
Policy and Guidelines on the Treatment of Shareholders and Stakeholders

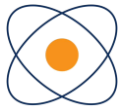
Astra Enterprises Public Company Limited (the “**Company**”) recognizes the importance of conducting business under the principles of good corporate governance, transparency, accountability to stakeholders, and sustainable development. This policy has been prepared to consolidate the policy framework, guidelines, and implementation measures relating to the Company’s key stakeholders, namely shareholders, employees, customers, competitors, business partners, creditors, and communities and society. It is intended to align with the Company’s environmental, social, and governance policy framework, including policies on sustainability, risk management, supply chain management, human rights, fair labor practices, customer personal data protection, responsible marketing and advertising, and community and social development and engagement.

1. Scope of Application

This policy serves as guidance for directors, executives, employees, and persons acting on behalf of the Company, and as a reference framework for communication, supervision, and monitoring of operations with subsidiaries, associated companies, business partners, contractors, creditors, customers, and relevant parties within the Company’s value chain. The implementation of this policy shall be considered together with the Company’s ESG policies and other relevant specific policies, as appropriate.

2. General Principles

- Conduct business with integrity, honesty, transparency, accountability, and in compliance with laws, rules, regulations, business ethics, and good corporate governance principles.
- Integrate environmental, social, and governance considerations into decision-making and business operations, including the management of strategic, operational, financial, compliance, and emerging risks.
- Respect human rights, dignity, equality, diversity, and the privacy of stakeholders, without discrimination and with zero tolerance for violations of fundamental rights.
- Disclose information that is accurate, complete, sufficient, timely, and not misleading to support appropriate decision-making by stakeholders.
- Identify, analyze, and prioritize stakeholders (Stakeholder Identification and Prioritization) by considering the level of impact, expectations, and influence on business operations, and determine appropriate forms of engagement (Stakeholder Engagement) for each stakeholder group so that comments, expectations, and material topics may be taken into account in the Company’s strategy formulation, risk management, and decision-making.
- Prevent conflicts of interest, fraud and corruption, misuse of inside information, and any conduct that may affect confidence in the Company.



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- Place importance on cybersecurity management, the responsible, ethical, transparent, and legally compliant use of digital technology and artificial intelligence (AI), and the management of data and information system risks, in order to strengthen confidence among shareholders, customers, business partners, employees, and all stakeholder groups.
- Conduct human rights due diligence (Human Rights Due Diligence: HRDD) to identify, assess, prevent, mitigate, monitor, and communicate human rights impacts that may arise from business operations, investments, business relationships, and the Company's value chain, in accordance with the Company's human rights policy, the United Nations Guiding Principles on Business and Human Rights (UNGPs), and other relevant international standards.

3. Policy, Guidelines, and Implementation Measures Relating to Shareholders

The Company is committed to conducting business in accordance with corporate governance principles for the best interests of shareholders and to increase long-term shareholder value. The Company shall ensure that its shareholders are treated equitably and are able to fully exercise their fundamental rights as shareholders. The guidelines for the treatment of shareholders are as follows:

- Respect the rights of all shareholders equally and refrain from any act that obstructs or deprives shareholders of the rights to which they are entitled.
- Establish the Board of Directors and sub-committees to approve the determination of business direction, business objectives, business plans, and annual budgets, and to review operations for compliance with applicable laws and regulations, taking into account the best interests of the Company, shareholders, and stakeholders.
- Provide shareholders with the opportunity to propose meeting agenda items and nominate persons for election as directors in accordance with the criteria prescribed by the Company and within an adequate timeframe.
- Provide sufficient information for meeting consideration in advance and arrange convenient, appropriate, and equal access to information.
- Encourage shareholders to exercise their fundamental rights and place importance on their right to receive complete information and updates on the Company, including disclosure of material information that may affect shareholders' rights and interests, whether required to be reported periodically or upon occurrence of events under applicable laws and/or notifications.
- Shareholders may report or lodge complaints regarding matters that may cause damage to the Company by reporting to the Board of Directors or through channels prescribed by the Company under its whistleblowing policy and complaint-handling guidelines (Whistleblowing Policy).

4. Policy, Guidelines, and Implementation Measures Relating to Employees

The Company recognizes that employees are valuable resources and key factors in creating organizational success. Accordingly, the Company is committed to treating employees in accordance

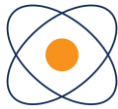
with human rights principles and applicable laws, taking into account employees' needs in order to promote skill development, stability, and career advancement. The guidelines for the treatment of employees are as follows:

1. Establish an employee recruitment process with an appropriate selection system and fair employment terms based on equal human rights principles, without discrimination on the grounds of origin, race, gender, age, skin color, religion, disability, status, family background, educational institution, or any other status not directly related to job performance.
2. Respect and protect personal rights and freedoms, including employees' right to express opinions fairly.
3. Promote diversity, equity, and inclusion (Diversity, Equity and Inclusion: DEI) in human resource management by respecting individual differences and creating a work environment in which everyone can fully demonstrate their potential.
4. Determine fair remuneration and benefits appropriate to duties and responsibilities, with regular job evaluation and analysis to keep them current, and consider remuneration benchmarking against companies operating both within the same industry and in other industries, so that employees receive compensation, rights, benefits, and welfare in compliance with laws, appropriate, fair, and competitive with leading companies, with regular review for continued suitability.
5. Provide a provident fund to support and encourage employees to save for the long term and promote employees' knowledge and understanding of personal financial management.
6. Support and promote the development of employees' capabilities at all levels, as appropriate to their duties and responsibilities, to improve work efficiency and support career advancement.
7. Maintain a safe working environment for employees' lives and property, and provide suitable and safe tools and equipment for all employees in their work.
8. Provide orientation for new employees and channels to access information or employee handbooks so that all employees are aware of the rights to which they are entitled.

5. Policy, Guidelines, and Implementation Measures Relating to Customers

The Company is committed to delivering quality, safe, reliable products and services in accordance with agreed terms in order to create satisfaction and maximize benefits for customers and consumers. The Company places importance on fair and non-discriminatory treatment of customers, continuous improvement of service quality and innovation, provision of accurate and non-misleading information, confidentiality and protection of customer data, and the provision of channels for feedback, consultation, and complaints in order to improve services and respond appropriately to customers' needs.

1. Deliver products and services correctly, completely, and in accordance with agreements, standards, quality, and conditions agreed with customers, based on fairness, transparency, and non-discrimination.



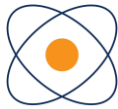
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2. Commit to continuously developing, improving, and innovating products, services, work processes, and service channels to appropriately respond to changing customer and consumer needs, expectations, and behaviors.
3. Provide information about products, services, prices, commercial terms, benefits, risks, limitations, and relevant details accurately, completely, clearly, and sufficiently for customer decision-making, without exaggeration, distortion, or any act that may deceive or mislead customers regarding the quality, characteristics, or benefits of products and services.
4. Establish appropriate systems for the collection, use, disclosure, and security of customer data to prevent unauthorized access, use, or disclosure, and to ensure that data processing complies with personal data protection laws and the Company's relevant policies.
5. Strictly maintain customer confidentiality, including personal data, trade information, business information, and any other information received from or relating to customers, unless written consent is obtained from the customer or disclosure is required by laws, regulations, or orders of competent authorities.
6. Conduct marketing, advertising, and commercial communications responsibly, without distorting information or creating misunderstanding, and with respect for consumer rights.
7. Provide appropriate and accessible channels for customers to contact, inquire, seek consultation, provide feedback, and submit complaints. The Company will consider, investigate, resolve, and follow up on matters fairly and within an appropriate timeframe to enhance customer satisfaction and maximize the benefits of using the Company's products and services.

6. Policy, Guidelines, and Implementation Measures Relating to Competitors

The Company adheres to conducting business with integrity, transparency, and fairness, and treats competitors within the framework of laws, business ethics, and fair competition. The Company supports free and fair competition, refrains from any act that unlawfully distorts, reduces, or restricts competition, and does not seek business advantages through dishonest means. The guidelines for the treatment of competitors are as follows:

1. Operate within the framework of fair competition, trade competition laws, and other applicable laws, without distorting information, deceiving, or taking unfair advantage of competitors by unlawful means or means inconsistent with fair competition.
2. Do not seek, obtain, use, or disclose competitors' confidential information by dishonest, inappropriate, or unlawful means, and do not support employees, business partners, or any person in doing so.
3. Do not damage competitors' reputation, make malicious accusations, attack, or publish information about competitors without accurate, complete, and verifiable facts.



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4. Do not enter into agreements, cooperate, or coordinate conduct with competitors in a manner that may restrict competition, such as price fixing, market allocation, customer allocation, restriction of production or service volume, or bid rigging.
 5. Require directors, executives, and employees to exercise caution when contacting, communicating, or participating in activities with competitors, business associations, or industry forums to prevent the exchange of competitively sensitive information or conduct that may violate laws.

7. Policy, Guidelines, and Implementation Measures Relating to Business Partners

The Company is committed to conducting business with business partners based on honest, fair, transparent, and accountable trade competition principles. The Company places importance on effective, cost-efficient, transparent procurement and partner selection processes that are aligned with business needs, as well as strict compliance with contracts and commercial terms. The Company also aims to encourage business partners to conduct business responsibly, adhering to human rights, anti-fraud and anti-corruption, environmental protection, safety, occupational health, appropriate working conditions, and good governance principles. The Company supports the assessment and management of risks, as well as the development of business partners' environmental, social, and governance (Environmental, Social and Governance: ESG) capabilities according to risk level and the nature of business relationships, in order to jointly enhance sustainability throughout the Company's value chain.

In this regard, the Company may establish criteria or guidelines for business partners (Supplier Code of Conduct) as a framework for conducting business together and encourage business partners to comply with such criteria as appropriate. The guidelines are as follows:

1. Treat business partners equally, fairly, and without discrimination, based on honest, transparent, and accountable trade competition.
2. Provide all business partners with information equally, accurately, completely, and sufficiently for bidding, participation in procurement processes, or compliance with commercial terms, without bias or discrimination.
3. Consider procurement by taking into account the reasonableness of quality, service, price, delivery terms, reliability, ability to perform contractual obligations, and track record of each business partner, and establish robust, appropriate procurement processes that are aligned with business circumstances.
4. Prepare commercial terms, contracts, or agreements with business partners clearly, fairly, and in compliance with laws, and strictly perform contracts and terms agreed with business partners.
5. If the Company is unable to perform a contract, or a business partner is unable to perform a contract, or any other event may prevent contractual performance, relevant persons shall promptly report to their supervisors or responsible units so that appropriate solutions, impact mitigation, and preservation of business relationships may be jointly considered.

6. Do not solicit, receive, offer, or provide any improper benefit from or to business partners, whether money, property, gifts, entertainment, or any other benefit that may influence business decision-making or create a conflict of interest.
7. Directors, executives, and employees must remain neutral in dealings with business partners, refrain from becoming unduly close to any particular business partner or taking any action that may allow a business partner to influence the Company's business decisions, and disclose and avoid situations that may give rise to conflicts of interest.
8. Encourage business partners to comply with applicable laws, standards, and environmental, social, and governance (ESG) practices, and promote supply chain risk management, respect for human rights, prevention of child labor and forced labor, protection of safety and occupational health, ethical business conduct, and continuous improvement of sustainability performance.

8. Policy, Guidelines, and Implementation Measures Relating to Creditors

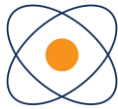
The Company aims to treat creditors fairly, transparently, and responsibly by strictly complying with contracts, financial terms, and obligations owed to creditors, and by managing finances prudently to maintain debt repayment capability and creditor confidence.

- Comply fully with the terms of loan agreements, debt instruments, financial agreements, and other obligations owed to creditors.
- Disclose financial information and relevant material information to creditors accurately, sufficiently, and in a timely manner as required by laws or contracts.
- Manage liquidity, capital structure, and financial risks appropriately to maintain business continuity and debt repayment capability.
- Do not conceal information or undertake any act that may mislead creditors regarding the Company's financial position or debt repayment capability.
- If any event may affect compliance with terms or obligations, the Company will communicate with creditors promptly and jointly consider appropriate solutions.

9. Policy, Guidelines, and Implementation Measures Relating to Communities and Society

The Company recognizes its responsibility toward communities, society, natural resources, and the environment. The Company strives to conduct business that creates shared value, reduces negative impacts, and supports the improvement of communities' quality of life alongside the Company's sustainable growth. The Company will consider linking its operations with policies on the environment, energy management, water, waste and waste management, greenhouse gases, and community and social development and engagement.

- Systematically assess and manage the impacts of business operations on communities, society, and the environment, taking into account laws, standards, and stakeholder expectations.
- Provide opportunities for communities and relevant parties to participate, express opinions, or raise concerns regarding projects or operations that may affect communities.



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- Promote social activities, conservation of natural resources, environmental care, and community development in areas where the Company operates.
 - Use resources efficiently, reduce energy and water consumption, reduce waste, pollution, and greenhouse gas emissions, and promote sorting, reuse, and appropriate waste management.
 - Provide channels for receiving complaints or suggestions from communities, together with fair and timely follow-up, investigation, and resolution processes.
 - Monitor, measure, and report performance on community, social, environmental, and sustainability matters to stakeholders as appropriate.

10. Governance, Monitoring, and Policy Review

The Company shall designate relevant units to be responsible for communication, implementation, monitoring, evaluation, and reporting of performance under this policy to management or the assigned committee, as appropriate. Monitoring shall cover environmental, social, and governance matters relevant to each stakeholder group, including ESG risk management, compliance with business ethics, prevention of conflicts of interest, anti-fraud and anti-corruption, whistleblowing and complainant protection, prevention of misuse of inside information, information and information system security, and the promotion, development, and review of human rights due diligence (Human Rights Due Diligence: HRDD) processes in line with the nature, size, risk level, and complexity of business operations. The Company shall periodically review and improve this policy to align with laws, regulations, good corporate governance standards, stakeholder expectations, and changing business contexts.

The Board of Directors is responsible for overseeing, monitoring, and reviewing the treatment of stakeholders to ensure compliance with good corporate governance principles, and for supervising the implementation of this policy through reports from management or relevant sub-committees, as appropriate. This is to ensure that stakeholder management and related risks are managed effectively, aligned with business strategies, and support the Company's creation of sustainable value.

The Company is committed to continuously developing its stakeholder management approach, taking into account international standards, best practices, stakeholder expectations, relevant risks and opportunities, and changes in the business environment, in order to enhance corporate governance, responsible business conduct, and the creation of sustainable value for all stakeholder groups.

This Policy and Guidelines on the Treatment of Shareholders and Stakeholders was reviewed and approved by the Board of Directors at Meeting No. 7/2026, and shall become effective from August 13, 2026 onward.

- Mr. Chatchaval Jiaravanon -
Chairman of ASTRA Enterprise
Public Company Limited