

Category 3 The Role of Stakeholders

The Board of The Company places importance in all groups of stakeholders, whether they are internal stakeholders, etc. The Company staff and management, or external stakeholders such as competitors, partners and customers. The Company is aware that support and input from all groups of stakeholders is valuable to The Company's business and development. Accordingly, The Company acts in compliance with the relevant laws and regulations to ensure that the rights of the stakeholders are properly respected. In addition, The Company has determined the scope of ethics and business ethics. Which announcements on The Company website and communicate with employees and executives as a guideline for the rights of all groups of stakeholders. To create a stable business environment, The Company works together with each group of stakeholders in the following ways:

1.1 Shareholders

The Company is focused on development and continuous growth which will lead to an increase in Company earnings and profits. This will increase the value of The Company and mean that shareholders will receive the best returns. Because shareholders have the right to own the company. They control the company through appointing a committee to act on their behalf and have the right to make decisions about changes. Important of the company Therefore, the company gives importance to and encourage shareholders to exercise their rights. As well as not doing anything that violates or diminishes the rights of shareholders, which consists of

- **Basic rights of shareholders** such as the right to buy, sell or transfer shares, share in profits The right to attend shareholder meetings in order to exercise voting rights at shareholder meetings to appoint or remove directors. Appoint an auditor and matters affecting the business
- **Right to receive important information** Shareholders have the right to receive information equally. The company has published information in both Thai and English through the channels of the stock exchange and the company's website. To provide shareholders with more channels to receive news about the company.
- **Rights in shareholder meetings** Attending meetings to exercise voting rights at shareholder meetings to appoint or remove directors Appoint an auditor and matters affecting the business such as dividend allocation Determination or amendment of regulations and memorandum of association. Capital reduction or capital increase and approval of special items, etc.

1.2 Customers

The company takes into account the quality and standards of products. Including being attentive and responsible to customers with honesty and fairness, as well as maintaining and developing sustainable relationships with customers.

- The company has a policy to control products and services to ensure that the quality meets standards, regulations, and related laws. Including giving importance to development to increase quality in line with customer needs.
- The company has a duty to provide accurate information about the company's products and services to customers. Complete and sufficient for customer decision making. The company will not intentionally conceal information and or provide information in a manner that may cause customers to misunderstand and do not disclose customer information without permission from the customer unless it is information that must be disclosed to relevant third parties according to legal regulations.
- As the company is aware of the quality and standards of products and services. which results in responsibility towards customers with honest and fair communication Therefore, customer satisfaction surveys are considered to be an extremely important strategy for maintaining sustainable relationships with customers. Including receiving suggestions and complaints from customers to improve and develop the company's products and services to be more efficient in order to achieve maximum customer satisfaction. The topic for measuring satisfaction are as follows: 1) Product side 2) Service management 3) Selling price 4) Ordering products 5) Shipping aspect.

In 2023, customer satisfaction survey results The company received an average score increase of 4.54 from 2022 which received an average score of 4.42 out of 5 from the customer satisfaction quality policy plan for 2023. Customer satisfaction survey results target is not less than 4.

1.3 Partners

Company policy is to deal fairly with trading partners according to the trading terms and/or contractual agreements in order to establish good business relationships that benefit all parties.

- The company places importance on building and maintaining good relationships with trading partners. which The company conducts its business with honesty, integrity and based on receiving fair returns for both sides. The company will comply with the contract and/or conditions that have been strictly agreed upon with the trading partners, Including treating all trading partners equally and fairly. In addition, various information received from each trading partner is kept confidential.

1.4 Competitors

The company promotes a policy of free and fair trade competition and comply with the rules of good and fair competition.

- The company will not do anything to destroy the reputation of its business competitors. by making derogatory accusations without factual information that can be proven and verified.
- Do not search for confidential information of business competitors through dishonest or inappropriate means.

In 2023, the Company has no disputes and lawsuits between the Company and its subsidiaries and business competitors.

1.5 Creditors

Company Policy is conduct in compliance with contract and conditions both in terms of repayment of loan, interest to maintain and other conditions. Also reports financial status to the creditors of requirements in the loan contract properly. The Company will report its creditors in advance if cannot fulfill the obligations in the agreement and jointly find solutions to fix problem

- The company is committed to managing capital to have an appropriate structure to support the stable operation of the company's business. This the Guidelines to build trust with creditors.

In 2023, the company has no history of defaulting on payments or not complying with the mutual agreements.

1.6 Employees

Company policy is to treat employees equitably and fairly, providing appropriate remuneration and welfare as well as supporting development of their knowledge and ability.

- The company has a policy to promote personnel development. Focusing on providing employees with knowledge Abilities and specialized skills necessary to continuously increase the capabilities of employees. This increases the opportunity to compete for organizations of current. and the future, especially employees who must have knowledge and ability Professional skills and expertise There is a systematic plan to develop employees to have potential, ability, and progress in their professional careers.
- The company takes care of employees at all levels thoroughly and have fair treatment Respect and protect the rights and stability of employees from being violated. The company provides opportunities and encourages employee participation in presenting opinions, suggestions, and work guidelines that are beneficial to all parties. To build good relationships in working together Including the company providing channels for listening to opinions and report complaints about illegal activities business ethics Corruption or misconduct of employees in the company There are also guidelines for investigating facts and mechanisms for protecting those who report information or complaints.
- The company has a duty to protect the personal information of its employees. The company will not disclose the personal information of its employees unless the company has received permission from the employee and/or have a duty to disclose such information in accordance with regulations and/or laws.

In 2023, the company has no labor disputes. Including not being informed of any complaints about breaking the law business ethics Corruption or misconduct of employees in the company

1.7 Community Society and Environment

The company gives importance and responsibility to the community. Society and environment By conducting business ethically and provide support for various activities that are supportive and creative to society as appropriate including complying with laws and regulations strictly related to the environment and has guidelines for continuously controlling environmental impacts as well as supporting Promote knowledge Training employees on the environment and the most efficient use of resources, materials or equipment.

1.8 Non-infringement of intellectual property rights

The company has a policy for the company's personnel to it is a duty to protect and preserve the intellectual property owned by the company from being infringed or used without permission. And company personnel must respect and not encroach on property other people's intellectual without using it for any benefit

In 2023, the Company has not received any complaints regarding intellectual property infringement.

1.9 Respect of Human Rights

The Company focuses on respect for human rights. By conducting business under the labor law and human rights very seriously. To respect for the rights, freedoms and non-discrimination of labor rights, women's rights, children's right, and human dignity.

In 2023, the Company had no cases of complaints regarding human rights violations related to business operations.

The company will comply with the requirements of various related laws and regulations. So that the rights of stakeholders are well taken care. Also from this course of action The Board of Directors has established guidelines for operations in other areas related to social responsibility and protecting the rights of stakeholders as follows:

Guidelines for the process of reporting clues, wrongdoing or complaints

The Company has provided channels for all stakeholders to report or complain about unlawful activities or those in violation of the law, rules, regulations, or corporate governance principles including incorrect financial reports or defective internal control systems of The Company to the Independent Director and Audit Committee.

Channels to report or complain

E-mail : Audit.Com@cssthai.com

Mail : The Audit Committee
Communication & System Solution PLC.
329 Moo.3 Banmai, Pakkred, Nonthaburi, 11120

Action after Receive the Complaint

Once we received the complaint, the Audit Committee will consider the complaint and inform the relevant parties to investigate facts about the complaint and resolve the complaint appropriately. The Audit Committee will periodically monitor the progress of complaint. The relevant parties will notify the result to the complainant within a reasonable period. The Audit Committee shall report to The Board of Directors.

Protection and Confidentiality of the Complainant

To protect the rights of complainant and relevant informants who acts in good faith, The Company shall keep all information of complainants and informants in confidentiality. Only the persons who are responsible in conducting inspection about the complaints can have access to such information. The assigned persons to handling the complaint are responsible for keeping all information regarding the complaint, relevant documents as confidential and shall not disclose such information to other persons unless the disclosure is required by laws. As of December 31, 2023, there were no complaints or giving clues to moral and corruption disorders through the channels of receiving complaints and clues of the company.

Guidelines for the process of anti-corruption

The Board recognizes and places importance on anti-corruption. By cooperating with various agencies in combating corruption as appropriate The Company is in the process of raising the of anti-corruption of the organization. To be certified as a member of the Private Sector Collective Action Coalition Against Corruption Project (CAC). The company continually promotes anti-corruption activities. Realizing that honesty is an important foundation for organizational development and aims to create a strong organizational culture with good governance that will lead to sustainability in the future

For the company still adheres to the anti-corruption guidelines by recording in writing inserted in the corporate and employee ethics handbook. In addition, the company has compiled statements about the anti-corruption of the senior management and formulated 5 key principles as follows: Awareness of public interest over personal interest Building a corporate culture of transparency honesty in work being ashamed of corruption and awareness of sufficiency This is to be used as part of the company's annual internal audit planning strategy. As well as being used as a target for planning various activities within the company as well. This is an important communication mechanism to prevent corruption in the operational process as well.

In 2023, the Board of Directors There is no news or case of being compared, fined, and blamed or civil action taken. By regulatory agencies such as the SEC, SET or NACC regarding corruption offenses