

Loxley Stakeholders Engagements

The Company recognizes that stakeholders in the value chain play an important role in creating value and long-term business sustainability. Conducting business with consideration to responding to the expectations of stakeholders from upstream to downstream is something the Company is always aware of and gives importance to.

Therefore, to ensure that the Company can respond appropriately and fairly to the expectations of all groups of stakeholders. The Company has therefore arranged for an assessment and identification of stakeholder groups by analyzing the impact of business activities throughout the value chain. The Company's stakeholder groups, arranged in order of importance, include employees, shareholders, customers, trading partners, trade creditors/lenders, trade accounts receivable, regulatory agencies/government agencies, media/analyst, community and society, competitors. The Company has established guidelines for creating participation and treating stakeholders equally by applying the AA 1000 Stakeholders Engagement Standard (AA 1000SES) and guidelines for treatment of stakeholders have been specified in the Company's policy and business ethics for clear supervision. In 2023, the Company was able to summarize the issues of expectations and operational approaches to meet the expectations of its stakeholders as follows :

Stakeholder Groups	Stakeholders' Expectations	Stakeholders' Expectation Response	Communication Channels
Employees 	<ul style="list-style-type: none"> • Appropriate remuneration and welfare. • Job stability and opportunity for growth. • Development of knowledge and capabilities for their role that is adapted to business changes. • Safe and good occupational health and safety policies, and a good working environment. • Equality in advancement opportunities. 	<ul style="list-style-type: none"> • Developed a performance review system. Set business unit goals and personal KPI to align with the missions and goals of the organization. • Hold quarterly performance reviews and encourage communication between employees and managers on performance and expectations. • Established an Individual Development Plan (IDP) for all employees. • Develop individual capabilities by providing both internal and external training courses. These are held both as in-person seminars and online courses. Encourage employees to take professional certification exams in areas such as IT and other specialized technical skills. • Develop leadership skills in management positions by implementing development guidelines and training courses for each management level. Aim to have managers be exemplary role models and leaders that can lead the team to success according to the goals and missions of the business unit and organization. • Review of safety, occupational health and working environment policies. Providing knowledge about safety at work and provide personal safety equipment according to the suitability of the work. • Organize employee activities to build good interpersonal relationships in the workplace and to create a positive working environment. • Promoting diversity, equality and difference of employee through related policies and internal communications. • Arrange the Happy retirement preparation to prepare employees before retirement. 	<ul style="list-style-type: none"> • Email, LINE messenger group, Intranet, Google Site and other social media platforms • Human Resource Information System (HRIS) • Digital Signage and other internal communication channels • Evaluating employee satisfaction with various activities.

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Shareholders 	<ul style="list-style-type: none"> Respect for shareholder rights and equal treatment for all shareholders. Good business performance and a growth trend for the Company. A good corporate governance. Appropriate dividend payment. Accurate and timely communication of Company information. 	<ul style="list-style-type: none"> Organize the Annual General Shareholder Meeting to report on the operation results and its development in various area. Report relevant information according to schedule and when events have occurred through the Stock Exchange of Thailand's website so that all shareholders and stakeholders have equal and timely access to information. Provide channels for communicating with Company, such as the Company website or annual reports. Annually review adequacy of Corporate Governance Policy and follow up on results. Set and review risk management, and crisis management procedures to prevent, correct or minimize effects of unseen events that may occur. 	<ul style="list-style-type: none"> Shareholder meetings Company website Annual reports Channels for receiving complaints
Customers 	<ul style="list-style-type: none"> Receive products that meets their needs and expectations in value provided. Quality suitable for the price. Receive accurate product and service information. Receive timely and effective assistance and solutions. Receive good after-sales service. Affairs conducted under good business ethic practices, maintain customer confidentiality and comply with the agreement fairly. Monitoring technological changes to introduce new products and services. The knowledge and abilities of the Company's employees in providing services to build confidence in customers. Increasing the publicity and dissemination of the organization's activities to the public. 	<ul style="list-style-type: none"> Understand customer needs and expectations and provide products and services that meet customers need in both quality and pricing. Continuous training and development of employees. Conducting inspections and ensuring the quality of products and services. Organize meetings, trainings and prepare user manuals for effective technology transfer. And to receive customer feedback so that the Company can recommend suitable products to the customers. Offer products and services that are up-to-date with new technology and market demands. Cooperate with corporate customers to co-develop products and goods. Offer channels for reporting complaints and other faults that are readily available to customers. Prepare information protection policies and improve internal practices to ensure confidentiality of personal information. Surveying customer opinions and satisfaction to gather data for service improvement and development. 	<ul style="list-style-type: none"> Company website Annual reports Sales representatives, Project managers Joint meetings Team-building events

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Trade Partners 	<ul style="list-style-type: none"> Operate business with good business ethic practices and adhering to agreements and treating each other fairly. Long term business partnership. Collaboration with partners in co-creating innovations together. Adhering to the standards of partners for sustainable development throughout the business chain, such as safety and occupational health standards, labor rights and human rights, ESG (Environmental, Social, and Governance) standards etc. Announcement of environmental ESG policy and engaging in activities to reduce greenhouse gas emissions, as well as other ESG-related activities. 	<ul style="list-style-type: none"> Set and follow anti-corruption policies. Maintain good working relationships in the long term, both with domestic and international partners. Regularly participate in business meetings with partners. Expand on cooperation and co-development of products and services to create further business opportunities. Develop procurement policies and ethical guidelines for partners as a code of conduct. Survey the opinions and expectations of partners to review and improve policies and operational guidelines. Activities related to ESG. 	<ul style="list-style-type: none"> Partner meetings Networking meetings and conventions Project managers Company website Annual reports Surveying the expectations of stakeholders to identify key sustainability issues.
Creditors/ Lenders 	<ul style="list-style-type: none"> Comply with conditions in the agreement. Transparency in business operations. 	<ul style="list-style-type: none"> The Company ensures that the conditions are complied with Notify partners of conditions related procedures. 	<ul style="list-style-type: none"> Meetings Project managers Company website Annual reports
Debtors 	<ul style="list-style-type: none"> Compromise and relief on account of the economic situation. 	<ul style="list-style-type: none"> Hold negotiations as appropriate and make decisions on a case-by-case basis. Take legal action in cases which do not fit the criteria for relief. 	<ul style="list-style-type: none"> Meetings Project managers
Regulators/ Government Agencies 	<ul style="list-style-type: none"> Operate business in compliance with the law and regulations. Cooperate with authorities providing pertinent information to be used for further development. Release of relevant business information according to law and regulations. 	<ul style="list-style-type: none"> Comply with relevant law and regulations. Cooperate with and provide feedback as well as information that may be useful to regulators and government agencies when requested. 	<ul style="list-style-type: none"> Meetings, forums and academic seminars Reports of business operation

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Media, Analysts 	<ul style="list-style-type: none"> • Release financial and operation results correctly and transparently. • Fast, accessible and reliable channel for communication. 	<ul style="list-style-type: none"> • Provide channels to communicate information and updates from the Company, such as Facebook, annual reports and public press releases. • Set up an investor relations unit that is responsible for dissemination of information. • Organize “Opportunity Day” activities. • Hold interviews, executive press releases and publication of public updates and press releases. 	<ul style="list-style-type: none"> • Company website • Annual reports • Communication channels for the public : press conferences, newspaper articles, executive interviews, ‘opportunity day’ • Information from the Stock Exchange of Thailand
Community and Society 	<ul style="list-style-type: none"> • Provide assistance to the community and society. • Provide continuous support for athletes with disabilities. • Operate in a manner that takes the environment into consideration. • Cleanliness and safety in the workplace area. 	<ul style="list-style-type: none"> • Organize activities that are beneficial to Klong Toei nearby communities. • Provide support to agencies, foundations, and other organizations to support sustainable development. • Organize the Loxley-ASM Sport Hero project which has continuously supported athletes with disabilities. • Operating a business that considers environmental impacts and advocates for energy conservation for sustainability, such as investing in alternative energy businesses, promoting reduced electricity and water usage within the organization, and utilizing renewable energy sources. • Join the Care the Bear project to raise awareness and change the behavior of employees towards reduction of greenhouse gas emissions. Joined the Care the Whale project to reduce greenhouse gas emissions through waste management and separation. Both projects were initiated and supported by the Stock Exchange of Thailand. • Put great effort in implementing waste management practices and projects. Campaigns were made to educate employees on waste separation. Separate waste bins were provided for different types of waste, including hazardous waste, recyclable waste, general and organic waste. Collected plastic were sent for recycling and to an up-cycling development process. 	<ul style="list-style-type: none"> • Site community visits through social activities
Competitors 	<ul style="list-style-type: none"> • Follow fair and transparent competition framework and regulations. • Do not infringe on intellectual properties or attempt to collect confidential information. 	<ul style="list-style-type: none"> • Follow good business ethics and comply with competition frameworks and regulations. 	<ul style="list-style-type: none"> • Company website • Annual reports • Cooperation activities between business groups