

2025 Sustainability Report

PALO IT Thailand

July 2025

Patchareeboon Sakulpitakphon
Kanyapak Kakkanantadilok



**Crafting tech as
a force for good.**



Message from Frederic Bernaroyat,

Managing Director of PALO IT Thailand

PALO IT Thailand's vision is to use technology as a catalyst for positive change. For the past 16 years we have put our efforts toward maximizing our impact.

We're not just building products or delivering services; we're architects of a better world for our employees, clients, partners, and the broader community. It's about recognizing our interconnectedness and the responsibility we bear for the world we share.

A significant milestone for us was achieving B Corp certification in December 2023 and we are extremely pleased to be the first technology company in Thailand to do so.

It is a continuous journey of learning and adaptation by improving ourselves and helping our clients with their sustainability journeys. This report summarizes our strategies and activities from 2023 up until present – July 2025.

Frederic Bernaroyat
Managing Director



A handwritten signature in black ink, appearing to read 'FB.' or similar initials.

Report Content

PALO IT Group Vision	4
PALO IT Group Strategy	5
PALO IT Thailand's Progress for Impact Goals	6
PALO IT Thailand's Specific Sustainability Strategy	7
B Corp Certification & Organizational Improvements	8 - 9
Sustainable IT Integration	10 - 11
Strengthening Positive Impact	12 - 13
Engaging Staff & Sustainability Communities	14 - 15
PALO IT TH Environmental Stewardship & Climate Action	16 - 18
PALO IT TH Social Impact	19 - 22
PALO IT TH Governance & Good Corporate Citizenship	23 - 25
PALO IT TH Staff Climate Action & Sustainable IT Training Records	26

PALO IT's Vision for Positive Impact

As a purpose-driven B Corp member company, we aim to use digital technology to accelerate sustainability and climate action and want to work with clients to support their actions as well.



PALO IT GROUP VISION & SUSTAINABILITY STRATEGY

Tech As a Force for Good

PALO IT Thailand is committed to making positive impact for the world. We acknowledge that we must improve our own operations to minimize the negative impacts of the tech sector and keep innovating to help clients accelerate sustainability and climate action. PALO IT Group has its 5 impact goals that is agreed to and to be implemented across all our offices around the world.



PALO IT Thailand's Impact Goals & Current Progress

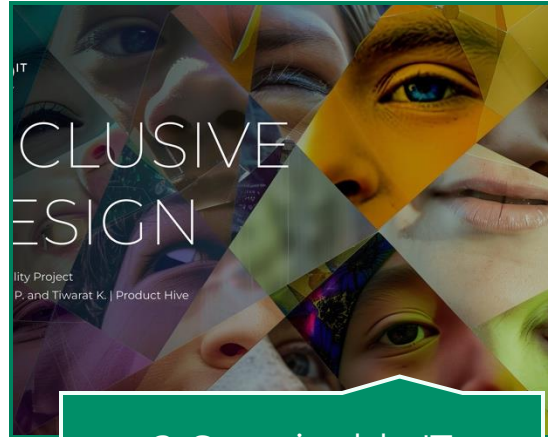
PALO IT Global Goals	PALO IT Thailand Status Towards the Goals
Achieve net-zero	Completed GHG/carbon footprint for 2023, 2024, and drafted a decarbonization plan for net-zero with the aim to reduce approximately 9 tCo2e per year (see page 14 - 15 for more details).
Deliver positive impact projects	Reviewed and provided recommendations for impact project assessment methodology. For 2024, PALO IT did have 50% of our revenue from impact projects.
100% of workforce trained on impact and sustainability	Achieved. 100% of staff are trained on sustainability, climate action, and sustainable IT and understanding the key ESG issues in the technology sector.
B Corp certification across all offices	PALO IT Thailand has achieved B Corp certification in December 2023. We have also recently completed a gap analysis for the new B Corp Standards that was released earlier this year in 2025.
Continuously measure and improve employee happiness	PALO IT Thailand conducts internal assessments with our employees to ensure employee happiness. As for the results, PALO IT's employee happiness score was 79% in 2023 and 80% in 2024.

Thailand Specific Sustainability Strategy Overview [2023 - 2030]



1. B Corp Certification & Organizational Improvements

Although PALO IT Thailand has achieved B Corp certification back in 2023, we continue to focus on organizational ESG improvements, starting with improving our GHG/carbon footprint methodology and updating our diversity, equity, and inclusion (DEI) internal trainings and will continue to focus on operational improvements



2. Sustainable IT Integration

After 100% of staff have completed trainings on sustainable IT, we launched internal initiatives to 'apply' this knowledge into the way we work and potential new services for clients. Starting with a framework to guide our approach, we piloted integration of sustainable IT on several projects as well as identified tools. Inclusive Design is a new UX/UI service focusing on the social component of sustainable IT and digital inclusion for all



3. Strengthening Positive Impact Projects & Services

PALO IT Thailand has also updated its positive impact offerings and services, such as:

- Impact Tracker – our ESG data management platform and its automated Greenhouse gas accounting module
- Inclusive Design – making a product that is truly universal and accessible to all.



4. Engagement of Staff & Communities

PALO IT Thailand is an active member of the B Corp community, a founding member of The Matcha Initiative Thailand, a network to accelerate sustainability and climate action through knowledge, and member of the EGN Sustainability group and the French-Thai Chamber of Commerce ESG Committee.

1. B Corp Certification & Organizational Improvements



Overall B Impact Score

Based on the B Impact assessment, PALO IT (THAILAND) LTD. - Head office earned an overall score of 81.6. The median score for ordinary businesses who complete the assessment is currently 50.9.



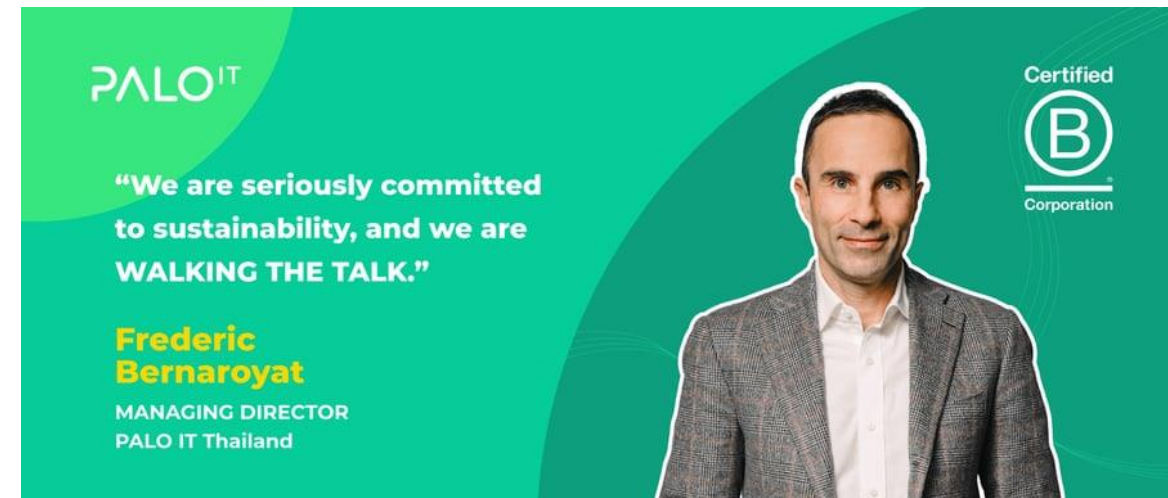
- 81.6 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

PALO IT Thailand is the first technology company in Thailand to be certified B Corp, and we achieved this milestone in December 2023. We had an Impact Score of 81.6 and aim for continuous improvement. Our [blog and video](#) celebrating this milestone with senior executives and staff.

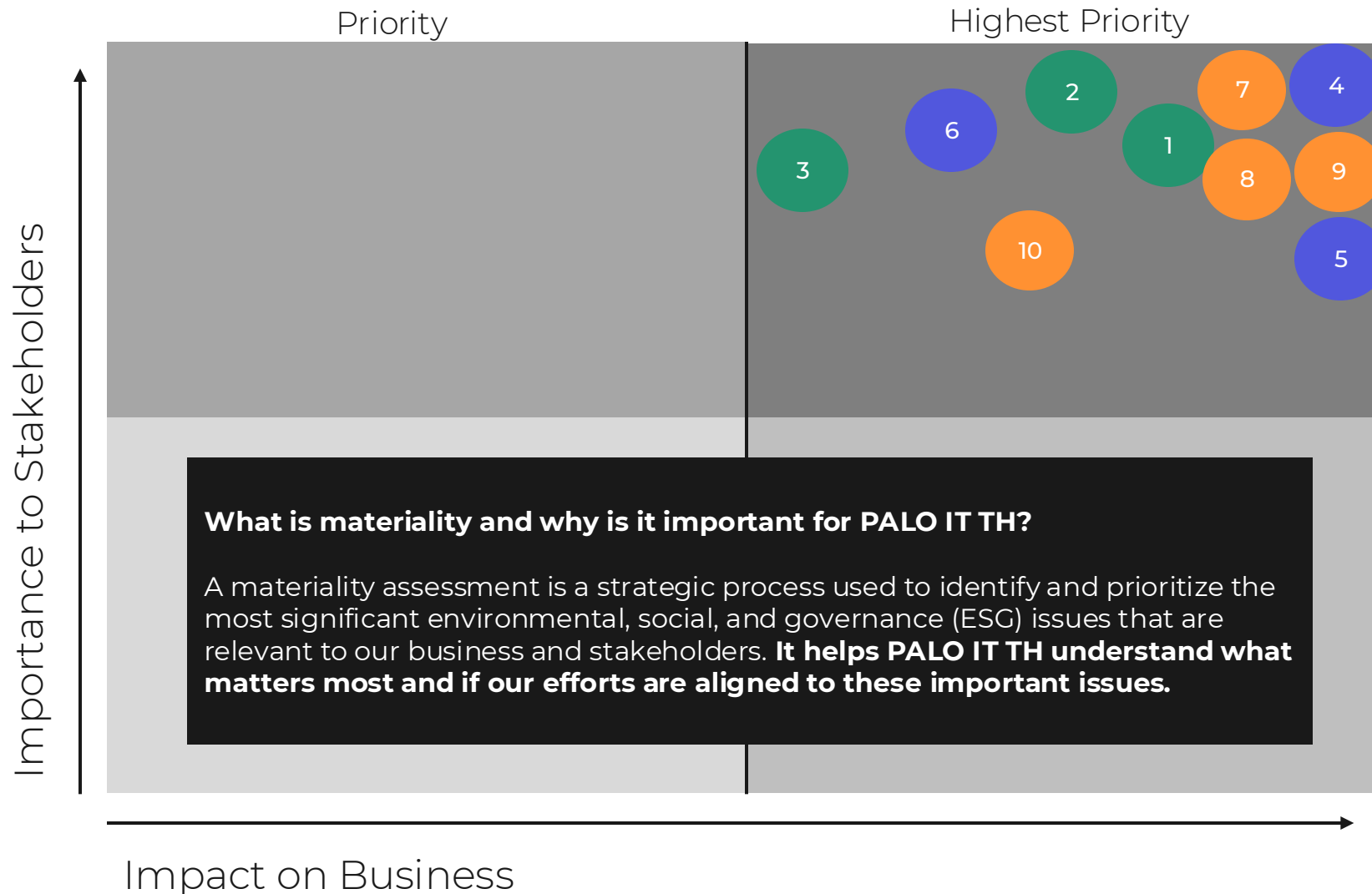
Recently, PALO IT Thailand did a gap analysis to the new B Corp standards to prepare for recertification in December 2026.

In addition to being a B Corp member, PALO IT aims to enable organizational sustainability improvements by focusing on the three thematic topics for the short term:

- GHG accounting and decarbonization towards net-zero by 2030 [details of our GHG/carbon footprint on pages 16 – 17]]
- Ensuring positive impact (e.g., integration of sustainable IT into the way we work, improving the way we define and measure "impact" etc.) [pages 10 – 11]
- Ensure continuous effort to support our staff for their happiness and wellbeing [pages 14, 19 – 20]



1. PALO IT Thailand's Materiality – 2023 Results



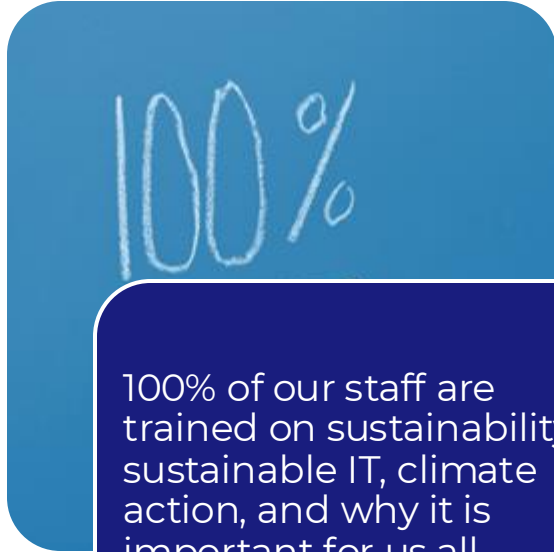
PALO IT Thailand conducted its first materiality assessment in 2023 through surveys and interviews with all stakeholders (staff, clients, and partners). Materiality will be updated periodically in alignment with B Corp certification preparations.

Based on the materiality results, the following are our top 10 material issues identified by stakeholders listed by ESG grouping:

Environmental, Social, and Governance

1. Net-Zero (reduce emissions & energy)
2. Waste management & circularity
3. Conservation of natural resource & biodiversity protection
4. Health, safety, & well-being of staff
5. Staff learning & professional development
6. Ensuring digital inclusion of product & services
7. Business ethics (transparency & accountability)
8. Responsible employer
9. Customer relationship
10. Risk management

2. Sustainable IT Integration



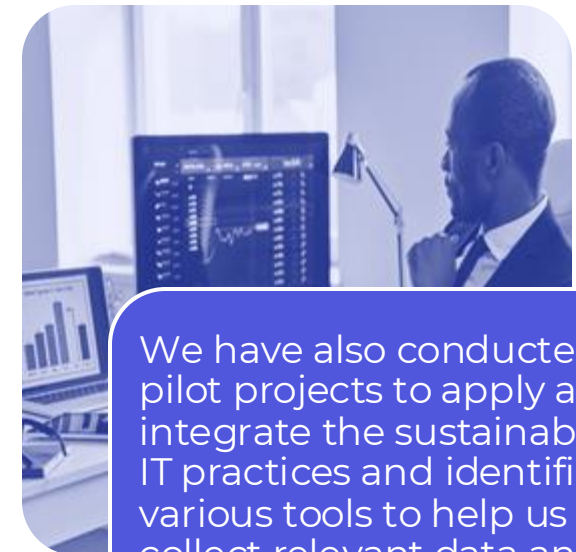
100% of our staff are trained on sustainability, sustainable IT, climate action, and why it is important for us all.

The trainings are on the GR491 sustainable IT framework and the UN's Digital4Sustainability online courses.



Applying what we have learned about sustainable IT into our way of work and on client project is a key goal for us; towards making impact with clients.

In addition, we have developed internal framework and guidance tools to support our team.



We have also conducted pilot projects to apply and integrate the sustainable IT practices and identified various tools to help us collect relevant data and measure our impact.

This allows our team to record and monitor key data e.g., energy usage and emissions from our activities etc.

2. Enabling Sustainable IT

Palowans Creating Positive Impact



Mam Patchareeboon Sakulpitakphon
Sustainability & Impact Lead

PALO IT TH's Sustainability & Impact Portal for staff on our SharePoint.

It consolidates all information and resources about our sustainability activities, especially for sustainable IT trainings, activities, and tools and more etc. It is updated regularly by the sustainability team.

Mandatory: Sustainability IT Training [Record your completion of the training in the Excel Tracker- third link!!]



1. Digital4Sustainability
Learning Path | UNSSC - Unit...



2. Sustainable IT MOOC by
Institute for Sustainable IT...



3. Sustainable IT Trainings
Tracker - Excel.xlsx

Sustainable IT Frameworks, Tools, & Updates



Handbook of Sustainable
Design of Digital Services...



PALO IT TH's Sustainable IT
Framework & Files Folder



Miro Board: Sustainable IT
Integration into PALO IT TH...



Miro Board: Sustainable IT
Consultation with Hive Masters



Miro Board: Sustainable IT
Tools Research

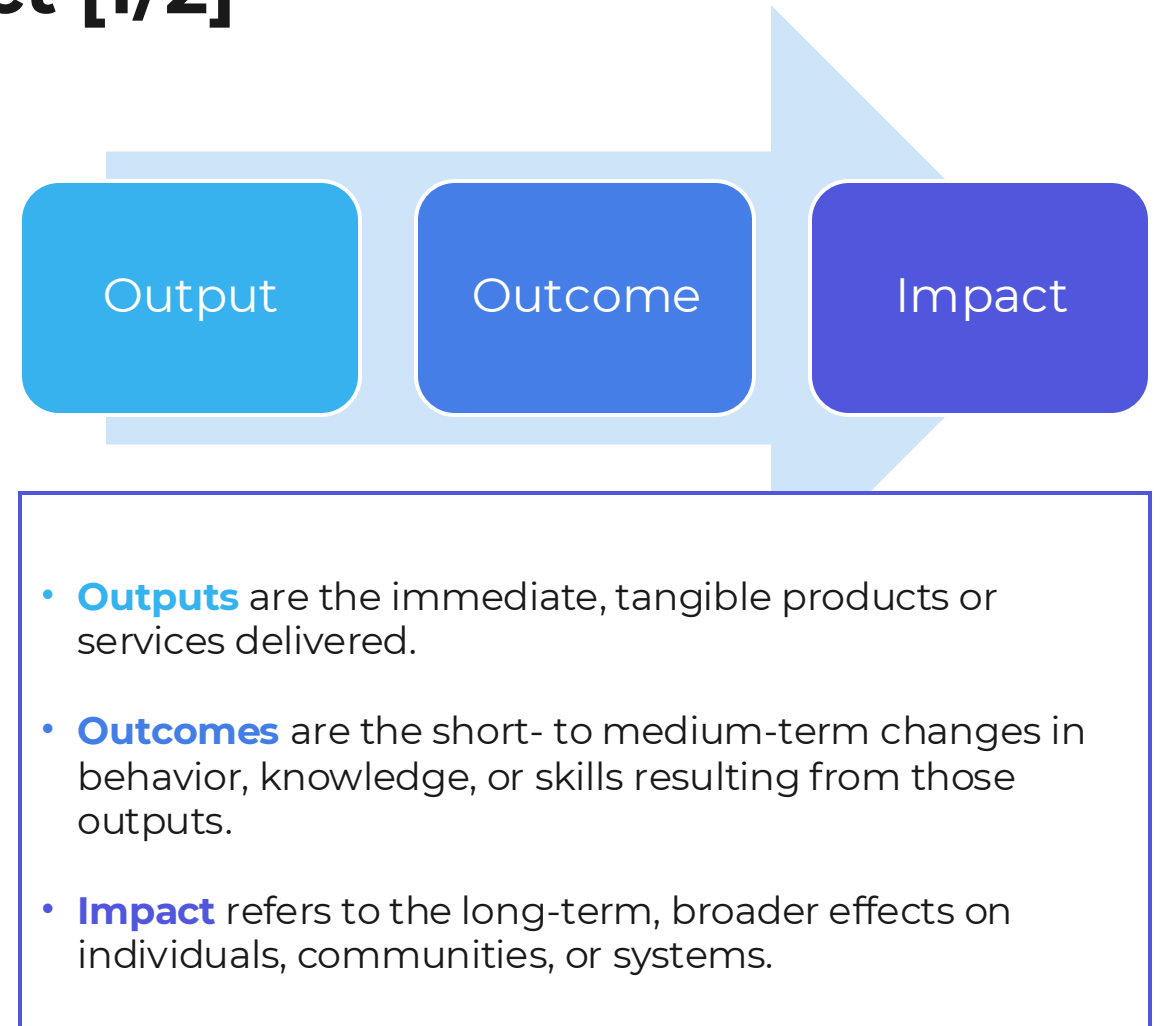
3. Strengthening Positive Impact [1/2]

As per vision to deliver ‘Tech for Good,’ we take care to ensure that we generate positive impact.

With the goal to deliver positive impact projects, we have internal process to screen and assess the potential impact of a project during the sales phase, including to check if clients are also committed to sustainability, if there is any alignment to the UN Sustainable Development Goals or if we could apply sustainable IT practices.

To continuously improve our way of working, we have also gone back to the fundamentals. We also put effort into training our staff to understand the differences between output, outcome, and impact. We also take care to collect data and monitor our progress to ensure impact too.

Examples include, monitoring our energy and GHG emissions from our cloud and computer usage for a project.



3. Strengthening Positive Impact [2/2]

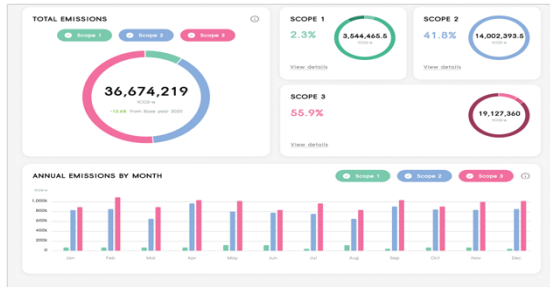
Understanding that we can also influence our clients and generate positive impact through the work that we do, PALO IT Thailand also provides the following sustainability or positive impact services for our clients.



CAPACITY BUILDING

Capacity building sessions to **enact essential sustainability concepts**:

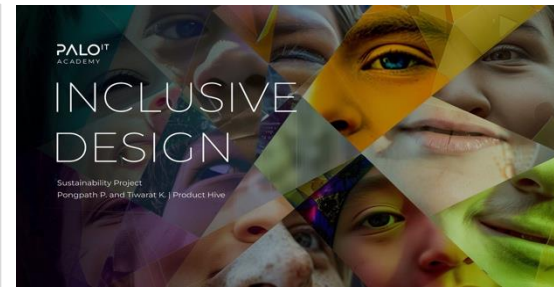
- Fundamental ESG or sustainability
- Climate change risks
- Greenhouse gas (GHG) accounting or carbon footprint for organizations
- Sustainable IT & responsible tech
- Business and human rights



ESG DATA MANAGEMENT

Our **Impact Tracker** is an advance sustainability/ESG **data management platform** tailored to help each client achieve their sustainability goals.

Our most popular module is the **automatic GHG accounting aligned** to the GHG Protocol and for Thailand Greenhouse Gas Organization.



IMPACT MAPPING, INCLUSIVE DESIGN, & STRATEGY

Using design thinking and innovative approaches, we run workshops to **help clients integrate sustainability, positive impact, and/or inclusiveness into their products, and/or services.**

For example, ensuring "innovation for all" and maximizing positive impact.



TECH FOR GOOD

Collaborate on developing **new tech solutions, products, and services to tackle climate change, environmental, and social issues**, aligning with UN Sustainable Development Goals (UN SDGs).

For example, using AI to improve resource conservation and reduce labor intensity or using blockchain to improve transparency of supply chains.

4. Engaging Staff & Sustainability Communities [1/2]



PALO IT TH employees planted 200 Melaleuca cajuputi Powell trees at Rayong Botanical Garden as part of our company outing in 2024.

We learned about the importance of the biodiversity and ecosystem of wetlands. The trees planted provides important habitat and food sources for the birds, insects, and other wildlife and it has medicinal uses due to its oil e.g., antiseptic and insect repellent.

The rough estimated carbon sequestration of these trees will be between 5 – 20 tons of CO₂e.

The outing for 2023 was with Our Land, a non-profit organization in Kanchanaburi Province working to raise awareness about the human and wildlife conflicts, especially for protecting wild elephants living in the Salakphra Wildlife Sanctuary.

We built an elephant dam that provides water and some food to prevent elephants from going to the farm areas and resulting in potential human – elephant conflict.



4. Engaging Staff & Sustainability Communities [2/2]

PALO IT Thailand actively engages the wider community to raise awareness, education, learn, and identify partnerships to accelerate practical action for sustainability and climate mitigation/adaptation.

B Corp Community: As 1 of 11 B Corp member company in Thailand and the first in the IT sector, PALO IT TH supports the B Corp community by hosting and participating in events to share knowledge and help each other on sustainability challenges and promote B Corp in Thailand.

EGN Sustainability Group: PALO IT Thailand is a member and shares knowledge and expertise with other companies seeking to improve their sustainability performance.

French-Thai Chamber of Commerce ESG Committee: PALO IT Thailand is also a member and joins monthly meetings to help share knowledge and support public events, e.g., Sustainability Expo and Sustainability Business Forums.

The Matcha Initiative Thailand: PALO IT TH was a founding member of the Thailand Chapter of the Matcha Initiative from Singapore. The Matcha Initiative is a non-profit network of sustainability professionals with the aim help build capacity and accelerate action and the volunteers usually organizes a monthly event on various topics e.g., circularity, GHG accounting etc. The biggest event was the AlterCOP29 session on ocean plastics, what are the current progress and challenges in November 2024.

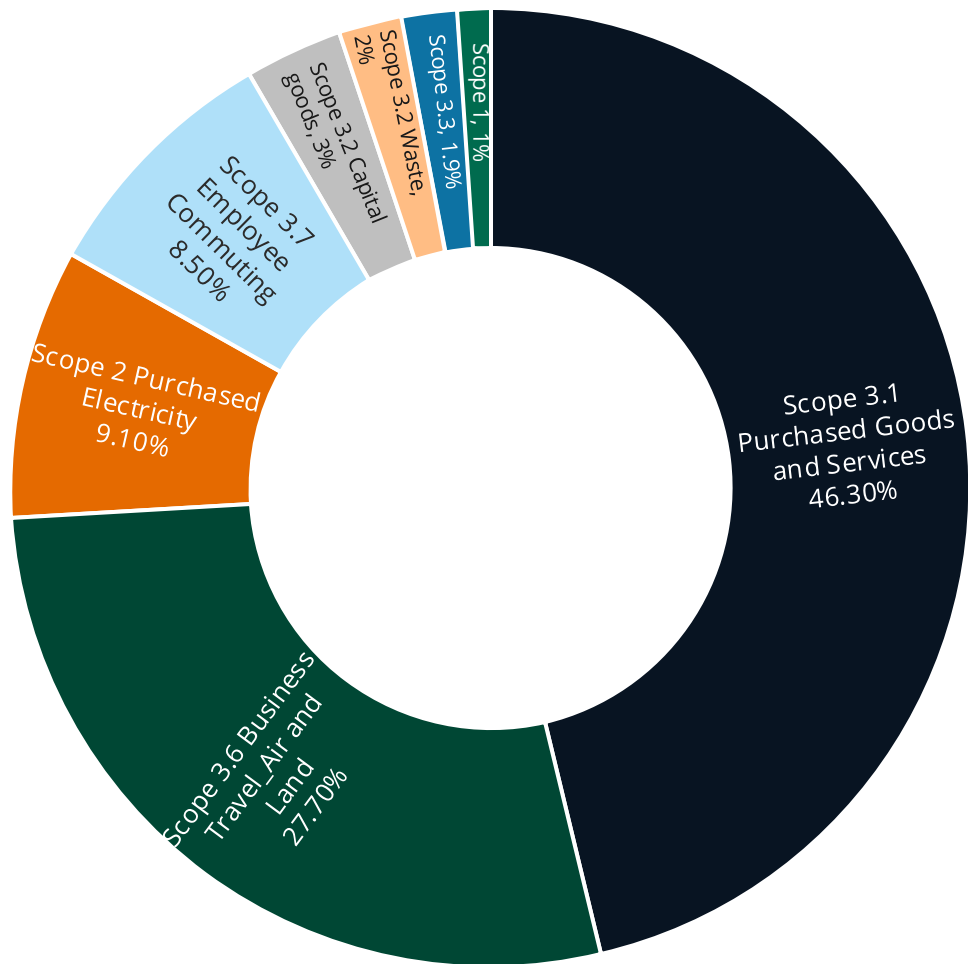
Other climate tech and other sustainability networks and events: AMCHAM Academy event to speak on corporate sustainability to Thai business leaders, Climate Techies event etc.



PALO IT TH Environmental Stewardship & Climate Action [1/3]

For environmental issues, PALO IT Thailand is committed to achieving Net-Zero by 2030, responsibly manage our waste, and take steps to conserve and protect biodiversity and wildlife (see page 12). **PALO IT Thailand conducts annual GHG/carbon accounting, especially to understand what is causing most of the emissions from our operations across scope 1, 2, and 3 and set a clear, practical reduction plan towards decarbonization. We have also trained all staff on the basics of GHG accounting and organizational carbon footprint to understand why it is important for our Net-Zero goal.**

2024 PALO IT TH GHGs Emissions

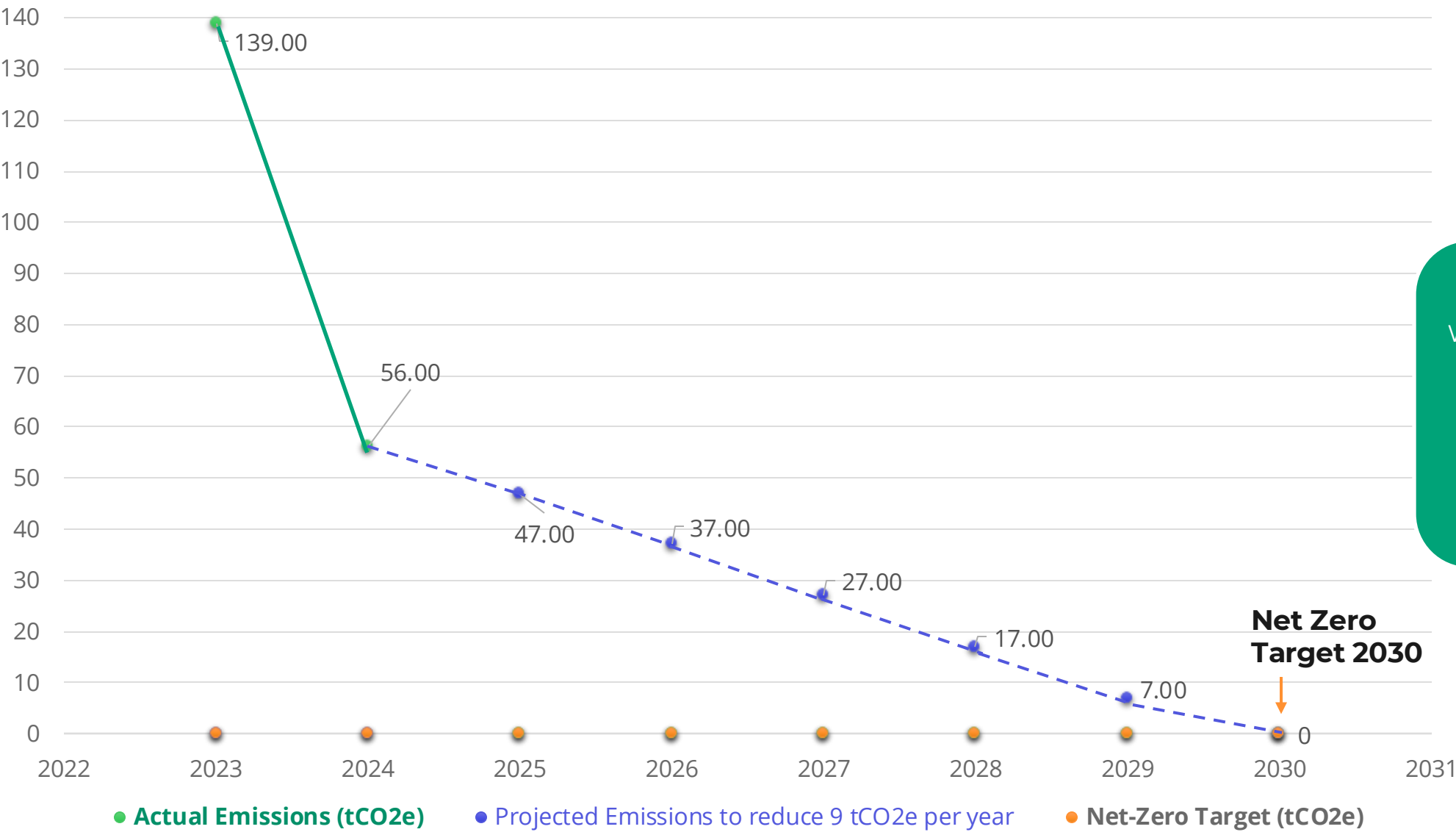


PALO IT TH’s GHGs Breakdown for 2023 & 2024

Scope	2023 Emissions (tCO2e)	2024 Emissions (tCO2e)
Scope 1 Mobile Combustion	1.08	0.63
Scope 2 Purchased Electricity	5	5
Scope 3.1 Purchased Goods and Services	28	26
Scope 3.2 Capital Goods	2	2
Scope 3.3 Fuel and Energy-related activities	1	1
Scope 3.5 Waste generated in operation	1	1
Scope 3.6 Business Travel_Air and Land	93	16
Scope 3.7 E mployee Commuting	5	5
Total Emissions (tCO2e)	136	56 (-59%)

PALO IT TH Environmental Stewardship & Climate Action [2/3]

PALO IT TH Net-Zero Decarbonization Plan



With the Net Zero Target of 2030, PALO IT TH would have to reduce approximately 9 tCO2e per year to reach this goal.



PALO IT TH Environmental Stewardship & Climate Action [3/3]

Regarding responsible waste management, PALO IT Thailand office has a responsible and hazardous waste policies. At the office, we sort our trash by 6 types: paper, food waste, recyclable (PET bottles, glass, aluminum cans etc.), regular/general, hazardous and electronic waste. Hazardous and electronic waste are carefully disposed off to the designated partners and for used notebooks or computers, we also donate to programs operated by the Thai government or local NGOs to provide computers to impoverished communities.



The 5 trash bins at PALO IT Thailand's office. Electronic waste such as notebooks, old electronic devices, and phones are tracked separately.



As a Tech for Good Project, PALO IT Thailand also supported TerraCycle Foundation Thailand in development of an app to help the organization track the waste it collected from various canals and help them improved their efficiency and data management. We also participated in trash collection activities to support TerraCycle.

PALO IT TH Social Impact – Prioritizing Staff Happiness & Engagement [1/4]

PALO IT Thailand in alignment with the global group goal, has always prioritized staff happiness, well-being, and engagement. For us, all staff are full-time employees provided with salary and benefits significantly above the living wages threshold, staff are also provided with capacity building and training opportunities to develop professionally in their career path, and the company provides staff engagement activities, when possible, to encourage a great work environment, teamwork, and happiness.

From our last B Corp assessment in 2023, we scored the highest in the category of ‘workers’ by provision of financial security, health, wellness and safety, career development, and staff satisfaction.

PALO IT Thailand conducts an annual staff happiness survey, usually in December, that asks all employees to rate their satisfaction and happiness about the company’s compensation & benefits, health & wellbeing, personal growth, purpose, social belonging & culture, and autonomy. From these categories, we have an overall score in percentage with a maximum of 100%.

Annual PALO IT Staff Happiness Survey Results [2023 vs 2024]		
Year	2023 Results	2024 Results
Number of staff	78	78
Number of response	70	62
Overall score	79%	80%



PALO IT TH Social Impact – Diversity, Equity, & Inclusion [2/4]

PALO IT Thailand has implemented our DEI policies for several years and continue to support it because we acknowledge that a successful DEI application can foster a more innovative, productive, and successful workplace. A diverse workforce brings a wider range of perspectives and experiences, leading to better decision-making, increased creativity and innovation, and improve employee engagement and retention. For 2024 – 2025, PALO IT Thailand will be conducting activities through internal, interactive workshops to encourage all employees to continuously learn and apply DEI principles in their life.

For 2025, PALO IT Thailand planned multiple DEI workshops for staff (each having about 12 – 17 participants at a time). The objectives of these workshop was to clarify the DEI principles and how it can be applied at work and or while working with clients through fun interactive activities. The first one took place on 18 February, and the second one took place on 9 July. Two more will be planned for the second half of 2025.



PALO IT TH Social Impact – Inclusive Design [3/4]

Another way that PALO IT Thailand aims to create positive social impact is through our services. One new service that was developed from our learning about sustainable IT and DEI principles, is inclusive design. Our 'Product and Design' team worked together with sustainability team to develop our own 'Inclusive Design' services.

Inclusive design is a design approach that aims to create products, services, and environments that are usable and accessible to the widest range of people possible, regardless of their abilities, background, or circumstances. It recognizes human diversity as the norm and seeks to address potential barriers that might exclude certain groups. Essentially, it's about designing for everyone, not multiple specialized products for across different groups.

PALO IT Thailand conducted pilot workshops about inclusive design and aims to integrate this into our sustainability services going forth.



PALO IT TH Social Impact – First Aid & CPR [4/4]

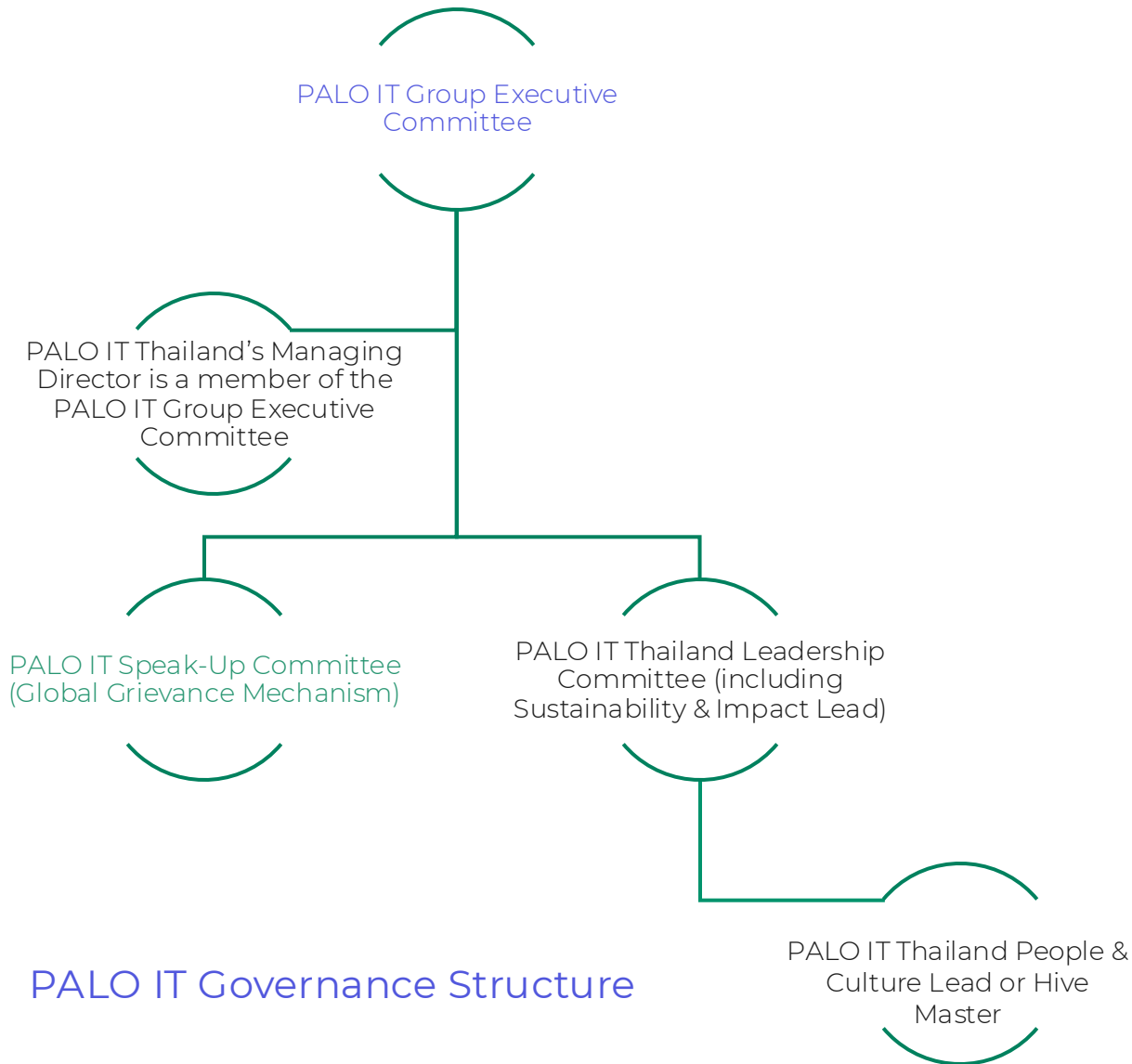
PALO IT Thailand conducted its first CPR and First Aid trainings for the first set of employees in 2024. PALO IT believe that this skill is crucial for saving lives, ensuring a safe workplace, and being prepared for emergencies when they occur.

The fun, interactive workshop was facilitated by Emergency First Response Instructor, Scott H. van Doren, and his team from First Aid Training Bangkok Co. Ltd. PALOWANS learned how to do primary assessment, guidance on how to call for help, conduct CPR, used the AED machine, how to do a chest thrusts for choking, and how to respond when someone has a seizure/convulsions, serious bleeding, and how to do a recovery position.



PALO IT Thailand will plan for future workshops for other staff not yet trained due to overwhelmingly positive feedback from staff about the workshop.

PALO IT TH Governance & Good Corporate Citizenship [1/3]



As a private company, PALO IT Thailand is a part of PALO IT Group and shares the shown governance structure illustrated on the left. The highest is the PALO IT Group Executive Committee, to which our Managing Director is a member representing PALO IT Thailand (mainly for global decisions).

PALO IT also operates a global “Speak-Up” Committee that was set up to resolve any issues or reports submitted to our global grievance mechanism. In parallel, in Thailand, PALO IT Thailand has its own Leadership Committee that consists of the Managing Director, the Chief Operating Officer, Regional Human Resource Manager, the Sustainability & Lead, and the 4 Hive Masters (see details on the next page).

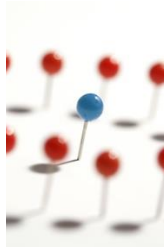
Stakeholders can submit reports to the grievance mechanism or reach out directly to the Regional Human Resource Manager or their preferred Hive Master as part of the leadership team to address any issues relating to governance or our Code of Ethics, emergencies, or any potential problems with clients or other stakeholders. If the Regional Human Resource Manager, Hive Masters, or Sustainability & Impact Lead received any report, it is escalated to the PALO IT Thailand Leadership Committee first for resolution. **PALO IT firmly implements a no retaliation policy for any report made by employees to the grievance mechanism or for speaking up about any concerns.**

PALO IT TH Governance – Code of Ethics Policies [2/3]

PALO IT Code of Ethics - Policy Content Highlights

PALO IT Thailand shares the same Code of Ethics with PALO IT Group. It is our reference policy document to outline key good governance, business ethics, and good citizenship principles, and it is applicable to all PALO IT staff globally.

The Code of Ethics policy clarifies that PALO IT Thailand is an equal opportunity employers and a workplace free from harassments, bullying, and it outlines our policies for anti-corruption, political contributions, data protection and privacy, staff conduct, and procedures for reporting any other potential issues.



No discrimination, any type of harassments, or bullying



E-Policy to clarify that company equipment, Internet, and emails are not to be used for any illegal activities or to cause harm



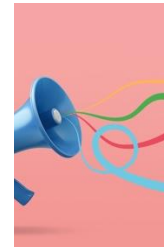
Staff must adhere to confidentiality, data protection, and privacy policies



Anti-corruption and zero tolerance for bribery, corruption, no gifts and no political contributions



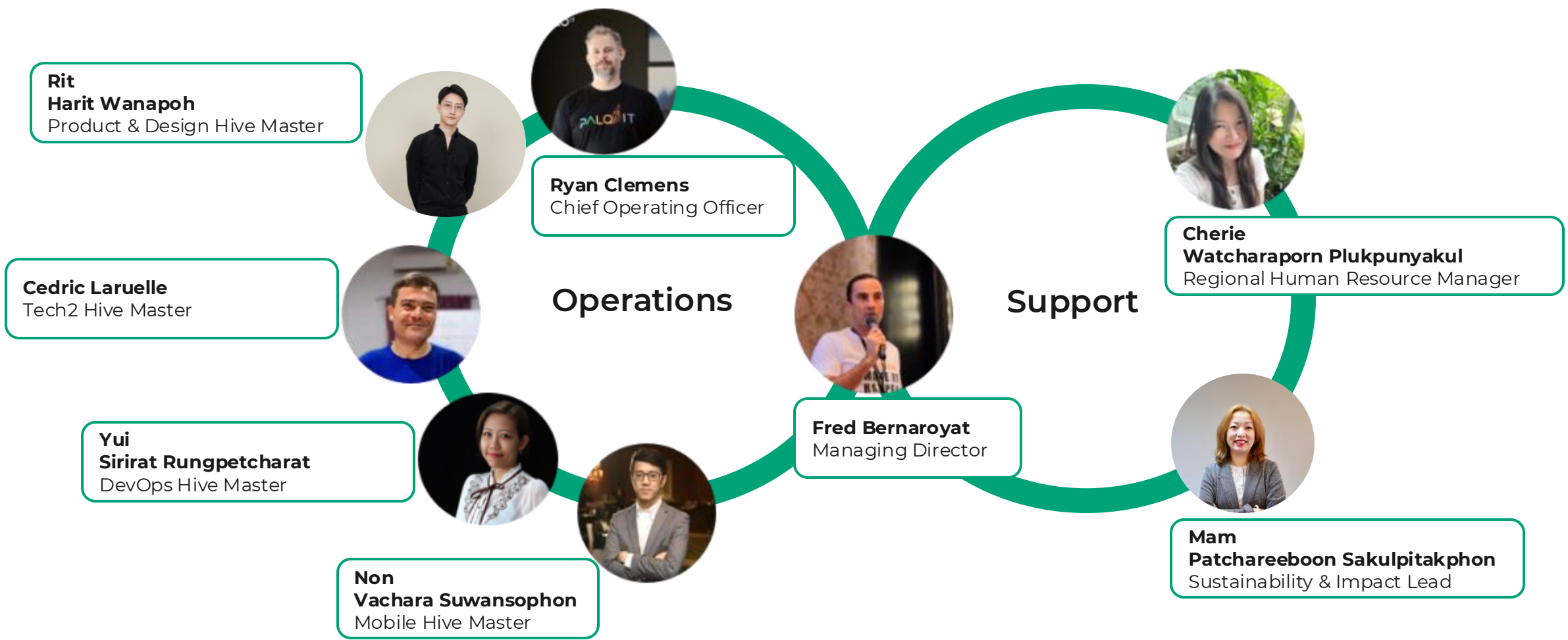
Avoidance of conflict of interests, sober workplace, and no representing PALO IT for personal political support



Outlines the procedures for reporting to line manager, the grievance mechanism, and committees

PALO IT TH Governance & Good Corporate Citizenship [3/3]

PALO IT Thailand's Leadership Committee & Team



Our leadership and governance structure is circular and not top-down approach, as we encourage staff participation. PALO IT TH employees, clients, partners, and other stakeholders can join our leadership meetings or directly contact our MD, COO, or any member of the leadership team to report problems. We will work to resolve any issues should there be any. **This committee also shares responsibility for sustainability and climate action initiatives, lead by our MD and the Sustainability & Impact Lead.**



PALO IT TH Staff Climate Action & Sustainable IT Training Record & Certificates - Examples

Staff Position	Climate Fresk Training	Sustainable IT	GHG Accounting
Managing Director	6-Jul-20	27-Jul-23	11-Jan-24
COO	14-Jul-22	28-Jun-23	20-Dec-24
Regional Human Resource Manager	23-Aug-22	25-Jul-23	20-Dec-24
Marketing Manager	19-Aug-24	3-Dec-24	20-Dec-24
Finance & Accounting Admin	2-Sep-22	9-Feb-24	29-Nov-24
Tech Hive Master	7-Nov-23	4-Feb-24	20-Dec-24
Mobile Hive Master	8-Jul-22	26-Jan-24	20-Dec-24
Product & Design Hive Master	12-Jul-22	29-Jan-23	29-Nov-24
Product Owner	14-Jul-22	19-Jul-23	29-Nov-24
Scrum Master	19-Oct-22	19-Jun-23	29-Nov-24
Technical Lead	29-Oct-22	1-Apr-24	20-Dec-24
Senior Developer	1—May-23	2-Apr-24	29-Nov-24
Intermediate Developer	28-Oct-22	19-Jun-23	29-Nov-24
Developer	7-Nov-23	6-Nov-23	20-Dec-24
Senior UX/UI Designer	24-Jul-23	7-Jul-23	29-Nov-24
UX/UI Designer	28-Jun-22	5-Sep-23	29-Nov-24

PALO IT TH keeps a record of all staff trainings, including the one related to climate change, sustainability, and GHG accounting. In the past two years, we have made it mandatory for all staff to take part in a [Climate Fresk](#) workshop (to learn about climate change and its impact), sustainable IT, and GHG accounting.



Examples of training certificates from PALO IT TH staff from the various trainings for climate action, sustainability or GHG accounting e.g., ISO 14064 for GHG Accounting, UN's Digital 4 Sustainability Learning Path (examples are the climate action and biodiversity protection modules), and Microsoft Cloud for Sustainability, ESG, and the Future for Businesses etc.





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[Contact Us Form](#)



← If you have any questions about our sustainability report, please do reach out to us.






2025.07 PALO IT TH Sustainability Report Final Sig

Final Audit Report

2025-07-18

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