

# Stakeholder Engagement Process

1

## Stakeholder Identification & Prioritization

**Prioritize stakeholders** by weighting their impact on the company and alignment of needs with strategic goals and business operations.

2

## Stakeholder Engagement Operations

**Build relationships** with all stakeholder groups through diverse communication channels to listen to opinions, expectations, and concerns

3

## Material Sustainability Issues

**Analyze and prioritize** issues impacting business and stakeholders across economic, social, and environmental dimensions.

4

## Implementation

**Integrate sustainability issues** into strategic planning with clear goals, indicators, and action plans for stable growth and value creation.

## Credit Policy

### **Policy on Credit Limit Consideration (Credit Policy)**

**TPBI Public Company Limited and all subsidiaries** (the Company group) has established criteria for credit trade operations and formulated the Credit Policy for credit management to serve as guidelines for consideration, review, and supervision to ensure relevant parties comply with appropriate operations for the Company group, while continuously reviewing the credit policy to align with economic conditions and market competition or when there are significant policy changes. The determination of credit limits and payment terms, and conditions must be approved by authorized personnel, considering the volume and value of products to be purchased from the Company group, debt repayment capability, along with individual customer risks. The Company Group has set the period to be within 7 - 120 days, depending on the case.

### **Guidelines for Determining Payment Terms for Customers**

The Company group determines payment terms according to product types and raw materials, or various services utilized, order value, and negotiated conditions for trade discount payments as criteria. The Company Group has set the period to be within 7 - 120 days.