

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) Employee

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, under the HARN's Human Resource Management Policy. Employs personnel under terms and conditions that comply with legal requirements. Follows a fair and non-discriminatory process in determining

wages, ensuring impartiality and equitable compensation. It provides a safe working environment, promotes occupational health and well-being, and offers appropriate skills training.

Additionally, a welfare committee has been established to allow employees to propose beneficial welfare initiatives. While strictly observing labor laws and other related regulations.

In 2024, no complaint about human rights was lodged in 2024.

2) Customer

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 2024 received an average score of as high as 94.14%.

In 2024, no complaints from customers regarding the protection of their personal data and no complaints from customers regarding the safety and environmental aspects of product use.

3) Trade Partners and/or Creditors

3.1) Trade Partners

HARN places great importance on treating its business partners as key strategic allies. Therefore, procurement and purchasing procedures have been established to ensure fairness, equality, and transparency for all partners. The selection process is conducted with impartiality, based on clear evaluation criteria regarding qualifications and capabilities.

All partners are required to comply strictly with established standards concerning cost, product quality, marketing plans, production capacity, inventory management, and delivery processes. Additionally, they must adhere to the Code of Conduct for Business Partners, as well as safety standards mandated by law and consumer protection regulations.

Additionally, HARN has incorporated Green Procurement practices as part of its environmental policy, targets a 25% increase in the procurement of eco-friendly products as a percentage of total revenue by 2040.

3.2) Creditors

HARN treats its trade creditors equitably, with responsibility, transparency, and fairness, ensuring mutually fair returns. Strictly adheres to payment deadlines to maintain its credibility with creditors and complies fully with agreed-upon contracts and conditions, particularly guarantee terms.

Additionally, HARN consistently provides creditors with accurate and transparent financial information as per agreed terms. In cases where is unable to maintain its financial position or meet contractual obligations for any reason that may lead to a breach of contract, HARN will promptly inform creditors to seek fair and timely resolutions together.

However, due to HARN's capital structure, which does not involve borrowing from financial institutions, there are no interest expenses arising from either short-term or long-term loans.

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. Facilitates training and study visits for executives and employees with business partners and/or creditors, both domestically and internationally to enhances knowledge and experience, pass it on to colleagues within their respective departments and across other teams through internal training.
2. Hosting business partners and/or creditors for company visits and executive meetings, both at HARN's offices and via video conferencing. This fosters sustainable relationships and mutual trust.

4) Competitors

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

3. Promotes the development of contractor partners by providing knowledge and training to improve their understanding and efficiency in installation work to ensures they can maximize the benefits of HARN's products effectively.
4. Cultivates a culture of innovation within the organization, driving the development of new innovations that contribute to business sustainability. This includes product and service design, research, and collaboration with business partners.

In 2024, there were **no** disputes, violations of labor laws, human rights, consumer rights, employment regulations, fair competition, or environmental laws. Additionally, there were **no** protests or labor strikes of any kind.

may lead to reduction or limitation of competition. In 2024, 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) Investor

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 still holds an annual general meeting of shareholders in April each year, providing shareholders with the opportunity to propose agenda items and nominate qualified candidates for election as directors. Including, shareholders are allowed to submit questions in advance of the meeting. To ensure transparency in the voting and vote-counting process, an independent legal advisor is appointed to oversee the vote counting.

Also, held various activities as channels to meet with shareholders, investors, and analysts.

6) Public sector

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 Environment

HARN has established an environmental policy focused on minimizing the impact of climate change and preserving ecosystems. Also committed to reducing risks and mitigating the effects of its business operations on communities while fostering strong relationships and enhancing the quality of life for both nearby and remote communities. This is carried out within the framework of corporate social and environmental responsibility. HARN operates its business with transparency and strict adherence to ethical principles.

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 in compliance with various regulations disclosure of financial and general information to stakeholders. Including, organizes press opportunity day, interviews by executives for the media on various issues that is in the public interest regularly. In addition, 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 in Thai and English 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