



### 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 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 2025	Corrective action status
Complaint reporting via channels	2	🎯 2
Personal data violation	0	0
Copyright violation, intellectual property	0	0
Windows and software end of support	0	0
Information system security	0	0
Use of internal information	0	0
Conflict of interest	0	0
Privacy policy violation	0	0

On process resolve  
 Resolved

The Internal Audit Department in collaboration with all related entities have completely investigated all complaints before informing the suppliers of the investigation outcome, and taking the disciplinary action further. In this regard, there was no damage value taking significant effect to the Company’s financial statements. The facts from those investigations were utilized to formulate the practice procedure and guideline for supervising the sub-contractors to prevent any recurring events. The whistleblowing channels have been also improved for higher efficiency. The Audit Committee has already reviewed such undertaking before reporting the result of compliance with the Company’s Code of Conduct to the Board of Directors of the Company.