



## Stakeholder Engagement and Communication Policy

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Pinthong Industrial Park Public Company Limited

14 November 2025

## Responsible Stakeholder Communication and Engagement Policy

Pinthong Industrial Park Public Company Limited and its subsidiaries (“the Company”) recognize the principles of responsible communication and engagement with stakeholders in order to develop a positive stakeholder experience, to ensure understanding of operational practices and conditions within the industrial estate in a correct manner, in compliance with legal and corporate governance principles, to build trust and confidence in responsible business operations, and to foster good relationships between the Company and all groups of stakeholders.

### Definitions

“**Stakeholders**” means individuals, groups of persons, or organizations that have an interest in, derive benefits from, or are affected by the Company’s activities, decisions, operations, or business conduct, whether positively or negatively, directly or indirectly, including, but not limited to, customers, employees, shareholders/investors, suppliers, government and regulatory authorities, surrounding communities, and non-governmental organizations (NGOs).

### Implementation Guidelines

The Company has established guidelines for responsible communication and engagement with stakeholders as follows:

#### 1. Compliance with Laws and Principles of Good Corporate Governance

The Company conducts its operations on the basis of compliance with laws and establishes guidelines for responsible communication and engagement with stakeholders under all relevant laws, regulations, and requirements, including environmental, social, human rights, and corporate governance aspects, for all stakeholder groups, covering project development processes and management within the industrial estate throughout the supply chain.

## **2. Comprehensive and Transparent Communication**

The Company adheres to communication and disclosure of information relating to public relations, project development, project area management, and operational conditions that are accurate and consistent with facts, in order to build confidence in quality and services, including clear communication regarding potential impacts on each stakeholder group to support informed and complete decision-making. The Company shall communicate strategically by selecting appropriate methods and processes tailored to each stakeholder group, depending on circumstances and timing, taking into consideration the level of impact that may occur or the potential loss of benefits if no action is taken.

## **3. Responsible Disclosure of Information**

Within the framework and timelines prescribed by applicable laws relating to information disclosure, the Company establishes clear and responsible communication in marketing and project public relations, with appropriately designed communication using accurate, unambiguous, transparent, and comprehensive information, to ensure confidence in receiving sufficient, consistent, and timely information. The Company shall not engage in any actions that damage the reputation of competitors or other stakeholders through false or exaggerated information, or cause misunderstanding among business operators in any aspect of project communication.

## **4. Promotion of Understanding and Facilitation for Stakeholders**

The Company promotes stakeholders to exercise their rights through appropriate measures and channels, including providing supporting information and facilitation to investors, such as investment privileges (BOI), applications for permits related to investment and business operations, and coordination with relevant government authorities to resolve issues or provide support to operators. The Company also establishes clear communication channels to notify operators in advance, within an appropriate timeframe, in the event of any changes in policies, regulations, or service fees that may affect business operations.

## 5. Identification and Analysis of Stakeholders

The Company shall identify and develop stakeholder mapping based on business relationships and relevance, in order to comprehensively and clearly analyze risks and potential impacts on each stakeholder group, both directly and indirectly. The Company recognizes that each stakeholder group has different expectations, and therefore establishes appropriate communication and engagement strategies in alignment with such expectations.

## 6. Stakeholder Engagement Process

The Company establishes processes for receiving input and engaging stakeholders through multiple channels, in coordination with relevant departments under the supervision of the Sustainability Working Committee, in order to cover all stakeholder groups and reflect issues, impacts, expectations, and concerns related to business operations. The Company utilizes such information to analyze and systematically determine material sustainability issues (Material Issues).

### 6.1 Prior to the Engagement Process

6.1.1 To define objectives, scope, and timelines in alignment with relevant business plans or activities.

6.1.2 To consider appropriate formats, methods, and timing of engagement suitable for each stakeholder group.

6.1.3 To identify stakeholder groups and clearly define roles and responsibilities of relevant parties.

6.1.4 To prepare and allocate necessary resources, including documents, media, information, and materials appropriate for participants, particularly vulnerable groups or those with language limitations.

6.1.5 To disclose accurate, transparent, and complete information to ensure stakeholders receive sufficient and timely information, in accordance with the Company's disclosure policy.

6.1.6 To provide advance invitations to stakeholders and confirm participation according to the specified date, time, and venue.

## 6.2 During the Engagement Process

6.2.1 To establish clear rules, procedures, and engagement guidelines, with agreement from participants.

6.2.2 To promote balanced participation among all stakeholder groups.

6.2.3 To provide an open platform for discussion and exchange of views based on reason and factual information, without discrimination, and to clarify information in a transparent and accurate manner.

6.2.4 To respect personal rights and protect data in accordance with applicable laws, and to handle feedback or criticism professionally.

6.2.5 To avoid making commitments that cannot be fulfilled.

6.2.6 To closely monitor the situation and prepare for unforeseen events.

6.2.7 To record information and key points of meetings comprehensively.

## 6.3 After the Engagement Process

6.3.1 To obtain feedback from participants in order to evaluate and improve processes for future activities and to strengthen long-term relationships.

6.3.2 To summarize and systematically document stakeholder inputs, perspectives, expectations, and concerns.

6.3.3 To analyze and prioritize issues by considering their significance to the Company and stakeholders, in order to identify material sustainability issues affecting decision-making and organizational performance.

6.3.4 To monitor progress and evaluate the effectiveness of implementation in accordance with plans.

6.3.5 To review and continuously improve approaches in alignment with the needs of each stakeholder group.

6.3.6 To report outcomes to the Board of Directors or senior management for oversight and decision-making.

## **7. Enhancement and Development of Stakeholder Relationships**

The Company is committed to analyzing information and expectations of each stakeholder group in order to continuously develop and strengthen positive relationships, through regular satisfaction surveys, promoting open communication channels to enable stakeholders to provide feedback and participate in the development of the industrial estate, as well as promoting training and internal communication within the organization, including suppliers and marketing functions, to ensure understanding of and strict compliance with this policy.

## **8. Responsible Treatment of Each Stakeholder Group**

The Company shall establish detailed guidelines for engagement with each stakeholder group, appropriate to communication and operational activities, in order to respond to the expectations of all stakeholder groups across environmental, social, human rights, and corporate governance dimensions, on a sustainable basis.

This Stakeholder Engagement and Communication Policy shall be effective from 14 November 2025, by the approval of the Board of Directors at its Meeting No. 4/2025.

- Mr. Prasan Tanprasert -

Chairman of the Board of Directors

Pinthong Industrial Park Public Company Limited