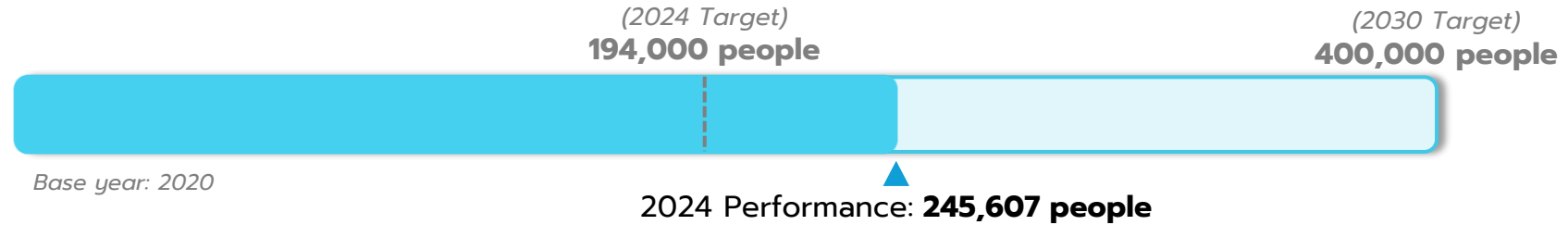


# SOCIAL IMPACT & ECONOMIC CONTRIBUTION

## Target and Performance

### Long-term target by 2030

**400,000 jobs supported to generate incomes for the community**



### 2024 Target

**194,000** people have jobs supported to generate income.

### 2024 Results



Of Target

**245,607** people have jobs and generate income

Direct jobs or income support

- **94,104** employed or purchased their product.
- **18,420** SME and famers are supported.

Indirect jobs support in value chain

- **53,962** SME's workers on farmer's member group
- **79,121** vender's workers.

## Opportunities and Challenges

Social and communities are fundamental to sustainable development. The Company is committed to strengthening and promoting peaceful and inclusive societies for sustainability development through 3 strategies: employment through every part of the business, creating careers for vulnerable groups such as people with disabilities and prisoners, and creating additional income for farmers and SMEs, including small entrepreneurs by contributing to our powerful supply chain and value to support the economics-social with the interconnection from producer to the consumer also of reliable support to farmers, small business entrepreneurs, and vulnerable groups. Including driven to supply chain to recover and strengthen the economy from the crisis.

## Policy & Management Approach

The Company's committed to operating business and contributing positive and sustainable value to society As the epidemic has continued to affect the world since 2021, the Company proceeds to generate the economic value that benefits society by supporting the communities such as farmers, food business entrepreneurs and medical personnel, to mitigate adverse effects and speeding up the overall economic recovery in the process.

## A strategic approach to community development that addresses social challenges sustainably through integrated business operations.

Social responsibility is integrated into our business operations. We have established mechanisms to foster long-term collaboration with all sectors, aiming for mutual growth of both the business and the community.

### Job creation and income generation

#### Support for Farmers and SMEs

- Establish a collaborative supply chain by sourcing directly from producers.
- Co-develop products with farmers.
- Provide sales channels and retail space for farmers and SMEs.
- Enhance knowledge through training and capacity-building programs.
- Support communications and promotional campaigns to raise awareness of agricultural products.

#### Makro Retailer Alliance and Small Shops

- Network of partner stores under the "Makro Retailer Alliance " (MRA) initiative
- Knowledge sharing on modern retail management
- Provision of consumer behavior insights tailored to each location
- Product development tailored to the needs of traditional retailers in specific areas
- Microfinance support through partner banks and financial institutions

#### Local Employment and Community Engagement

- 80% of employees at all branches are hired from the local community
- A part-time employment system supports internships for local students
- The "60 Young at Heart" program promotes employment opportunities for senior citizens
- Community activity spaces at Lotus's branches host local markets to increase opportunities for local

Supporting - Enhance happiness - Spreading smiles throughout the community