

The Company conducts annual performance evaluations for senior executives to inform compensation decisions, motivating management to meet business objectives, goals, strategies and long-term corporate benefits. The Company applies the Performance Management System and Balance Scorecards to measure performance across various indicators, including environmental, social and governance aspects, in line with the organization's strategy.

## Stakeholder Engagement

The Company recognizes that operating a business sustainably requires prioritizing all stakeholders and effectively responding to the diverse expectations across the business value chain. The Company's corporate governance framework emphasizes active stakeholder engagement by maintaining relationships and connections with shareholders, employees, partners, customers, and the communities where the Company operates. The Company has developed engagement guidelines through dialogues and complaint mechanisms to facilitate receiving stakeholder feedback. This ensures that stakeholders' interests are considered and integrated into the Company's decision-making processes.

Additionally, the Company has expanded its collaboration with non-governmental organizations (NGOs), foundations, associations, other non-profit entities like The Mirror Foundation and Duang Prateep Foundation, educational institutions and government agencies. This is to support, fund various projects and activities, and promote communication channels through discussions. These efforts are aimed at gaining crucial insights for directing collaborative efforts, building trust and enabling the Company to formulate strategic plans that meet stakeholder expectations and align with sustainability challenges and goals.

## 2. Results of Monitoring Compliance with the Code of Conduct

Monitoring Issues	Number of Complaints / Incidents in 2024	Corrective Action Status
Complaint reporting via channels	0	0
Personal data violation	0	0
Copyright violation, intellectual property	1	✔ 1
Windows end of support	9	✔ 9
Information system security	4	✔ 4
Use of internal information	0	0
Conflict of interest	0	0
Privacy policy violation	0	0

✔ Resolved

From monitoring compliance with the policy on copyright / intellectual property rights, it was found that in 2024, there was 1 incident involving software copyright infringement. The Company conducted an investigation, uninstalled the software, and took disciplinary action in accordance with the Company's work regulations. To prevent such issues in the future, the Company plans to improve its computer usage procedures. Employees are not permitted to install software without prior authorization.

## 3. Transparent Disclosure and Reporting

Transparency is the foundation of corporate governance and building trust with stakeholders. The Company is committed to disclosing and reporting accurate, clear, complete, transparent and timely information. This encompasses performance in various aspects of sustainability as required by regulatory agencies, presented in Sustainability Reports, annual information statements / Annual Reports (Form 56-1 One Report) and information disclosure through the Company's website and the Stock Exchange of Thailand's channels. The information disclosed includes an overview, the connection to corporate strategy and key details about the Company's environmental, social and economic impacts on stakeholders, in line with both Thai and international standards and best practices.

