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Sustainable Development Policy

1. Intent

Symphony Communication Public Company Limited (hereafter referred to as “**the Company**”) believes that sustainable development and inclusive growth with stakeholders are the way to create long-term value for the Company and its stakeholders. The Company is, therefore, committed to and place great importance on conducting business on the basis of good corporate governance along with caring for the environment, being socially responsible, and taking into account the benefits of all stakeholders in the business value chain.

The Company has adopted the Sufficiency Economy Philosophy that takes into account moderation, reasonableness, and good self-immunity, with knowledge and morality as the foundation, including the concept and principle of sustainable business development or ESG as a framework for conducting business. All activities of the Company must be executed based on the principle of sustainable business development and aim for sustainable and balanced results of economic, social and environmental dimensions. The ultimate goal is corporate sustainability that creates shared value for stakeholders and maintains acceptance and trust of all stakeholders.

2. Objectives

This Policy is established to be a framework and guideline for managing and operating business, as well as for setting goals and strategies to be in line with the concept and principle of sustainable business development that strengthens and maintains a balance of economic, social, and environmental dimensions throughout the business value chain.

3. Scope

This Policy applies to the business operations of the Company and its subsidiaries and enforces with personnel of the Company and its subsidiaries.

4. Definitions

Sustainable business operation	means	Operating business taking into account profit growth along with social and environmental responsibility based on good corporate governance.
The Company	means	Symphony Communication Public Company Limited
Subsidiary	means	any limited company or public limited company with any of the following nature: <ul style="list-style-type: none"> (a) any limited company or public limited company in which the Company owns or holds, either directly or indirectly, more than 50 percent of the voting rights in that company; or (B) any limited company or public limited company in which the Company has the authority to introduce

		or implement its operating and financial policies to benefit from their activities.
Personnel	means	directors, president, C-Suite executives, executives, and employees of the Company, including advisors, representatives, proxy grantors, workers, and any persons who work on behalf of the Company.
Board of Directors/Director	means	the Board of Directors/directors of the Company
President	means	a person who holds the highest executive position of the Company.
Senior executive	means	any person who holds an executive position at the level of chief officer or C-suite of the Company.
Executive	means	any person who holds an executive position as head of division or head of business unit of the Company.
Employee	means	employee working under employment contract of the Company.
Stakeholder	means	an individual, group of individuals, or juristic person that can either affect or be affected by business operations of the Company or its subsidiaries, both directly or indirectly, or that has interest with the business operations of the Company or its subsidiaries, namely shareholder, investor, employee, customer, supplier, business partner, creditor, trade competitor, government agency, regulatory agency, community and society.

5. Duties and Responsibilities

5.1 **Board of Directors** is responsible for defining vision, mission, values, objectives, goals, and directions for operating business toward sustainability. Approve sustainable development policy, practices and framework, covering environmental, social, economic and governance dimensions. Oversee to ensure that the establishment of an organizational structure is conducive to the good corporate governance and the drive of sustainable development operations; as well as ensure strategic integration of sustainable development and business.

5.2 **Nomination, Compensation, Corporate Governance and Sustainability Committee** is responsible for considering and scrutinizing sustainable development policies, practices, strategies and frameworks, covering environmental, social, economic and governance dimensions, including prioritization of sustainability topics. Provide advice and recommendation on the preparation of sustainable development plans, including setting indicators and sustainable development goals. Oversee and monitor performance of sustainable development and management of climate change related issues. Oversee to ensure that reporting and information disclosure about sustainable development

performance comply with regulations, requirements and standards; as well as provide advisory and recommendations to the management so that sustainable development operations can achieve the set goals.

- 5.3 **Risk Management Committee** is responsible for overseeing to ensure that risk management framework and risk management plan of the Company cover sustainability issues that may affect the Company's business, both environmental, social, economic and governance dimensions. Provide advisory guidance for setting measures and methods to control and mitigate risk levels along with monitoring, evaluating and continuously improving the operational plan to mitigate risk.
- 5.4 **Sustainable Development Committee** consists of the president, senior executives and executives at the level of division head, business unit head, and department head, and have the president acting as the chairman. The Sustainable Development Committee shall be responsible for preparing and reviewing the sustainable development policy and practices, covering environmental, social, economic and governance dimensions. Define goals, strategies, frameworks, management approaches, and indicators of sustainable development, including management of climate change; evaluate and prioritize sustainability topics and initiate action plans to manage and respond to such materiality properly. Supervise and monitor duties performance of the senior vice president-Corporate Sustainability to ensure that sustainable development is executed in accordance with the vision, mission, policies, frameworks and directions defined by the Board of Directors, as well as report on the sustainable development performance to the Nomination, Compensation, Corporate Governance and Sustainability Committee and the Board of Directors on a regular basis.
- 5.5 **Senior Vice President - Corporate Sustainability** performs duties in refining action plans to ensure implementation of policy and strategies of sustainable development and of reduction of greenhouse gas emission. Coordinate with all divisions within the organization to communicate, provide guidance, build understanding, awareness and engagement with executives and employees to ensure that they perform duties in accordance with the policies, frameworks and guidelines on sustainable development and reduction of greenhouse gas emission by integrating them into daily operations. Monitor and measure performance of all divisions to ensure achievement of sustainable development and decarbonization goals. Prepare report and disclose information about sustainable development performance; as well as summarize and present performance on sustainable development and decarbonization to the Sustainable Development Committee every month.
- 5.6 **Company personnel** have duties to acknowledge, study and understand the Sustainable Development Policy and related practices; as well as support, promote, drive, and comply with the established policies and practices.

6. Practices

- 6.1 Operate the business based on good corporate governance principles; aims to create transparency in management and fair relations with all groups of stakeholders; respect and strictly comply with 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.
- 6.2 Establish a corporate governance and management structure that is conducive to driving sustainable development.
 - 6.3 Determine sustainable development goals and strategies covering environmental, social, economic and governance 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.
 - 6.4 Committed to developing products and delivering good services in line with international standards to meet and create satisfaction for customers.
 - 6.5 Place the importance on the protection of personal data and privacy of all stakeholders. Committed to developing standards to take care of and protect personal data of stakeholders as well as to communicate with stakeholders on an effective manner as much as possible.
 - 6.6 Promote continuous development of innovation and technology for operations to create added value for business and sustainable benefits for society and environment.
 - 6.7 Respect human rights. Support, promote and strictly comply with laws, regulations, requirements and standards on human rights, both at national and international level.
 - 6.8 Manage human resources efficiently and fairly. Develop necessary knowledge and skills. Promote creativity at work; support management system for safety, occupational health and good work environment, including well-being of personnel. Encourage the Company personnel to respect and comply with international human rights principles by adhering to the principle of equality and non-discrimination.
 - 6.9 Uphold the principle of being a good citizenship of community and society by reducing negative impacts and creating positive impacts as well as using business expertise to improve quality of life of community and society that will lead to sustainability as a whole.
 - 6.10 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.
 - 6.11 Disclose the sustainable development 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.
 - 6.12 Raise awareness and instill good conscious to the Company personnel by providing thorough communication and continuous training.
 - 6.13 Communicate and raise awareness of sustainable development policies and practices with suppliers and business partners, including promoting the implementation of sustainable

development policy and practices to reduce impact of operations throughout the value chain.

- 6.14 Govern and encourage companies or other businesses, where the Company has jointly invested, to adopt sustainable development practices.
- 6.15 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.

7. Related Policies and Practices

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

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

8. Policy Communication

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

9. Review

This Sustainable Development Policy shall be reviewed on a regular basis, at least once a year, to ensure that it is in line with the changes of business, social and environmental context, including the requirements of practical guidelines and standards in order to achieve better practical results in the future.

This Sustainable Development Policy was approved by the resolution of the Board of Directors Meeting No. 4/2024, convened on August 9, 2024, and has become effective from August 9, 2024 onward.