



KCE ELECTRONICS PUBLIC COMPANY LIMITED

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## STAKEHOLDER ENGAGEMENT POLICY



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## STAKEHOLDER ENGAGEMENT POLICY

### KCE ELECTRONICS PUBLIC COMPANY LIMITED

KCE Electronics Public Company Limited 'KCE' has always paid close attention to the engagement of stakeholders. This is evident from the corporate philosophy of engaging in business based on morality and responsibility to society, implementing the code of conduct as a basis of work of all employees, employing the good corporate governance as a principle of management and exercising the sustainable development of the Company.

Along with the changing of the society, environment, and business conditions, groups of stakeholders are more complicated and carry higher expectations of fair treatment and demand participation in the expression of opinions, process of decision-making, and governance of affected issues. The engagement of stakeholders is thus more important than ever. The Board of Directors has resolved to issue the Stakeholder Engagement Policy as a clear guideline for the employees in conducting business so as to offer shareholders long-term value added as well as more concerns over the benefits of stakeholders of The Company.

#### Definition of Stakeholder

Stakeholders are persons or groups of persons who are directly or indirectly affected by a business operation of the Company, as well as those who may have interests in a business operation of the Company, or abilities to influence over the outcomes of a business operation such as shareholders, employees, customers, communities, business partners, government agencies, etc.

#### Stakeholder Engagement Policy

The Company is committed to do the business on respecting of the human rights and treats the stakeholders fairly, listens to their opinions and concerns, builds understanding with stakeholders, encourages co-operation constructively in matters that interest stakeholders, and takes part in developing society and environment so that the Company continues developing its business sustainably.

#### Guidelines for the Engagement of Stakeholders

##### 1. Determining, Identifying, and Analyzing Stakeholders

Clearly determine, identify and categorize stakeholders taking into consideration the connection with each business unit in order to be able to analyze the risks and impacts, direct or indirect, incurred to each group of stakeholders comprehensively and clearly by bearing in mind that each group of stakeholders has its own set of perspectives and expectations. Different strategies and priorities of implementation thus need to be formulated for each respective group

Determine material sustainable development issues that affect decision making, operations, and operational effectiveness of the Company or stakeholders in the formulation of business strategy, identify the relationships and materiality of issues to the Company and stakeholders.

Develop stakeholder mapping to identify stakeholders and relevant parties in the Company and to understand the perspective of stakeholders, potential impacts, and expectations of each stakeholder group. This stakeholder mapping will be used in designing means of responding to the needs of stakeholders as well as appropriate strategies and communication methods that will sustainably influence the operation of the Company.

However, good relations with stakeholders should be initiated from the very beginning, that is, from the planning stage, so that plans can be adjusted or work procedures can be revised on time.

## 2. Adopting Communication Strategies

Closely communicate and persistently build understanding with stakeholders in order to gain correct perception and lead to good relationship with and trust from stakeholders by adopting particular communication strategies, methods, formats, and procedures suitable to each group of stakeholders, situation, duration, and local culture. This may be determined by the degree of damage or the possible impact incurred from negligence or inaction.

## 3. Disclosing Information

Disclose information accurately, explicitly, transparently, and comprehensively in order to assure that the stakeholders received sufficient, consistent, and timely information. For example, the disclosure of useful information should be done at the appropriate time, stated the real purpose of information and assured that there is a transparent process of reporting information to stakeholders. However, in disclosing information should consider a factor of appropriateness and follow the Disclosure Policy of the Company.

## 4. Encouraging Participation

Encourage stakeholders to participate in matters that affect them; provide channels for receiving suggestions, problems, and complaints from stakeholders; give priority; welcome opinions and exchange views (Stakeholder Dialogue) constructively in order to perceive ideas, expectations, and needs of stakeholders. In doing the Stakeholder Dialogue, one must recognize that differences of stakeholders may affect the opinions, e.g. age, gender, education, experience, attitudes, etc. Moreover, one should provide preliminary information prior to discussion, report outcomes of the discussion, disseminate reports to participants, and collect information systematically. The Company should also consider participating in giving opinions and identifying problems or obstacles to those having roles in regulating rules and orders which could pose an impact to the business operation of the Company.

#### 5. Managing risks related to stakeholder engagement

Anticipate, identify, and prioritize risks related to stakeholder engagement in order to prepare plans to handle and manage potential risks from a constructive exchange of opinions with shareholders. Risks that should be considered include reluctance to participate, fatigue, dissatisfaction with the Company responses, presence of reserved stakeholders among those who prefer to share their opinions, presence stakeholders who intentionally obstruct an exchange of opinions, presence of stakeholders who have not received information, presence of stakeholders who do not have bargaining power, technical problems, and conflicts among stakeholder groups.

#### 6. Reviewing and reporting

Inspect and assess stakeholder engagement systematically to continuously enhance stakeholder engagement; develop action plans; foster cooperation between stakeholders and related parties in the Company, track the cooperation development process, and report to stakeholders. In addition, the Company must also disclose the overall results of its stakeholder engagement to the public, including obtained results, impact, and operation scopes, as well as demonstrate the relations between benefits from stakeholder engagement and the Company's operations.

#### The Duty of the Management

The duty of the management is to ensure efficient and effective stakeholder engagement operations in accordance with the policy by providing suitable resources, such as allocating budgets and assigning knowledgeable, skilled and sufficient person-in-charges, and by putting in place systems for taking suggestions from stakeholders, compiling information, monitoring progress, and conducting assessment. Information on stakeholder engagement will be integrated into the Company's corporate governance, strategies, and management at every level to create acceptance and develop sustainable business practices across the organization.

#### Policies and Practices towards Stakeholders

The Company has established policies and practices for 10 groups of stakeholders as guidelines for its business operations, added value creation, and sustainable development, as detailed below.

##### 1. Policies and Practices towards Shareholders

The Company places great importance on its shareholders in generating growth and generating appropriate returns by striving to continuously achieve excellent performance. Therefore, the Board of Directors, the executives and the employees of the Company are committed to carrying out business in line with the principles of good corporate governance to ensure maximum benefits and long-term economic value for shareholders with the following guidelines:

1. To operate the organization in accordance with the Company corporate vision and corporate governance principles with honesty and prudence, and without conflict of interest, while creating good returns for every shareholder in a sustainable manner.
2. To respect the rights of shareholders and provide equitable and fair treatment to every one of them. Accordingly, to not perform any act that might violate or restrict the rights of shareholders.
3. To provide shareholders the right to propose the agenda of the Annual General Meeting of shareholders and to nominate any qualified person to be a director with sufficient time in advance.
4. To provide shareholders with all significant details concerning the Shareholders' Meeting and the Meeting agenda items to be considered by the shareholders with sufficient time in advance.
5. To prevent the directors, executives, and employees in the involved departments as well as their spouses and underage children from making use of inside information for their own benefit or that of others, which is considered shareholder exploitation, before disclosure to the public (Disclosure Policy).
6. To assign independent directors to take care of minor shareholders and to receive complaints or suggestions from shareholders through easily accessible channels established by the Company (Whistleblowing Policy).
7. To establish efficient measures for internal control, internal audit, and risk management.
8. To disclose the Company's significant information, financial reports, and operating results on an accurate, complete, timely, transparent, and reliable basis in the form of documents and electronic data or through easily accessible channels to consistently keep shareholders abreast of the Company's operating performance..

## 2. Policies and Practices towards Employees

The Company firmly believes that employees are its most valuable assets and a vital contributing factor to the Company's success. As a consequence, the Company treats employees fairly with respect to human rights in accordance with the human rights policy and with concern for their needs. The goals are to foster a good relationship between the Company and its employees, to promote ongoing development of employees' skills and potential, and to provide job security and career advancement with the following guidelines:

1. To recruit employees through a fair and efficient selection system and employment conditions to find "smart and ethical" employees having strong qualifications and integrity to join the Company.
2. To treat employees with sensitivity and fairness while paying due respect to their personal rights, protecting these rights from being violated. Likewise, to support and respect the right of employees to express their opinions independently.
3. To provide Whistleblower channels for employees to file grievances and report any act of impropriety in violation of the Company's Code of Conduct as well as to protect the complainant from retribution or penalty related to filing a complaint.

4. To provide employees in every field of work and at all levels sufficient and continuous professional development appropriate for their duties and responsibilities and to instill ethical awareness into every employee.
5. To promote and encourage working as a team to create unity and to raise employees' awareness about work discipline.
6. To evaluate employees' performance and provide fair remuneration on the basis of the suitability, capability, and competence of each individual. The Company is also committed to providing fair and appropriate benefits to employees. The benefits will be constantly improved to keep them on a par with those of leading companies in the same industry.
7. To raise awareness and promote employees' occupational health and safety and provide a good atmosphere and environment in the workplace
8. To operate in compliance with internationally accepted occupational health and safety standards and safety standards as well as environmental management standards.
9. To encourage employees to have a Work-Life balance.
10. To provide channels where important information can be disclosed to employees to keep them informed of the operations and operating results of all the company business units.

### 3. Policies and Practices towards Customers

The company is committed to creating customer satisfaction by producing quality products and excellent services with a policy to deliver quality products that meet or exceed customer expectations. Conducting business with integrity honestly in all aspects and build confidence with customers in protecting information related to the customer's business under professional ethical standards by adhering to the quality policy "Providing products and services to meet or exceed agreed requirements for all of our customers through continuous improvement and by doing it right the first time", as well as focusing to develop and maintain a sustainable relationship with customers with the following guidelines:

1. To create innovation and research and development in order to get products and services to have high value, quality and meet the needs of customers in various dimensions.
2. To develop environmentally-friendly products and services with a focus on resource-efficiency, energy-efficiency, recyclability, and long life of service.
3. To produce safe, reliable products and services as well as to give accurate and adequate information about them to customers.
4. To keep customers' information systematically and safely, and to refrain from abusing the information.
5. To set the prices of products and services at reasonable rates.

6. To set up a customer quality support to provide product information, advice, and solutions to problems, while also handling complaints, to ensure customers' highest satisfaction in both products and services.
7. To implement a quality management system that matches international standards.

#### 4. Policies and Practices towards Suppliers

The Company complies with the fair trade competition and strictly complies with all contractual obligations, and the commitments made to customers with the following guidelines:

1. To consider a fair and reasonable purchase prices by taking into account the reasonableness of the offered prices, quality, and service and to be able to provide appropriate reasons during any audit.
2. To pay suppliers accurately and on time.
3. To set policies and guidelines for procurement and the criteria for selecting business partners clearly (Sustainable Procurement Policy).
4. To operate business sustainably and transparently by complying with all the terms and conditions agreed upon in a transaction and treating all involved parties fairly.
5. To refrain from demanding or accepting any improper benefits from suppliers.
6. To pay regular visits to suppliers to exchange ideas and listen to their suggestions or advice on improvement.
7. To support the procurement of raw materials that are environmentally friendly.
8. To refrain from purchasing products from suppliers that violate human rights or intellectual property law.
9. To refrain from disclosing information of suppliers to others without their prior consent.
10. To refrain from dealing in any business with any supplier that carries out illegal acts or acts against public order and good morals.
11. To provide support and encourage suppliers to adopt the principle of sustainable development through social and environmental responsibility in their business operations, in accordance with the Company Supplier Code of Conduct.

#### 5. Policies and Practices towards Business Contractors

The Company assists its contractors with respect to human right standards, environment, work safety, and remuneration. Furthermore, the Company is resolved to develop the capabilities and knowledge of contractors both related to work and beyond to enable them to work more efficiently as follows:

1. To determine appropriate and fair remuneration and ensure that the amount of remuneration paid by the contractors to their workers shall not be less than the wage rate stipulated by law.
2. To promote safety awareness among contractors and oversee a safe work environment in their operations.



3. To open up opportunities for contractors to meet with executives to listen to their opinions and concerns so they can work more efficiently to achieve goals.
4. To encourage contractors to develop their knowledge to ensure maximum work efficiency.
5. To provide support and encourage business contractors to adopt the principle of sustainable development through social and environmental responsibility in their business operations, in accordance with the Company Supplier Code of Conduct.

#### 6. Policies and Practices towards Creditors

The company has a policy to treat creditors with equality, fairness and transparency by adhering to the conditions and agreements as follows:

1. To make contracts with all types of creditors legally, equality, fairness and transparency without taking advantage of contract parties
2. Do not use fraudulent methods or conceal any important information or facts that might harm the creditors
3. To strictly abide by any term or condition stated in any contract entered into with all types of creditors accurately and straight forwardly
4. Repay the loan with interest to all types of creditors completely and on time as agreed.

#### 7. Policies and Practices towards Competitors

The Company operates the business with a policy to treat competitors fairly within the framework of honest competition, by adhering to fair business operations within the law and the code of conduct and concern for business ethics and trade competition laws with the following guidelines:

1. To operate under a fair competition framework and applicable laws ethically and transparently and to refrain from taking advantage of competitors unlawfully.
2. To refrain from obtaining confidential information through fraudulent or improper means.
3. To refrain from violating the intellectual property rights of competitors.
4. To refrain from attacking and destroying competitors' reputations by defaming them with any false statement.
5. To promote and support free trade and avoid entering into any agreement with competitors that may reduce or restrict competition.

#### 8. Policies and Practices towards the Community and Society

The company respects to human rights and treats them equally, conduct business with ethics towards all stakeholders and adhere to social responsibility by focusing on supporting activities to improve the quality of life and enhancing the benefits and happiness of the communities and societies where the company operates It also encourages employees and related parties to behave as good citizens contributing to the community and society, with the following guidelines:

1. To support and provide proper assistance to society and communities, especially the communities surrounding the Company.
2. To preserve the environment nearby the communities and to control and manage waste from the production process and general consumption as well as contamination released into the environment through the use of efficient technology and close monitoring.
3. To promote and support carrying out of activities/projects designed to develop the potential and capabilities of youths in the areas of education, science, technology, sports, and art as well as instilling ethics and morals into young people so they are both smart and ethical individuals.
4. To support activities/projects dedicated to providing immediate assistance to those affected by disasters and to improve the potential and living standard of people in the society through various efforts such as career development and building strong communities to enable people to become self-reliant sustainably.
5. To support medical and public welfare activities/projects to enable people in local communities and society at large to have better health and better quality of life.
6. To promote and support activities in the areas of art, cultural heritage preservation, and sustaining religion as appropriate.
7. To provide support to foundations and charitable organizations to help and provide opportunities to the disenfranchised in society, empowering them to lead better lives. This support also extends to organizations carrying out activities beneficial to human resources development.
8. To open up opportunities for communities and other stakeholders to take part in the activities/projects to voice their opinions and suggestions, or to file complaints as a result of the Company's operations with the goal of allowing industry and the community to coexist sustainably
9. To collaborate with the agencies concerned to foster a relationship with the community and promote community involvement.
10. To carry out business with concern for impact on the environment and the community and to encourage involved persons to take part in protecting the environment

#### 9. Policies and Practices towards the Media, Investors, Analysts

The Company stresses the importance of disclosing information to the mass media, investors, analysts, in which they can communicate the information to the public accurately and rapidly with the following guidelines:

1. To disclose information to the media, investors, analysts equitably and the information must be accurate, clear, and right to the point.
2. To communicate information on a quick and timely basis.
3. To provide opportunities for the media, investors, analysts to meet and talk closely with the top executives.
4. To facilitate the media to get in contact with the Company.

5. To establish good relationships with the media, investors, analyst through various activities such as business and plant visits. to observe the production process and plant management as well as obtain accurate information.

#### 10. Policies and Practices towards Government Agencies

The Company places great importance on government agencies as stakeholders. Guidelines for conducting business transactions with the government agencies have been defined in the Company's Code of Conduct to allow employees to proceed appropriately and in compliance. The Company also cooperates with government agencies both academic supporting and various activities with the following guidelines:

1. To strictly comply with relevant laws and regulations and always realize that laws, rules or traditions in each locale may have different conditions, procedures or practices.
2. To refrain from influencing government officers to abet and collude in improper acts.
3. To create the knowledge in community development for government agencies such as local government organizations.
4. To provide support to activities undertaken by government agencies.
5. To participate in meetings, to provide opinions, support and provide academic assistance on a continuous basis.
6. To receive visits from government agencies.
7. To listen to opinions and suggestions from government agencies.

This Stakeholder Engagement Policy is effective from November 7, 2023 onwards.

**-Signed -**

Mrs. Siriphan Suntanaphan  
Chairman of the Environmental, Social, Governance  
and Sustainability Development Committee

**-Signed -**

Mr. Bancha Ongkosit  
Chairman of the Board of Directors