

## Stakeholder Engagement Policy

Amata VN Public Company Limited, its associates, subsidiaries, and affiliates (the Company) are aware that promoting participation and building good relationships with stakeholders based on trust, respect, and mutual understanding are key elements in creating long-term business value that helps reduce risks, fosters collaboration, and supports the organization in driving the business to effectively achieve the goals of sustainable development.

The Company therefore conducts business according to the “**ALL WIN**” philosophy that places importance on the engagement of stakeholders in the value chain, including responding to or dealing with issues that stakeholders value and have expectations or concerns about the impact of business operations activities. The Company is committed to caring for and treating stakeholders throughout the value chain, including society as a whole, natural resources, and the environment responsibly, with dignity, fairness and respect for stakeholders’ rights under the principles of corporate governance and business code of conduct by providing opportunities and encouraging stakeholders to participate constructively in the organization’s important operations, as well as participating in social and environmental development at the same time. These bring about positive relationships and trust and allow the Company to develop and operate its business sustainably and create value for all stakeholders in the long term.

### Definitions

**Stakeholders** refer to individuals or groups of persons who are directly or indirectly affected by the Company’s business operations, whether positive or negative, or individuals or groups of persons who influence the Company’s business operations, such as employees, shareholders, investors, customers, communities, suppliers, business partners, creditors, government agencies, and state enterprises.

**Stakeholder engagement** refers to the process of interactive participation with stakeholders through two-way communication through continuous exchanges, understanding, or listening to opinions on the organization’s operations in various forms, such as meetings, listening to opinions, and counseling, to achieve understanding, meet expectations, and create mutual value.

## **Guidelines for Building Stakeholder Engagement**

The Company creates and promotes the engagement and equally and fairly treats all groups of stakeholders in accordance with relevant laws, rules, regulations, standards, policies, and guidelines by providing opportunities to listen to their perspectives, viewpoints, concerns, and expectations in order to understand the needs of each stakeholder group and be able to manage them effectively. The guidelines are as follows:

### **1. Defining, Classifying, and Analyzing Stakeholder Groups**

Identify, classify, analyze, and prioritize stakeholders to fully and clearly assess and manage risks and direct and indirect impacts on each stakeholder group. The Company also formulates strategies, engagement plans, and indicators, and prioritizes steps of implementations for each stakeholder group, as well as determining key issues for sustainable development and the best use of the Company's resources by considering various factors that these individuals have an effect on or are affected by the Company's operations, such as interest, level of influence on the Company's operations, expertise in key sustainability issues, stakeholder expectations, level of business impact on stakeholders, value created for the Company, dependency, responsibility, tension, and diverse perspectives. However, the Company conducts regular reviews of the organization's stakeholder groups to align with changing business contexts, for example, technology, requirements, laws, markets, and customers.

### **2. Level of Stakeholder Engagement and Methods**

Prepare a profile and stakeholder mapping to identify the Company's stakeholders, perceive the perspectives of stakeholders and potential impacts, including the expectations of each stakeholder group. The said map will be used to design guidelines and action plans to meet stakeholders' needs with constant review and suitable improvement.

The Company determines the level, methods, and capacity for participation that are appropriate and consistent with the objectives, scope, and needs of relevant stakeholders. Examples of ways to engage with stakeholders are as follows:

<b>Stakeholders</b>	<b>Level of Participation</b>	<b>Method</b>
1. Be a stakeholder who is partially affected by the Company's operations and has no influence or little on the Company's operations.	Inform	One-way communication, such as printed media (reports, brochures, press releases), online media, websites, Marketing tools
2. Be a stakeholder who has a high influence on the Company's operations but is not affected or little by the Company's operations.	Engage and keep satisfied	Hearings through various channels such as telephone, email, questionnaires, Two-way communication
3. Be a stakeholder who is directly related to or highly affected by the Company's operations but has little influence on the Company's operations.	Involve	Meetings, Workshops, Talks
4. Be a stakeholder who is directly involved or highly affected by the Company's operations and has a high influence on the Company's operations.	Collaborate	Conducting business or joint projects, Being partners in various matters

### **3. Risk Management of Stakeholder Participation**

Identify, assess, and prioritize risks from stakeholder engagement actions to plan responses, prepare for constructive negotiations with stakeholders and manage risks effectively. Potential risks that should be considered include differences of opinion, feelings of being ignored and having their rights violated, unfair or non-transparent participation procedures, unwilling participation, participation fatigue, creation of expectations of changes that the Company may not agree with or cannot actually achieve, disruptive or problematic stakeholders, uninformed stakeholders, disempowered stakeholders, technical barriers for online participation processes, and conflicts between participating stakeholders. This is to prevent risks that may occur, the Company clarifies and informs the objectives, scope, and expected outcomes of stakeholder engagement activities, as well as providing opportunities to listen to opinions, suggestions, and honestly, transparently, fairly, and promptly respond to inquiries, including regularly examining and reviewing the participation process.

#### **4. Stakeholder Participation Process**

Establish a stakeholder participation process by various methods and channels, which are carried out by agencies related to stakeholder groups under the supervision of the Company's Sustainable Development Working Group to cover all stakeholder groups, and bring the results of the impact assessment and the level of importance of impacts received by the stakeholders from the Company, as well as expectations, needs, concerns, and comments of stakeholders that are significant to the Company's business operations to analyze for a materiality issue by the Sustainability Development Working Group. The guidelines are as follows:

##### **4.1 Before the stakeholder participation process**

- Determine the objectives, timeframes, and scope of stakeholder engagement linked to the action plan or business activities.
- Consider the appropriate process, duration, and method of participation.
- Consider defining the stakeholders participating in the process and the relevant responsible persons, along with clear scopes, duties, and responsibilities.
- Prepare and allocate necessary resources sufficiently for the participation process, including materials, equipment, and documents that are suitable for vulnerable groups or persons with language difficulties.
- Disclose information accurately, clearly, transparently, and thoroughly to ensure that stakeholders receive adequate, consistent, and timely information. However, appropriateness and compliance with the Company's information disclosure policy should be considered.
- Inform and invite stakeholders in advance, including checking acceptance of each relevant stakeholder who agrees to attend the event on the date, time, and location specified.

##### **4.2 During the Participation Process**

- Set clear rules, procedures, and guidelines for participation that are agreed upon by all participants.
- Create and encourage the participation of all stakeholders in a balanced manner.

- Listen and exchange opinions neutrally based on reasoning and facts without discrimination, including clarifying information transparently, clearly and correctly.
- Respect privacy and confidentiality of information in accordance with the law.
- Handle criticism professionally and accept stakeholders' perspectives and opinions.
- Avoid making promises to stakeholders if the Company is unable to fulfill the promise.
- Continuously monitor and follow up on the situation, including being ready to deal with unexpected events that may occur immediately.
- Record the details of the engagement completely and clearly.

#### 4.3 After the participation process

- Ask for comments on the participation process to improve the process for future stakeholder engagement activities and develop sustainable relationships.
- Collect information and summarize the results from meetings, perspectives, concerns, and expectations of stakeholders.
- Prioritize issues based on their relevance and importance to the Company and its stakeholders. Sustainability key issues are ones that will influence decision-making, actions, and performance of the Amata Group or its stakeholders.
- Monitor the implementation of the plan and systematically assess the participation efficiency.
- Continuously review and improve action plans and guidelines to be effective in line with the expectations of each stakeholder group.
- Report the performance to the Board of Directors or authorized persons.

### 5. Communication and Disclosure of Information

Determine the scope of disclosing and communicating information to stakeholders correctly, completely, clearly, promptly, thoroughly, transparently, and in accordance with relevant laws, regulations, policies, or guidelines. The Company reveals the true purposes, sources of information, and a participation plan that allows stakeholders to express their opinions equally and fairly.

The Company has a communication strategy, methods, formats, contents, channels, and procedures that are suitable for stakeholder groups, situations, durations, and culture in each locality. This may be determined based on the level of damage that may occur or the benefits that may be lost if ignored or not taken. There is a process for reporting information and communicating the results to stakeholders in a transparent, adequate, timely, and convenient access by stakeholders to build confidence and trust among all stakeholder groups.

The Company informs stakeholders of progress through its communication channels, as well as providing channels for counseling, receiving recommendations, or whistleblowing, complaint management, whistleblower protection, and systematic reports of the results of operations for both internal and external stakeholders affected by the Company's business operations. The said channels are transparently disclosed, and the Company mitigates the potential impacts of business activities on stakeholders throughout the value chain.

## **6. Review and Improvement**

The Company regularly monitors, supervises, examines, and evaluates the efficiency of participation creation operations in accordance with relevant laws, regulations, policies and guidelines along with updating the information and issues of stakeholder needs and conducting reviews of strategies, participation plan, analysis and ranking stakeholders, communication methods, and guidelines for effective information disclosure in order to continuously improve the efficiency of stakeholder participation.

### **Duties and Responsibilities**

All executives and employees are like the Company's representatives in liaising with stakeholders, so they have the responsibility to treat stakeholders strictly in accordance with the Company's policies and guidelines. The duties and responsibilities are as follows:

#### **Board of Directors**

- 1) Consider approving and reviewing stakeholder engagement policies and guidelines to be up to date and appropriate to the environment and risk factors, at least once a year.
- 2) Supervise business operations to be in line with relevant laws, rules, regulations, policies, and guidelines, as well as encourage concrete implementation of this policy.

- 3) Supervise and support the management in assessing risks in stakeholder engagement to ensure the efficiency of appropriate and adequate risk control.
- 4) Consider reports on risks and performance in accordance with stakeholder engagement policies and guidelines and provide constructive recommendations to the management for development and improvement.
- 5) Consider urgent issues related to stakeholder engagement to supervise and ensure timely operations.
- 6) Encourage and support the executives in recognizing and prioritizing stakeholder engagement and cultivating it as a corporate culture.

#### Executives

- 1) Provide criteria, procedures, and guidelines that are appropriate for each company's context and in accordance with the policies, procedures, and laws of the countries in which the Company conducts business.
- 2) Establish an organizational structure with responsible individuals and clear responsibilities and roles while allocating appropriate and adequate resources.
- 3) Establish strategies, plans, and guidelines for managing stakeholder engagement, including business continuity management.
- 4) Adequately arrange for the development and review of an effective risk management system, internal controls, and internal audit for stakeholder engagement.
- 5) Monitor, supervise, manage, and support employees, suppliers, business partners, and key stakeholders to comply with relevant laws, policies, measures, and procedures related to stakeholder engagement, as well as developing and improving practices to be more effective.
- 6) Act as a good role model by avoiding any activity that may lead to situations or suggestions that could result in policy violations.
- 7) Encourage subordinates at all levels to recognize the importance of policy compliance and cultivate it as a corporate culture.

- 8) Arrange a system to collect concerns, expectations, and suggestions from stakeholders. The Company will use these issues to correct and improve negative impacts or create positive ones through various projects or activities, as well as monitoring the progress and evaluating the effective response to issues and suggestions in a timely manner.
- 9) Raise awareness and promote a culture of stakeholder engagement by continuously communicating to employees at all levels and relevant stakeholders.
- 10) Consider using information and important issues from stakeholder engagement as part of business decisions, strategy formulation, action plans, and management at all levels.
- 11) Consider the report on the performance of the policy and the results of stakeholder engagement with the Company before presenting it to the Senior Management and the Board of Directors.
- 12) Provide channels for whistleblowing and receiving complaints about violations of stakeholder engagement policies, as well as complaint handling processes and protection measures for whistleblowers, complainants, witnesses, and information reporters.

#### Department or Individuals Responsible for Stakeholder Engagement Implementation

- 1) Establish procedures and guidelines for creating the participation of relevant stakeholders.
- 2) Establish a clear process for disclosing and reporting information on stakeholder engagement.
- 3) Assess and manage stakeholder engagement risks, including guidelines for preventing and mitigating impacts.
- 4) Develop internal control, risk management, and policy compliance monitoring to be effective and concise, as well as informing and following up with relevant departments for regular improvement and correction.
- 5) Monitor, collect, and store reports on stakeholder participation, as well as managing and disclosing information in accordance with the requirements of regulatory agencies.



- 6) Regularly report information on creating and promoting stakeholder participation and the results of stakeholder participation with the Company to the executives and immediately report when an abnormal event occurs.
- 7) Coordinate and integrate cooperation with relevant individuals, agencies, or stakeholders to jointly establish standards, management, and mechanisms for control, response, and problem solving.
- 8) Continuously communicate and raise awareness about the creation of participation among employees and related stakeholders.
- 9) Provide initial suggestions on the implementation of the policy, as well as coordinate or discuss with other relevant departments to ensure that the suggestions are correct, complete, and clear.
- 10) Report the results of the policy compliance to the Board of Directors, executives, or relevant agencies.
- 11) Review policies and guidelines for stakeholder engagement to be in line with relevant laws, regulations, guidelines, and standards.

### Employees

- 1) Learn, understand, and comply with laws, rules, regulations, policies, and guidelines, including relevant standards.
- 2) When someone is found to have committed an offense or committed an act that violates this policy, the information or complaint must be reported through the Company's whistleblowing channels.

### **Communication and Training**

The Company communicates stakeholder engagement policies to directors, executives, employees, subsidiaries, associates, other companies under the Company's control, business representatives, suppliers, and relevant stakeholders through training, orientation, meetings, or activities, and evaluates their effectiveness and makes continuous improvements.

## **Whistleblowing**

Those who see an action that qualifies as a violation of this policy must complain or report it according to the procedures of the whistleblowing policy. The complainant or whistleblower will be protected, and the information will be kept confidential without impacting their position or compensation, both during the investigation and after the completion of the process.

## **Penalty**

The stakeholder engagement policy is considered part of the operational discipline. Directors, executives, and employees who do not comply will be investigated and disciplined in accordance with the Company's regulations, charters, and applicable laws. This may include termination of employment. In the event of an investigation, all employees must fully cooperate with internal and external agencies.

In the meantime, the Company will not demote, punish, or adversely affect directors, executives, and employees who reject actions intended to violate this policy, even if such actions cause the Company to lose business opportunities.

## **Policies and Practices Towards Different Stakeholder Groups**

The Company treats all groups of stakeholders equally and fairly according to the principles of corporate governance and business code of conduct. Therefore, policies and guidelines for various groups of stakeholders have been established to be practices for conducting business, creating added value for the organization, and achieving the goals of sustainable development as follows:

### **Policies and Practices Towards Shareholders**

The Company recognizes the importance and equality of the fundamental rights of all shareholders that should be treated equally and fairly. Any decisions and actions must be made fairly, taking into account the maximum interests as a whole, and continuing to add value to shareholders in the long term. The directors, executives, and employees are required to comply with the following guidelines.

- 1) Respect all shareholders' rights and treat them equally, equitably, and fairly without taking any action that deprives or violates their rights.

- 2) Perform duties responsibly, prudently, and honestly under reasonable decisions based on information that is believed to be sufficient and accurate. There is no direct and indirect interest or in good faith in the best interests of the Company. Shareholders must have a legitimate and appropriate purpose and must not act with a conflict of interest with the Company.
- 3) Comply with laws, objectives, and the Company's articles of association, resolutions of directors and shareholders' meetings, corporate governance principles, and business code of conduct for the best interests of shareholders.
- 4) Establish a governance structure that takes care of shareholders equally and have easily accessible channels for communication and listening to opinions, suggestions, or complaints.
- 5) Ensure that the Company's assets do not depreciate or become lost through illegal means.
- 6) Provide an opportunity for shareholders to participate in taking care of the business and give opinions regarding business operations equally through proposing agendas for the general meeting of shareholders and names of directors in advance, including offering constructive opinions during meetings.
- 7) Clarify information, schedule, and other details regarding the agenda so that shareholders can adequately use it to make decisions at the shareholders' meeting in advance, and they must be in a language that shareholders can understand.
- 8) Disclose information, financial reports, financial position, and operating results in various areas of the Company regularly, completely, factually correct, transparently, and in a manner that is timely, up to date, and sufficient for shareholders and investors to make decisions.
- 9) Do not disclose or use any documents or internal information that have not been publicly disclosed and are confidential to the Company for personal benefit and/or related persons or take any action in a manner that may cause a conflict of interest with the Company, both during the performance of duties and after resignation.
- 10) Establish measures and systems for internal control, internal audit, regulatory compliance supervision and effective risk management.

- 11) Provide channels for whistleblowing of dishonest acts or complaints, including websites, post, and telecommunications, and have a complaint response process, protection of complainants, including reporting the results of the proceedings to complainants in a systematic and fair manner.

### **Policies and Practices Towards Employees**

The Company recognizes that every employee is its most valuable resource and an important part of driving the Company to success. Therefore, the Company has established a “Human Rights Policy” to prioritize the equal treatment of all employees, free from discrimination, and respond to the needs of employees, with the aim of fostering a good relationship between the Company and employees, as well as promoting the development of employees’ skills and abilities, creating a good and safe working environment, and having career stability and growth in the future. The guidelines are as follows:

- 1) Recruit and select qualified personnel meeting needs and consistent with the organization’s culture through a fair and efficient selection process with equal opportunities for those who are interested to apply for jobs equally.
- 2) Respect personal rights and freedoms and human dignity by treating all employees equally with non-discrimination regardless of origin, race, gender, age, skin color, religion, disability, status, family background, educational institution, or any other status that is not directly related to the performance of the job.
- 3) Provide a governance structure and human resource management, including allocating resources to support employees in complying with relevant laws, regulations, policies, and guidelines appropriately and adequately.
- 4) Pay remuneration and benefits to employees without discrimination and provide equal and fair opportunities by administering remuneration from performance evaluations with goals and performance criteria that are transparent, clear, fair, and acceptable to employees.
- 5) Establish criteria and processes for appointment, transfer, and promotion, including rewards and punishments for employees that are clear, transparent, and fair, without discrimination.

- 6) Take care of employees holistically according to an organization of happiness approach to create a balance between their work and personal life by providing various activities to promote health and a good quality of life for employees.
- 7) Provide workplaces, equipment, and work processes that are safe for life and property in accordance with international occupational health and safety standards.
- 8) Provide channels for information and hearings, including whistleblowing channels, complaint management, whistleblower protection, and notification of implementation results for employees affected by violations of human rights or the business code of conduct by following the whistleblowing policy.
- 9) Promote and provide opportunities for all employees to show their full abilities and create motivation for work in the form of salary, bonuses, and appropriate operating expenses according to the Company's regulations.
- 10) Promote the development of knowledge, necessary skills, and potential of employees in accordance with the business direction in a thorough, equitable, and non-discriminatory manner, taking into account the suitability of job positions and career advancement.
- 11) Encourage and support teamwork and cultivate a culture based on corporate values and business code of conduct to achieve unity by collaborating and creating awareness of employees in performing their work to achieve the organization's goals.
- 12) Give precedence to taking care of employees from the commencement of employment to after retirement and provide employment opportunities for retired employees who are still in good health, can work efficiently, and create benefits for the Company by considering the knowledge and abilities of retirees and the suitability of the job characteristics.
- 13) Comply with laws, rules, regulations, policies, and guidelines, as well as standards related to employees and workers, including promoting the exercise of employees' rights in law.
- 14) Continuously evaluate the satisfaction and engagement of employees with the organization and use the evaluation results to improve the efficiency of human resource management operations, as well as communicating the results of the employee engagement evaluation and the Company's operations to the employees.

## **Policies and Practices Towards Customers**

The Company is committed to developing products and services that are of high quality and value and meet customer needs efficiently so that customers are satisfied, have confidence, trust, and support the business continuously. Therefore, the Company has set guidelines for developing and maintaining sustainable relationships with customers as follows:

- 1) Produce and deliver quality, safe, standardized products and services in accordance with laws, rules, regulations, policies, and practices, including related standards, at reasonable prices and meeting customer needs and expectations.
- 2) Find and understand the needs of various customers to ensure customer satisfaction by studying and analyzing trends in consumer behavior and customer needs according to the era.
- 3) Develop socially and environmentally responsible products and services by applying innovative technology in the production of quality products or services, using resources efficiently, protecting the environment, reducing negative impacts, and creating a positive impact on society and the environment to deliver value to customers and build long-term trust.
- 4) Provide quality and efficient after-sales service throughout the life of the product and service.
- 5) Treat customers equitably and equally on the basis of fair returns to both parties.
- 6) Monitor the source and quality of raw materials and service providers to manage sustainability risks throughout the supply chain, as well as managing the quality of products and services efficiently in accordance with international standards.
- 7) Conduct business ethically and honestly and treat customers politely and trustworthily.
- 8) Respect customers' privacy by keeping their business and personal information confidential, preventing unauthorized access to customer information, and not disclosing such data to third parties without their consent.
- 9) Communicate and provide accurate, sufficient, and up-to-date information, news, and suggestions to customers so that they will regularly know about products and services.

Advertising, public relations, and marketing promotion must be done responsibly, without exaggerating or misleading about the amount, quality, or conditions of the product or service.

- 10) Provide various communication channels that give customers the opportunity to make suggestions or complaints about products and services, as well as reporting information when wrongdoing or violation of the Company's business code of conduct is discovered by following the whistleblowing policy.
- 11) Arrange a satisfaction survey process, hearings, and receipt of suggestions from customers in order to continuously improve products and services for quality, including responding quickly to build good relationships with customers on a regular basis.

### **Policies and Practices Towards Suppliers**

The Company prioritizes its suppliers as partners in business success and is committed to conducting business with them in a transparent, equitable, and fair manner. Therefore, it has prepared a "Business Code of Conduct for Suppliers" and encourages all suppliers to follow. The Company provides assistance, support, and encouragement to suppliers to conduct business ethically, respect human rights, supervise occupational health and safety, and value sustainable environmental management to support long-term business operations between each other. The guidelines are as follows:

- 1) Carry out procurement in a transparent, fair, and verifiable manner, including strictly complying with laws, regulations, requirements, policies, guidelines, and related standards, as well as social ethical standards.
- 2) Provide accurate, complete, clear, and sufficient information to all suppliers in an equitable and fair manner, without taking advantage.
- 3) Consider an appropriate and fair purchase price, taking into account reasonableness in price, quality, and service received, including the ability to provide appropriate reasons when inspected.
- 4) Recruit and select suppliers fairly based on their performance, reliability, and operations according to the business code of conduct for suppliers and related policies of the Company.

- 5) Pay for products and services to suppliers correctly and on time.
- 6) Strictly follow the trading and contract conditions as agreed upon. If any condition cannot be met, the other party must be notified in advance so that the problem can be solved together.
- 7) Set rules, criteria, and procedures for selecting suppliers and contractors, including contract terms and clear and fair procurement procedures.
- 8) Provide communication channels that allow suppliers the opportunity to submit complaints or report information in the event that they discover misconduct or violations of the policy and business code of conduct of employees by following the whistleblowing policy.
- 9) Listen to any opinions and suggestions that suppliers complain about or recommend for development, improvement, and solving problems occurring during work.
- 10) Keep information and documents received from each bidder confidential. Do not disclose them to others. Supplier information must not be disclosed to others unless consent is obtained from suppliers.
- 11) Maintain equal and neutral business relationships with suppliers, and do not demand or receive property, gifts, or other benefits from them, either directly or indirectly.
- 12) Do not support procuring from suppliers who do not follow the business code of conduct for suppliers, breach the law and social ethical norms, or who commit corruption, violate human rights, or infringe on intellectual property rights.
- 13) Support suppliers' knowledge and potential to improve their production capacity and service delivery to meet standards.
- 14) Encourage suppliers to source raw materials, products, or services that are environmentally friendly and selected from local communities, as well as supporting suppliers to operate their businesses sustainably by taking into account the social, environmental, and governance dimensions.
- 15) Continuously monitor, inspect, and evaluate the efficiency of suppliers' operations, including giving advice on corrections and improvements.



## **Policies and Practices Towards Joint Venture Partners**

The Company respects the rights and treats all business partners equally and fairly and supports them to respect human rights in accordance with the human rights policy and other related policies. The Company cooperates in working with business partners to maintain good relationships and enable joint ventures to achieve common goals with the following guidelines:

- 1) Cooperate with business partners to support and strengthen joint venture operations.
- 2) Develop, create opportunities, and expand on existing businesses, including opening up new business partners to create continuous growth.
- 3) Support the exchange of ideas and suggestions with business partners and jointly formulate a business plan to ensure the development and sustainable growth of the joint venture.
- 4) Monitor the operations of the joint venture to ensure that it complies with laws, rules, regulations, the business code of conduct for business partners, and sustainable development guidelines.
- 5) Work with business partners to allocate profits from joint ventures fairly and transparently.
- 6) Do not seek benefits from business partners or take advantage of business partners in any aspect.

## **Policies and Practices Towards Trade Competitors**

The Company treats its trade competitors fairly under the framework of honest and transparent competition rules. Do not seek confidential information, do not damage the reputation of competitors by dishonest or unlawful means, and strive to conduct business fairly in accordance with the law, rules, regulations, corporate governance principles, and business code of conduct, as well as taking into account trade ethics and competition law. The guidelines are as follows:

- 1) Operate within the framework and rules of free and fair competition, as well as trade competition laws and other relevant laws, including a commitment to conducting business ethically and transparently, and not exploiting competitors illegally.

- 2) Conduct business in accordance with the mechanism of free market competition, taking into account the best interests of customers or consumers.
- 3) Do not disclose, solicit, share, exchange, or forward important business-sensitive or confidential information about competitors using dishonest or inappropriate means, both directly and indirectly.
- 4) Do not damage the reputation of competitors with malicious accusations.
- 5) Do not encourage mutual agreement to act or allow monopolies, reduce and limit competition, lower the quality of products or services, or set unfair prices for customers.
- 6) Do not infringe on the intellectual property of trade competitors.
- 7) Business integration must be transparent, not create a monopoly, or reduce competition by taking action as required by law.
- 8) Support cooperation with trade competitors for consumer benefits.

#### **Policies and Practices Towards Creditors**

The Company respects the rights and treats creditors equally, fairly, and transparently and strictly complies with the contracts and conditions set forth for financial reliability. The guidelines are as follows:

- 1) Prepare contracts with all creditors legally with equality, fairness, and transparency without taking advantage of the parties.
- 2) Ensure that all loan and interest payments to all creditors are made in full and on time as agreed.
- 3) Supervise and manage finances honestly and transparently in accordance with the objectives of the loan. The Company must carefully consider the reasons and necessity before deciding to apply for loans or guarantees.
- 4) Disclose information and report financial position in a transparent, complete, and accurate manner based on a period cycle and as asked by creditors.
- 5) Be committed to managing the business efficiently, avoid defaults on debt payments, and maintain the ability to repay debt as best as possible.

- 6) Strictly comply with the terms, conditions, and agreements of the contract with creditors.  
In the event that the conditions cannot be met or there is a reason to change the conditions, the Company will notify the creditors in advance and jointly find a solution to the problem as soon as possible.

### **Policies and Practices Towards Communities**

The Company is committed to developing business, the economy, and society to grow together with surrounding communities. The Company therefore conducts business by adhering to social responsibility, respecting human rights, and treating all groups of stakeholders with fairness, including continuously supporting activities that promote a good quality of life and develop communities and society as a whole in all countries in which it operates business. In addition, the Company acts as a good citizen of society by encouraging employees and other stakeholders to participate in community and social development to create shared value and a better quality of life for the community. The guidelines are as follows:

- 1) Take responsibility for the negative impact on the community caused by the Company's business operations by providing communication channels that provide opportunities for the community to give suggestions, complaints, or whistleblowing in case of any wrongdoing or violation of the Company's business code of conduct by following the whistleblowing policy.
- 2) Respond to complaints from the community systematically and efficiently, including taking steps to prevent and manage negative impacts to a minimum or no.
- 3) Support and provide necessary assistance to society and communities, especially communities surrounding the Company's establishments within a distance of five kilometers.
- 4) Maintain the community's environment by monitoring, supervising, controlling, and managing waste efficiently, including controlling pollution by using effective technology and in accordance with the law.
- 5) Provide knowledge and be a model learning source for surrounding communities regarding safety, emergency management, and good environmental management.
- 6) Promote the development of the quality of life of the community and society by supporting activities or projects that promote safety and better health for people in the

community, develop knowledge and skills necessary for youth and people in the community, develop the community economy, and create equal opportunities for people to access the Company's various services.

- 7) Support projects or activities that preserve arts and culture, good tradition, local wisdom, and religion, including foundations and public charity organizations to help the underprivileged have a good quality of life, as well as organizations or activities that aim to develop human resources.
- 8) Support and provide opportunities for the community to participate in activities or projects of the Company and to express opinions, make suggestions, or complain about the Company's operations.
- 9) Disclose the results of social responsibility operations in a transparent and verifiable manner.
- 10) Create a network and support cooperation with other stakeholder groups to jointly develop the community and society as a whole.
- 11) Encourage employees at all levels to have a sense of social responsibility seriously and consistently.

#### **Policies and Practices Towards Government Agencies and State Enterprises**

The Company places great importance on government agencies and state enterprises because of their direct role in business operations. The Company strictly complies with relevant laws and cooperates with government agencies and state enterprises in countries in which it invests in supporting various activities. The guidelines are as follows:

- 1) Strictly comply with relevant laws, rules, and regulations in every country in which the Company operates business.
- 2) Do not take any action to persuade government officers to support and conspire in inappropriate acts.
- 3) Do not give, offer, or promise to grant property or any other benefits to officers of government agencies or state enterprises with the intent of inducing them to perform or

omit to undertake illegal acts by duty in order to benefit its own business or others involved.

- 4) Participate in creating knowledge in community development for local government agencies.
- 5) Continuously support the operations and activities of government agencies and state enterprises related to the Company's operations.
- 6) Disclose the Company's performance as requested by government agencies in a transparent and verifiable manner.
- 7) Participate in meetings to share knowledge and methods and provide assistance in various areas according to the organization's specializations.
- 8) Listen to opinions, suggestions, or complaints from government agencies and state enterprises and use them to improve the efficiency of operations.
- 9) Support building good relationships between communities and government agencies and support social and environmental development.

### **Policies and Practices Towards Mass Media**

The Company places importance on disclosing information to the mass media in a transparent and factual manner in order to communicate information to the public accurately and rapidly. The guidelines are as follows:

- 1) Disclose information and news to the media in a comprehensive, equal, and continuous manner that is factual, accurate, clear, and straight to the point.
- 2) Communicate information promptly and in line with the situation.
- 3) Be cautious when communicating in public by maintaining a positive attitude, sincerity, and friendliness. Consider the impact on both direct and indirect stakeholders, and abide by any relevant laws.
- 4) Check the accuracy and completeness of the content carefully before providing information to the mass media.

- 5) Do not perform any act that involves bribing, offering, or promising to give property or any other benefits that lead to corruption to the mass media in exchange for news coverage.
- 6) Provide opportunities for the mass media to meet and talk with senior executives.
- 7) Facilitate the mass media when contacting the Company.
- 8) Build good relationships with the media through various activities, such as visits to the industrial estate or receiving news directly from the Company.
- 9) Designate a person responsible for communicating the organization's information, clear contact channels, and inform the mass media.

Therefore, this notification is announced for acknowledgment and thorough observance.

Announced on February 25, 2025.

- Signature -

(Dr. Apichart Chinwanno)

Chairman of the Board of Directors