



Lam Soon (Thailand) Plc.

Policy and Practice toward stakeholders

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Lam Soon (Thailand) Public Company Limited (“the Company”) respects the rights of the various groups of stakeholders, not only internal groups such as the employees but also other stakeholders such as shareholders, creditors, customers, trading partners, competitors, communities and society.

The Company shall give fair treatment to all parties including employees, customers, trading partners, or any personnel regardless of nationality, race, religion, language, age, gender, and marital status or others.

However, since the expectations of stakeholders might vary, the Company shall consider their legal rights thoroughly and carefully to ensure that such rights are protected and treated equitably. In respect of each group of stakeholders, the Company is resolved to follow the following:

1. Policy and Practice toward employees

The Company recognises its employees as a critical factor of its success; therefore, knowledge and skill development together with continuous training for employees are fully supported without discrimination, and provided as career development benefits including appropriate return and welfare. The Company also respects the international human rights principles and values the importance of the wellness and occupational health and safety, working environment and the support of corporate culture and team work.

Moreover, the Company respects the right and freedom of employees. Personal information of employees such as employment record, health record or any other information are protected and not infringed or disclosed to irrelevant persons which might result in negative impacts on the employee, except in case the disclosure is done with honesty, according to law, or for common interests.

2. Policy and Practice toward shareholders

It is the Company’s policy to conduct the business on the principles of honesty, transparency and trust. Moreover, the Company intends to build up a strong financial status by creating and enhancing shareholders’ value. The

policy and practice toward shareholders shall be pursuant to the Public Limited Company Act B.E. 2535 (1992) (as amended).

3. Policy and Practice toward creditors

The Company places emphasis on its trustworthiness and therefore, strictly conforms with conditions and agreements made with creditors in order to create reliability. The Company pays all interest and principle accurately, timely, and completely. Also, the Company shall not use loans proceeds in the way that is contrary to its objectives nor conceal any information that may be harmful to creditors.

4. Policy and Practice toward customers and consumers

The Company aims to create client satisfaction and confidence by focusing on its responsibility and client's need by improving quality of the products pursuant to the standard from the quality management systems such as:-

- ISO 9001 being a quality management system, aiming to the quality assurance and conformity.
- TIS 18001 / OHSAS 18001 being a standard for occupational health and safety management systems.
- FSSC 22000 being a standard developed for the certification of quality standard and food safety which can create client confidence and focus on sustainable growth and development. It covers the standard of ISO 22000 and PAS 220, which is global acceptance.
- ISO 28000 being a standard of a security management system particularly dealing with security assurance in the supply chain.
- ISO 14001, an environmental management system that exists to help organisation improve and develop the environment continuously.
- Roundtable on Sustainable Palm Oil (RSPO) being a good practice to promote the sustainable palm oil production in aspects of economic, social, communities, environment, and law conformity of various stakeholders from upstream to downstream.

In addition, the Company focuses on doing fair marketing and contract. It also keeps all customer information and transactions confidential. The customers' complaints are addressed by an ombudsman office to ensure customers' confidence and maximise customer satisfaction.

5. Policy and Practice toward business partners

The Company recognises that business partners support the business operation. The Company therefore treats the business partners on the basis of equalities and fair competition, and honors the terms of all trading agreements entered into with its business partners. In addition, the Company's procurement policy and procedures are designed to ensure efficient appropriation, effectiveness, transparency and justification.

6. Policy and Practice toward competitors

The Company professionally operates its business with trustworthiness, and treats its competitors on a fair basis as well as complies with all laws and regulations of the countries in which the Company conduct its business. The Company emphasises to compete with honesty and not to discredit or seek for confidential information of competitors in a corrupt or unfair manner.

7. Policy and Practice toward society

The Company has a policy to jointly develop and promote a good relationship with the surrounding communities and society, observe local custom and culture, and cooperate with all parties in the communities to promote social harmony with sustainable growth.

8. Policy and Practice toward environment

The Company has a policy to conduct its business with full consideration of the environment. It will abide by laws and regulations pertaining to the environment. With its responsibility to the environment, the Company always focuses on the following good practice.

8.1 to encourage its employees to be fully conscious of their responsibility toward the environment;

8.2 to fully participate with the local communities in environmental activities, and to exchange knowledge and experience with other agencies to promote good environment and regularly modify its operation to improve the environment.;

8.3 to prevent any adverse impact to the environment, review and evaluate its operations regularly to check the progress and ensure that the Company has fully observed the environmental policies and standards.

9. Policy and Practice toward human rights respect

The Company has a policy to treat all stakeholders with justification and therefore shall adhere to laws and regulations concerning employees and the international fundamental principles of human rights, regardless of the place of birth, nationality, gender, age, skin color, religious belief, disability, financial status, family status, educational institute, or other status irrelevant to job performance, apart from respecting individualism and human dignity.

10. Policy and Practice toward anti-corruption and bribery

The Company has a policy to sustain and encourage employees adhere to ethics and be good citizen of the society as well as encourage the business partners to conduct business transparently. The following practices therefore are established to enhance the importance of anti-corruption and bribery policy.

10.1 Financial relations and obligations

The Company's personnel must not enter into financial dealing or obligations for personnel gain with the Company's customers nor with parties involved in the business with the Company, such as contractors, sales persons and service providers for the Company.

10.2. Bribery and any compensation

The Company's personnel shall not accept or give a bribe and any compensation, for themselves or for other persons, from the Company's customers and trading partners.

10.3 Gifts

To accept from or to give gifts to customers and trading partners, following limits should be observed:

- 1) That it is not in contravention to the Company's policies
- 2) That it constitutes appropriate amount in line with occasion
- 3) That it does not exceed the value that is customarily acceptable.

In case of receiving gifts exceeding the value that is customarily acceptable, the personnel must report to the higher authorities.

10.4 Entertainment

Entertainment, attendance or invitation by customers or trading partners on any occasions, the personnel must take careful consideration on a case-by-case basis, and shall be approved beforehand by department managers or managing directors.

11. Policy and Practice toward the intellectual property and copyright

The Company has a policy for directors, managements, and employees strictly not to violate the intellectual property and copyright, and determines the Information Technology (IT) department to monitor and ensure no violation of computer software copyrights.