



Stakeholders Engagement Policy

บริษัท เอ็น.ดี. รับเบอร์ จำกัด (มหาชน)

N.D. Rubber Public Company Limited

Stakeholders Engagement Policy

N.D. Rubber Public Company Limited (“NDR” or “the Company”) has always paid close attention to the engagement of stakeholders and responsibility to society as well as being good citizen, 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

Along with the changing of the society, environment, and business condition, groups of stakeholders are more complicated and carry expectation 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. Thus, the Board of Directors issued the Stakeholder Engagement Policy as a clear guideline for all executives and employees in conducting business so as to offer shareholders long-term value added as well as more concerns over the benefits of stakeholders.

Definition of Stakeholders

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

Stakeholder Engagement Policy

NDR is committed to acting as a good citizen of society. It honors the rights of stakeholders and treats them 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 NDR 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.

Determining the key issues for sustainable development (Materiality) plays a role in the preparation of business strategies and analyze the expectations of stakeholders, identify the relationship and the importance of each stakeholder group. From the assessment of the expectations of each stakeholders, it was found that there is a level of impact and influence on the Company at different levels. The top 3 stakeholders are shareholders, customers and employees.

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, 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, one should consider a factor of appropriateness and follow the regulations of the Stock Exchange of Thailand.

4. Encouraging Participation

Encourage stakeholders to participate in matters that affect them; provide channels for receiving suggestions, problems, and complaints from stakeholders; welcome opinions and expectation views constructively in order to perceive ideas, expectation, and needs of stakeholders. In doing that, one must recognize that differences of stakeholder may affect the opinions, e.g. age, gender, education, experience, attitudes, etc.

Policies Practices towards Stakeholders

The Company has established policies and practices for 8 groups of stakeholders as guideline for its business operations, added value creation, and sustainable development, as detailed below.

1. Policies and Practices towards Stakeholders and Investors

The Company places great importance on its shareholders. Accordingly, 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 and the Company own business philosophy to ensure maximum benefits and long-term economic value for shareholders. The guideline to achieve such purposes have thus been set forth as follows:

- 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 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, executive, and employees in the involved departments as well as their spouses and 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.

- 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.
- 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 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 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 Company's 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. The guidelines for practice toward employees are as follows:

- 1) To recruit employees through a fair and efficient selection system and employment conditions to find 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 channels for employees to file grievances and report any report any act of impropriety in violation of the Business 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 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 rise 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 benefit to employees.

- 7) To raise awareness and promote employees' occupational health and safety while maintaining a congenial work environment that enables employees.
- 8) To operate in compliance with internationally accepted occupational health and safety standards as well as environment management standards.
- 9) To encourage employees to find a balance between personal life and work.
- 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 pledges to ensure that its products and services offer maximum benefits and complete satisfaction in terms of quality and fair price to customers. Likewise, the Company pledges to develop and maintain a sustainable relationship with customers. The practice guidelines are as follows:

- 1) To deliver products and services that address the needs of consumers and the general public and to play a part in contributing to better quality of life and the sustainable development of society.
- 2) To constantly drive innovation and research and development to generate high quality, high value-added products and services that meet the needs of customers in multiple ways.
- 3) To develop environmentally–friendly products and services with a focus on resource–efficiency, energy–efficiency, recyclability, and long life of service.
- 4) To produce safe, reliable products and services as well as to give accurate and adequate information about them to customers.
- 5) To store customers' information safely and systematically, and to refrain from abusing information about them to customers.
- 6) To set the prices of products and services at reasonable rates.
- 7) To implement a quality management system that matches international standards.

4. Policies and Practice towards Suppliers

The Company always obeys fair competition standards and strictly complies with all contractual obligations, the Business Code of Conduct, and all promises to suppliers. The guidelines are as follows:

- 1) To establish clear procurement regulation.
- 2) To determine and establish fair and reasonable prices by taking into account the reasonableness of the offered prices, quality, and service levels and to be able to provide appropriate reason during any audit.
- 3) To pay suppliers accurately and on time.
- 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 exchange ideas and listen to their suggestion or advice on improvement.
- 7) To support procurement of eco-friendly and community products.
- 8) To refrain from purchasing products from suppliers that violate human rights or intellectual property law.
- 9) To refrain from disclosing information of supplier 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 Supplier Code of Conduct.

5. Policies and Practices towards Business Contractors

The Company assists its contractors with respect to human right standard, 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. The guidelines are as follows:

- 1) To determine appropriate and fair remuneration.
- 2) To promote safety awareness among contractors and oversee a safe work environment in their operation.
- 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 contractors to adopt the principle of sustainable development through social and environmental responsibility in their business operation, in accordance with the Supplier Code of Conduct.

6. Policies and Practices towards the Community and Society

The Company conducts business with respect to human rights and equitable treatment to others, commitment to fairness to all stakeholders, and concern for social responsibility. The Company also provides constant support to activities that contribute to the improvement of living standard and the development of the communities and societies in which it operates as appropriate. It also encourages employees and other concerned parties to be good citizens contributing to communities and society. The guidelines are as follows:

- 1) To support and provide proper assistance to society and communities, especially the communities surrounding the Company plants.
- 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 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.
- 4) To support activities 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 such as career development and building strong communities to enable people to become self-reliant sustainably.
- 5) To support medical and public welfare activities 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 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, to voice their opinions and suggestions, or to file complaints as a result of the Company operations, with the goal of allowing industry and the community to coexist sustainably.

7. Policies and Practices towards Government Agencies

The Company places great importance on government agencies as stakeholder of the Company. Guidelines for engaging in transactions with government agencies are defined in order to allow employees to proceed appropriately and in compliance. The Company also cooperates with government agencies, providing technical assistance and support for various activities. The guidelines are as follows:

- 1) To strictly abide by applicable laws and regulations and keep mind that laws, regulation, cultures, and traditions in each locale may have different condition, procedures, or practice.
- 2) To refrain from influencing government officers to abet and collude in improper acts.
- 3) To provide support to activities undertaken by government agencies as appropriate.
- 4) To participate in meeting to share ideas and provide technical assistance on continuous basis as appropriate.
- 5) To receive visits from government agencies.
- 6) To receive comments and suggestion from government agencies.

8. Policies and Practices towards Business Competitors

The Company has a policy to treat competitors fairly within the framework of honest competition. The Company is committed to carrying out business fairly in compliance with the law and the Business Code of Conduct and with concern for trade ethics and antitrust laws. The guidelines are as follows:

- 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

The Stakeholders Engagement Policy, is considered and approved by the Board of Directors Meeting No. 4/2022 on 10 November 2022.

A handwritten signature in blue ink, appearing to be 'P. Swadwan', written over a horizontal line.

(Mr. Pongsak Swadwan)

Chairman of the Board of Director

N.D. Rubber Public Company Limited