

## Social Supply Chain

Sun Vending Technology Public Company Limited (“SVT”) recognizes the importance of supply chain management with consideration for social impacts on labor, business partners, communities, and all stakeholders. The company emphasizes fair, transparent, and human rights–respecting operations, while supporting communities and creating sustainable value throughout its supply chain.

### Supporting the Sustainable Development Goals (SDGs)



No Poverty



Zero Hunger



Good Health and Well-being



Reduced Inequalities



Partnerships for the Goals

### Management Approach

The company recognizes the importance of supply chain management across all stages — from sourcing, design, research and development, procurement, production, storage, and transportation to stakeholder relationship management. The Board of Directors has established policies to promote collaboration between the company and its stakeholders to enhance operational performance, encourage cooperation, and ensure that all stakeholders are treated in accordance with their legal rights. The company identifies eight stakeholder groups:

1. Government Agencies
2. Business Partners
3. Customers
4. Employees
5. Shareholders

6. Communities and Society
7. Media
8. Competitors

### **1. Government Agencies**

The Board of Directors conducts business in compliance with the regulations of supervisory and governmental authorities.

- Strictly comply with all applicable laws, rules, and regulations.
- Disclose transparent, accurate, and verifiable information.
- Cooperate with government agencies to foster good relationships between the company and relevant authorities.

### **2. Business Partners**

The Board treats business partners fairly and with mutual benefit in mind.

- Implement a fair partner selection and engagement system that considers safety, occupational health, and environmental friendliness.
- Maintain confidentiality of partner information and refrain from using it for personal or improper benefit.
- Build strong relationships and mutual understanding, exchange knowledge, and jointly develop products and services for shared growth.
- Provide accurate information and strictly adhere to trade agreements. In case of unavoidable circumstances preventing compliance, promptly inform partners to find solutions and prevent damage.
- Refrain from requesting or accepting any benefits beyond agreed trade terms.

### **3. Customers**

The Board recognizes that customer satisfaction and trust are key to the company's sustainable success.

- Conduct business in manufacturing, distributing, and providing services that are safe for consumers and environmentally friendly.
- Continuously develop products and services, foster innovation, and provide accurate information to support customer decision-making without distortion.

- Operate with honesty, fairness, and integrity, respecting customer rights and maintaining confidentiality without misuse.
- Refrain from requesting or accepting direct or indirect benefits from customers.
- Provide accurate information and comply strictly with trade agreements. In case of issues, promptly inform partners to find solutions and prevent damage.
- Establish channels for feedback, consultation, and complaints to ensure customer satisfaction and maximize service benefits.

#### **4. Employees**

The Board considers employees valuable assets and key success factors of the company.

- Treat employees equally in accordance with fundamental human rights and maintain confidentiality of employee information.
- Manage employees under applicable laws and company regulations.
- Promote equality in employment without discrimination based on gender, color, race, religion, age, disability, or any unrelated status.
- Support training and development to enhance employee potential, efficiency, and career advancement opportunities.
- Encourage employee participation in shaping company direction and development.
- Provide fair and appropriate compensation based on responsibilities and performance.
- Offer suitable welfare and benefits such as medical care and provident funds.
- Provide communication and grievance channels to ensure fair resolution and foster positive workplace relationships.
- Ensure necessary facilities and a safe, healthy working environment to enhance employee well-being.
- Encourage employee participation at all levels in corporate social responsibility (CSR) activities.

## **5. Shareholders**

The Board performs its duties responsibly, prudently, and with integrity to deliver sustainable returns to shareholders.

- Generate stable and sustainable performance to increase long-term corporate value.
- Manage operations transparently, fairly, and with accountability to all shareholders.
- Prevent conflicts of interest and prioritize shareholders' best interests.
- Disclose accurate, complete, and timely financial and operational information.
- Conduct business with consideration for environmental, social, and governance (ESG) principles to ensure long-term sustainability.
- Treat all shareholders equally and fairly.

## **6. Communities and Society**

The Board operates with a sense of duty and responsibility toward the nation, communities, and society, while respecting local traditions and culture to preserve social harmony.

- Conduct business responsibly toward society and communities.
- Instill social responsibility awareness among employees at all levels.
- Promote the preservation of local culture and traditions.
- Participate in activities with various organizations to foster social development.
- Support public benefit initiatives.
- Promote community income generation through employment and local product support.
- Build good relationships with communities and society based on integrity, transparency, and fairness.

## **7. Media**

The Board values the media as a key channel for disseminating company information and performance to promote transparency and accountability.

- Disclose accurate, complete, and factual information about the company's operations.

- Provide fair and equal access to information for all media outlets.
- Communicate significant information to stakeholders appropriately and in a timely manner.
- Comply with laws and regulations related to corporate disclosure.
- Clearly designate authorized persons or responsible parties for providing information to the media to prevent any misinformation.

## **8. Competitors**

The Board conducts business in accordance with legal provisions.

- Operate ethically and strictly comply with competition laws.
- Refrain from actions that damage competitors' reputations.