

Roles Toward Stakeholders

HARN accounts for all stakeholders' rights and interests by establishing guidelines for addressing the needs of each group in and outside the corporation, as well as its own responsibility for society and the environment. Stakeholders fall into 7 groups with a different mission targeted for each group in response to their different needs:

1) Employ

HARN attention to employee's well-being by promoting a corporate culture and providing fair compensation while observing human rights principles based on fairness and equality, which have been basing treatment for employees and stakeholders on human rights principles, while strictly observing labor laws and other related regulations. Each one of HARN employees is hired under conditions of related laws practice, with a remuneration package offered without any discrimination. All employees are given training that suit their respective nature of work. **No** complaint about human rights was lodged in 2023.

2) Custom

HARN is committed to conducting business under the policy of managing and developing responsibility towards customers. Realizing the importance of safe, quality and environmentally friendly products, meet customers' standards, includes innovation for product development to better respond to customers' demand. In addition to quality products, HARN values communication with customers and maintaining good sustainable relationship, with has various channels for receive customers' opinions, including the customer visits, seminars, satisfaction surveys, LINE Official, phone, e-Mail and website, www.harn.co.th etc. HARN is well aware of privacy and strives to protect customers' personal data and comply with the Personal Data Protection Act B.E. 2562 by announcing privacy notice for customers and all stakeholders on website, www.harn.co.th., as well as a customer satisfaction survey is held yearly, for the 2023 received an average score of as high as 93.09%.

3) Trade Partners and/or Creditors

Recognizing business partners as key business associates, HARN established procurement procedures and complies strictly with them, exhibits, intention to treat all partners fairly, equally, and transparently, has a selection process that requires business partners to meet certain qualifications. Criteria for assessing business partners' capability have also been clearly defined, also gives support for business partners to raise their potential through various activities, and also promotes Green Procurement.

HARN treats creditors responsibly and operates its businesses in accordance with conditions and guarantee terms strictly while making full, control timely and full payment, as well as honestly submitting accurate financial status report to creditors on time. Should there be any failure to comply with payment terms and conditions, HARN will inform creditors in advance and discuss to solve problems to prevent any possible damages.

To encourage trade partners and/or creditors conduct guidelines may be more in line with the sustainable business covering environmental issues, HARN has reviewed its policies and guidelines on promoting enhance the potential of partners and/or creditors subject to risk management processes and requirements according compliance its anti-corruption measures handbook.

1. To achieve the goal of "Leader in providing comprehensive sustainable engineering services" in 2023 sent executives and employees to attend training visits with foreign partners, to bring knowledge and experience to further develop the work to make progress, including transferring experiences through internal training to employees in other lines of work. And still use channels to communicate with trading partners and/or creditors both domestically and abroad through the VDO Conference system for greater convenience.
2. Appoint Innovation Committees to create innovative culture in the corporate to lead to new development and innovation for sustainability business consisting of optimizing with Digital Transformation, perspective design thinking and development of products and services, research and cooperation with partners.

4) Competito

HARN treats all business competitors equally under laws concerning trade competition and within the extent of liberalized international competition. HARN adheres to fair competition and does not commit the following practices: seeking competitors' confidential information, defaming competitors using slander, entering into any agreement with competitors or any party that may lead to reduction or limitation of competition. In 2023, HARN **not any** advantage by seeking competitors' confidential information through dishonest or improper means, and do not defaming competitors using slander that led to reduction or limitation of trade competition. Resulting in **No** legal case between competitors.

5) Invest

The Board of HARN protects shareholders and encourages them to exercise their rights while treating them equally, be they may major or minor shareholders or institutional investors. Remains committed to being an organization that the economic growth sustainable and improving the quality of life, develop innovation and technology in all sectors, consider account the three aspects are Environmental, Social and Governance to be assure that HARN will be a company that operating returns business, sustainable growth. HARN held on online activities as a channel to meet with shareholders, investors, and analysts.

6) Public sect

HARN supports the government policies which adhere to economic development along with social, community, and environmental development, towards a low carbon society, announcing goals becoming carbon neutrality by the year 2040 and emission Net Zero by the year 2050. In addition, HARN's business operations comply with laws, rules, regulations, announcements, and government orders that bind to such business operations, and tracks such changes of government policies and new legislations for the timely management and compliance with the laws among employees and operators at all levels.

7) Community, Society and Environme

HARN define on occupational health, safety and environment policies, bolster the quality-of-life society and the environment, and conduct business with transparency, ethics, and social responsibility, focusing on reducing the risks and impacts of business operations, as well as fosters good relationships and raises the quality of life for people in neighboring and distant communities under its society, community and environment responsibility framework, it also focuses to reduce impacts of climate change and conserve the eco-system.

Disclosure of Information and Transparency

Disclosure of information is a key index of operating transparency, a crucial factor for confidence among investors and stakeholders. HARN values accurate, precise disclosure of assorted information and creates numerous channels of disclosure so that all stakeholders can gain easy access to information. It promotes awareness among directors, executives and employees of the importance of information disclosure and transparent operations, and creates appropriate avenues for complaints while providing fair treatment to whistleblowers and those complained against as follows:

Financial and Non-financial Reports

1. Disseminated its information of HARN to shareholders, investors through the channel and media of the Stock Exchange of Thailand and on the website www.harn.co.th. Its information is also compiled in the Annual Disclosure Statement / the Annual Report (Form 56-1 One Report)
2. Disclose information to investors and stakeholders on key matters that affects the price of HARN and decision making of investors and stakeholders, shall be accurate, complete, timely, reliable, transparent.
3. Disclose financial information will be considered thoroughly with the stated aspects at minimum:
 - The result of the assessment is sufficient for internal control.
 - Independent Auditor's Report, internal control recommendations and other recommendations (if any).
 - Comments of the Audit Committees.
 - Relevant to main objectives, goals, strategies and policies of HARN.
4. Disclose on Corporate Governance Policies and Principles, code of conduct, risk management policy, sustainability management policy, environment-occupational-health and safety policy, report results of implementation in compliance with such policies including also non-compliance cases together with reasons (if any) and climate change action report in the Form 56-1 One Report and on its website: www.harn.co.th.
5. Prepares management discussion and analysis (MD&A) to support its disclosure of its quarterly financial statements when changes of Net Income or Net Profit is higher than 20% in the same quarter of last year so that investors access information on changes to HARN's financial status and operating performance in each quarter.
6. Discloses in the annual audit fee and other service fees for the auditor. Which has been approved by the annual general meeting of shareholders.
7. Discloses information on the roles and duties of the Board and Board-Committees, number of meetings and number of meetings attended by each director in the previous year, as well as opinions in relation to performance of duties and directorship training and development for directors, in the Form 56-1 One Report.
8. Discloses remuneration policy of directors and top executives of HARN, that reflects their duties and responsibilities, including types or nature of the remuneration, also remuneration for any directorship on the director of subsidiaries (if any) in Form 56-1 One Report.
9. Disclosure of the information concern one of the directors in particular, that director should be aware of and able to reveal identity to ensure complete and proper compliance.