

Social Policy and Practices

The company recognizes the importance of its role in managing social issues both within and outside the organization. It places significant emphasis on ensuring the well-being, safety, and health of employees, business partners, local communities, and society as a whole. These factors are essential drivers for sustainable business growth, aligning with Sustainable Development Goals 3 (Good Health and Well-being) and 10 (Reduced Inequalities). The company follows guiding principles such as the United Nations Guiding Principles on Business and Human Rights and the Ministry of Labor's human rights principles, including Thai labor standards and the social responsibility of Thai businesses (MRT. 8001-2553), as frameworks for its practices. These guidelines are implemented to ensure the well-being of stakeholders throughout the value chain, focusing on continuous personnel development in line with human rights respect and promoting sustainable business practices.

1) Treatment of Employees and Labor Rights

Human Rights

The company acknowledges the importance of equal treatment for all individuals, promoting respect for human rights and protecting and respecting fundamental human rights at all levels without discrimination based on gender, ethnicity, religion, belief, culture, age, or physical limitations. These principles are applied rigorously in personnel management processes, including recruitment, career advancement, employee development, and performance evaluation and compensation.

The company also prioritizes diversity among employees, aiming to create gender equality across all genders and ensure equal opportunities for employees with disabilities and diverse backgrounds to grow within the organization.

Long-term Employee Development and Care

The company emphasizes the continuous development of employees' knowledge and skills through comprehensive training and development policies at all levels.

Additionally, the company provides suitable welfare benefits to motivate and demonstrate long-term care for employees, such as establishing retirement funds to ensure a good quality of life for employees during and after their employment and offering various other benefits, including annual health check-ups, emergency loans, funeral assistance, and employee form benefits.

Safety and Occupational Health

The company prioritizes the safety and health of employees and laborers by strictly adhering to occupational safety, health laws, and environmental regulations. It provides professional safety officers, mandatory training, and appropriate equipment to ensure that work activities comply with safety standards.

2) Customer and Consumer Practices

Based on the analysis of key issues or expectations of stakeholders in the value chain, the company is committed to responding to customers and consumers by delivering modern, quality products that meet their needs. The company focuses on developing efficient products with contemporary technology and innovation, along with sourcing products that meet consumer safety standards. Additionally, guidelines

for managing customer relationships efficiently and responsively are established to enhance long-term satisfaction and relationships between the company and customers. Key practices include:

Quality and Safety of Vending Machines

The company aims to respond to customers by delivering modern, quality vending machines that meet consumer needs while adhering to quality and safety standards throughout production, installation, and maintenance processes. This includes:

1. Implementing E-Payment systems to reduce contact with coins and banknotes, minimizing the risk of disease transmission.
2. Installing automatic circuit breakers according to international standards to cut off electricity in case of abnormalities.
3. Providing preventive maintenance services every six months as per warranty agreements.
4. Communicating usage instructions and safety information clearly and securely through user manuals and vending machine labels.

Health and Safety of Consumer

Sourcing and distributing quality food and beverages that meet safety standards for consumers is a crucial aspect of the company's business. The company is committed to selecting and inspecting products before distribution regularly. For example, implementing systems to check and recall products nearing expiration.

Beyond quality and safety, the company prioritizes promoting consumer health through the distribution of healthful products. Additionally, the company emphasizes the importance of certified products, expiration dates, and nutritional labels for informed consumer decision-making.

Accessibility to Products and Services

The company considers accessibility for all consumer groups, including the elderly, disabled, and visually impaired, by implementing user-friendly designs for vending machines. These designs include appropriately positioned screens, touch buttons, and product slots to facilitate easy use for all consumers.

3) Community and Social Engagement

The company recognizes the importance of conducting business responsibly to enhance community and societal well-being. In the past year, the company focused on improving the quality of life and avoiding negative impacts on communities and society. As the nature of the company's business directly involves consumers through vending machines for food and beverage distribution, no complaints were received from communities regarding social or environmental issues related to the company's activities.