



Corporate Social Responsibility Policy

Khon Kaen Sugar Industry Public Company Limited
and Group Companies

Corporate Social Responsibility Policy

Khon Kaen Sugar Industry Public Company Limited (the "Company") has established a Corporate Social Responsibility (CSR) policy for conducting business operations with social responsibility that encompasses various important aspects and involves both internal and external stakeholders of the Company as well as society as a whole. This Corporate Social Responsibility Policy covers the seven (7) core subjects outlined in the ISO 26000 standard, with additional topics deemed appropriate by the Company, comprising a total of nine (9) policies as follows:

1. Conducting Business Operations under Business Ethics and Good Governance Principles

- 1.1 The Company is committed to conducting business with honesty, integrity, fairness, and ethics, and is determined to operate in accordance with applicable laws, business ethics, and principles of fair trade competition. The Company ensures accurate and timely tax payments. Furthermore, the Company promotes and instills awareness among its personnel at all levels regarding the importance of social responsibility.
- 1.2 The Company operates under the principles of good corporate governance with responsibility to shareholders. The Company respects shareholders' rights, treats all shareholders equitably, provides sufficient information for investment decision-making or regarding significant changes to the Company, and will not disclose inside information to any person that would cause damage or disadvantage to shareholders. The Company maintains transparent and verifiable management and determination of directors' and executives' compensation, and prepares and discloses financial reports and non-financial information accurately, completely, and timely in accordance with generally accepted standard formats.

2. Anti-Corruption

The Company manages its operations based on transparency, ethics, and compliance with policies and laws related to preventing and combating corruption, the giving or receiving of bribes or inappropriate benefits to/from government officials or private sector entities. The Company has established an organizational structure with clear division of duties and responsibilities, work processes, and chain of command for each department to ensure appropriate checks and balances of authority and rigorous internal controls.

In this regard, the Company has prepared an Anti-Corruption and Anti-Fraud Manual that compiles policies, codes of conduct, regulations, rules, and various operational procedures for the Company's directors, executives, and employees to comply with.

In 2014, the Company demonstrated its firm commitment to combating corruption by declaring its intent to join the Collective Action Coalition Against Corruption (CAC), a collaborative initiative of the Thai private sector against corruption. The Company has been continuously certified as a CAC member for its third term, which was successfully completed in December 2022.

3. Respect for Human Rights

The Company has a policy to support and respect the protection of human rights by treating all stakeholders, including employees, communities, and surrounding society, with respect for human dignity, considering equality and equal freedom, without violating fundamental rights, and without discrimination based on race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. This includes ensuring that the Company does not become involved in human rights violations such as child labor, forced labor, and sexual harassment. Furthermore, the Company promotes vigilance in compliance with human rights requirements by providing opportunities for participation in expressing opinions and establishing grievance channels for those who have suffered damages from human rights violations arising from the Company's business operations, and implementing remediation measures for affected parties.

The Company provides training or disseminates knowledge on human rights and instills awareness among the Company's personnel to comply with human rights principles.

4. Fair Labor Practices

The Company recognizes the importance of human resource development and fair labor practices as factors that will help increase business value and enhance the Company's competitiveness and sustainable growth in the future. Accordingly, the Company has established the following policies and practices:

- 4.1 Respect employees' rights in accordance with labor law and human rights principles.
- 4.2 Establish fair employment processes and employment conditions, including compensation determination and performance evaluation for merit and advancement under fair work performance assessment procedures.
- 4.3 Promote personnel development by organizing training sessions, seminars, and workshops, as well as sending personnel to participate in seminars and academic training programs in various relevant fields to develop employees' knowledge, capabilities, and potential, including instilling positive attitudes, moral values, ethics, and teamwork among personnel.
- 4.4 Provide various employee benefits as required by law, such as social security and provident fund, as well as additional benefits beyond legal requirements, such as health insurance and accident insurance, including various forms of financial assistance to employees, such as educational scholarships for children and funeral assistance.
- 4.5 Provide annual health checkup services for personnel at all levels of the Company, taking into consideration risk factors based on individual age, gender, and work environment conditions.
- 4.6 Ensure that employees can work safely and maintain good occupational health in the workplace by implementing accident prevention measures and fostering safety awareness among employees, including organizing training programs and promoting good health among employees, while maintaining workplace hygiene and ensuring continuous safety standards.
- 4.7 Provide opportunities for employees to express opinions or file complaints regarding unfair treatment or misconduct within the Company, including providing protection for employees who report such matters.

5. Responsibility to Customers

The Company is committed to developing its products for maximum customer satisfaction and benefit, and adheres to treating customers with responsibility and integrity under the following policies:

- 5.1 The Company prioritizes product quality and standards by focusing on the use of high-quality raw materials, standardized production processes, and continuous product quality improvement to ensure that customers receive products that are of high quality, hygienic, and provide maximum satisfaction.
- 5.2 The Company prioritizes customer safety and is committed to providing customers with quality products that meet international safety standards and regulations.
- 5.3 The Company adheres to fair marketing practices by ensuring that customers receive accurate information about the Company's products that is not distorted, ambiguous, or exaggerated in advertising, so that customers have correct and sufficient information for decision-making.
- 5.4 The Company establishes a customer relationship system for communicating with customers, including efficiently handling complaints regarding product quality, in order to respond to customer needs promptly.
- 5.4 The Company will maintain customer information confidentially and will not use such information for improper purposes.

6. Responsibility to Business Partners, Creditors, and Competitors

The Company will adhere to fair contractual practices with business partners, comply with established anti-corruption measures, respect business partners' property rights or ownership, refrain from taking unfair advantage of business partners, and encourage business partners to jointly engage in corporate social responsibility activities with the Company.

The Company complies with various agreements made with creditors. In cases where the Company is unable to repay debts as scheduled, the Company will notify creditors to jointly seek solutions.

The Company conducts fair business competition without using harassment, obstruction, or any actions prohibited by law that would prevent fair competition.

7. Environmental Protection and Conservation

The Company prioritizes its social responsibility in environmental protection and conservation while avoiding environmental destruction. The Company operates and controls its production processes to strictly comply with environmental protection laws and regulations. The Company also conducts business under the concept of environmental care and protection by focusing on improving and developing production processes and selecting materials that are environmentally friendly. The Company establishes preventive measures for operations that may impact the environment. The Company also emphasizes efficient use of resources and energy through reduction (reduce) to only necessary amounts, reuse, and recycling of waste. The Company responsibly and efficiently reduces, eliminates, or utilizes waste from production processes.

8. Community or Social Development Participation

The Company recognizes its responsibility to communities and society to strengthen communities and genuinely give back to society. Therefore, the Company has a policy of providing assistance and developing society by cooperating in various activities with surrounding communities in areas where the Company conducts business as appropriate. The Company promotes local employment opportunities within the organization, discloses operational information that may impact the communities where the organization is located, and responds to events that affect communities, society, and the environment resulting from the Company's operations quickly and efficiently. Furthermore, the Company promotes environmental and social awareness and responsibility among its employees, and the Company will collaborate with other groups or networks in developing communities or society that are targeted each year.

9. Promoting Innovation that Responds to Social Responsibility

The Company will adhere to fair contractual practices with business partners, comply with established anti-corruption measures, respect business partners' property rights or ownership, refrain from taking unfair advantage of business partners, and encourage business partners to jointly engage in corporate social responsibility activities with the Company.

Monitoring and Review of Corporate Social Responsibility Policy

The Company recognizes the importance of continuous operation with consideration for social responsibility. The Company will monitor, evaluate, and review various projects that it currently supports and will carefully, continuously, and regularly consider future corporate social responsibility projects.