

## **19. Stakeholder Policy**

The Company has given importance to the rights of all groups of Stakeholders, whether they are internal stakeholders such as shareholders, executives, employees or external stakeholders such as creditors, customers, business partners, competitors, government, society and communities, etc. The Company recognizes that the support and opinions from all stakeholders will be beneficial in the operation and business development. Therefore, the Company will comply with the relevant laws and regulations so that the rights of the stakeholder are well taken care of. In addition, in the Company's business operations, the rights of all stakeholders are taken into account.

### **19.1 Principle**

(1) Stakeholders should be treated by the Company in accordance with their rights under the relevant laws. The Board should consider a process to foster cooperation between the Company and the stakeholder in creating wealth, financial stability and sustainability of the business.

(2) Corporate governance has important stakeholder such as customers, employees, partners, shareholders or investors, creditors and communities in which the Company is located, society or the government sector, other stakeholder groups, such as competitors, etc.

(3) The Board of Directors should establish a policy to treat each stakeholder with regard to the rights of such stakeholder in accordance with the law or agreements with the Company, not take any action that infringes on the rights of those stakeholders and establish compensation measures in case stakeholders are damaged by infringement.

(4) The Board should develop a mechanism for stakeholder participation in enhancing the Company's performance in order to create sustainable stability for the business and disclose important relevant information to those stakeholders sufficiently in order to engage effectively.

(5) The Board should have measures in place to report clues to the Board on issues related to illegality, accuracy of financial reports, faulty internal control systems or unethical practices, and there should be a mechanism to protect the rights of such whistleblowers.

(6) The board should formulate policies, social responsibility, especially matters that directly affect the business in order to ensure that the relevant parties are confident that the Company's business operations take into account the environmental and social factors for sustainable development.

### **19.2 Best practices**

(1) Shareholder : Treat shareholders equally, protect the interests of shareholders and do not do anything that infringes or deteriorates the rights of shareholders as well as strive to create the highest satisfaction for shareholders by taking into account the sustainable growth of the Company to create added value and provide reasonable returns continuously, including adhering to business operations in accordance with good corporate governance principles.

(2) Employees : Treat employees equally and fairly in terms of opportunities, compensation, benefits and development of potential. All employees are considered a valuable resource and a key factor in driving the organization to success by promoting and developing knowledge in working together with morality and ethics. Therefore, it focuses on strengthening employees to have discipline, harmony, sacrifice morality and gratitude, and commitment to developing the organization as a learning organization, enhancing the working culture and atmosphere, promote teamwork, promote knowledge development, employees' ability to progress, have career stability, as well as ensure quality of life and work safety including maintain a working environment, listen to opinions, suggestions from employees at all levels equally and equally

(3) Partners-Customers : Determined to create satisfaction and confidence for customers, taking care and taking responsibility for customers. Customers must receive good quality products/services at a reasonable price and in accordance with the established standards including strictly comply with the conditions and agreements with customers, continuously improve the standard of products and services, maintain good and lasting relationship with customers seriously and consistently as well as not using customer information for the benefit of the Company and related parties.

(4) Partners-Creditors : Consider equality, fairness, not take advantage and be honest in business operations to maintain benefits with partners and creditors by strictly comply with the laws and rules set out together and have business ethics. Shall not solicit, receive or pay any dishonest benefits in trading with partners as well as strictly comply with various conditions and treat creditors fairly including make repayment on time, take care of the collateral and other conditions according to the contract correctly and completely and in accordance with the principles of good corporate governance. Partners and creditors will report in advance if the contractual obligations cannot be met and jointly find a solution to the problem.

(5) Competitors : Treat competitors in accordance with international principles under the legal framework of trade competition practices and adhere to the rules of good competition equally, do not discourage others from participating in business competitions, do not damage the reputation of competitors by accusing them of defamation and unfounded attacks on competitors or any act that is unfair to the competition.

(6) Government sector: pay attention to transparency and honesty in dealing with officials or government agencies to avoid actions that may result in improper actions and conflict with good management principles as well as oppose bribery to government officials to facilitate or benefit the Company's business.

(7) Community, Society and Environment: The impact on the environment, operations and decisions of any action of the Company shall ensure that all of the Company's products and business operations are correct and comply with various regulations or standards as well as encourage employees to have awareness and responsibility towards the community, society and environment as well as cooperate in various activities with communities in which the Company operates as appropriate. In this regard, the stakeholder can communicate in expressing opinions,

complaints or reporting corruption clues or matters that may cause damage to the Company, which can be notified through the channels specified in “Whistleblowing and Complaint Policy”. The relevant departments will deal with comments, complaints or whistleblowing, corruption or any other matters in accordance with the Company's regulations and propose to the Executive Committee and the Board of Directors for further consideration.

### **19.3 Channels for complaints or whistleblowers**

The Company has processes and channels for receiving complaints or whistleblowing of the stakeholder as specified in the Whistleblowing and Complaint Policy by disclosing the process and channels on the Company's website.