

Procurement Policy

Symphony Communication Public Company Limited

(Revised Edition 2023)

(Approved by the resolution of the Board of Directors' Meeting No. 6/2023 held on 18 December 2023 and takes effect from 18 December 2023 onwards.)

Procurement Policy

1. Significance

Symphony Communication Public Company Limited (hereinafter referred to as “**the Company**”) is committed to achieving sustainable business growth while fostering trust and confidence among all stakeholders. The Company adheres to a transparent, fair, and accountable procurement process to support good corporate governance and ensure the integrity of its business operations.

2. Objective

This Procurement Policy has been established as a guideline for the Company’s procurement processes to ensure efficiency, effectiveness, and consistency. It aims to promote fairness, transparency, and value for money in all procurement activities.

3. Scope

This Procurement Policy shall apply to all procurement activities of the Company, and all levels of personnel are required to strictly adhere to this Policy.

4. Definitions

Personnel	refer to	the Company’s directors, executives, and employees, including consultants, representatives, authorized persons, workers, or any other individuals who perform work on behalf of or act in the name of the Company.
Stakeholder	refers to	any person, group of persons, or legal entity that is directly or indirectly affected by the Company’s business operations, or that has any interest in the business operations of the Company, or that has influence over person or entity in a manner that may impact the business operations of the Company. Stakeholders include, but are not limited to, employees, customers, suppliers, business partners, shareholders, investors, creditors, competitors, government agencies, regulatory authorities, as well as communities and society at large.
Supplier	refers to	any supplier or vendor of goods and services to the Company, including professional consultants, designers, contractors, subcontractors, service providers, lessors, or leasing providers.

5. Practical Guidelines

- 5.1 The Company adheres to procurement principles and requirements to ensure the highest levels of efficiency and effectiveness, taking into account quality, price, quantity, timeliness of delivery, and environmental sustainability.
- 5.2 The Company conducts all procurement activities with transparency, fairness, and accountability, ensuring that every stage of the process is auditable.
- 5.3 The Company strictly complies with applicable laws, regulations, and the Company's procurement-related rules and procedures to ensure good corporate governance in all procurement activities.
- 5.4 The Company treats all suppliers fairly and equally, without discrimination or exploitation, providing accurate, complete, and clear information, while also listening to their feedback and suggestions for mutual improvement.
- 5.5 The Company selects suppliers through a systematic, transparent, and fair process, based on capability, quality, service standards, and reliability.
- 5.6 The Company places importance on sustainable supplier management by fostering strong relationships and promoting continuous development to achieve long-term mutual growth.
- 5.7 The Company supports procurement from suppliers who operate ethically, demonstrate social responsibility, uphold universal human rights, and treat their employees fairly and equitably.
- 5.8 The Company promotes environmentally friendly procurement (Green Procurement) by supporting products and services that reduce environmental impact, minimize greenhouse gas emissions, and consider occupational health and safety.
- 5.9 All personnel must strictly comply with the Company's procurement policies and procedures to ensure that all operations are conducted correctly, transparently, and in accordance with good governance principles.

6. Other Related Policies and Regulations

The Company's personnel are encouraged to study and understand this Policy in conjunction with the Company's other policies as follows:

- Corporate Governance Policy
- Business Code of Conduct
- Sustainable Development Policy
- Anti-Corruption Policy
- Human Rights Policy
- Safety, Occupational Health and Work Environment Policy
- Environmental Management Policy
- Company's Regulations on Giving and Receiving Gifts, Hospitality, or Other Benefits

- Company's Regulations on Procurement
- Supplier and Business Partner Code of Conduct

7. Policy Communication and Dissemination

The Company communicates its Procurement Policy and related practices to all personnel. In addition, the Company disseminates the Policy and its practices to relevant stakeholders and the general public through various communication channels to ensure proper understanding and appropriate implementation by all parties concerned.

8. Policy Review and Revision

The Company's Procurement Policy shall be reviewed regularly and revised as necessary to ensure that its implementation remains effective, appropriate, and consistent with changes in laws, regulations, and the evolving economic and business environment.