

## 8.3 Engagement Management for all Employees

Taking care of our employees and their families to have vital health and mental during the COVID-19 pandemic is a top priority for the Company. We are Striving to create understanding and educate to protect yourself in difficult situations like this and continually enhance the quality of life for employees.

### Management approach

#### Employment and Compensation

The company considers compensation to meet the basic human needs so that its employees and their families can have a good quality of life and have money for savings as appropriate. Therefore, the company regularly reviews employee compensation and has a channel to get employees' opinions through the Welfare Committee, responsible for handling complaints, demands, or employee expectations. There have regular meetings every month.

- **Employment:** The company has an employment policy that focuses on equality and no limitation or deprives of gender, nationality, religion, and culture.
- **Compensation:** The company will set a compensation rate not less than the minimum wage required by law or industry standards and has fair wage adjustment to distinguish that employees are different in knowledge and abilities. The company defines criteria according to the performance appraisal and the job promotion and has a transparent and verifiable report recording.
- **Welfare:** The company focuses on interests that can continually improve the quality of life for its employees. Therefore, in a situation where the country is experiencing an economic slowdown, the company has considered improving welfare by increasing the subsidy for lunch to help alleviate the burden of employees. In addition, it also realizes the health care of employees. Therefore, the medical care limit under the health insurance plan has been adjusted for employees.

#### Complaints

The Company has a mechanism for managing employee complaints in a systematic, transparent, fair manner, confidentiality, and respect for human rights. By focusing on getting an understanding between employee-and-employee and employee-to-organization. A representative from the Human Resources Department is a member of the committee. Employees can make a formal complaint through the departments such as the Compliance and Internal Audit Department, the Company Secretary Department, and Human Resources Management Department through various channels, including telephone, e-mail.

#### Communication

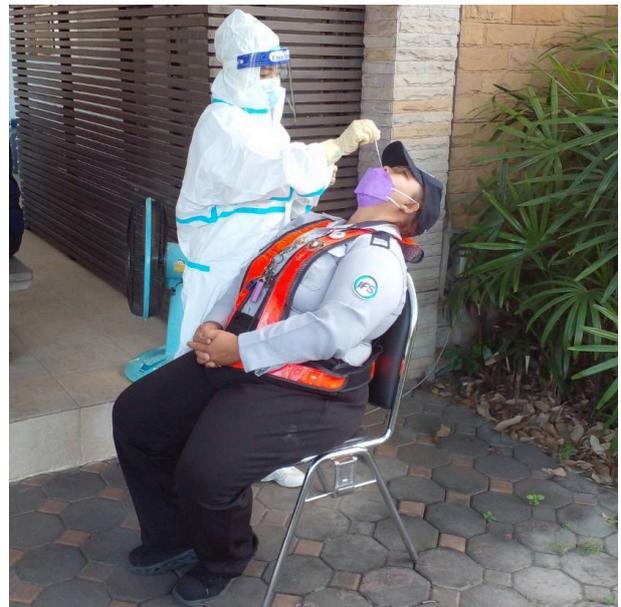
Despite the difficulty in communicating, reaching out to employees, and arranging activities during the pandemic of the COVID-19, the Company tries to use online communication to reach employees to provide knowledge and understanding for employees. This combines with social-distancing face to face meetings and creating employee engagement through online activities to reduce the gap and maintain a channel for receiving feedback from the employee. All the communication channels would help the company continuously enhance the quality of life for employees.

**Safety: Measures to take care of employees in the situation of the pandemic of the COVID-19 virus**

The company focused on taking care of employees' health for prevention and treatment when they detected the COVID-19 virus. The company has joined with public health agencies in the surrounding communities to strengthen the public health system so that employees and people in the community can access treatment promptly. Moreover, The company has also allocated building space to set up the Factory Accommodation Isolation for employees infected with COVID-19 in the early stages with close supervision by medical personnel before being sent to the hospital for further treatment. In addition, the company has established a Bubble and Seal Center for employees in the at-risk group to stay and have nurses take care of closely assess symptoms to reduce the risk of spreading the virus to family members. The provincial public health authorities provide close support and advice for establishing Factory Accommodation Isolation and bubble and seal center.



The Company has established measures to continuously monitor and prevent internal epidemics, such as random checks by ATK, cleaning shared areas frequently, and providing work from home policy for office workers. In addition, follow-up and coordination with provincial public health and social security offices have also been undertaken in the 3rd needle vaccination to build immunity for all employees.



**Financial: Measures to relieve debt burden during the economic crisis**

The company realizes the debt burden of employees and long-term problem solutions, so it gives knowledge to employees in debt management. It also received cooperation from savings cooperatives in alleviating the suffering of employees by reducing interest rates on all types of loans. In addition, employees who wish to suspend debt repayment can propose during times of financial need.

In addition, the company also arrange an activity to enhance employee engagement and corporate culture as part of daily operations. The content has been revised on good behavior and announced in 2022 to align with the digital transformation and the new way of working through various communication and activities to create a good working environment. An employee engagement survey will assess every two years to allow sufficient time to consider appropriate policy guidelines and improve work systems accordingly. The coming employee engagement survey will arrange in 2022.

Turn Over Rate			
Target 2021	2021	2020	2019
<b>Less than 10%</b>	<b>8.24%</b>	<b>9.20%</b>	<b>11.13%</b>

## 8.4 Occupational Health and Safety Management

The Company emphasizes the importance of occupational health management to ensure that stakeholders throughout the supply chain, including employees, customers, business partners, and contractors, will be safe with a suitable working environment.

**Occupational Health and Safety Policy**

The Company has announced occupational health and safety policy by adopting laws and regulations such as safety, customer requirements, and safety standards, which come into every step. From importing raw materials, production, maintaining the function, storing, and product transporting process until creating a systematic safety inspections process. Along with creating a safety culture for employees at all levels continuously.

**Management Approach**

**1. Policy review at the organization and business unit level**

The Company has appointed safety committees at the corporate and business unit level to update safety policies and monitor improvement operations. Moreover, present key safety metric goals and approve key activities or projects. And also be a platform for sharing best practice information of the group companies (Best Practise Sharing) at the corporate level once a quarter and business unit level once a month.