



-Translated Version-

## Stakeholder Engagement Policy

### Ubon Bio Ethanol Public Company Limited and Its Subsidiaries

Ubon Bio Ethanol Public Company Limited and its subsidiaries (“the Company”) place great importance on treating all stakeholders throughout the value chain fairly and responsibly. The Company is committed to conducting business with integrity, social responsibility, good corporate citizenship, and business ethics as guiding principles for employees at all levels, under the framework of good corporate governance and the Company’s sustainable development practices.

In response to evolving social, environmental, and business conditions, stakeholders increasingly expect fair treatment and opportunities to participate in expressing opinions, decision-making, and actions concerning matters that may affect them. Therefore, the Company has established sustainability goals integrated with its business strategies, emphasizing a balance between business development and growth, and the creation of shared value with all stakeholder groups. The Company aims to ensure that its business can coexist sustainably with communities and society.

#### Stakeholders

“Stakeholders” refer to individuals or groups who are directly or indirectly affected by the Company’s business operations, have interests in the Company’s operations, or possess influence over individuals that may affect the Company’s operations. Stakeholders include shareholders, employees, customers, suppliers/contractors, communities, business partners, government agencies, opinion leaders, media, competitors, farmers, cassava yards, and others.

#### Stakeholder Engagement Policy

The Company is committed to acting as a responsible corporate citizen, particularly within every community in which it operates, by respecting rights and treating stakeholders fairly, listening to opinions and concerns, and fostering mutual understanding with stakeholders. The Company also promotes constructive collaboration on issues of stakeholder interest and participates in the development of communities, society, and the environment, enabling the Company to conduct business sustainably.



บริษัท อูบ ไบโ อีทานอล จำกัด (มหาชน)  
UBON BIO ETHANOL PUBLIC COMPANY LIMITED

333 หมู่ 9 ตำบลนาดี อำเภอนาฮี จังหวัดอุบลราชธานี 34160  
333, Moo 9, Na Di Sub-district, Na Yia District, Ubon Ratchathani Province 34160  
Tel : +66 4525 2777  
[www.ubonbioethanol.com](http://www.ubonbioethanol.com)

## Operational Guidelines

### 1. Stakeholder Identification and Analysis

Identify, classify, and clearly categorize stakeholders according to the relevance of each business operation in order to comprehensively analyze both direct and indirect risks and impacts on each stakeholder group.

1.1 Determine material sustainability issues that influence the Company's operational decisions and performance, as well as those of stakeholders, in formulating business strategies in order to identify the relationship and significance of such issues to both the Company and stakeholders.

1.2 Develop stakeholder mapping to identify stakeholders and relevant parties within the Company, understand stakeholder perspectives, potential impacts, and expectations of each stakeholder group. Such stakeholder mapping shall be used to design appropriate responses to stakeholder needs, business strategies, and communication approaches that may affect the Company's sustainable performance. This process shall be incorporated into stakeholder relationship management from the planning stage, enabling timely adjustments or improvements to operational processes.

### 2. Communication Strategy

Communicate closely and consistently with stakeholders to foster accurate understanding, strengthen relationships, and build trust. Communication strategies, methods, formats, and procedures shall be tailored appropriately to stakeholder groups, circumstances, timing, and local cultures, taking into consideration the potential risks or benefits that may arise from inaction or insufficient engagement.

### 3. Information Disclosure

Disclose accurate, transparent, unambiguous, and comprehensive information to ensure stakeholders receive sufficient and timely information. This includes disclosing useful information at appropriate times, clearly communicating the true objectives of such information, and ensuring transparent reporting processes for stakeholders. Nevertheless, information disclosure shall be conducted appropriately and in accordance with the Company's disclosure policy.

### 4. Stakeholder Participation

Provide stakeholders with opportunities to participate in matters that may affect them, including channels for suggestions, concerns, and complaints. The Company values stakeholder feedback and welcomes constructive stakeholder dialogue in order to understand stakeholder opinions, expectations, and

needs. Discussions and exchanges of opinions with stakeholders shall take into consideration differences that may affect participation, such as age, gender, education, experience, attitudes, and other factors. Relevant preliminary information should also be provided prior to discussions. Reports of discussions shall be prepared and communicated to participants, and all information obtained shall be systematically recorded and maintained. At the same time, the Company should participate in providing opinions, clarifications, and recommendations to lawmakers or regulators regarding laws or regulations that may affect the Company's business operations.

5. Risk Management in Stakeholder Engagement

Anticipate, identify, and prioritize risks arising from stakeholder engagement in order to prepare mitigation plans and manage risks constructively. Risks that should be considered include unwillingness to participate, stakeholder fatigue, dissatisfaction with the Company's responses, unequal participation in discussions, stakeholders intentionally disrupting discussions, lack of access to information, unequal bargaining power, technical difficulties during engagement, and conflicts among participants.

6. Review and Reporting

Monitor and evaluate stakeholder engagement practices systematically to ensure continuous improvement. The Company shall develop action plans, strengthen collaboration among stakeholders and relevant internal parties, monitor engagement processes, and communicate operational outcomes to stakeholders. In addition, the Company shall publicly disclose the overall results of stakeholder engagement, including outcomes achieved, impacts, scope of operations, and the connection between stakeholder engagement benefits and the Company's operational performance.

Responsibilities of Relevant Functions

Relevant functions are responsible for ensuring the effective and efficient implementation of the Stakeholder Engagement Policy by providing appropriate resources, including budget allocation, clearly designated responsible persons with adequate knowledge, skills, and sufficient capacity, as well as establishing systems for receiving stakeholder feedback, data collection, monitoring, and evaluation. Information obtained from stakeholder engagement shall also be integrated into the Company's corporate governance, strategies, and management processes at all levels in order to promote acceptance and continuous development of sustainable business practices throughout the organization.

**Policies and Guidelines for Key Stakeholder Groups**

The Company has established policy frameworks and operational guidelines for 10 key stakeholder groups as principles for conducting business, creating shared value for the organization, and promoting sustainable development, as follows:

## **Policy and Guidelines for Shareholders**

The Company places utmost importance on shareholders. Directors, executives, and employees are therefore required to conduct business in accordance with the principles of good corporate governance and the Company's commitments, with the objective of maximizing benefits and continuously enhancing shareholder value over the long term. The guidelines are as follows:

1. Manage the organization in accordance with the Company's vision and principles of good corporate governance with honesty, integrity, prudence, and free from conflicts of interest, in order to create sustainable returns for all shareholders.
2. Respect shareholders' rights and treat all shareholders fairly and equitably without any action that violates or deprives shareholders of their rights.
3. Provide shareholders with the opportunity to propose agenda items for the Annual General Meeting of Shareholders and nominate director candidates within an appropriate timeframe in advance.
4. Provide adequate advance clarification and disclosure regarding shareholder meetings, including all relevant information required for shareholders' decision-making at the meetings.
5. Prohibit directors, executives, employees in relevant functions, as well as their spouses and minor children, from using undisclosed inside information for personal gain or for the benefit of others in an improper manner that disadvantages shareholders.
6. Appoint independent directors to oversee minority shareholders and receive complaints or suggestions from shareholders through channels established by the Company that are easily accessible.
7. Establish effective internal control, internal audit, and risk management measures.
8. Disclose significant corporate information, financial reports, and operational results accurately, completely, transparently, reliably, and in a timely manner through channels that are easily accessible to shareholders, enabling them to stay informed of the Company's operational status on a regular basis.

## **Policy and Guidelines for Employees**

The Company believes that employees are valuable resources and key contributors to business success. The Company therefore treats employees fairly based on human rights principles, taking into consideration employees' needs in order to foster positive relationships between employees and the organization. The Company also promotes continuous skills development and capability enhancement while providing career stability and advancement opportunities. The guidelines are as follows:

1. Recruit employees through efficient and fair selection processes and employment conditions in order to attract capable, honest, and ethical individuals who “think well, act well, and speak well” to join the Company.
2. Treat employees fairly and equally, respect and protect employees’ personal rights and freedoms from violation, and support employees’ rights to freely express opinions.
3. Establish complaint and whistleblowing mechanisms regarding inappropriate conduct in violation of the Company’s Code of Conduct, including protection against retaliation or punishment for whistleblowers in accordance with the Whistleblowing Policy.
4. Develop employees at all professional and organizational levels continuously and appropriately according to their duties and responsibilities, while fostering ethical awareness among all employees.
5. Promote teamwork in order to strengthen organizational unity and cultivate employee discipline in the workplace.
6. Evaluate employee performance and manage compensation based on appropriateness to responsibilities and individual capabilities, while providing fair and appropriate employee welfare and continuously improving such benefits. Compensation and welfare should be benchmarked against leading companies within the same industry.
7. Foster awareness and promote occupational safety, health, and environmental practices, including maintaining a positive working atmosphere and environment that enables employees to work conveniently, safely, and comfortably as though they were part of one family.
8. Manage operations in accordance with occupational health and safety management systems and environmental management systems under internationally recognized standards.
9. Encourage employees to maintain a healthy work-life balance between professional and personal life.
10. Provide channels for communicating important information to employees in order to enhance their understanding of the Company’s business operations and performance across all business sectors.

#### **Policy and Guidelines for Customers**

The Company is committed to ensuring that customers receive the highest level of benefits and satisfaction from its products and services in terms of both quality and fair pricing. The Company also strives

to continuously and sustainably develop and maintain strong customer relationships. The guidelines are as follows:

1. Deliver products and services that meet consumers' needs, while contributing to an improved quality of life and promoting sustainable social development.
2. Continuously create innovations and conduct research and development in order to provide high-quality, high-value products and services that comprehensively meet customer needs.
3. Develop environmentally friendly products and services by reducing resource consumption, conserving energy, promoting recyclability, and extending product life cycles.
4. Produce safe products and services that do not pose risks to consumers' health, and provide accurate and sufficient information to consumers.
5. Maintain customer information systematically and securely, and refrain from using customer information improperly.
6. Establish fair and reasonable pricing for products and services.
7. Implement quality management systems in accordance with international standards.
8. Establish responsible units to provide product and service recommendations, consultations, problem-solving assistance, and complaint handling in order to ensure maximum customer satisfaction.

#### **Policy and Guidelines for Suppliers / Contractors**

The Company adheres to fair trade competition practices and strictly complies with contractual obligations, the Company's Code of Conduct, and commitments made to suppliers and contractors, as follows:

1. Determine procurement prices and project pricing fairly and appropriately, taking into consideration the reasonableness of price, quality, and services received, and provide justifiable explanations when subject to review.
2. Ensure accurate and timely payments to suppliers and contractors.
3. Conduct business transparently and sustainably in compliance with agreed commercial terms and contractual obligations, while maintaining fairness toward all relevant parties.
4. Establish clear procurement procedures and operational regulations, and prohibit the solicitation or acceptance of assets or any benefits from suppliers or contractors.
5. Arrange regular visits to suppliers and contractors in order to exchange opinions and receive suggestions or recommendations for improvement.

6. Support environmentally friendly procurement and promote the purchase of products from local communities.
7. Avoid purchasing goods or services from suppliers or contractors that violate human rights or intellectual property rights.
8. Refrain from disclosing suppliers' or contractors' information to third parties unless prior consent has been obtained.
9. Refrain from conducting business with suppliers or contractors engaged in illegal activities or conduct contrary to public order and good morals.
10. Promote and encourage suppliers and contractors to conduct business in accordance with sustainable development principles with social and environmental responsibility, and to comply with the Supplier Code of Conduct.

#### **Policy and Guidelines for Communities**

The Company respects human rights and equal treatment, conducts business ethically toward all stakeholders, and upholds social responsibility. The Company is committed to supporting activities that enhance the quality of life of communities and society, while encouraging employees and related parties to actively participate as responsible citizens contributing to communities and society. The guidelines are as follows:

1. Support and provide appropriate assistance to communities and society, particularly communities surrounding the Company's operating sites.
2. Protect and preserve the environment surrounding communities by controlling and managing waste disposal from both production processes and general operations, including preventing contamination from being released into the external environment through efficient technologies and continuous monitoring.
3. Promote and support activities and projects aimed at developing the potential and capabilities of youth in education, science, technology, sports, and arts, while instilling moral values and ethics to help develop capable and responsible individuals.
4. Support activities and projects that provide urgent relief to disaster victims, as well as initiatives to improve the capabilities and quality of life of people in society, such as career development and strengthening community resilience to enable sustainable self-reliance.
5. Support activities and projects related to healthcare and public health in order to improve the health and quality of life of people in communities and society.

6. Promote and support activities related to arts, culture, and the preservation of religion as appropriate.
7. Support foundations and charitable organizations in order to provide assistance and opportunities for disadvantaged individuals in society to improve their quality of life, as well as support organizations conducting activities beneficial to human resource development.
8. Provide opportunities for communities and all stakeholder groups to participate in various activities and projects, including expressing opinions, suggestions, or complaints arising from the Company's operations, with the objective of enabling the Company to coexist sustainably with communities.

#### **Policy and Practices Toward Government Agencies**

The Company recognizes government agencies as important stakeholders and has established guidelines to ensure that employees conduct themselves appropriately and properly, including cooperation with government agencies in academic matters and support for various activities. The guidelines are as follows:

1. Strictly comply with applicable laws and regulations, while recognizing that laws, regulations, customs, and traditions in each locality may differ in terms of conditions, procedures, and practices.
2. Refrain from any actions that may improperly influence government officials or encourage them to act inappropriately.
3. Support government activities on a continuous basis, such as participating in meetings, providing opinions, and offering academic and other appropriate assistance and support.
4. Welcome visits and inspections from government agencies in order to receive their opinions and recommendations.

#### **Policy and Practices Toward the Media**

The Company recognizes the importance of disclosing information to the media in order to ensure that information can be communicated accurately and promptly to the public. The guidelines are as follows:

1. Disclose information to the media on an equal basis, ensuring that such information is accurate, clear, and relevant, as well as communicated promptly and in a timely manner.
2. Facilitate and accommodate media representatives who contact the Company and provide opportunities for the media to meet and communicate closely with senior executives.

3. Foster good relationships with the media, such as organizing company and factory visits to provide insight into production processes and internal management systems, as well as to ensure accurate information is communicated.

#### **Policy and Practices Toward Competitors**

The Company conducts its business with a policy of treating competitors fairly under the framework of fair trade competition. The Company adheres to ethical business conduct and competition laws, with the following guidelines:

1. Conduct business under the principles of fair competition and applicable laws with ethics and transparency, and refrain from taking unfair advantage of competitors through unlawful means.
2. Refrain from seeking confidential information through dishonest or inappropriate methods.
3. Refrain from any actions that infringe upon competitors' intellectual property rights.
4. Refrain from damaging competitors' reputations through false or malicious accusations without factual basis.
5. Support and promote free trade and avoid entering into any agreements with competitors that may reduce or restrict fair competition.

#### **Policy and Practices Toward Farmers**

The Company conducts its business with a policy of treating farmers fairly under the framework of raw material purchasing prices without exploiting farmers. The Company is committed to promoting knowledge, providing services that maximize benefits and satisfaction for farmers in terms of both quality and fair pricing, as well as continuously and sustainably developing and maintaining relationships with farmers. The guidelines are as follows:

1. Procure raw materials and provide services that meet farmers' needs, while contributing to improving quality of life and promoting sustainable growth for farmers.
2. Promote knowledge, agricultural innovation, research, and continuous development to ensure high-quality and high-value raw materials that comprehensively meet farmers' needs.
3. Promote and recommend innovation, efficient resource utilization, energy conservation, and cost reduction for farmers.
4. Conduct field visits, training activities, discussions, meetings, and collaborative projects with network partners to improve productivity and enhance farmers' quality of life in accordance with established plans.

5. Maintain farmers' information systematically and securely and refrain from using such information improperly.
6. Establish fair pricing for raw materials and services.
7. Implement quality management systems in accordance with international standards.
8. Establish responsible units to provide recommendations regarding raw materials and services, consultations, problem-solving assistance, and complaint handling to ensure the highest level of satisfaction for farmers.

#### **Policy and Practices Toward Cassava Yards**

The Company conducts its business with a policy of treating cassava yards fairly under the framework of raw material purchasing prices without exploitation, while promoting knowledge and providing services that maximize benefits and satisfaction in terms of both quality and fair pricing. The Company is committed to continuously and sustainably developing and maintaining relationships with cassava yards. The guidelines are as follows:

1. Procure raw materials and provide services that meet the needs of cassava yards, while contributing to improving quality of life and promoting sustainable growth for cassava yards.
2. Promote knowledge and transportation innovation to ensure the transportation of high-quality and high-value raw materials that comprehensively meet the needs of cassava yards.
3. Promote and recommend innovation, efficient resource utilization, energy conservation, and cost reduction in transportation and raw material storage for cassava yards.
4. Avoid purchasing products from cassava yards that violate human rights or intellectual property rights.
5. Establish regular visitation plans for cassava yards to exchange opinions and receive suggestions or recommendations for improvement.
6. Maintain information of cassava yard operators systematically and securely and refrain from improper use of such information.
7. Establish fair pricing for raw materials and services.
8. Implement quality management systems in accordance with international standards.
9. Refrain from conducting business with cassava yards engaged in unlawful activities or conduct contrary to public order and good morals.

10. Encourage and support cassava yards in conducting business in accordance with sustainable development principles with social and environmental responsibility, and in compliance with the Supplier Code of Conduct.
11. Establish responsible units to provide recommendations regarding raw materials and services, consultations, problem-solving assistance, and complaint handling to ensure the highest level of satisfaction for cassava yards in raw material services.

Reviewed and announced on 24 February 2026.

*-Signed-*

---

(Mr. Palakorn Suwanrath)

Chairman of the Board of Directors

Ubon Bio Ethanol Public Company Limited