

## Stakeholder Engagement

Stakeholder Group	Form and Channel of Communication	Frequency	Stakeholder Expectations	Details of Operations to Address Stakeholder Expectations
Shareholders	1. Organize the Annual General Meeting of Shareholders to communicate information to shareholders and investors.	Annually	1. Establish directions, strategies, and policies for business operations that align with shareholders' expectations, leading to sustainable and balanced growth with prudent risk management and environmental and social responsibility.	- Please refer to all chapters of the 2023 Sustainability Report.
	2. Performance information is reported through annual reports or sustainability reports.	Annually	2. Treat shareholders fairly and equitably by sending out invitations to the general meeting in advance and setting the date, time, and location considering shareholders' convenience. Allow shareholders to express opinions, vote, participate in decision-making, and approve various agendas. 3. Ensure transparent management and good governance. 4. Provide shareholders with sufficient, complete, and highly useful information.	

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Farmers	1. Mitr Phol ModernFarm Magazine	Quarterly	<ol style="list-style-type: none"> <li>1. Receive updates on the Company’s activities with sugarcane farmers, including knowledge and techniques for managing sugarcane farms to improve product quality and increase yield.</li> <li>2. The Company and the government invest in irrigation infrastructure for sugarcane farms.</li> <li>3. Access to financing or low-interest loans for farming.</li> <li>4. High and fair purchase prices for sugarcane produce.</li> </ol>	<p>For further details, please refer to the following chapters:</p> <ul style="list-style-type: none"> <li>- Supply Chain Management</li> <li>- Farm and On-Farm Water Management</li> <li>- Human Rights</li> </ul>
	2. Meeting with sugarcane farmers in promotion areas	Monthly		
Communities	1. Community survey during the sugarcane crushing season	Weekly	<ol style="list-style-type: none"> <li>1. Accurate and reliable information about factory operations.</li> <li>2. Receive continuous updates on measures and performance regarding the reduction of environmental impacts.</li> <li>3. Communication of community concerns regarding the impacts of the factory</li> </ol>	<p>For further details, please refer to the following chapters:</p> <ul style="list-style-type: none"> <li>- Society and Community</li> <li>- Human Rights</li> </ul>
	2. Community engagement dialogue	Throughout the crushing season		
	3. Visit to the environmental quality assessment checkpoint	Biannually		

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	4. Meeting of the Tripartite Committee on local environmental protection	Biannually	4. Job opportunities in the factory 5. Support for knowledge, resources, and educational opportunities to improve the quality of life and capacity of communities in various areas 6. Participation of all sectors in the development, correction, improvement, and management of public benefits, resources, and the environment in the community for mutual growth of the community and factory 7. Proposal of a quality of life improvement plan, development of farming skills, building a food base, and other professions to enhance household potential and quality of life. 8. Proposal for support from factories or Chai Fah Foundation	- Industrial Environment Management
	5. Coffee table talk	Annually		
	6. Mitr Phol Open House	Annually		
	7. Meeting with the village committee	Monthly		
	8. Meeting with sub-district and district-level government offices	Biannually		
	9. Join the survey of the areas affected by the business.	Immediately		
	10. Meeting of Mitr Phol Community Development Committee	Monthly		
	11. Meeting of sub-district-level network leaders of the Mitr Phol Community Development Committee	Biannually		

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Suppliers	1. Visit and inspect suppliers' facilities involved in food-contact materials, such as packaging and chemicals used in the production process.	Annually	1. Understand ISO9001, GMP, HACCP, FSSC, and GHP international standards for food-contact suppliers.	For further details, please refer to the following chapters: <ul style="list-style-type: none"> <li>- Supply Chain Management</li> <li>- Management of Security, Safety, Occupational Health and Work Environment</li> <li>- Human Rights</li> <li>- Food Loss and Food Waste Management</li> </ul>
	2. Annual supplier seminar	Annually	2. Be familiar with the food quality and safety policy, including the steps, criteria, and methods for quality control of Mitr Phol Group's products.	
	3. The Approved Vendor List (AVL) is managed through the Mitr Phol Procurement System (MPS).	Annually	3. Understand guidelines for transitioning to sustainable procurement.	
	4. Mitr Phol Supplier Code of Conduct	Annually	4. Know current policies and guidelines, how to use the procurement system, and how to exchange opinions and suggestions.	
	5. Schedule a meeting to discuss plans with potential suppliers to draft annual contracts for the Mitr Phol Group.	Annually	5. Maintain good relationships to work efficiently and with satisfaction.	
	6. Mitr Phol Open House	Annually	6. Reduce Non-Conformance Report and develop mutually sustainable businesses. 7. Receive updates from Mitr Phol Group's procurement. 8. Check purchase orders and order status and immediately change supplier information via Mitr Phol Group's procurement system	

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			<p>(MPS on the web) for quicker and more efficient management.</p> <p>9. Access the MPS system to be instantly notified of NCRs, making the process more convenient and faster.</p> <p>10. Be a high-potential partner and become a business alliance with Mitr Phol Group to increase sales.</p> <p>11. Know the Supplier Code of Conduct and guidelines for conducting business with Mitr Phol Group.</p>	
Customers and Consumers	<ol style="list-style-type: none"> <li>1. Complaint Handling Center</li> <li>2. Customer satisfaction survey</li> <li>3. Online channels such as LINE Official Mitr Phol Sugar and Facebook Official Mitr Phol Sugar</li> <li>4. Training programs/Seminars</li> </ol>	<ol style="list-style-type: none"> <li>Daily</li> <li>Annually</li> <li>Daily</li> <li>Annually</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide high-quality products and services that are safe for health, reasonably priced, and easily accessible, with sufficient and reliable allocation of sugar.</li> <li>2. Benefit from a variety of products that meet their needs, including items that align with health trends and Net Zero initiatives.</li> <li>3. The Company is committed to sustainability regarding climate change and human rights.</li> </ol>	<p>- Please refer to all chapters of the 2023 Sustainability Report.</p>

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			<p>4. Comprehensive standard certifications are available on product labels, allowing customers to verify and claim when necessary, including traceability.</p> <p>5. Have quick access to submit complaints and grievances regarding product issues.</p> <p>6. Obtain useful information for planning sugar usage and purchases, such as domestic and international sugar price trends, government announcements regarding sugar products, annual forecasts for sugarcane and sugar quantities, promotional activities, and related press releases.</p>	
Employees	1. Employee Engagement Survey Questionnaire	Biannually	1. Effective access to information and updates about the Company.	For further details, please refer to the following chapters: - Management of Security, Safety, Occupational Health and Work Environment
	2. Town Hall Activity	Biannually	2. Sufficient and appropriate operational resources. 3. Opportunity to participate in setting work objectives that reflect and align with the Company's goals.	
	3. Communication through various channels and internal online	All the time	4. Receive advice, consultation, and performance feedback to enhance work and skills development.	

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	platforms such as Employees News and HR Internal PR		5. Receive praise and appreciation for good performance.	<ul style="list-style-type: none"> <li>- Employee Management</li> <li>- Human Rights</li> </ul>
	4. Performance Assessment	Biannually	6. Fair performance appraisals and opportunities for career advancement. 7. Transparent and accountable work processes. 8. Equal treatment and non-discrimination, along with respect, acceptance, and participation in the workplace. 9. Promoting learning and skills development, and providing space and opportunities to showcase talents. 10. Promoting safety, occupational health, and well-being at work. 11. Allocation of reasonable remuneration according to position and responsibilities, along with good welfare benefits.	
Government and Civil Sectors	1. Meet with and visit relevant government agencies and civil society organizations.	Monthly	1. Attending activities organized by government agencies and civil society organizations. 2. Legal compliance.	

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	2. Cooperate with the government sector and civil society organizations.	All the time	3. Maintaining transparency in business operations	- Please refer to all chapters of the 2023 Sustainability Report.
	3. Communicate through public forums or seminars organized by international organizations.	All the time	4. Be socially and environmentally responsible in business conduct.	
	4. Communicate through annual sustainability reports on issues of interest to international organizations, such as human rights and the fight against child labor.	Annually	5. Collaboration in addressing various issues to create sustainability in business operations. 6. Ensuring transparency in business operations and, human rights performance, and good environmental management.	