

Sustainable Development Policy

**Wyncoast Industrial Park Public Company Limited
and its subsidiaries**

Sustainable Development Policy

Wyncoast Industrial Park Public Company Limited and its Subsidiaries

Wyncoast Industrial Park Public Company Limited and its subsidiaries (“Company”) have intent to operate business with determination of perpetual development for stable and sustainable growth under operation and management of responsibility based on the principles of good governance, honesty, transparency, fairness, and ethics and good corporate governance system which subject to the principle and guideline for business with responsibility to the economy, society and environment for the best interests of all stakeholders and involved parties as follows:

1. Supervise, good governance and compliance with the law

- There is organization’s guideline to convince to stakeholder that the Company's business will adhere to the principles of corporate governance and code of conduct with transparency in accordance with the anti-corruption policy. In addition, there is the corporate governance and effective risk management in order to reduce risks from the Company's business as well as having a clear tracking process and indicators.
- There is a guideline for all agency to strictly comply with relevant laws/announcements such as the Public Law Act. , Labor and Human Rights Law , Consumer protection Act, Building Control Act, Personal Data Protection Act, Laws from the Securities and Exchange Commission, Stock Exchange of Thailand and Law by various government departments following Revenue Department, Customs Department, Excise Department, Pollution Control Department and other relevant laws.
- Provide knowledge and understanding to all departments and involved parties to operate under equal work practices and treat employee upon human right principle. Also the fair competition or fair treatment for both trade competitor and trading partner therefore all sectors shall operate with honesty and in accordance with the anti-corruption and corruption policy in all forms.

2. Human Resources Management

- There is a fair and equal treatment for all employees both internally and externally in term of the principles of human right without discrimination on race, religion, gender, age, as well as creating good working environment and enhancing quality of life, reasonable compensation and welfare.
- Encourage personnel development and suggest employee at all levels to have wide knowledge and understanding for diverse operational expertise including have ability to adapt upon situation by using the necessary and appropriate skills in order to enhance capacity for supporting efficient business operations as well as effectively recruited for business operations in various situations through various recruiting channels.

3. Customer relationship management

- There is marketing tool in order to maintain customer base and communicate with customer to keep using product or service of the Company by accepting opinion of customer and employee in the organization that reflecting their satisfactions with product and service as well as offering new product and service that can meet the customer's desire.
- Service behavior data has collected to develop and increase customer satisfaction by using collected information to improve product, marketing activity, services, and identifying communication channels with customer and effective solution of customer's matter in order to meet customer's desire.
- Decision-making process has enhanced for the customer care division which gets enough information to make decision and provide the best offering to customer without conflicting with the Company's policies and marketing guideline.

4. Product and Service Development

- Continuous developing the product to respond the changed of customer behavior.
- The potential of employee has been developed to wide knowledge in working field and constantly improve the quality of product and services.
- There is space management in order to increase the efficiency per sales area.

5. Biodiversity Management

- Risk Assess and impacts on biodiversity in the development, expansion and improvement of project, especially in ecologically sensitive areas by proceeding in accordance with the constitutional law.
- Consider and select materials, equipment, especially construction materials from legal source of production for ensuring that all are not from source that could lead to negative impact on biodiversity.
- As developing project areas with high risk of biodiversity, the Company will prepare a biodiversity operation plan for implementing, monitoring and minimize impacts by appropriately improving operation.
- Support and encourage employee and stakeholder to acknowledge the impact on biodiversity from business operations as well as create awareness among employee to be responsibility in biodiversity activities in the Company group.
- Regularly disclose, communicate and operating biodiversity to the Company group's stakeholders.

7. Environmental Management

- There is an environmental quality management to minimize negative quality on the environment.
- Create a culture and raise awareness of people in the organization to be responsible to the community, society and environment.
- Any other actions in accordance with the environmental policy (which a different from this policy)

8. Technology and Innovation

- Encourage the usage of technology in order to increase business efficiency and competitive ability.
- Use new technologies and innovations to meet customer demand and increase satisfaction.

Announced on 20 January B.E. 2022



Mr. Jak Chamikorn
Chairman of the Board

Wyncoast Industrial Park Public Company Limited

This Sustainable Development Policy

Approved by the Nomination Committee Meeting No. 1/2022 on January 20, 2022.

It was approved by the Board of Directors Meeting No. 1/2022 on January 20, 2022.