

Stakeholder Engagement Policy

Mc Group Public Company Limited

Effective on May 13, 2024

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Introduction

Mc Group Public Company Limited believes that stakeholder engagement is the foundation of good corporate governance and strengthens the understanding of the needs of individuals or organizations involved in the Company's business. This engagement process enables communication with stakeholders, allowing the Company to understand expectations, needs, concerns, and impacts, whether economic, social, or environmental. The Company has integrated stakeholder engagement into its business operations by identifying stakeholders and engagement methods based on their importance and the level of mutual impact. Stakeholder engagement can take various forms, including informal meetings, conferences, seminars, surveys, and questionnaires, ensuring that the Company meets stakeholder needs and expectations.

1. Policies and Practices Towards Shareholders and Investors

The Company is committed to achieving strong and efficient business performance, ensuring quality and sustainable growth to maximize shareholder satisfaction. The Company considers the long-term growth of its value, providing sustainable returns while respecting shareholders' rights by ensuring equal, transparent, and reliable information disclosure. The Company has a policy to treat shareholders fairly, recognizing their fundamental rights as stipulated by law and the Company's regulations.

Practices

1. Prepare annual reports and sustainability development reports.
2. Deliver strong financial performance and distribute dividends consistently, ensuring effective liquidity management.
3. Disclose Company information transparently and promptly through the Stock Exchange of Thailand and other channels, including the Company's website.
4. Commit to sustainable development, including addressing climate change and human rights issues.
5. Continuously develop and update corporate governance policies and practices.
6. Obtain certification as a member of the Thai Institute of Directors Association, joining the Private Sector Collective Action Coalition Against Corruption (CAC).
7. Invite shareholders to propose agenda items for the Annual General Meeting and provide feedback during the meeting.

8. Collaborate with financial institutions to explore financial opportunities related to Environmental, Social, and Governance (ESG) performance.
9. Ensure clear and consistent communication with shareholders and investors, particularly during periods of economic volatility.
10. Handle complaints regarding inaccurate financial reporting or non-compliance with agreed terms through the Whistleblower system.

2. Policy and Practices Toward Employees

Employees are the Company's most valuable resource and a key factor in its success. The Company ensures fair, appropriate treatment of employees at all levels in accordance with international human rights standards and the Company's strict policies. This includes non-discrimination, providing fair compensation and benefits, and making appointments and transfers based on merit. The Company also focuses on fostering a positive work culture and environment, promoting teamwork, treating employees with respect, and upholding their human rights.

Practices

1. Establish Company regulations, policies, and human resources practices that comply with relevant laws.
2. Provide fair compensation and competitive benefits in line with the labor market.
3. Develop and enforce a human rights policy, conducting comprehensive human rights assessments.
4. Conduct annual training and reviews on adherence to the Code of Conduct and the anti-corruption policy.
5. Promote positive work behavior, diversity, equality, and acceptance of differences through related policies and internal communication.
6. Encourage career advancement for employees and offer appropriate compensation and other benefits.
7. Provide an onboarding program for new employees.
8. Conduct employee engagement surveys and performance evaluations.
9. Continuously improve the working environment.
10. Organize activities that promote employee participation within each department.
11. Provide a safe channel for feedback and complaints.

3. Policy and Practices Toward Customers

The Company places great importance on creating value and growing alongside its customers, as customer trust is a key factor in the Company's success. The

Company is committed to treating customers with sincerity and respect, always seeking ways to meet customer needs more efficiently. This policy and the related practices are clearly defined in the Company's business ethics.

Practices

1. Provide customer service with politeness, enthusiasm, and attentive care.
2. Protect customer information confidentiality and ensure it is not misused for personal or third-party gain.
3. Develop and implement data and cybersecurity systems, ensuring the privacy and personal data protection of customers.
4. Provide accurate and sufficient information regarding the Company's services, avoiding any misleading advertisements about the quality or terms of services.
5. Deliver products and services that meet the Company's standards, including safety standards.
6. Inspect and guarantee the quality of products and services.
7. Develop products, services, or service channels that meet customer needs and are safe for customer health.
8. Train employees to provide excellent customer service.
9. Conduct customer satisfaction surveys and respond to inquiries through various communication channels.
10. Regularly review promotional programs and pricing.

4. Policy and Practices Toward Business Partners, Creditors, or Debtors

The Company has a policy to treat its business partners, creditors, and debtors equitably and fairly, prioritizing the Company's best interests while maintaining fairness for both parties. The Company avoids conflicts of interest, provides accurate information and reports, and adheres to agreements, particularly in matters of repayment, interest, and collateral management. Additionally, the Company clearly establishes conditions for guarantees, capital management, and cases of default, ensuring transparency and clarity.

Practices

1. Establish a sustainable procurement framework, including partner selection, risk assessment, partner evaluation, and capacity building for business partners.
2. Avoid requesting, receiving, or offering any dishonest benefits in business dealings with partners.
3. In cases where dishonest benefits are requested, received, or offered, disclose the details to the partner and work together to resolve the issue fairly and promptly.

4. Strictly adhere to agreed-upon conditions. If unable to comply, promptly notify creditors in advance to jointly seek a solution.
5. Develop business practices and a code of ethics for business partners.
6. Regularly review and improve procurement processes and communication methods to achieve mutual goals.
7. Share knowledge and technology to enhance procurement processes.
8. Seek opportunities to innovate and improve products.
9. Address and resolve issues promptly.
10. Company executives regularly participate in business meetings with partners to present the business outlook, understand issues, and plan future business cooperation.
11. Comply with loan repayment conditions, guarantees, capital management, and address cases of default.

5. Policy and Practices Toward Competitors

The Company has a policy to support and promote free and fair competition. It outlines practices for dealing with competitors under the framework of laws related to competition, refraining from violating or obtaining competitors' trade secrets through fraudulent, illegal, or unethical means.

Practices

1. Operate under the framework of fair competition and related laws ethically, transparently, and without taking unfair advantage of competitors through illegal methods.
2. Do not seek competitors' confidential information through improper means.
3. Do not support actions that violate business ethics.
4. Avoid any actions that infringe on competitors' intellectual property.
5. Refrain from damaging competitors' reputations by making false accusations without factual basis.
6. Support and promote free trade, avoiding any agreements with competitors that would reduce or limit competition.
7. Handle complaints related to practices through the Whistleblower system.

6. Policy and Practices Toward the Community

The Company operates with an awareness of its responsibility toward the community while developing the organization. The Company actively participates in improving the quality of life for people in the country by solving community and societal problems sustainably. This is achieved through business operations and continuous support of community activities, particularly for communities surrounding the Company's facilities. The Company also encourages employees to participate in

activities that foster public awareness, ensuring the Company is accepted and trusted by the community and society for sustainable co-existence.

Practices

1. Foster engagement to build understanding and good relationships with the communities surrounding the Company's facilities. Encourage employees, subsidiaries, and stakeholders to take responsibility for the community.
2. Promote sustainability in surrounding communities in all areas where the Company operates, focusing on elevating the quality of life.
3. Conduct ongoing surveys to assess the impact and needs of the community, listen to feedback, and receive complaints and suggestions.
4. Support activities that address community issues, providing benefits aligned with the community's needs. Promote participation from all sectors, including employees, subsidiaries, partners, customers, government agencies, and local communities, to drive activities forward for mutual and sustainable co-existence between the Company and the community.

7. Policy and Practices Toward Government and State Agencies

The Company has established practices toward the government and state agencies through its anti-corruption policy. The Company strictly complies with all relevant laws and regulations. The Company declared its intent to join the Thai Private Sector Collective Action Coalition against Corruption (CAC) on February 26, 2014, and has since been certified by the CAC Committee.

Practices

1. Comply with laws related to the Company's business.
2. Communicate and meet with government agencies and local authorities to ensure correct awareness and understanding.
3. Engage in activities that foster collaboration with government agencies and other relevant entities.
4. Refrain from any actions that could incentivize government employees to act inappropriately.
5. Collaborate with government agencies in academic and support activities.
6. Listen to feedback, suggestions, and complaints from government agencies.

8. Policy and Practices Toward Society and the Environment

The Company is consistently aware of its responsibilities to society and the environment, participating as a part of the community to support and contribute to social well-being. The Company supports local activities where it operates, complying with laws and regulations, and strives to exceed legal standards. It ensures that its operations do not harm the quality of life of society, communities, or the environment.

The Company promotes and fosters societal development in areas such as quality of life, education, energy conservation, efficient resource use, and environmental protection.

Practices

1. Operate the business professionally in accordance with international standards in all processes.
2. Manage energy and environmental resources systematically and efficiently.
3. Participate in environmental preservation to improve the living conditions of communities and society.
4. Support and promote society through various activities and projects.
5. Organize activities to disseminate knowledge back to society.

This policy is effective from May 13, 2024 onwards.

-Signed by-

(Mrs. Kaisri Nuengsigkapan)
Chairman of the Board of Directors