

Sustainability Development Policy

1. Intent

Symphony Communication Public Company Limited (hereafter called “**the Company**”) believes that sustainable development and inclusive growth are the methods to establish long-term value for the Company and its stakeholders. Therefore, the Company is committed to and recognizes the importance of sustainable business operations based on good corporate governance principles as well as social responsibility and stewardship of environment.

The Company has adopted the Sufficiency Economy Philosophy taking into account moderation, reasonableness, and good self-immunity with knowledge and morality as conditions, including international sustainability development principles as a guideline for conducting business to create balance between economy, society, and environment. All activities of the Company must be conducted on the principles of sustainability and aim for sustainable results in order to create share value for stakeholders as well as maintain acceptance and trust of all stakeholders.

2. Objectives

To be used as a framework and guideline for sustainability management and operations, as well as for determining sustainability goals and strategies to be in line with sustainability development principles that strengthen and maintain a balance between economy, society, and the environment throughout the value chain.

3. Scope

This Sustainability Development Policy applies to business operations of the Company and its subsidiary companies and enforces with personnel of the Company and its subsidiary companies including representatives working on behalf of the Company and its subsidiary company.

4. Definitions

Sustainable business operations	mean	Operating business that create balance between economy, society and environment under good corporate governance principles.
The Company	means	Symphony Communication Public Company Limited
Subsidiary Company	means	A company having any of the following characteristic: <ul style="list-style-type: none"> 1) Limited company or public limited company in which Symphony Communication Public Company Limited owns or holds, either directly or indirectly, more than 50 percent of the voting rights in that company; or 2) Limited company or public limited company that Symphony Communication Public Company Limited has the power to control determining of financial and operating policies in order to obtain benefits from activities of that.

Personnel	means	Director(s), executive(s), employee(s), authority grantee(s) and advisor(s) of Symphony Communication Public Company Limited and its subsidiary company
Director(s)	means	Director(s) of Symphony Communication Public Company Limited
Executive(s)	means	Executive(s) of Symphony Communication Public Company Limited who take position as Head of Division upwards
Employee(s)	means	Employee(s) under employment contracts and probationary employee(s) of Symphony Communication Public Company Limited
Stakeholders	mean	Individual, group of persons, or juristic person that can either affect or be affected by the business operations of the Company, both directly or indirectly, or that has interest with the business operations of the Company, i.e., shareholder, employee, customer, supplier, business partner, creditor, trade competitor, government and regulatory agencies, community, society and environment.

5. Practical Guidelines

1. Conduct the business under good corporate governance principles; aims to create transparency in management and fair relationship with all groups of stakeholders.; respect and strictly abide by the laws, rules and regulations, maintain the highest ethical standards; support the prevention of exploitation and abuse of power; and be against corruption in all forms.
2. Establish organizational governance and management structure that supports driving operations for sustainability.
3. Establish goals and strategies for corporate sustainable development covering environmental, social and economic dimensions, including management of risks and new risks that may arise in the future throughout the value chain to ensure continuity of business operations and to create share values for all groups of stakeholders in a balanced and equitable manner.
4. Committed to developing products and deliver good service in line with international standards to meet and create satisfaction for customers.
5. Recognize important of protection of personal data and privacy of all stakeholders. Committed to developing standards to take care and protect personal data of stakeholders as well as to communicate with stakeholders as most efficient manner as possible.
6. Promote the development of innovation and technology for operations continuously to add business value and to generate sustainable benefits to society and environment.
7. Respect human rights. Support, promote and strictly comply with laws, regulations, requirements and standards on human rights, both at national and international level.
8. Manage human resource efficiently and fairly. Develop necessary knowledge and skills. Promote creativity at work and support management system for safety, occupational health and good work environment including encouraging the Company's personnel to respect and comply with international human rights principles by adhering to the principle of equality and non-discrimination.
9. Uphold the principle of being a good citizenship of community and society by reducing negative impacts and creating positive impacts as well as use business expertise to contribute to improve quality of life of community and society that will lead to sustainability as a whole.

10. Conduct business with due regard to potential environmental impacts; incorporate environmental issues, both positive and negative impacts, into consideration in decision making and operating business activities; recognize significance of climate change, manage energy consumption efficiently, promote wise use of resource, manage biodiversity, promote collaboration and participation in conservation of energy, natural resource and in taking care of environment between the Company and external agencies; as well as give importance to strictly comply with laws and environmental standards.
11. Disclose sustainability policy, management approach and performance in all dimensions in accordance with regulations and requirements of relevant regulatory agencies, including internationally accepted standards in an adequate, transparent and timely manner.
12. Raise awareness and instill good conscious to the Company's personnel by providing thorough communication and continuous training.
13. Communicate and raise awareness of sustainability policies and practices with suppliers and business partners, including promoting the implementation of sustainability policies and practices to reduce impact of operations throughout the value chain.
14. Govern and encourage companies or other business, where the Company has jointly invested, to adopt sustainability development practices.
15. Demonstrate intention and commitment to develop the organization sustainably as well as act as a role model in creating behaviors that lead to culture of sustainable business operations.

6. Communication

The Company shall communicate the Sustainability Development Policy and cascade it through training programs, conferences, and other appropriate channels to its personnel.

7. Other Relevant Policies and Guidelines

The Company personnel should study and understand this Policy together with other policies of the Company as follows:

- Corporate Governance Policy and Business Code of Conduct
- Anti-Corruption Policy
- Human Rights Policy
- Human Resource Management and Development Policy
- Safety, Occupational Health and Work Environment Policy
- Procurement Policy
- Taxation Policy
- Environmental Management Policy

8. Review

This Sustainability Development Policy shall be reviewed and updated on a regular basis, or as conditions require.

In this regard, the Company personnel has duty to acknowledge, study and understand this Sustainability Development Policy and other relevant practical guidelines, as well as to promote, support, drive and comply with the established policies and practices.

This policy has been endorsed by the Nomination, Compensation and Corporate Governance Committee Meeting No. 3/2022 on November 14, 2022, and has been approved by the Board of Directors Meeting No. 6/2022 on November 14, 2022.