

## Analysis of Stakeholders in Business Value Chain

The Company places an importance on analyzing the expectations of all stakeholders, both internal and external, in the business value chain in order to define effective action and communication channels for timely response to stakeholders' expectations and needs. This is as follows:

Stakeholder Group	Communication Channel	Expectation	Action
Customers	<ul style="list-style-type: none"> <li>- Communication both online and offline</li> <li>- Safety measures for products and services</li> <li>- Customer contact center</li> <li>- Whistle blowing and feedback channel on the website</li> <li>- Customer Satisfaction Surveys</li> </ul>	<ul style="list-style-type: none"> <li>- Quality products and services</li> <li>- Safety services at each branch</li> <li>- Fair prices</li> <li>- On Time Delivery</li> <li>- Good after-sales service</li> <li>-Personal data Security</li> </ul>	<ul style="list-style-type: none"> <li>- Deliver quality products and services</li> <li>- Promote sales and promotions that meet customers' needs</li> <li>- Safety management from production to services at each branch</li> <li>- Develop customer service system</li> <li>- Timely Product Delivery and Installation</li> <li>- Security of personal data in accordance with international standards</li> <li>- Attentive and responsive to complaints</li> </ul>

Stakeholder Group	Communication Channel	Expectation	Action
Business Partners	<ul style="list-style-type: none"> <li>- Code of Business Conduct</li> <li>- Whistleblowing channels on the Company website</li> <li>- Notification of business partners' information security</li> </ul>	<ul style="list-style-type: none"> <li>- Fair and transparent business operations</li> <li>- Business growth</li> <li>- Accurate and timely payments</li> <li>- Security of personal data</li> </ul>	<ul style="list-style-type: none"> <li>- Establish transparent and fair business contracts and procurement processes</li> <li>- Establish Policies that ensure accurate and timely payment</li> <li>- Security of business partners' personal data in accordance with international standards</li> </ul>
Community	<ul style="list-style-type: none"> <li>- Contact branch manager /head office</li> <li>- Customer contact center</li> <li>- Whistleblowing channel on the Company website</li> </ul>	<ul style="list-style-type: none"> <li>- Beneficial community Activities</li> <li>- Conduct business with responsibility</li> </ul>	<ul style="list-style-type: none"> <li>- Provide support and promote activities that are beneficial to the community</li> <li>- Focus on safety and environmental impact</li> <li>- Attentive and responsive to complaints</li> </ul>

Stakeholder Group	Communication Channel	Expectation	Action
<p><b>Government Agencies and Others</b></p>	<ul style="list-style-type: none"> <li>- Participate or organize activities</li> <li>- Human Resources Management Department/ Related Departments</li> </ul>	<ul style="list-style-type: none"> <li>- Legal Compliance</li> <li>- Support and cooperate in various projects</li> </ul>	<ul style="list-style-type: none"> <li>- Strictly comply with laws and regulations</li> <li>- Cooperate and participate in various projects as needed</li> </ul>
<p><b>Shareholders</b></p>	<ul style="list-style-type: none"> <li>- Annual Report 56-1 One Report</li> <li>- Shareholder meeting</li> <li>- Quarterly Investor Meeting</li> <li>- Quarterly analyst meeting</li> <li>- Notification of news through SEC</li> <li>- Disclosure of Investor relations information on the Company website</li> <li>- Have an investor relations department</li> </ul>	<ul style="list-style-type: none"> <li>- Sustainable growth and profits</li> <li>- Good Corporate Governance</li> <li>- Transparency Management</li> <li>- Effective Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct transparent and verifiable business in accordance with good corporate governance</li> <li>- Effective management</li> <li>- Disclose transparent information</li> <li>- Provide accurate and complete financial information</li> </ul>

Stakeholder Group	Communication Channel	Expectation	Action
<p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>- Annual Town Hall meeting</li> <li>- Communication of Human Resources Management Department</li> <li>- Whistleblowing channel on the website</li> <li>- Contact the workplace Welfare Committee</li> <li>- Contact the Occupational Safety, Health and Work Environment Committee</li> </ul>	<ul style="list-style-type: none"> <li>- Fair remuneration and welfare</li> <li>- Stability and career advancement</li> <li>- Knowledge and skill development</li> <li>- Safety at work</li> <li>-Contribute to the organization by expressing opinions</li> </ul>	<ul style="list-style-type: none"> <li>- Allocate fair remuneration and welfare</li> <li>- Organize an equal and fair performance evaluation system</li> <li>- Organize training courses related to employee's responsibilities</li> <li>- Provide good/safe working conditions</li> <li>- Attentive to comments and suggestions for improvements</li> </ul>