



Stakeholder Engagement Policy

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Introduction

Jaymart Group Holdings Public Company Limited and its subsidiaries (the Group) place great importance on engaging with all stakeholders of the company in a comprehensive manner. This includes listening to their opinions, suggestions, expectations, and concerns. The company continuously gathers and utilizes information, details, and elements related to both primary and secondary stakeholders to improve and enhance its operations. This is done with a strong commitment to treating stakeholders with integrity, transparency, equality, and fairness, in alignment with the principles of good corporate governance. Additionally, the company values the communication of accurate and timely information to ensure that the interests of all stakeholders are consistently considered.

Scope of Policy Implementation on Stakeholder Engagement

The Stakeholder Engagement policy is applicable to all departments and functions that directly or indirectly interact with Jaymart Group Holdings Public Company Limited, covering subsidiaries, business representatives, partners, as well as the Board of Directors, executives, and employees at all levels. This policy serves as a guideline for strict adherence in all collaborative operations.



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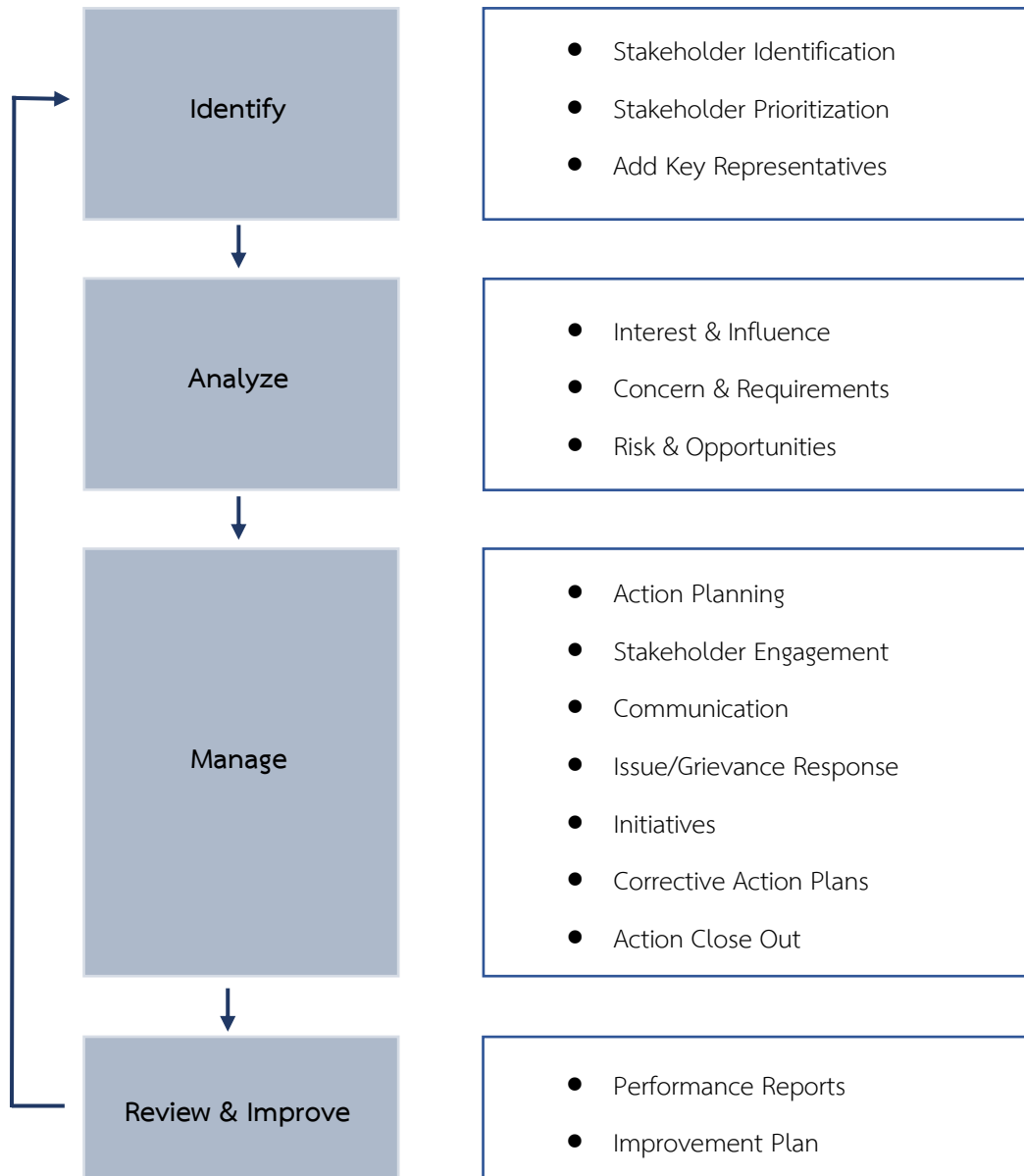
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Stakeholder Management



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1. **Identify:** Identifying and assessing the importance of stakeholders based on the impact of the Group's operations and the level of influence stakeholders have on the Group's operations, along with identifying the primary responsible parties for stakeholder management.
2. **Analyze:** Analyzing stakeholder issues based on information gathered from feedback and concerns expressed through various communication channels. This involves analyzing the needs, expectations, concerns, risks, and opportunities of each stakeholder group to develop effective management plans and strategies that enhance the organization's overall efficiency.
3. **Manage:** Management that encompasses the development planning and operational plans related to each stakeholder group comprehensively. This includes responding to and addressing issues and concerns in various aspects, as well as managing communication to foster mutual understanding among all parties. Additionally, it involves developing new methods or processes to improve efficiency and create mutual acceptance across all stakeholders.
4. **Review & Improve:** The Group will evaluate the performance and report the results of stakeholder engagement, covering the scope of operations, the impacts, and the benefits derived from stakeholder engagement based on the company's and the Group's operations. The Group will also develop operational plans and monitor processes to foster collaboration, ensuring they remain current and responsive to the present situation.

Policy and Practices toward Different Stakeholder Groups

Policy and Practices toward Shareholders

The company places great importance on shareholders as business owners. Therefore, the company has set forth that the board of directors, as representatives of the shareholders, along with executives and employees, have the duty to operate the business based on corporate governance principles and ideals, with the aim of maximizing benefits and continuously increasing value for shareholders in the long term. The practices are as follows:

1. Manage the organization in accordance with the vision and principles of corporate governance with honesty, integrity, and caution, free from any conflict of personal interests, in order to generate sustainable returns for all shareholders.


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2. Respect the rights of shareholders and treat all shareholders fairly and equally, without engaging in any actions that violate or infringe upon the rights of shareholders.
3. Provide shareholders the opportunity to propose agenda items for the Annual General Meeting and nominate directors in advance within a reasonable time frame.
4. Clarify all details regarding the shareholder meeting, as well as provide all relevant information concerning matters that require shareholders' decisions at the meeting in advance and in sufficient detail.
5. The use of undisclosed internal information for personal gain or the benefit of others inappropriately, to the detriment of shareholders, is prohibited. This applies to the company's board of directors, executives, employees in relevant departments, as well as their spouses and minor children.
6. Appoint independent directors to oversee minority shareholders and receive complaints or suggestions from shareholders through easily accessible channels established by the company.
7. Establish effective internal control measures, internal audits, and risk management processes.
8. Disclose the company's information, financial reports, and performance results accurately, completely, timely, and transparently to ensure reliability. This is to provide shareholders with regular updates on the company's operational status through channels that are easily accessible.

Policy and Practices towards Employees

The Group believes that employees are valuable assets and key to its success. Therefore, the Group treats employees fairly based on human rights principles, taking into account their needs, with the aim of fostering a positive relationship between employees and the organization. The Group promotes continuous development and the enhancement of employees' potential, while providing job security and career advancement opportunities. The following practices are in place:

1. To recruit employees through an effective and fair selection process and employment terms, ensuring that high-quality, skilled, and honest individuals join the organization to perform their duties.
2. To provide comprehensive and fair care for employees, respecting and protecting their personal rights and freedoms from any infringement, as well as supporting and respecting employees' right to express their opinions freely.
3. Establish a system for employees to file complaints or report misconduct in accordance with ethical standards, including protecting employees from retaliation or punishment for making a report (Whistleblower Policy).


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4. Develop employees across all professions and levels thoroughly, sufficiently, and continuously according to the suitability of their duties and responsibilities, while also instilling a sense of ethics and morality in all employees.
5. Promote and support teamwork to foster unity within the organization, while also instilling a sense of discipline in employees' work performance.
6. Evaluate job performance and manage compensation based on the appropriateness of duties, responsibilities, and individual employee capabilities. Provide fair and appropriate benefits to employees and ensure regular improvements, while maintaining competitiveness with companies in the same industry.
7. Foster awareness and promote working with safety and hygiene, and create a positive and comfortable working environment where employees can work with a sense of warmth, as if they were part of the same family.
8. Manage operations in accordance with occupational health and safety management systems and environmental management systems based on international standards.
9. Promote a balanced lifestyle for employees between work life and personal life.
10. Provide channels for disclosing important information to employees, ensuring they have knowledge and understanding of the business operations and the company's performance across various business areas.

Policy and Practices towards Customers

The Group is committed to ensuring that customers derive the highest benefit and satisfaction from its products and services, both in terms of quality and fair pricing. It is also dedicated to developing and maintaining long-term relationships. The practices are as follows:

1. Deliver products and services that meet the needs of consumers and those around them, while contributing to the creation of a better quality of life and promoting sustainable social growth.
2. Create and continuously develop innovations to deliver high-value products and services with quality, capable of meeting customer needs in various dimensions.
3. Develop environmentally friendly products and services by aiming to use fewer resources, save energy, be recyclable, and have a long lifespan.
4. Produce products and services that are safe, non-harmful to consumers' health, and reliable, while providing accurate and sufficient information to consumers.
5. Organize customer data systematically, securely, and ensure that customer information is not used improperly.

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6. Set the prices of products and services at fair rates.
7. Implement a quality management system according to international standards.
8. Establish a department responsible for providing product suggestions, advice, solutions, and handling complaints to ensure the highest level of customer satisfaction with products and services.

Policy and Guidelines toward Business Partners

The group of companies adheres to fair competition practices, upholding contract compliance, ethics, and the commitments made to business partners rigorously as follows:

1. Consider the purchase price that is appropriate and fair, taking into account the reasonableness of the price, quality, and services received, and being able to provide reasonable justification when audited.
2. Make payments to business partners accurately and on time.
3. Establish clear procedures for procurement and various operations.
4. Conduct business in a sustainable and transparent manner by adhering to the agreed-upon trade terms and contracts, ensuring fairness to all parties involved.
5. Do not solicit or accept any assets or benefits from business partners.
6. Regularly visit business partners to exchange opinions and listen to suggestions or improvements.
7. Support environmentally-friendly sourcing and products that contribute to community development.
8. Avoid purchasing goods that violate human rights or intellectual property rights.
9. Do not disclose business partner information to others unless consent is obtained from the business partner.
10. Do not engage in business with partners who have illegal behaviors or conduct that contradicts public order and good morals.

Policy and Practices towards Creditors

The Group Company has a policy of treating creditors with equality, fairness, and transparency, adhering strictly to the terms and conditions of agreements and contracts as follows:

1. To create contracts with all types of creditors that are legally correct, fair, transparent, and without exploiting the other party.
2. To refrain from using fraudulent methods or concealing any significant facts that may cause harm to creditors.

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3. To adhere strictly and accurately to the terms and conditions of all agreements made with creditors.
4. To repay loans with interest to all types of creditors fully and on time, as per the agreed schedule.

Policy and Practices towards Government Agencies


The Group places importance on government agencies as stakeholders and has established guidelines for conducting transactions with the government in its code of ethics. This ensures that employees carry out operations correctly and appropriately, as well as cooperate with government agencies in both academic and support activities. The following practices are followed:

1. Comply with all relevant laws and regulations strictly and always be aware that laws, rules, or customs in different regions may have different conditions, procedures, or practices.
2. Do not engage in any actions that may influence government agency employees to take inappropriate or improper actions.
3. Develop knowledge in community development for government agencies, such as local administrative organizations.
4. Support government activities.
5. Accept visits from government agencies.
6. Listen to feedback, suggestions, or complaints from government agencies.

Policy and Practices Regarding the Media

The Group values the importance of disclosing information to the media to ensure accurate and timely communication to the public. Therefore, the following practices have been established:

1. Disclose information to the media equally, ensuring that the information is accurate, clear, and to the point.
2. Communicate information quickly and in a timely manner.
3. Provide opportunities for the media to meet and engage with executives closely.
4. Facilitate the media's visits and inquiries.
5. Foster good relationships with the media, such as organizing visits to the headquarters and allowing access to accurate information.

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Policy and Practices toward Competitors

The Group operates its business with a policy of treating competitors fairly, in accordance with fair competition laws. We are committed to conducting business with fairness under the framework of law and business ethics, taking into consideration ethical standards in commerce and competition laws. The following practices are followed:

1. Conduct business under fair competition rules and relevant laws with ethics, transparency, and without exploiting competitors through illegal means.
2. Do not seek confidential information through dishonest or inappropriate methods.
3. Do not infringe on the intellectual property rights of competitors.
4. Do not damage the reputation of competitors by making unfounded negative accusations.
5. Support and promote free trade, avoiding any agreements with competitors that would reduce or restrict market competition.


Policy and Practices toward Financial Institutions

The Group conducts business related to transactions with financial institutions with transparency, respects regulations, and adheres strictly to the terms and conditions outlined in the agreements with financial institutions in all operations.

1. Comply with the conditions, regulations, and agreements to be followed with financial institutions with transparency.
2. Commit to careful, prudent, and strict management of financial transactions and dealings with financial institutions.
3. Do not conceal, distort, or alter any information related to operations that the company is required to disclose to financial institutions.

Policy and Practices Regarding the Community and Environment

The Group conducts its business with integrity toward all stakeholders and upholds its responsibility to society. It is committed to supporting activities that improve the quality of life and promote the well-being of communities and societies where the Group operates, both domestically and in ASEAN. Additionally, the Group

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encourages its employees and stakeholders to actively participate in being responsible citizens who contribute to the community and society. The following practices are implemented:

1. Support and provide appropriate assistance to society and communities, especially those surrounding the company's establishments.
2. Promote and support the organization of activities/projects aimed at developing the potential and capabilities of the youth, in areas such as education, sports, and arts, as well as instilling moral values and ethics to nurture youth into both capable and good individuals.
3. Support activities/projects that provide urgent relief to disaster victims, as well as develop the potential and improve the quality of life of people in society. This includes vocational development and building strong communities to enable individuals to support themselves sustainably.
4. Support activities/projects related to healthcare and public health to improve the health and quality of life of people in the community and society.
5. Promote and support activities related to the arts, cultural preservation, and religious welfare as appropriate.
6. Support foundations and charitable organizations to assist and provide opportunities for disadvantaged individuals in society to improve their lives, as well as support organizations that create beneficial activities for human resource development.
7. Provide opportunities for communities and all stakeholders to participate in various activities/projects, as well as offer opinions, suggestions, or complaints resulting from the company's operations, with the aim of ensuring the company and the community can coexist sustainably.

Announced to be effective from December 8, 2023 onwards.



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Approver Stakeholder Engagement Policy

Mr. Pisnu Pong-acha
Chairman of the Board of Director



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Records of Revision

Revision No.	Responsible Department	Date of Review	Effective Date	Description of Revision
REV00	Investor Relations	At the 10th/2023 BOD meeting on December 7, 2023.	December 8, 2023	The First Preparation
REV00	Investor Relations	At the 6th/2024 BOD meeting on November 8, 2024.	December 8, 2023	Review of the 2024 annual policy: No content changes. The existing version will remain in effect until any policy revisions are made.