

## Policy for participation with stakeholders

Effective on February 24, 2020

This policy was approved by the Board of Director No. 1/2020 date February 24, 2020

## Policy for participation with stakeholders

CPL Group Public Company Limited (“Company”) believes that the support of external stakeholders such as customers, local communities, shareholders, business partners, and the government is important to the sustainability of the company’s business. In addition, participation with stakeholders also makes the company able to achieve the standard of corporate responsibility to society and communities as specified in the vision.

### “Innovative Solutions to your Sustainable Growth”

#### Creative Performance Lifestyles in Leather & Safety Products”

In this regard, the company proactively communicates with the stakeholder and provides various communication channels for participation with the said stakeholder. This policy of participation with the stakeholder is regarded as the company’s guideline with stakeholders and the commitment of corporate responsibility to society and communities will help promote transparency within the organization.

#### 1. Scope of the policy

This stakeholder engagement policy applies to external stakeholders which has an impact on the Group’s business operations or affected by the business operations of the group including those who may have interests or influence the operations of the group companies such as customers, communities, shareholders, business partner and government agencies etc.

#### 2. Objectives of participation with stakeholder

- To create an understanding of various issues of external stakeholders and the expectations of those people.
- To receive and maintain trust and respect from stakeholders.
- To help build confidence among stakeholders that they will receive good results.
- To ensure confidence in quality and access to the service of the group companies.

#### 3. Guidelines for participation with stakeholders

##### 3.1 Guidelines for identifying and prioritizing stakeholder groups

The company determines and identifies external stakeholders by consulting with various business units. Related directly with those who may have interests by prioritizing

those who may have interests, they will consider the impact they have on the company's business operations or the effects that those people may receive from the company's business operations which the stakeholders with high impact will be considered the priority and close practices.

### 3.2 Guidelines for engagement methods

The company has different ways of creating participation based on the priorities of different stakeholders. The important stakeholders will be treated closely through various channels such as joint meetings. Consulting In-depth research and independent surveys. In addition, the company also has other participating channels for all stakeholder groups such as telephone communication, email, letters and various social media

### 3.3 Guidelines for measures to increase the potential of participation with stakeholders

The company increases its potential by creating a way to exchange experiences among its employees about ongoing participation with stakeholders. The experience of engaging with stakeholders will be systematically developed so that employees can learn from each other through that information. With the objective to develop relationships with various stakeholder groups for this purpose, the company has developed a website to be a communication channel for employees via the internet and arranges internal meeting periodically for employees to share experiences with company employees.

### 3.4 Risk management guidelines for involvement with interested parties

The company acknowledges that there may be a risk arising from participation with stakeholders such as differences in opinions among stakeholder groups feeling neglected and not involved in the process of involvement with the stakeholder of the company Being a stakeholder who has not been informed of information being a stakeholder who does not have the power to negotiate and the lack of balance between weak stakeholders and strong stakeholders to avoid such risks, the well as the extent of the expected results of the activity. In order to create a consistent view between all stakeholders and to ensure that all stakeholders participate in the said activities. In addition, the company will clarify various issues that the stakeholder inquires immediately and communicates with the stakeholder until those problems are resolved. The company will regularly check the participation responses. And formulate a development plan for the process of participation with stakeholders As well as risk management in such matters.

### 3.5 Guidelines for notification of results

The company will communicate the results of the participation with the stakeholders to the stakeholders through the minutes of the meeting which will be publicized or sent via email. Stakeholders are aware of the progress made via the meeting or letter.

### 3.6 Disclosure of information

The company will disclose complete and accurate information. Including to publish relevant information about the com In a form that can be accessed and understood by all stakeholders.