

Stakeholder Engagement Policy

The Company places paramount importance on the rights of all stakeholders within the business value chain. The Company is dedicated to attending to the stakeholders in accordance with laws and the Company's code of conduct. There are determination process for key stakeholders in order to manage their relationships and risks appropriately, channels for communication and receiving complaints including having a department responsible for taking care of each group of stakeholders, in order to acknowledge and respond effectively to the needs and expectations of stakeholders. The Company focuses on operating with respect for human rights, avoiding any infringement on the rights of stakeholders, including specifying remedial measures in cases where stakeholders' rights violation occurred, as well as reporting and disclosing information about stakeholder engagement in a transparent manner. Taking care of stakeholders is an important part of driving the organization towards continued sustainability. The guiding principles are outlined as follows :

1. Scope of the policy

The stakeholder engagement policy applies to all operational activities toward stakeholders, throughout the business value chain, who are positively and negatively affected, both directly and indirectly, from the business operations that the Company has management control such as own operations and subsidiaries, including those who influence the Company's operations; such as customers, societies and communities, suppliers, shareholders, or regulatory and government agencies, etc.

2. Objectives of stakeholder engagement

- To understand the needs and expectations of stakeholders and assess their importance
- To determine strategies to meet the needs and expectations of stakeholders
- To build confidence among stakeholders in using the service, and participating in business as partners (suppliers, contractors, subcontractors and allies), investors or others
- To ensure that the Company has delivered good quality of services

3. Identification and prioritization of stakeholders

The Company identifies groups of stakeholders by considering those affected by the Company's operations positively and negatively, both directly and indirectly, and the Company has prioritized each group by considering the severity of the potential impact from highest to lowest. The first 3 important stakeholder groups of the Company are customers, employees, societies and communities.

4. Creating participation with stakeholders

The Company considers methods of stakeholder engagement as appropriate for each group by giving importance pursuant to stakeholder's prioritization, such as surveying customer satisfaction and expectations; surveying employee satisfaction and engagement; meeting, talking, and visiting communities affected by the Company's operations; visiting suppliers on-site, as well as receiving suggestions and complaints through the company's various channels, etc., so that stakeholders can express their opinions and/or needs and expectations effectively.

5. Stakeholder's capacity development for stakeholder engagement

The Company assesses the stakeholder's capacity on engagement by continually sharing experiences among the departments, which are responsible for engaging with stakeholders, in order to analyze and conclude the guidelines for developing the stakeholders' capacity to engage. The Company provides various communication channels to have a correct understanding and building good relationships with stakeholders.

6. Risk management of stakeholder engagement

The Company has applied risk management principles for stakeholder engagement process by identifying and assessing risks as well as determining guidelines for prevention or risk management in order to mitigate the impacts that may result from stakeholder engagement in each group effectively. The examples of stakeholder engagement's risks that may be taken into account are reluctance to participate, fatigue in participation, or conflicts among participants, etc. In this regard, for stakeholder engagement in each channel or activity, the company has set objectives, goals and expected results, and then communicates to stakeholders for a consistent understanding as well.

7. Communication and reporting of stakeholder engagement's results

The Company provides communication channels with stakeholders in various channels, including the information service center as main channel. For reporting the results of stakeholder engagement, the Company will undertake through communication channels with stakeholders in each group. The Company reports results of stakeholder engagement as a whole to the executive management and the board of directors or assigned committee at least once a year.

8. Disclosure of information

The Company will disclose complete, accurate, transparent, unambiguous and thorough information to ensure that each group of stakeholders has access to useful information. Important information regarding stakeholder engagement will be disclosed through the annual report, sustainability report, company website and other channels of the Company.