

Stakeholder Policies and Practices

Applied DB Public Company Limited is committed to conducting business with honesty and fairness in accordance with good ethics. The Board of Directors has therefore established a code of conduct or business ethics that is consistent with the important principles of good corporate governance as a guideline for the Company's personnel, including directors, executives, and employees of the Company and its subsidiaries, to strictly adhere to and comply with. In addition to acting as a good role model, directors, executives, and supervisors have a duty to monitor, supervise, and encourage subordinates to behave and comply with the specified policies and practices.

The Company encourages its affiliates, joint ventures and business partners to comply with relevant laws and regulations, adhere to the principles of good corporate governance and have business ethics comparable to international standards or the Company's norms as a guideline for conducting business to achieve common goals.

1. Policy and practices towards shareholders

The Company always remembers that shareholders are the owners of the business and the Company has a duty to create added value for shareholders in the long term. It gives importance to the rights of shareholders to receive correct, complete, sufficient, timely and equal information of the Company to be used in making decisions on all matters of shareholders.

The Company has a duty to promote and facilitate shareholders to exercise their rights according to all laws, as well as to provide other rights even if not specified by law, by following reliable standards and disclosing important information that may affect shareholders by means that are easily accessible. In shareholder meetings, the Company will provide shareholders with an opportunity to ask questions or express additional opinions before voting on each agenda item, by providing relevant persons to answer questions or provide explanations to shareholders. Therefore, the Company has set the following guidelines for shareholders:

- 1) The Company is committed to conducting business with good performance and can generate continuous and stable profit growth to enhance competitive potential and create added value for shareholders in the long term.
- 2) Perform duties with honesty, integrity and fairness to all shareholders for the greatest benefit of all.
- 3) Manage by applying knowledge and management skills to the fullest extent of ability in every case, including any decision-making that will be made transparently, carefully and comprehensively.
- 4) The Company will treat all shareholders equally, both in shareholder meetings, giving shareholders the opportunity to propose meeting agendas and nominate persons to be elected as directors of the Company and other rights that shareholders should receive in accordance with the requirements of the Stock Exchange of Thailand and the Securities and Exchange Commission and related laws.
- 5) Report the Company's financial status, operating results and non-financial information to shareholders in an equal, consistent and complete manner based on truth.
- 6) Do not seek benefits for yourself and your related persons by using any internal information of the Company that has not yet been disclosed to the public, disclosing it to outsiders, or taking any action in a manner that may cause a conflict of interest with the Company.

- 7) The Company shall perform its duties with honesty and integrity and shall make any decisions with fairness towards major and minor shareholders for the utmost benefit of shareholders as a whole.
- 8) The Company shall manage the organization by adhering to morality and ethics, including promoting morality and ethics at all levels of the organization, monitoring and managing conflicts of interest that may arise in the organization.

2. Policy and practices towards customers

The Company is committed to creating customer satisfaction by delivering quality products and services according to customer needs, disclosing complete, accurate, timely and non-distorted information about management, providing communication channels for customers to complain about product quality and unfair management, complying with contracts, agreements or conditions with customers transparently and fairly, giving importance to maintaining customer confidentiality consistently and not using such information for the benefit of oneself and/or related persons. The Company realizes the importance of customers and has therefore established the following guidelines for treating customers:

- 1) The company is committed to developing complete products and services, delivering products and services quickly and with quality to continuously meet customer needs at reasonable prices, in time for demand, adding value, supporting the participation of various stakeholders in the Value Chain, maintaining good relationships with customers, promoting innovation, not limiting customer rights and having fair trading conditions.
- 2) Establish a system to control and supervise the production process and delivery of quality products to customers, including giving importance to improving and developing production technology and checking product quality to be up-to-date at all times.
- 3) Establish a system to strictly and consistently monitor compliance with agreements made with customers, with honesty, care and consistency.
- 4) Provide a tight and appropriate system for keeping customer confidential information as if it were a company secret and not use it for personal gain or the benefit of others inappropriately.
- 5) Do not request or accept money, gifts, prizes or other compensation from customers or other persons, except when receiving in accordance with traditional giving.
- 6) Adhere to and maintain honesty as the main principle in conducting business and maintain customer confidentiality. Do not use information for the benefit of oneself or others inappropriately.
- 7) Protect the highest interests of customers as a priority, so that customers receive satisfaction and respond to customer needs quickly and punctually, with attentive, responsible service and create maximum customer satisfaction by presenting quality and efficient product information.
- 8) Conduct business in accordance with the law and government regulations and will not assist, promote or support any illegal activities and transactions.
- 9) Comply with the contracts and agreements made with customers. Do not perform any acts that are a violation and/or breach of contract with customers. If the contract or agreement cannot be complied with, the customer must be notified immediately to jointly find a solution to prevent damage.

- 10) Listen to problems/complaints from customers and take corrective action to ensure that customers receive a quick response, as well as evaluate customer satisfaction in order to improve/develop products and services.

3. Policy and practices towards business partners

The company takes into account equality, honesty and mutual benefits with its business partners. Therefore, it has sustainable practices with its business partners, along with supply chain management, so that the company's business partners operate ethically, are socially responsible, respect human rights, take care of occupational health and safety of customers and consumers of its products, and have good environmental management. The guidelines for business partners are as follows:

- 1) Promote good and sustainable relationships between the company and its business partners to be good, friendly and satisfying to all parties, leading to quality, correct, fast, relevant and efficient services.
- 2) Refrain from receiving or paying any dishonest benefits in contacting or negotiating business with partners. Treat partners transparently, fairly, equally, honestly and do not take advantage of them, taking into account the company's highest benefits based on receiving fair returns for both parties.
- 3) Establish clear and fair procurement policies in selecting business partners with the potential to conduct business sustainably and strictly comply with contracts/trade terms and conditions agreed upon with partners. In the event that the terms and conditions cannot be complied with, the partners will be immediately notified to jointly consider solutions using the principle of reasonableness.
- 4) Establish policies/guidelines for promoting potential and sustainability together with business partners. The company emphasizes on building good relationships and jointly developing potential for sustainable supply chain management by effectively communicating with business partners about integrated supply chain management, planning potential development, promoting, supporting and pushing business partners to have good management together in order to make operations most efficient.
- 5) Keep confidentiality and do not use information for the benefit of yourself and those involved inappropriately.
- 6) Communicate to business partners about the company's anti-corruption policy to create mutual understanding and find common ground to fight against corruption on a wider scale.

4. Policy and practices towards creditors

The Company realizes the importance of creditors and has therefore established the following policies for treating creditors:

- 1) Strictly maintain and comply with the conditions agreed upon with creditors, both in terms of repayment, maintenance of collateral and other conditions, including not using the funds obtained from the loan in a way that conflicts with the objectives of the agreement made with the lender.
- 2) Report the Company's financial status honestly, accurately and on time to creditors regularly.
- 3) Treat trade creditors equally and fairly, based on the principle of receiving fair returns for both parties.
- 4) In the event that the obligations in the contract cannot be fulfilled, the creditor must be notified in advance to jointly find a solution and prevent any possible damage.

5. Policy and practices towards business competitors

A trade competitor is an external person or juristic person with whom the Company must compete according to the general procurement process in order to gain benefits for the business. The competition must be fair, without distorting information, deceiving or using any other methods that are not in accordance with good competition practices, without violating the confidentiality or knowing the trade secrets of competitors through fraudulent means. The Company has set the following practices:

- 1) Conduct business in accordance with the law, with fair competition, and conduct business within the framework of good competition rules equally. Do not distort information, deceive, or use any other methods that are not in accordance with good competition rules.
- 2) Do not seek confidential information of competitors by dishonest or improper means.
- 3) Do not intentionally damage the reputation of competitors by making defamatory accusations, making untrue accusations, or taking any action that is unfair to competition.
- 4) Do not perform any action that infringes on the intellectual property of others or business competitors and comply with intellectual property laws.
- 5) Do not prevent others from participating in business competitions.

6. Policies and practices towards employees

All personnel of the company are the most important part of the business operation that the company must give importance to without discrimination. We encourage our personnel to be united, trust each other, not discriminate, treat each other politely, respect human dignity and be proud of the organization. Employees are the key to success and the achievement of the company's valuable goals. The company will take care of employees fairly in terms of opportunities, compensation, appointment, transfer, potential development, and develop work safety and the best environment in the organization. In order to comply with the said policy, we have the following principles for treating employees:

- 1) Arrange for a process for considering the recruitment, appointment and transfer of the Company's personnel with honesty and based on the knowledge, ability and suitability of the personnel, including the termination and punishment of personnel that is transparent, verifiable and conducted with honesty.
- 2) Treat employees with courtesy and respect for their individuality.
- 3) Provide fair compensation to employees, including the establishment of employee provident funds and giving importance to employee welfare.
- 4) Establish an employment management system to ensure that employees are protected and treated fairly by establishing a human rights policy as a guideline for compliance with the requirements of Thai labor standards and labor laws, including other related regulations.
- 5) The Company has established a personal data protection policy to protect the personal data and privacy of all personnel of the Company.
- 6) Maintain a working environment that is safe for employees' lives and property.


- 7) Promote and give importance to the development of employees' knowledge and abilities by providing equal and consistent opportunities to develop employees' abilities to achieve their potential to perform professionally.
- 8) Respect the rights and listen to the opinions and suggestions of employees at all levels equally and without interference.
- 9) Strictly comply with laws and regulations regarding labor laws and employee welfare.

7. Policies and practices towards the government sector and government agencies

The Company stipulates that transactions with government agencies must strictly comply with local laws and regulations and must not perform any actions that may induce government agency employees to take improper actions.

8. Policy and practices towards the community, society and the environment

- 1) Conduct business responsibly, adhering to moral principles and ethics, taking into account negative impacts on communities, society and the environment throughout the supply chain.
- 2) Provide products and promote the development of environmentally friendly innovations, including supporting and encouraging partners to produce products and services that reduce resource use and are environmentally friendly.
- 3) Focus on sustainable business operations, with responsibility towards the community, society and the environment, both in terms of developing quality of life, safety and use of natural resources, including taking care of the interests of stakeholders.
- 4) Promote organizations to have awareness of social, community and environmental responsibility, cooperate with entrepreneurs in the industrial area and community in providing facts of operations and cooperate with investors, shareholders and interested persons in general.
- 5) Promote projects or activities for society and the environment regularly. These activities are activities that truly benefit the community and society, using the company's resources efficiently and cost-effectively, and communicating and publicizing projects or activities for society and the environment to stakeholders.
- 6) Campaign for the efficient use of resources and promote energy conservation for the benefit of the public.
- 7) Do not perform any actions that harm natural resources and the environment beyond what is permitted by law.
- 8) Provide channels for complaints, grievances and suggestions that may affect the community, society and the environment.
- 9) Report the results of operations in terms of community, social and environmental responsibility to stakeholders in the annual information form/annual report (Form 56-1 One Report).



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