Internet Data Center services, ICT Solutions and integrated telecommunication services by offering Turnkey Solution services from networking and ICT supervision, internet security system including interconnection works in telecommunication systems, design survey and install station, install antenna, Install Optical Fiber by a team with expertise and experience. Ready to be given advice on choosing information technology and appropriate telecommunication. Also focusing on helping customers to apply information technology systems for the success of the organization and also for the sustainable growth.

Shareholding structure of the Group



Business Information

PROEN Corp Public Company Limited

Stock Abbreviation

PROEN

Registration Date

(Market for Alternative Investment (mai)
on April 29, 2021

Authorized Capital and Paid-up Capital

158,000,000 Baht

Industrial

Technology



Head Office

72 CAT Telecom Tower 4th,
18th FL., Charoen Krung Road, Bangrak,
Bangrak Bangkok 10500

Telephone: 02-639-7888 Fax: 02-639-7892



Branch Office

11/80 Pracha Uthit 8 Pracha Uthit Rd.
Huai Khwang Bangkok 10310

Telephone: 02-690-3888 Fax: 02-691-1898

Products and Services

Internet Data Center (IDC)

- IDC has TIER 3 equivalent qualifications.
- Server 645 rack on an area of 2,086 sq m.
- Engineer team with technical service 24 hours.

High speed internet service

- Internet for corporate customers via Fiber Optic, speed 1 Mbps to 100 Gbps

Enterprise Cloud

- Cloud under Sea
Cloud name and
PROEN Any Cloud

Cloud-Based DDoS Protection and WAF

- Cloud-based DDoS attack protection service
- Others such as Domain name registration, Web Hosting, installation and maintenance of equipment
Take care of the connection to the data center, etc.

Reseller

- Selling equipment such as Server, Switch, network linkage and network equipment, computers, monitors, etc.

Project management ICT

- Design, installation and installation of network equipment and telecommunication systems



The Company operates the business of providing Internet data center services and related value-added services. For a period of more than 24 years, it also sells equipment related to information technology systems. provide internet security services and the construction of basic telecommunication works Business operations of the Group are divided into 2 business groups as follows:

- 1) Information Communication and Technology: ICT, Data Center, Internet Service Provider: ISP, and Cloud Computing Service

COLOCATION Service

Server Computers of clients are deposited at PROEN's Data Center. This service is compatible with organizations requiring high volume Bandwidth to connect with a high-speed network, support a large number of accesses with effectiveness, stability of data connection, and customer support service to facilitate clients for 24 hours.



PROEN Data Center



Contain 6 leading ISP providers in Thailand for Domestic Bandwidth connection, having the most bandwidth of Thailand, support maximum Bandwidth of 700 Gbps



ISO/IEC 27001:2013 Certified, the information security management system to protect unauthorized access, and ISO 9001:2015 Certified, the standard of Quality system.

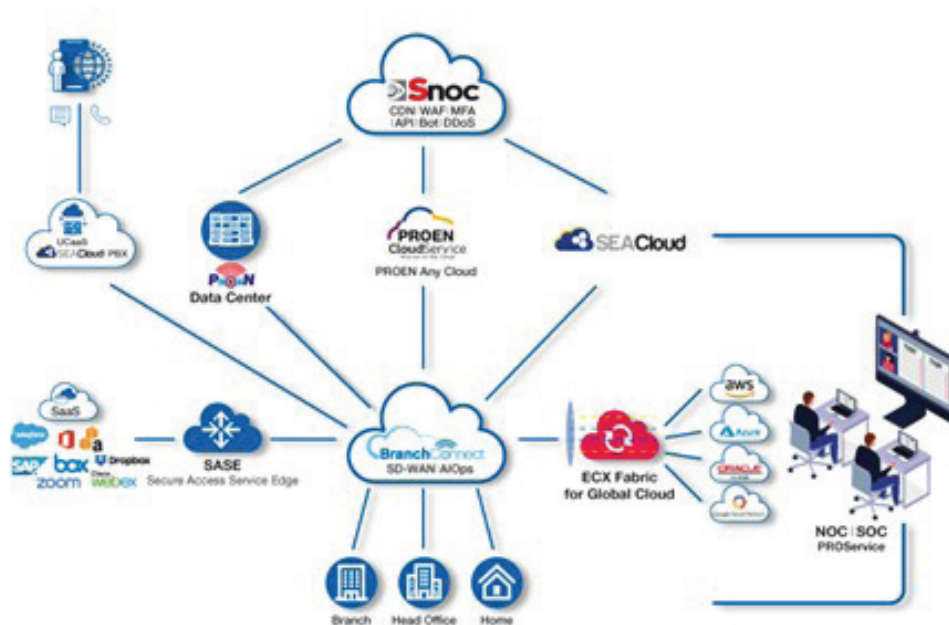


Contain a flexible system to choose colocation service, such as Network Port 100 Mbps, 1 Gbps, 10 Gbps, 40 Gbps and Colocation 100 Gbps, or Private Network Service that can be able to work with stable operation according to customer requirements.

MANAGED ENTERPRISE CLOUD, cloud service for enterprise

PROEN is a Cloud Computing Service provider, clients can choose software and computer resources of PROEN to be used at their enterprise, where clients have no need to invest in both hardware and software, and no need to set up the network by themselves. PROEN would be both a service provider and a network administrator for clients.

In PROEN Data Center, there are various platforms of Cloud service, clients can flexibly choose services according to their business requirements



The Infra-as-a-Service system used with PROEN Data Center emphasizes secure, fast, and simple systems. The VMware and KVM can be managed in a system, together with the SD Storage can be able to Scale-Out and Scale-Up without limits.

Fast	Secure	Simple
<ul style="list-style-type: none"> • Fast Create Clouds • Fast Internet Bandwidth • Fast and Smart Automation 	<ul style="list-style-type: none"> • ISO-27001 Certified • High Availability • Daily online Backup • Real-time Monitoring Audit 	<ul style="list-style-type: none"> • Simple Setup • Simple Operation • Simple User Interface

MANAGED SECURITY, Network Security Service

PROEN provides DDoS Protection service operated by SNOC, covering monitoring service, attack alert, and Distributed Denial-of-Service (DDoS) Attack. SNOC is the first Cloud-based DDoS provider in Thailand in partnership with Nexusguard, the world major DDoS protection provider.

DDoS (Distributed Denial of Service) is a Denial Service attack from various PCs and Servers attacked at the same time.



CLOUD-BASED DDOS PROTECTION AND WAF

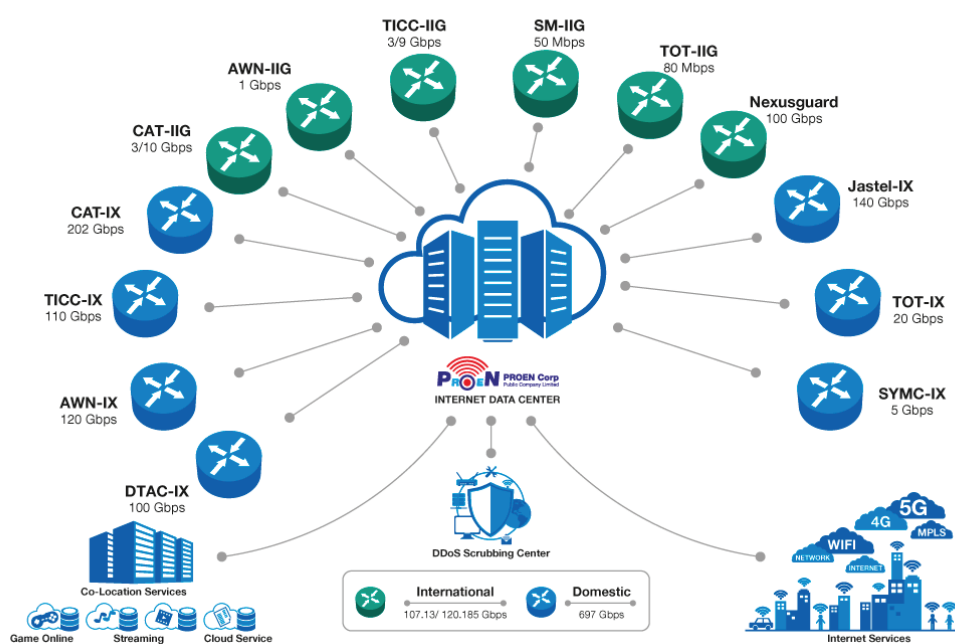
PROEN is the first Web Application Firewall provider with cloud-based DDoS protection in Thailand under the brand “Snoc”, in partnership with Nexusguard, the world major DDoS protection system provider.

Features

- Global Protection system
- 24x7 Local Support
- Empower with an establishment of DDoS Global Scrubbing Center in Thailand with 700 Gbps Bandwidth, when combined with 15 Scrubbing Centers of Nexusguard worldwide, the total Bandwidth for DDoS protection is approx. 3T.



NETWORKDiagram



INTERNET ACCESS MPLS

Corporate Internet Service from PROEN, providing quality internet connection to clients' organizations through domestic and global internet networks by Fiber Optic network with On-Demand speed improvement, improves the fast and efficient service coverage of business throughout the country.



TELECOMMUNICATION

Site Preparation for Base Station of mobile phone and radio

Service Type

1

Site survey, soil test, foundation work design to suit with the site

2

Footing and Column preparation

3

Tower Erection such as Green Field Electric/MonoPole

4

Electrical System and Grounding System installation, Civil work and other work to comply with the construction drawing designed by employers, operation by high experience specialists



OPTICAL FIBER

Survey, design, procure and install the outside plant optical fiber network for both Optical Fiber and Copper cable, including the short range between sub switched boards, and the long range to connect with switched boards between regions.

Service Type

1

Survey, design, procure and install the outside plant Optical Fiber network, Drop Wire, and Copper cable with related fastening equipment

2

Install Grounding System, connect Splice and Terminal to comply with the construction drawing designed by employers, operation by high experience specialists

ELECTRICAL AND TRANSMISSION

Electrical system and transmission line work: PROEN cooperate with the Provincial Electricity Authority and the Metropolitan Electricity Authority

Service Type

- Electric Pole erection
- Electrical system construction
- Electrical pole foundation construction
- New Cross Arm installation
- Cable management

Sustainable Value Chain

PROEN manages the sustainable value chain according to its strategic plan, which will result in the sustainable business success. The Company's Sustainable Value Chain consisted of cooperation for partnership, sales distribution, service, after sales service, aiming to meet the requirements of customers and all group of stakeholders with the most effective operation.

2

Cloud Platform Service

Easy-to-use Cloud Platform, application and Blockchain developers friendly for moving into Web3 world and Metaverse

1

Internet Data Center Service

Provide Data Center Service, TIER 3 certification with high speed internet accessible worldwide

3

SD-WAN & SASE Solutions

Branch Connect service, Cloud and Data Center using cutting-edge technology with safety and rapidly access





4

Sales Distribution and Sales Promotion

Share new technological
knowledge and create promotion
with partners, which beneficial
to customers

5

After sales service

Customer can rely on and focus
on their business with 24 hours
service of consultant team and
engineering team

6

From Customer become Business Partner

Looking for cooperative with
customers in order to promote
to become our business partner
for the sustainability of both side



Internet Data Center Service

The business in digital world based on 3 components of infrastructure, which are Application, Processing System, and Internet. The Internet Data Center Service of the Company is a part of the Digital world infrastructure, built with TIER 3 certification, contained high security, together with the largest domestic internet connection system in the country. The Company pay attention to the Data Center design, equipment placement, as well as the internet system monitoring in order to get access from domestic and foreign countries rapidly without limitation of business requirements.



SD-WAN & SASE Solutions

Branch connect service, Cloud service, and Data Center service provided for enterprise, business with branches, and Work from Home policy, for example, retail business, manufacturing business, Health Care business, financial institutions, and government agencies. The advantage of the service is the fastest cloud usage secured by Cloud Security and Security Operation Center team.



Cloud Platform Service

The Application First is a mechanism to promote business growth and business operation nowadays. There are requirements of application to get access to massive users at a short period, so the infrastructure is required for the business growth. The Cloud Platform of the Company is Cloud Platform as a Service or Cloud PaaS, which is the new solution of Cloud service. User only need to focus on their business by application develop, the system will be operated automatically, such as, system expansion, security system, and it can be able to connect with Blockchain as well.



Sales Distribution and Sales Promotion

1. Sales team regular visit customers to survey problem and find solution
2. Create a website as to provide information and contact channel via: www.proen.co.th, Facebook, LinkedIn and line@
3. Organize event marketing, such as participate an event, seminar, and publish news regarding new products of the Company, provide new technological knowledge that improve the Company's products or services, prepare for flyers to get attraction from customers, and publish advertising on the Company website regarding products and services



After sales service

In order to deliver value to customer, the Company has a consultant team and an active engineering team to solve problem in advance before customer perceived with 24 working hours. This made the Company to be the service provider that corporate customers in both public and private sectors can be confident in. Since there are appropriate service fees according to the Company's competitive strategy, a lot of usage of data storage and Data Center equipment installation, the risk may occur when initiate system immigration, the customer therefore decide to apply for our service continually.



From customer become business partner

The Company will seek cooperation to promote customer to become our business partner, in order to delivery valuable service to the market, such as, Validator Node service for PoSA in Blockchain transactions validation, which is the infrastructure of the new world that everything can be transparently proved (NFT, Web3, and Metaverse).

PROEN will be a network administrator for clients, which reduces investment cost and management cost of clients as well as relevant system upgrades. Clients are able to manage data on cloud computing systems through various devices that can access to the internet such as Desktop, Mobile phone, Tablet by using shared computer resources through the internet network. Nowadays, PROEN provide Cloud service by Infrastructure as a Service (clients can use IT infrastructure such as Server, Storage of PROEN without investment by themselves)

A detailed illustration of cloud computing infrastructure. It features a large, glowing blue circular interface with a padlock icon in the center, surrounded by binary code and network lines. To the right, there are several server racks and a cloud icon, all set against a dark blue background with a world map and network connections.

Unlimited

- Unlimited Domain, unlimited Bandwidth

Manage

- Manage by DirectAdmin Web Portal
- Work with Apache, or nginx, or apache+nginx Cached
- PHP version 5.2 above to version 7.1 2 choices to be selected
- FTP, sFTP, Mail, Webmail, DNS

Flexible and Support

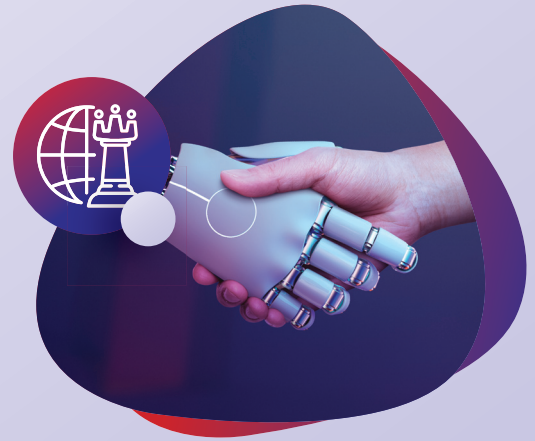
- Support speed improvement by op Cache web PHP for 2 times speed
- Free service for moving Hosting to Cloud, the user won't perceive the changes
- Web/Email storage starts from 30 GB

Security

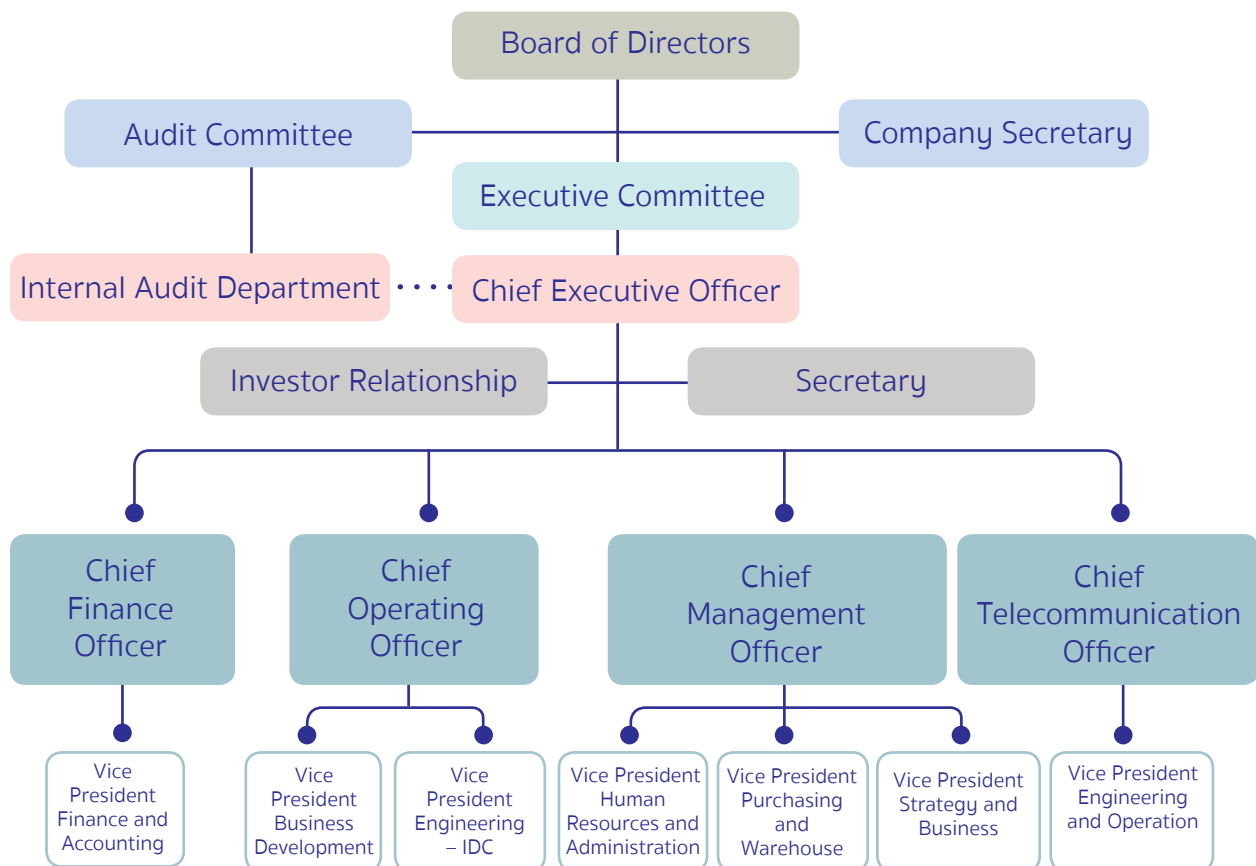
- Web hacking protection by mod Security + Comodo WAF

Corporate Governance

PROEN operates its business with a value on transparent corporate governance, audit control system with accountability, as PROEN is the leader in technology and telecommunication, providing IT service regarding the Data Center in Thailand. The strategy adjustment is to catch up with technological changes, so The Company organized its structure, functions and responsibilities that are aware of the sustainable business development. Enable to study information on the organizational structure of the company. More of which at from 56-1 One Report under the heading “Corporate Governance structure and Key Information on Board of Directors, Subcommittee, Executives, Employees, and Others”



Management Structure



Risk Management



The formation of policy, controlling activities, supervising activities, and risk factors analysis is to comply with the Company's strategy. The Company managed risk management with sustainability and disclosed additional information in the form 56-1/One Report, subject: Risk Management.

Risk Management Policy

The Company disclosed the risk management policy on the Company's website at url:



<https://investor.proen.co.th/storage/downloads/cg/corporate-policy/20210818-proen-risk-management-en.pdf>



Risk from relying on large customers

The major customer group of the Company is Garena group. In 2019-2021, revenue from the group was equivalent to 53%, 30%, and 41% of total revenue respectively.

Management proceedings

The Company initiated its Telecommunication and Infrastructure Service business, and planned to develop the market, products, and projects in order to obtain new project continually. This is to reduce the risk of IDC service and related services.



Human Resources Risk

Quality employee, having knowledge and expertise according to the duties, low employee turnover rate, having good relationship with the Company. The Company then gave priority to Human Resources risk.

Management proceedings

Organize training events to improve their knowledge, skills, expertise for all level of employees, including in-house and external training. The Company organized various events in order to create the good culture to the Company and to create the unity.



New Year merit making



“Heart of love” Activity



Risk from the Covid-19 epidemic

Health and safety risk of employees and business partner deemed urgent risk that must be elevated and strict in management. The Company gave high priority in prevention of the pandemic.

Management proceedings

Monitor the Covid-19 situation, assigned some employees at Huy Kwang office and CAT Tower to work at their home, in order to reduce the risk of the epidemic, arrange meeting by Zoom Video Conference, apply social distancing measure at the office, measure body temperature before working, use Antigen Test Kit to detect the infection on a monthly basis, risk employees must be isolated for 14 days, provide alcohol gel for hands washing at the office, spray the anti-bacteria chemical at the risk area every hour, and people other than the Company’s employee allowed to enter the Company at the determined area.

Strategic Business Plan for 2022



Sustainability Strategy

The Company has determined a long-term roadmap and reviewed the long-term strategic plan of 3 years “**PROEN 2022-2024**” in order to drive business to achieve sustainable goals. In 2021, the Company has developed people to support the expansion of the business, operate its business together with social development, and develop business to keep up with technological changes.



Economy



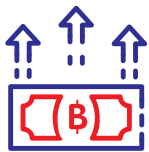
Expand and develop ICT innovation to create revenue from services of **not less than 35%**



Revenue growth target: **not less than 20%**



Become a partner with Bitkub Blockchain Technology Co., Ltd. (\"Bitkub\") for the accuracy of making transactions of electronic accounts



New acquisitions (Merger & Acquisition: M&A) expand the business, for increase the recurring income.

Society



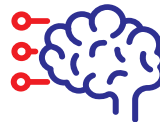
Create value for society: University students, Medical staff group of **less than 2 in order** to promote cloud technology usage by providing free cloud service



Create a brand that promotes the proper use of the internet and social networks



Promote the proper and safe use of the Internet and social networks for users.



80% of employees have been trained to be ready for the business expansion and technological changes



The total number of employees that participated in the employee engagement survey activities was **not less than 100%**, and the organization's performance has to be revise.

Environment



Reduce paper usage by **20%** in order to reduce the impact of greenhouse gas emissions

Promote the recycling of paper for **20%**

Reducing paper usage by digitizing data storage













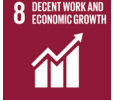

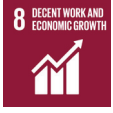


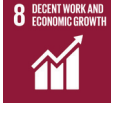






The design and construction of a new office building and data center building (IDC) is to focus on energy saving, to support the expansion of the data center service business Soi Srinakarin 8 Srinakarin Road.

Key Issues of Sustainability



The Company determined a solution to respond to every group of stakeholders and the Board of Directors. It is determined to review key matters once a year in order to point out the expectation of stakeholders.

Stakeholder	Communication Activities for Relationship Creation	Expectation and main issue	Result for 2021	Sustainable Development Goals: SDGs
Employee 	<ul style="list-style-type: none"> Information notification regarding Company movements to employees through internal communication channels such as Email, Line group chat "PROEN Group" Monitor Employees safety of the COVID-19 infection situation Hearing Complaints from Employees Activities to build relationships with the Company 	<ul style="list-style-type: none"> Operation Direction and guidelines for adaptation Take care of employees and provide suitable benefit 	<ul style="list-style-type: none"> Human Rights operation Employees make COVID-19 daily risk assessment, and PROEN allocate budget for all employees to get vaccinated against COVID-19 Make a Complaint via Email channel: company.secretary@proen.co.th Organize activities to build relationships within the Company 	
Supplier 	<ul style="list-style-type: none"> Evaluate all buyers, contractors, and employees every time Participate online seminars to present new and innovative products 	<ul style="list-style-type: none"> Comply with agreements, payment conditions, and set reasonable prices Develop new ideas, make a consult for the quality of the products Support quality products, which help to reduce the impact on the environment 	<ul style="list-style-type: none"> Evaluate all quality of suppliers after providing service Suppliers share new knowledge, that may affect the business operation Exchange ideas and listen to suggestions or improvements. 	
Customer and Consumer 	<ul style="list-style-type: none"> Meet and communicate with customers Customer satisfaction assessment form Technical education for customers 	<ul style="list-style-type: none"> Provide efficient, fast and responsive service Provide cutting-edge products, having solutions for customers during the COVID-19 situation Standard of Customer data privacy 	<ul style="list-style-type: none"> Develop new services regarding Cloud Computing, ICT, and cyber security in order to meet the needs of customers in running an agile business. Improve potential in providing Internet Data Center service Develop new services regarding Cloud Service Provide new technology regarding online business group 	
Community 	<ul style="list-style-type: none"> Engage in community activities and contribute to community development Community news 	<ul style="list-style-type: none"> No negative impacts on the community Support community activities 	<ul style="list-style-type: none"> Participate in community activities Provide Covid-19 protective equipment 	

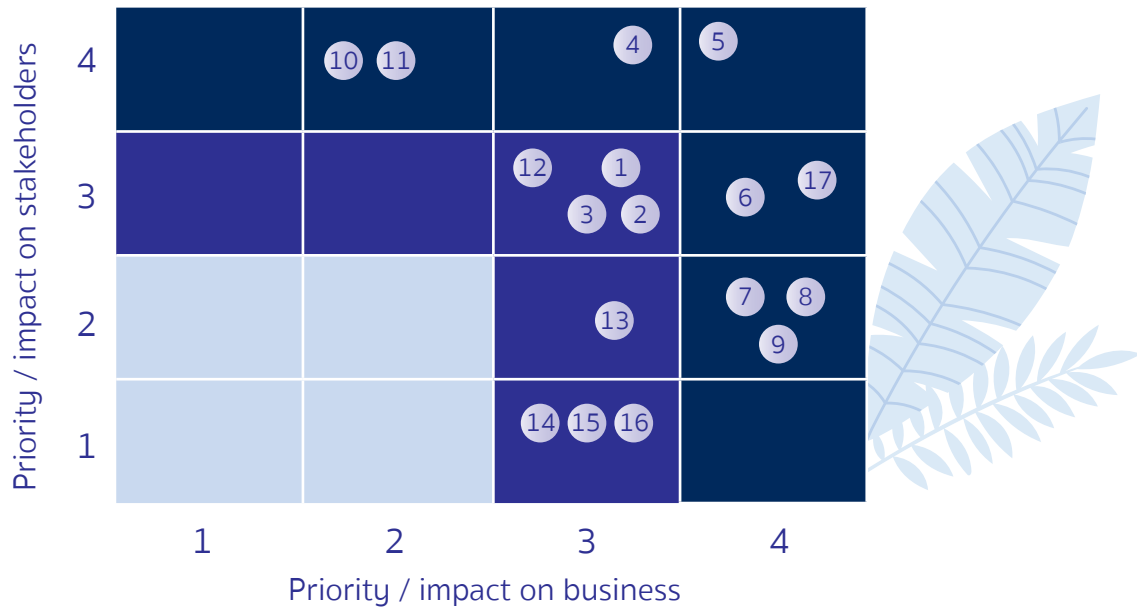
Stakeholder	Communication Activities for Relationship Creation	Expectation and main issue	Result for 2021	Sustainable Development Goals: SDGs
Society 	<ul style="list-style-type: none"> Participate in social activities for knowledge sharing Involve with society development 	<ul style="list-style-type: none"> Support activities that help to improve society Perform business with transparency 	<ul style="list-style-type: none"> Contribute a fund to buy equipment for helping COVID-19 infected patients “PROEN hải” Project, giving special privileges to Hospitals, Medical units, Public Health, Educational groups, University students, and Startup companies to use cloud service with free of charges Hold online seminar via Facebook webpage PROEN Corp PLC 	 
Business Partner 	<ul style="list-style-type: none"> Hold meeting together Visit business partner sites 	<ul style="list-style-type: none"> Support business for development and growth Exchange experience of operational risk 	<ul style="list-style-type: none"> Join validator node on the BitKub Blockchain system, together with 11 major organizations which are validator for the accuracy of making transactions of electronic accounts Business cooperation, sign MOU with business partners 	 
Creditor 	<ul style="list-style-type: none"> Communicate with creditors Meeting to present business performance 	<ul style="list-style-type: none"> Fair trade agreement and agreement compliance Business transparency 	<ul style="list-style-type: none"> Comply with agreement transparently and strict with agreement conditions 	
Shareholder and Investor 	<ul style="list-style-type: none"> Hold Opportunity Day quarterly Hold Shareholders Meeting Communicate through the Investor Relations department 	<ul style="list-style-type: none"> Receive complete and up-to-date information with transparency Good returns Business has sustainable growth 	<ul style="list-style-type: none"> Disclose information transparently in a timely manner Pay dividend fairly Manage, plan short-term and long-term strategy, with comprehensive risk management 	
Media 	<ul style="list-style-type: none"> Online communication, provide information through in-depth interviews 	<ul style="list-style-type: none"> Provide the Company's information regularly Disclose information in a timely manner 	<ul style="list-style-type: none"> Directors participate in seminar to provide the company information Equally provide information to media in a timely manner 	
Government Authority 	<ul style="list-style-type: none"> Notification, regulation, and guideline from Government Authority 	<ul style="list-style-type: none"> Cooperate and support local activities Comply with Government Authority's regulations under the Covid-19 situation 	<ul style="list-style-type: none"> Support various Government activities regularly The Company adjusts itself to move forward to overcome the Covid-19 crisis 	

Key Issues of Sustainability

PROEN has determined sustainable development issues from the meeting with Directors in order to make inquiry and consult with them regarding the long-term impacts, determine strategy, goals and operation plan together in order to comply with the key issues of sustainability.

From the critical level assessment that affects stakeholders and the Company, the results were as follows: cyber security and personal data privacy issue, and network security and emergency management issue.

Issues of each ESG aspects



Economic/Governance		Social		Environmental	
1	Supply Chain Management	6	Health and Safety	12	Power management
2	Risk Management	7	Responsibility for Social and Community	13	Reusable resources
3	Technology Research and Development	8	Human Rights	14	Water management
4	Cyber Security and Personal data protection	9	Treatment against employees	15	Environmentally friendly products and services
5	Network system security and emergency situation management	10	Anti-Corruption	16	Carbon emissions management
		11	Provide digital access opportunity to society	17	Power consumption efficiency of IDC
				18	Electronic waste and expired product management

Key Issues of Sustainability and Scope of Impacts

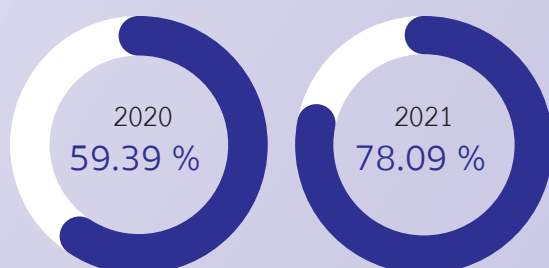
Key issues	Report topic	Scope of internal impacts	Scope of external impacts
High importance 	Part		
<ul style="list-style-type: none"> Cyber Security and Personal Data Privacy Protection 	7-11	PROEN	Clients, Partners, Shareholders
<ul style="list-style-type: none"> Network system security and emergency situation management 	8-11	PROEN	Clients, Partners, Sharehold
<ul style="list-style-type: none"> Health and Safety 	21	PROEN, Employees	Community, Social
<ul style="list-style-type: none"> Power consumption efficiency of data center 	8-11, 30-31	PROEN	Clients, Partners, Shareholders
Moderate importance 	Part		
<ul style="list-style-type: none"> Supply chain management 	14-17	PROEN	All groups of stakeholder
<ul style="list-style-type: none"> Risk Management 	20-21	PROEN	All groups of stakeholder
<ul style="list-style-type: none"> Technology Research and Development 	8-13	PROEN	Clients, Suppliers, Partners,
<ul style="list-style-type: none"> Responsibility for Social and Community 	23, 32-35, 38	PROEN	Community, Social
<ul style="list-style-type: none"> Human Rights 	33	PROEN	All groups of stakeholder
<ul style="list-style-type: none"> Treatment against employees 	24, 36-37	PROEN, Employee	Government Authorities
<ul style="list-style-type: none"> Anti-Corruption 	32-33	PROEN, Employee	All groups of stakeholder
<ul style="list-style-type: none"> Provide digital access opportunity for social 	25, 38	PROEN	Social, Shareholders, Clients, Partners
<ul style="list-style-type: none"> Power management 	41	PROEN	Community, Social, Government Authorities
Low importance 	Part		
<ul style="list-style-type: none"> Reusable resources 	39-40	PROEN	Community, Social, Government Authorities
<ul style="list-style-type: none"> Water management 	40	PROEN	Community, Social, Government Authorities
<ul style="list-style-type: none"> Environmentally friendly products and services 	41	PROEN	Community, Social, Partners, Government Authorities
<ul style="list-style-type: none"> Carbon emissions management 	41	PROEN	Community, Social, Government Authorities
<ul style="list-style-type: none"> Electronic waste and expired product management 	-	PROEN	Community, Social, Government Authorities

Economic Operations



Revenue Structure

Revenue from ICT business accounted for



Group of the companies focuses on providing services that efficiently responds to all types of customers' work efficiently under the concept of being an IT One Stop Service Center with details of services as follows:

Types of Revenues	Operated by	Consolidated financial statements					
		2019		2020		2021	
		Million Baht	%	Million Baht	%	Million Baht	%
Revenue of telecommunication networking equipment sales	PROEN, SNOC	408.35	46.18	336.81	33.50	528.37	49.77
Revenue of telecommunication network and services	PROEN, SNOC	350.05	39.59	260.37	25.89	300.56	28.31
Technology and Communication Business		758.40	85.77	597.18	59.39	828.93	78.08
Revenue of construction activities	PROEN, TELEBIZ	124.23	14.05	403.93	40.17	229.55	21.63
Construction Business		124.23	14.05	403.93	40.17	229.55	21.63
Total Revenues of Sales and Services		882.63	99.82	1,001.11	99.56	1,058.48	99.71
Other revenues ^{a)}	PROEN, TELEBIZ, SNOC	1.56	0.18	4.40	0.44	3.08	0.29
Total Revenues		884.2	100.0	1,005.5	100.0	1,061.56	100.0

Note: a) Other revenues consist of interest received from deposits held in financial institutions, and interest received from loans to related parties.

Summary of Economic Performance



Section	2021
Total Assets	1,078.61 million baht
Wages and Benefits	74.27 million baht
Investments and donations to support society	0.21 million baht
Dividends	31.60 million baht
Cost of finance	9.77 million baht
Net profit	29.16 million baht
Profit before tax, interest expense and depreciation	80.21 million baht

List	For the fiscal year ended December 31					
	2019		2019		2019	
	Million Baht	%	Million Baht	%	Million Baht	%

Revenue from telecommunication service business

1. Revenue from Internet Data Center (IDC) service	124.17	35.47	129.53	49.75	147.80	49.17
2. Revenue from Internet Service Provider (ISP) service	61.61	17.60	69.36	26.64	61.22	20.37
3. Revenue from project service	122.96	35.13	44.30	17.01	48.86	16.26
4. Revenue from other services ¹	41.31	11.80	17.18	6.60	42.68	14.20
Total revenue of telecommunication business	350.05	100.00	260.37	100.00	300.56	100.00

¹ Revenue from other services consist of DDoS, Web Hosting, Domain, Cloud Service, Branch Connect, additional service and other services such as installation fee, maintenance fee, system administration fee, etc.



Providing Internet Data Center (IDC) service

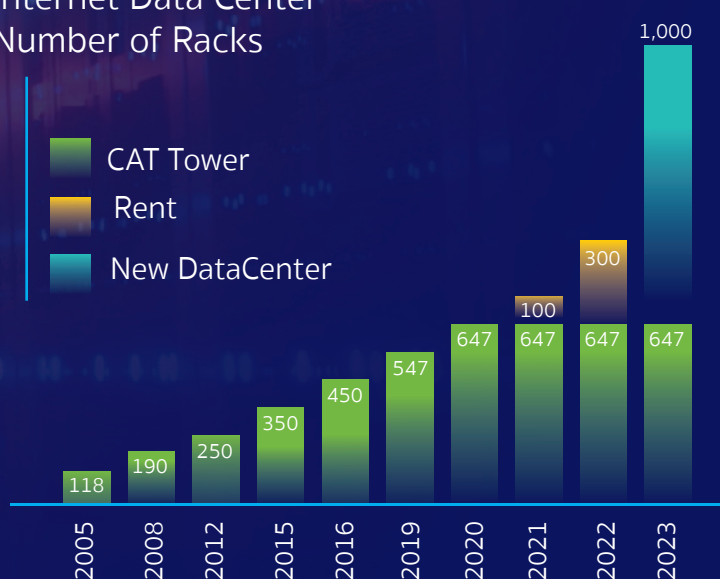
PROEN provides a Data Center area for rent, which is the service of providing an area to place Server Computers for enterprises. Server Computers might be determined to operate various tasks depending on user requirements such as Backup, processing, network connection, Web Hosting, and Supercomputer. The good specification of a data center is to be able to provide information quickly for 24 hours continuously, therefore the company pays attention to the

design of Data Center construction, relevant equipment placement in the Data Center area as well as system administration, and the expertise of engineers to solve specific problems.

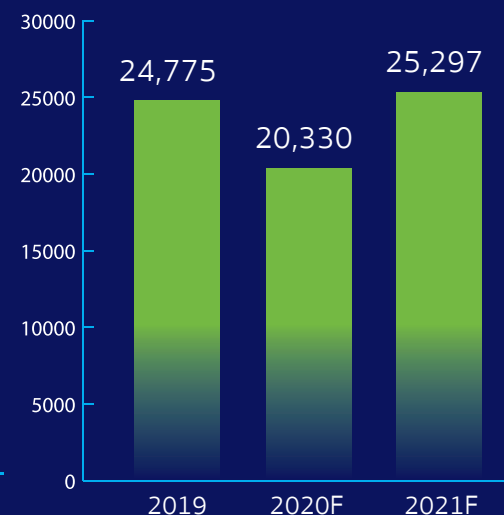
PROEN's IDC is located at CAT Telecom Tower, Bangrak, Bangkok, and was built to qualify equivalent to tier 3 data center specifications, with a lease area of 2,086 square meters, supporting approx. 645 racks capacity.

Goals for 2023

Internet Data Center Number of Racks



million baht



PROEN offered its IPO in 2021 for 150 million Baht for the purpose of Internet Data Center construction. The Company planned to do a site survey for making an office space of approx. 1,500 m2 with the area for Internet Data Center service, and an area for IDC of 3,000 m2, supporting approx. 1,000 racks capacity. The construction of the IDC is expected to be completed within 2023.

Market Capital of Data Center Business in Thailand

Gartner projected that, in 2022, the Data Center business will continue growing due to the Data Center business trend to change to use Cloud Computing technology for data storage, which is the technology developed by Data Center using software in data storage management.

However, PROEN had a positive impact from the COVID-19 pandemic regarding Data Center business as the change of customer behavior and daily living, which trend to be more online. As a result, the demand for Data Centers has increased.



Social Activities



PROEN focuses on doing business with honesty, transparency, and responsibility complying with corporate governance. In addition, the Company is also committed to establishing and supporting good corporate governance for all employees and taking into account the highest Company's benefits. The Company then established the anti-corruption policy, and the social responsibility policy, the details published on the Company website as following URL:



<https://investor.proen.co.th/en/corporate-governance/cg-report-and-download>

Complaint Channel



Company	PROEN Corp Public Company Limited
Address	11/80 Pracha Uthit 8 Pracha Uthit Rd. Huai Khwang Bangkok 10310
Website	www.proen.co.th
E-Mail	company.secretary@proen.co.th
Telephone	02-690 3888
Fax	02-691 1898

Complaint Summary Table 2021

Total complaints		-None-
Completed		-None-
On Process		-None-



Human Resources Complaints

	Unit	2021
Number of Human Resources Claims	Case	0
Discrimination Claims	Time	0
The number of complaints that improve the internal regulations of the company	Case	0
The number of claims remediated	Case	0



Community and Society

	Unit	2021
Number of complaints about community and social impact	Case	0
The number of claims resolved	Case	0



ข้อร้องเรียนด้านสิทธิมนุษยชน

	Unit	2021
Number of labor complaints	Time	0
Number of human rights complaints	Time	0
Number of claims resolved	Case	0



CSR activity

In May 2021, PROEN

Donated money for the purchase of ventilators to treat COVID-19 patients to Vajira Hospital Bangkok



CSR activity

In September 2021, PROEN

also donated some set of computers and other necessary equipment for children for the Ban Muang Child Development Center Chiang Mai Province to support care and to improve the quality of life of orphans under the supervision of an orphanage.





CSR activity

In September 2021, PROEN

provides essential supplies for children to the Orphanage Foundation of Ban King Kaew Wibulsanti, Chiang Mai Province, to care and support the orphans so as to have a better quality of life.



CSR activity

In December 2021, PROEN

donated solar cells and school supplies for Ban Sop Moei School Mae Hong Son Province, to have electricity so as to be able to use in teaching throughout the day and improve the quality of life of children as well.

Personnel and corporate culture

The company encourages its employees to upgrade their skills and knowledge to changes in the Digital Disruption through the process of learning all the time and through the training process both inside and outside the place

Employment information	Units	2020	2021
Total employees	Persons	97	95
Male	Persons	65	63
Female	Persons	32	32
Employees by age			
Age more than 31 years old	Persons	52	54
Age less than 30 years old	Persons	45	41
Number of chief officers	Persons	8	7
Male	Persons	6	5
Female	Persons	2	2
Number of managers	Persons	12	11
Male	Persons	8	8
Female	Persons	4	3
Number of general employees	Persons	77	77
Male	Persons	51	50
Female	Persons	26	27
New employees			
Male	Persons	11	13
Female	Persons	8	7
Contractors			
Male	Persons	0	0
Female	Persons	0	0

Employment information	Units	2020	2021
Resigned employees			
Male	Persons	10	15
Female	Persons	8	7
New employees by age			
Age more than 31 years old	Persons	8	11
Age less than 30 years old	Persons	11	9
Resigned Employees			
Resign voluntarily	%	18	22
Dismissal	%	0	0
Terminated employees	%	0	0
Maternity leave			
Number of employees taken maternity leave	Persons	1	1
Number of employees who resumed to work after taken maternity leave	Persons	1	0
Training			
Training hours			
Executive level	Hour	324	268
Managing level	Hour	184	160
Lower than Managing level	Hour	154	808
Average Training Hours			
Average number of training hours	Hour per person	7	13
Trained Employees			
Male	%	80	83
Female	%	20	17
Total budget for employee training	Baht	396,136	724,451
Other performance			
Employment of disabled people	Persons	0	1
Employees who lost their lives in work	Persons	0	0
Employees injured while working	Persons	0	0
Leave of absence due to work accidents	Persons	0	0

Project

“PROEN หải”

From the impact of COVID-19 pandemic against overall economic and Thai tradition, PROEN had an idea to work on the “PROEN หải” Project, giving special privileges to 3 types of businesses and organizations, including Hospital; Medical units, Public Health, Educational group; University students, and Startup companies to use cloud service with free of charges. The project is to share good things to Thai society, because the company foresees the importance of technology playing an important role in driving forward the quality of life.



Project

“Hand on Lab by VMware SD-WAN”

PROEN held a special project with free registration for the participation in the in-depth analysis of the world’s best networking software technology, “VMware SD-WAN Software Defined WAN” trained by an expert of computer networking and Facebook fan page owner of Cyberthai Network Training.

Environmental Operations

PROEN established a risk analysis process, including environmental impacts, safety business processes, efficient energy consumption, and energy efficiency according to the international standards. The Company realized the role in participating in alleviating the above natural resources and environmental crisis, that can affect the economic development of Thailand in the long term and the quality of life. Hence, PROEN has implemented a policy, set its goals, reduced environmental impacts, promoted and supported environmental protection all over the business value chain.



Environmental Policy

The environmental and social responsibility policy can be found on the company website:



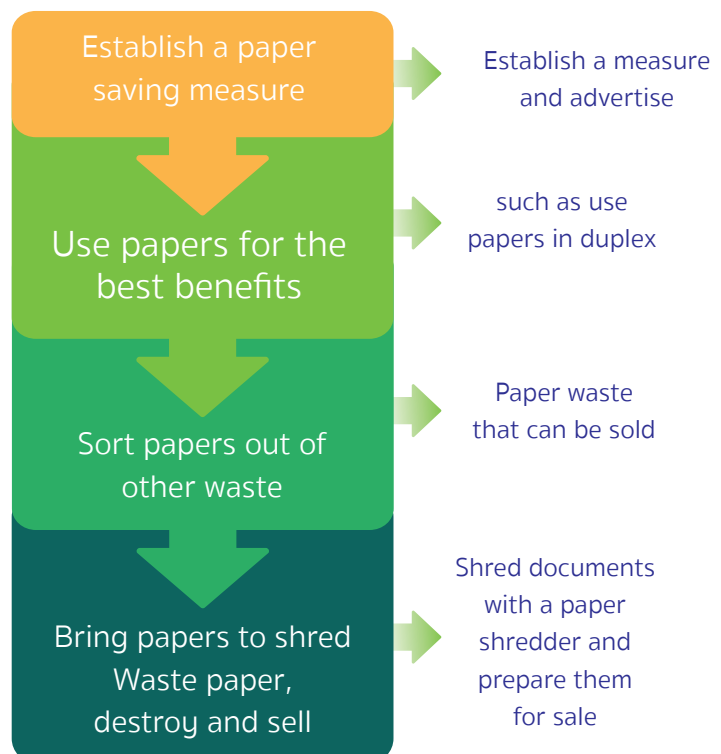
<https://investor.proen.co.th/en/corporate-governance/cg-report-and-download>

Environmental Management

Process to reduce paper use



To ensure that the company operation can help to relieve the environmental impacts, employees know how to use resources with value and efficiency, PROEN has a plan to reduce paper use.





Sustainability Performance Summary



Environment	Unit	2020	2021
Purchased electricity	Million Baht	57.56	75.11



Water use	Unit	2020	2021
Total water consumption	Baht	5,377	5,507
Using recycled water	Liter	0	0



Waste management	Unit	2020	2021
sell	Ton	0	0



Environmental Complaints	Unit	2021
Environmental complaints	Case	0
Revised Claims	Case	0

Note : The Company leases service areas in the data center at CAT Telecom Tower that can support approximately 645 racks, In 2020, there are 522 racks and in 2021, there are 615 racks, 2021 has increased



Operational Environmental Management Plan

The new Internet Data Center (IDC) of the Company is being constructed at the early 2022, in order to support the business expansion of the IDC business at soi Srinagarindra 8, Srinagarindra road. The construction is expected to be completed within early 2023 and to be ready to operate within the same year. The Company also has a plan for environmental operation in the reduction of the carbon emission by using air-conditioning with R410a refrigerant liquid, which use less quantity of refrigerant liquid. It improves the air conditioning system to work efficiently, better sound quality, and more environmentally friendly. Moreover, it does not damage the ozone layer. Nowadays, the R410a refrigerant liquid consists of fluorocarbon, which is the latest coolant developed to replace R22 refrigerant liquid. This refrigerant liquid is accepted by the air conditioning market worldwide. It is projected that, the R410A will be more acceptable in the Asian countries from the law enforcement regarding energy efficiency standard.

Another environmental operation, the Company currently uses a fire extinguishing clean agent that is no color, no smell, nonflammable, electricity non-conductive. It will be used at the new IDC of the Company as well. When the clean agent is sprayed out, the white vapor will volatile itself without damage to electrical equipment, and will not leave any dirt in the splayed area. The clean agent in a fire extinguisher consisted of non CFC agent, which contributes to the protection of the environment and the ozone layer after use. The working principle of BF 2000 fire extinguishing clean agent is to replace oxygen or reduce the air in the flaming area.



About this report

PROEN Corp (Public) Co., Ltd. published this Sustainability Report 2021 for the first time, in order to share with stakeholders about the Environmental, Social, Governance (ESG) information, and to build confidence in the company's operations.

This report can be downloaded on the Company's website



Scope of the report



This Sustainability Development report 2021 revealed environmental and social operations covering the scope of the Company information, but the economic data covering the subsidiary operation, excluding related companies, during the period of January 1, 2021 to December 31, 2021. The report aimed to provide relevant information to drive business towards sustainability under the One Report structure, explaining the policy, goals of sustainability, management of the impacts on value chain management of the business, and Sustainability management in environmental and economic aspects. The details comply with the Global Reporting Initiatives: GRI Standard, representing the Sustainable Development Goals: SDGs.

Report Certification



This report has not been checked and certified by specialized external agencies. Nevertheless, this report has been checked and audited by the Company's Board of Directors and Executive Committee on March 25, 2022.

Contact Channel



The Company is pleased to get feedback in order to integrate with working procedures and to support sustainable development with all groups of stakeholders. Contact us through following channels:

Company Secretary or Investor Relations
Department PROEN Corp Public Co., Ltd.



11/80 Pracha Uthit 8, Pracha Uthit Rd.,
Huai Khwang, Bangkok 10310



Tel: 02-639-3888



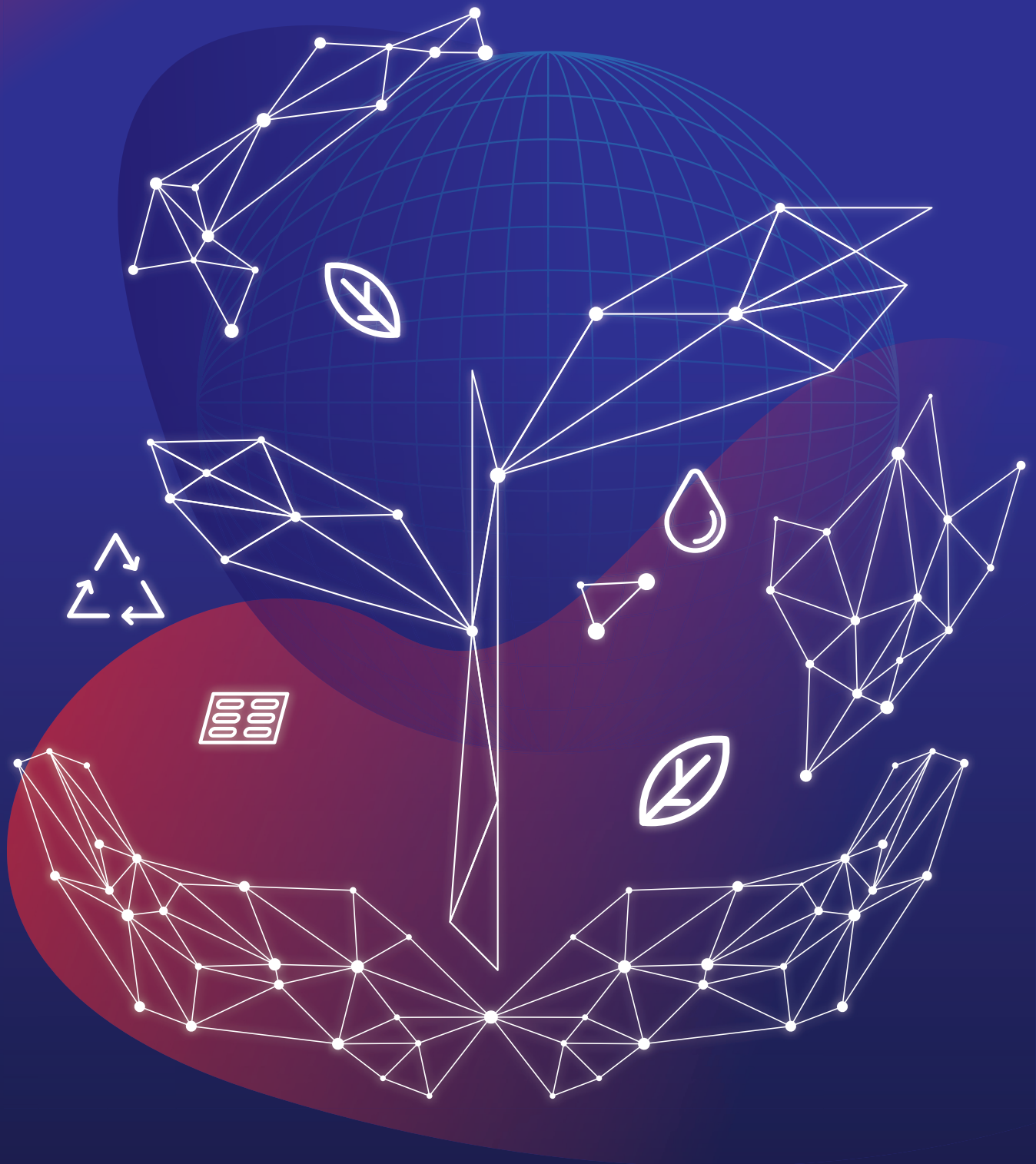
Fax: 02-691-1898



Email: ir@proen.co.th

GRI

Content Index



GRI Standards				
Material Topics	Disclosure Number	"Disclosure Title "	Page Number (Sustainability Report)	Page Number (One Report)
GRI 102: General Disclosures				
Organizational Profile				
	102-1	Name of the organization	7	
	102-2	Activities, brands, products, and services	7-13	
	102-3	Location of headquarters	7	
	102-4	Location of operations	7	
	102-5	Ownership and legal form	7	
	102-6	Markets served	-	
	102-7	Scale of the organization	28-31, 36-37	
	102-8	Information on employees and other workers	36-37	
	102-9	Supply chain	14-17	
	102-10	Significant changes to the organization and its supply chain	-	3-7
Strategy				
	102-14	Statement from senior decision-maker	2-3	
	102-15	Key impacts, risks, and opportunities	24-27	
Ethics and Integrity				
	102-16	Values, principles, standards, and norms of behavior	32	269
	102-17	Mechanisms for advice and concerns about ethics	32-33	

GRI Standards				
Material Topics	Disclosure Number	"Disclosure Title "	Page Number (Sustainability Report)	Page Number (One Report)
	Governance			
	102-18	Name of the organization	6	144-149
	102-19	Activities, brands, products, and services	-	144-149
	102-22	Location of headquarters	6	128-129
	102-23	Location of operations	-	146, 148
	102-24	Ownership and legal form	-	131,156-158
	102-26	Markets served	-	148-149
	102-27	Scale of the organization	-	160
	102-28	Information on employees and other workers	-	159
	102-30	Supply chain	-	
	102-31	Significant changes to the organization and its supply chain	-	159
	102-32	Highest governance body's role in sustainability reporting	42	
	102-35	Remuneration policies	-	150-153
	Stakeholder Engagement			
	102-40	List of stakeholder groups	24-25	
	102-42	Identifying and selecting stakeholders	24-25	
	102-43	Approach to stakeholder engagement	24-25	

GRI Standards				
Material Topics	Disclosure Number	"Disclosure Title "	Page Number (Sustainability Report)	Page Number (One Report)
	Reporting Practice			
	102-45	Entities included in the consolidated financial statements	28-29	
	102-46	Defining report content and topic Boundaries	42	
	102-47	List of material topics	26-27	
	102-50	Reporting period	42	
	102-52	Reporting cycle	42	
	102-53	Contact point for questions regarding the report	42	
	102-54	Claims of reporting in accordance with the GRI Standards	42	
	102-55	GRI content index	43	
Economic				
GRI 103 Management Approach	GRI 201: Economic Performance			
	201-1	Direct economic value generated and distributed	28-29	
	201-2	Financial implications and other risks and opportunities due to climate change	-	79
	GRI 205: Anti-corruption			
	103-1	Explanation of the material topic and its Boundary	32-33	
	103-2	The management approach and its components	32-33	
	103-3	Evaluation of the management approach	-	
	205-2	Communication and training about anti-corruption policies and procedures	32-33	

GRI Standards				
Material Topics	Disclosure Number	"Disclosure Title "	Page Number (Sustainability Report)	Page Number (One Report)
Environment				
GRI 103 Management Approach	GRI 301: Materials			
	103-1	Explanation of the material topic and its Boundary	41	
	103-2	The management approach and its components	40-41	
	103-3	Evaluation of the management approach	-	
GRI 103 Management Approach	301-2	Recycled input materials used	40	
	GRI 302: Energy			
	103-1	Explanation of the material topic and its Boundary	-	
	103-2	The management approach and its components	23	
	103-3	Evaluation of the management approach	-	
	302-1	Energy consumption within the organization	40-41	
	302-2	Energy consumption outside of the organization	40	
	302-3	Energy intensity	40	
	302-4	Reduction of energy consumption	23	
	302-5	Reductions in energy requirements of products and services	23	

GRI Standards				
Material Topics	Disclosure Number	"Disclosure Title "	Page Number (Sustainability Report)	Page Number (One Report)
GRI 103 Management Approach	GRI 303: Water			
	103-1	Explanation of the material topic and its Boundary	40	
	103-2	The management approach and its components	-	
	103-3	Evaluation of the management approach	-	
	303-1	Water withdrawal by source	40	
	303-3	Water recycled and reused	40	
GRI 103 Management Approach	GRI 305: Emissions			
	103-1	Explanation of the material topic and its Boundary	41	
	103-2	The management approach and its components	41	
	103-3	Evaluation of the management approach	41	
	305-5	Reduction of GHG emissions	41	
Social				
GRI 103 Management Approach	GRI 401: Employment			
	103-1	Explanation of the material topic and its Boundary	36-37	
	103-2	The management approach and its components	-	
	103-3	Evaluation of the management approach	-	
	401-1	New employee hires and employee turnover	36-37	
	401-3	Parental leave	37	

GRI Standards				
Material Topics	Disclosure Number	"Disclosure Title "	Page Number (Sustainability Report)	Page Number (One Report)
GRI 103 Management Approach	GRI 403: Occupational Health and Safety			
	103-1	Explanation of the material topic and its Boundary	37	
	103-2	The management approach and its components	-	
	103-3	Evaluation of the management approach	-	
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	37	
GRI 103 Management Approach	GRI 404: Training and Education			
	103-1	Explanation of the material topic and its Boundary	-	
	103-2	The management approach and its components	23	
	103-3	Evaluation of the management approach	23	
	404-1	Average hours of training per year per employee	37	
	404-2	Programs for upgrading employee skills and transition assistance programs	23	
GRI 103 Management Approach	GRI 406: Non-discrimination			
	103-1	Explanation of the material topic and its Boundary	-	
	103-2	The management approach and its components	32-33	
	103-3	Evaluation of the management approach	-	
	406-1	Incidents of discrimination and corrective actions taken	33	



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