

Stakeholder Engagement Policy



BTS GROUP HOLDINGS PUBLIC COMPANY LIMITED

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Stakeholder Engagement Policy

BTS Group Holdings Public Company Limited (the “Company”) believes that the support of external stakeholders including customers, local communities, shareholders, suppliers, and government is vital to BTS Group's business sustainability. In addition, BTS Group acknowledges that the engagement of stakeholders will enable the Company to fulfill its high standard of corporate and social responsibility as reflected in the Company’s vision on “City Solutions”.

In this connection, the Company communicates proactively with stakeholders and offer a range of communication channels for such engagement. This Stakeholder Engagement Policy, therefore, serves as BTS Group’s official group-wide guideline in conducting business and guides its strategies with consideration of all stakeholders. This will enhance the Company’s transparency by ensuring participation of stakeholders and enforce its belief in corporate and social responsibility.

1. Scope of the Policy

This Stakeholder Engagement Policy applies to external stakeholders who have an impact on or are impacted by BTS Group’s operations, as well as those who may have interests in or the abilities to influence over the outcomes of a business operation of BTS Group, such as customers, communities, shareholders, business partners, government agencies, etc.

The application of this policy is not only within the Company’s own operations but also extends to its subsidiaries and joint ventures.

Information on stakeholder engagement is provided in the Company’s sustainability report.

2. Objectives of the Stakeholder Engagement

- To build understanding of external stakeholders’ issues and their expectations
- To gain and retain the trust and respect of stakeholders
- To help ensure that positive outcomes are provided to stakeholders
- To ensure quality and accessibility of our services

3. Guidelines for the Engagement of Stakeholders

3.1 Guidance for Stakeholders Identification and Prioritization

The Company determines and identifies external stakeholders through consultation with various business units that directly engages with potential stakeholders. Potential stakeholders are then prioritized according to the impact they could have on the Company's business, or the extent to which they could be impacted by the Company's business. The stakeholders with a high impact will be granted priority consideration and a more intense degree of engagement.

3.2 Guidance on the Method of Engagement

BTS Group offers different methods of engagement that corresponds to the different degrees of stakeholders' priority. Stakeholders identified as priority will be engaged closely through different channels, such as face-to-face meeting, consultation, in-depth research and independent opinion surveys. Whilst other common engagement channels for all stakeholders include communication by phone, email, letter and social media sites.

3.3 Guidance on Capacity Building Measures

BTS Group constantly strengthens abilities through establishment of channels for experience sharing related to stakeholder engagement among its employees.

The experience of engagement with stakeholders are systemized so that employees can learn from each other through systemized information with a view to improving the relationship with stakeholders. In doing so, BTS Group has established a dedicated interactive website through company intranet and held internal meeting periodically for employees to share their experience as well as invite first-line personnel in contact with stakeholders to share their experiences.

3.4 Guidance for Risk Management of Stakeholder Engagement

BTS Group accepts that there are possible common risks of stakeholder engagement to be considered, such as distinct views among participating stakeholders, feeling of being neglected and excluded from the Company's engagement procedures, uninformed stakeholders, disempowered stakeholders, and lack of balance between weak and strong stakeholders.

To avoid such risks, the Company aims to make sure that purpose of engagement activities and scope of anticipated outcome during activities are clarified and informed in order to create consistent view among stakeholders as well as ensure inclusiveness of all stakeholders through interactive participation. In addition, the Company will clarify issues raised by stakeholders promptly and keep

communicating with stakeholders until the issues are solved. The Company is also committed to examine the process of participation periodically and design the improvement plan for further advancing its stakeholder engagement process, including risk management.

3.5 Guidance for Communication of Outcome

The outcomes from stakeholder engagement will be communicated to stakeholders through meeting minutes which publicly posted or distributed by e-mail. The Company will also regularly track resolved matters, and notify stakeholders of any progress via meetings or letters.

3.6 Information Disclosure

BTS Group is committed to disclosing full and accurate information and to disseminating relevant information in a format that is accessible and understandable to stakeholders.

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