

# Stakeholder Engagement Policy



VGI Public Company Limited

Effective on 9 November 2020  
Reviewed on 21 March 2024

## **Stakeholder Engagement Policy**

VGI Public Company Limited (the “Company”) highlights the importance of the stakeholders throughout our value chain towards the Company’s operation, whether directly or indirectly, with a view that an efficient communication between the Company and all groups of stakeholders via a number of channels and the listening to the opinions and expectations of the Company’s stakeholders are the key mission to create a mutual understanding which would lead to the Company’s development and business planning on the foundation of sustainability. Therefore, the Company has set a framework to create the stakeholder engagement to provide guidelines in accordance with the international standards.

### **1. Scope of policy**

The Company categorizes the internal and external stakeholders into 6 groups, as follows:

<b>Internal</b>	1) Shareholders; 2) Employees;
<b>External</b>	3) Customers; 4) Suppliers; 5) Society and community; and 6) Government agencies.

### **2. Objectives of the stakeholder engagement**

- 1) To build understanding in various issues aspects, including expectation of the Company’s stakeholders throughout its vale chain;
- 2) To properly respond to the expectations of the stakeholders;
- 3) To ensure the stakeholders’ trust in the Company’s operation.

### **3. Stakeholder engagement guidelines**

#### **3.1 Identification and classification of the Company’s stakeholders’ significance**

The Company determines and identifies the stakeholders by considering the degree of impact which the stakeholders are affected from the Company’s operation and the influence which such stakeholders have on the Company’s operation.

#### **3.2 Engagement approach**

The Company places an importance on arranging two-way communication for each stakeholder group, e.g. by meeting, research, independent survey, telephone, email, mail, and social media, which would allow the Company to completely and accurately understand the needs and the problems and extend the stakeholder engagement efficiency.

#### **3.3 Identification and classification of material topics**

The Company will identify and classify the significance of the material topics by taking into account the information received from the communication between the Company and the stakeholders to consider the degree of impact to the stakeholders and the Company’s operation. In this connection, the Company arranges a review of material topics on an annual basis to ensure that they are up to date.

### **3.4 Development of stakeholder engagement**

The Company has a guideline to review the activities and stakeholder engagement means on an annual basis, including the material topics, in order for the Company to tackle the problems with precision and with a correct and updated understanding of the stakeholders' needs.

In order to create the fundamental understanding to the Company's employees which is an important mechanism to develop relationships with stakeholders, the Company is committed to improve our communication system so that the Company's employees acknowledge the results of the stakeholder engagement, e.g. communicating via intranet system, holding internal meetings, and inviting the personnel who contact with the stakeholders to share their experiences with the Company's employees.

### **3.5 Risk management from the stakeholder engagement**

The Company places an importance on the risk management from the stakeholder engagement, such as a disagreement among the stakeholders, a misunderstanding between the Company and the stakeholders or the limitation of access to the Company's stakeholders. Therefore, the Company is committed to consistently improve and assess its stakeholder engagement procedures.

The Company shall inform the objectives of the stakeholder engagement activities, together with the scope of outcome expected from such activities, to create harmonious perspectives between each stakeholder group and to ensure that all stakeholders have a part in such activities. In addition, the Company will respond to the stakeholders' queries without delay and communicate with stakeholders until the problems are solved.

### **3.6 Communication and response**

In order that all groups of stakeholders acknowledge accurate and complete information, the Company shall accurately and completely disclose the information through appropriate channels that are accessible by each group of stakeholders, such as the Company's website and social media, including the Company's publicly-disclosed performance reports in each aspect.

In addition, the Company shall communicate results from the stakeholder engagement, including consistently monitoring the results of any matter being solved and informing the progress of the same to the stakeholders via an appropriate channel of the Company.

This policy is effective from 9 November 2020 onwards.

Mr. Keeree Kanjanapas  
Chairman of the Board of Directors