

Practice 3: Roles of Stakeholders

The company has pay attention to all stakeholders by having policies and practices as specify in "Code of Conduct and Employee Morality" and disseminated to director, executive and all level of employee adherence as guideline for dealing with stakeholders. To ensure that stakeholders are treated fairly. The company has disclose mentioned information under title of Good Governance -> Code of Conduct (www.rwi.co.th)

1. Shareholder

The Company respects all rights of shareholders as defined by applicable laws, regulations, Code of Conduct and other related regulations as fair treated to all shareholders, commit to be good representative of shareholders to conduct the business and maximize satisfaction of shareholders, taking into account to growth of company's value in long run with reasonable return and fairness. There should be transparency in term of management, accurate accounting system, assist in maintaining asset of company, controlling in related transaction process, measure to prevent conflict of interest and secure on using information for self-benefit thus there are mechanism by make shareholders to be confident on receive right information (details on right of shareholders shown in Practice 1 Right of Shareholders and Practice 2 To treat shareholders equally)

Year 2018 company has dividend payment for year 2017 as amounting of Baht 0.106 or 79.44 % of total net profit (After Tax) which is in accordance to dividend payment policy of company

The company has informed business operation accurately every semester and disclosed when entering into related transaction under same conditions with external parties through SETSMART of The Stock Exchange of Thailand also company's website.

By this, every company shareholders has invited to 2018 Annual General Meeting of Shareholders and has rights to votes in every agendas by received information in many ways such as Invitation letter and social media.

2. Employees

Employee of company is importance and valuable resources and is essential to bring the organization's success therefore the company will support, promote training course and developing knowledge of employees in order for foundation to support critical business strategy continually together with build stable career and provide opportunities for growth potential of each person as well as employees are involved in setting strategic direction and development company. Paying respect to employees and basic human rights by returns with fairness, appropriate knowledge and each employee performance in accordance with providing welfare in order to encourage employees' quality of life and well-being:

It also recognizes importance of promoting development potential of all employees for knowledge, abilities to reserve for fluctuation of economy situation includes stability in the profession and provides an

opportunity for progression, according to each person's potential. Moreover, participating in define direction of operation as returns by fairness, reasonable with knowledge, abilities, responsibilities and performance of each employees

The company provides fair compensation which based on knowledge, ability and responsibility, performance and provides welfare to promote quality of life and well-being thus subsidiaries has establish welfare committee to provide opportunities for employees to participate in welfare administration also support any activities and open up any channel for employees to communicate, suggest or claim any complaint on various matter in workplace through designate channels.

Compensation of employees: The Company provides fair compensation to every level of employees in accordance to business operation each year and compared with same size of business as in long term there is clearly measurement in performance and potential of employee, arrange to grow by in line which will be reasonable welfare.

Employee benefits: The company has provident fund in order to care on benefits of employees and encourage long term saving in the future which includes as incentive to employees to work in company for long time by employees as a member of provident fund will received subsidy at the rate of 5 percent of wage every month also member need to accumulate same rate as well. In case employee has resigned from company, he/she will received contribution of fund including average net assets value of fund.

The company has provide benefits and safety to employee as standard benefits (accordance to law) such as working date, holidays, annual leave, other holidays, Social Security, Compensation Fund, Provident Fund. Mentioned benefits are continuously promote to employee

1. Welfare to develop employee

- Provide to support in term of internal and external education
 - Provide seminar of knowledge related to work within and outside the company
- Continuously

2. Welfare to help for cost of living and the family

- Provide hygienic canteen with reasonable price
- Provide form to employees (daily) and employees (monthly)
- Provide transportation to employees
- Provide expenses on travel costs, vehicle and fuel expense
- Provide help in term of rent (house)
- Provide lunch allowance
- Provide incentives of bonus, shift, experiences etc.

- Provide welfare on victim cases, in cases of death of parent and married couple of employee includes allowance for death
3. Welfare to encourage employee savings and stability in the future
 - Provide provident fund to save money in the future which members need to accumulate as 5 percent of wages and subsidy at the same rate from company
 - Provide saving and credit cooperatives
 - Provide gratuities to employees or commutation for maintain benefits from retirement
 4. Provide health care
 - Provide medical room by having registered nurse including medical supplies and medicine
 - Provide annual health checkup and health check by risk factor
 5. Welfare for sport and recreation
 - Provide athletic to strengthen health, build harmony and build good relationship within employees

Employee Development Policy: The company has policy for employee development in order to competitive advantage of organization in term of market, professional development, management and quality of life thus provide training for development for employee at least 6 hours/person/year which is not less than 50% of total employees as end of year

Training	Amount of Employee	Rational of Training
Training for 6 hours	121	76.10%
Training less than 6 hour	38	23.90%
Total employee as end of 2018	159	100.00%

Name of Training Program	Number of Hours
Conserve hearing danger of loud noise Year 2017	6
Safety Committee (Kor.Por.Or) Session 1	12
Safety Committee (Kor.Por.Or) Session 2	12
Process Safety Management	18
Identification Hazards & Risk Assessment)	12
Productivity by 5S	6
Thai Financial Report Standards (TFRS) toward company risk management	6

Name of Training Program	Number of Hours
Project to clarify the knowledge of Social Security Office	6
Technique for procurement to keep up and meet needs in 4.0 era	6
Safety Officer for Supervisor Level	12
Crane Operator overhead/ signal provider / Crane Operator	15
Safety Officer for Management Level	12
Progress Safety Management PSM	12
Health and Working Environment on Electricity, 2015 session 1	3
Health and Working Environment on Electricity, 2015 session 2	3
General safety, health and environment in the workplace (new employee)	6
Safety Committee (Kor.Por.Or) Session 3	12
Boiler Controlling Operator	36
Mechanical Testing	6
Basic Fire Fighting	6
Anti-Corruption Policy Session 1-4 as 3 hours/session	12
Create Human Resource Development Plans and Prepare the training	6
Prepare the establishment regarding the compliance with the employment law for the disabled.	6
Prepare for the development of labor potential to increase capacity	6
Keep pace with environmental laws in the era of Thailand 4.0	6
I-EA-T new era, honest without corruption	3
Labor Law and Personnel Management	6
Fever, grievances, important laws in factory operations and building an environmental network	6
Project to prepare to comply with the Act for Promotion of the Department of Skill Development and E-service System	6
Sustainable solutions in the industry	6
Learn/doing cash flow	6
Laboratory certification Test according to standards ISO/IEC 17025:2017	12
Total 33 Training Program	294

Safety and hygiene in work and working environment : The company and its subsidiaries has play attention on safety and hygiene in workplace by set clearly and concrete policies including set up safety committee in term of health and environment of workplace (Kor.Por.Or) in order to work on safety and good hygiene for employees – check on safety of workplace regularly, safety securities for 24 hours, CCTV, indoor alarm system, fire extinguisher, fire door through held fire safety training and first aid training to employee every year. The company and its subsidiaries has communicate with their employee and operator to acknowledge and involve in those practices as follow:

- Support and creative for work by safety and preserve the environment
- Support in order to create safety in workplace, provide safety equipment and workplace as well as encourage knowledge and work with safety
- Make policies for all supervisor to be responsible for safety in workplace in accordance to regulation of safety as set by company and its subsidiaries strictly

Apart from this, company has public information, any knowledge relate to disease prevention and care of employee health through exhibition and advertising boards by following process.

Committee in term of safety, health and environment in workplace						
Subsidiary	Legislation		Amount			
	Employee	Director	Staff Member	Board		
				Male	Female	Total
RWI	100 but not more than 500	7	159	12	1	13

Safety Officer	RWI		
	Amount		
	Male	Female	Total
1. Jor.Por. (Executive Level)	5	2	7
2. Jor.Por. (Supervisor Level)	31	6	37
3. Jor.Por. (Professional Level)	1	-	1
TOTAL	37	8	45

Details	RWI
Accident statistics	10
Leave statistic due to sickness	
• Less than 3 days	8
• More than 3 days	2

Communication Chanel for employees: Apart from complaint channel as above mentioned-company and subsidiaries has opened up direct channel for communicate, suggest, complaint and report any problems related to work between employee and commander to welfare committee and report to Board of Directors next.

The company has set defend employee complaint protection which includes co-operatives in investigation, fact will be protected from unfair practices due to cause of complaint e.g.; interfering with performance, change job and lay off

In year 2018, all suggestion has been considered and corrective action in order to maintain good relationship with equally treatment among employees thus company has implement by a mechanism that does not affect employees who report the clues and will keep it secretly

3. Customer

Boards of Directors play intention to relationship on building and taking care of customers therefore company and its subsidiaries holds honesty and fair for doing their business operation, not violate right of customers/ treat customers equally which base on fair competition for both parties

Subsidiaries have policies to response customers in order to lead to success of company in accordance to practices and regulations agreed with customers.

- Provide advice including accurate and sufficient information to customer also meets customers need with speed, maintain client confidentiality thus not take client confidentiality to be used for advantage or wrongful related
- Development on products and services in order to meet customers need by innovative ways to add value to your products continuously
- Play attention on keep information of product secretly and not use as self-benefit
- Play attention to information which benefit to customer by having clear labels other than law required
- Provide division for customer services or consumer in term of complaint and suggest on product quality, convenience services by emphasize on customer needs together with fairly conducted to customers.

In year 2018, there aren't any complaint from customers significantly thus company has analyzed the causes in order to prevent and monitor all system also deploy this to whole organization. Moreover, managing director has play importance roles on mentioned subjects by set division to be responsible and report to Executive Board to be resolved, build relationship, satisfy existing and new customers which as result in continue order

4. Competitors

The company has a policy to treat competitors without violating the secrets or knowing the trade secrets of competitors by fraud, therefore set the policy principles as follows

- The company operates business in accordance with the competition framework that is honest and fair. Comply with the agreements with competitors under the framework of the law and business ethics of the company.
- Not seeking confidential information of competitors through dishonest or inappropriate methods
- Do not destroy the reputation by accusing and defame competitors
- Support and promote free trade be fair, not monopolize or require customers of the company and subsidiaries to trade with the company

In year 2018, the company has no dispute with regard to competitors

5. Partners

The Company has played an importance role on focusing of practice equally and fairness which based on fair return on both sides. Its business partners must not bring discredit to the reputation of the company, or the law.

- No receive or consent to accept properties or other benefit apart from trade agreement
- Build relationship, good corporation and product development in order to strengthen capacity and business performance together with long run of joint business (win win solution)
- Products procurement is importance process of administrative expenses and product quality to reach highest benefit of company therefore criteria and evaluation system needed
- Encourage partners to participate in international standards related to Environmental

In year 2018, no appear that company has obey in suppliers agreement

6. Creditor

The Company has practices under the conditions strictly together with build relationship with creditor in order to create trusted and confident by on time payment to creditor under the agreements.

The company has bank transfer through media clearing which is more convenience for creditor.

In year 2018, company has business creditors which are in the pass we have never default of payment.

7. Labor

The company has to ensure that company and their subsidiary has not used illegal labor.

8. Human Rights

Encourage Executives and employees as citizen to exercise their rights on constitutional legal and other related laws thus including Executives and employees should not use their power to emphasize others to support any political activities either directly or indirectly.

- Provide knowledge of human right to employees and not support activities that violate human rights
- Avoid partnering with organization lead to violate human right
- Give the employee right to argue for self-identification if the fault is indicated or any corruption on job thus any complaints will attentive and act fairly
- Provide any channel to employee or whom believe their rights are violated or unfair treated then could complaint to company as complaints should be taken care of treated fairly

Throughout the business operation, company and its subsidiaries never have a history of unfair practices and no law suit in this matter.

9. Political Rights

Encourage Executives and employees as citizen to exercise their rights on constitutional legal and other related laws thus including Executives and employees should not use their power to emphasize others to support any political activities either directly or indirectly.

10. Government

Doing business operation under provision of law and regulations of strictly regulated by the agency to cooperate in providing information, was required, and requested by the state agency. By this, the company has pay Tax paid correctly and on time in accordance with the laws of VAT, Business tax, Income tax, withholding tax label stamp duties and a personal income tax.

11. Social and Community

The company has realize importance on social and community by set policies to instill a sense of community as responsible in social and community to executives and every level of employees continuously for improvement on quality of life and benefit in society to return profits in social and community regularly

- To create understanding on communicate with community and social in term of business operation, responsible for communities and social by do not cover facts that may reveal
- Organize activities that benefit community and society such as building the library, funds donate to charity and charitable organizations, Hospital and Buddhist activities
- Take advantage of resources as needed by minimal impact to social and community

12. Environment

The company operates by focusing on natural resources and environment which pay attention to energy conservation activities which support better quality of life includes awareness of preservation and conservation of the environment to remain sustainable beneficial to the community.

- Encourage employee of consciousness about responsibility on Environmental throughout organization continuously by driven by both inside to outside and outside to inside
- Improvement and development process in term of machinery and technology continuously also have manage systematically both in production of goods and services in order to reduce environmental impact
- In order to be consistent with policy on managing environmental, company and subsidiaries has practice as follow mentioned policy and ISO 14001:2015

Educating and training employees in environmental issues:

The company has recognize the importance of campaign also raise awareness of executives and employees to care of environmental by enhance knowledge on environmental issue through exhibition, sign together with related document.

To promote efficient use of resources:

The company has set policies to employee to user resource effectively in all process related business operation for highest return by taking environmental affect into consideration as define measurement to prevent and mitigate effect that may occur systematically

The company using resources efficiently and effective in term of cost, control energy consumption and create awareness for organization and build employees to be involved in energy efficiency in all aspects such as electricity, oil and water supply continuously both workplace and home. Be aware on energy saving and to acknowledge effects of global warming

- Reduce paper consumption by using 2 sides of paper together with development information technology in term of workflow system to replace the paper in workplace both factory and office, meeting conference through VDO conference

Policies that are suppression of violation of intellectual property:

The company policies are based on ethics and morality therefore the company does not involved in suppression of violations of intellectual property but innovate their business by supporting their employee in term of production process, products and services as well as we can do with our customers, partners and government continuously in order for innovative quality products to serve customers' needs.

In year 2018, company and its subsidiaries has no infringement of intellectual property and Piracy

Policies and practices on anti-corruption and erotic payments/bribes to get business:

The company has policies on anti-corruption by making “anti-bribery and anti-corruption policy” and practical on “business ethic” coupled with stakeholder to directors, executive and employees to get involve and practice honestly

The company has support on anti-corruption in all forms by prohibiting directors, executives and employees to accept and support all forms of corruption either directly or indirectly along with practice in accordance to related regulations, announcement of Law and rules

As the company has prepared a self-assessment form for anti-corruption measures, proposed to the Private Sector Collective Action Coalition Against Corruption Council (CAC) to certify that the company is a member of Private Sector Collective Action Coalition Against Corruption which is in the process of being considered by the Sub-Committee

Training and Communication

Year 2018; company has training and give knowledge to employees on policies and guidelines on anti-corruption including related information such as business ethic, gift and entertaining- every level of employees can access through various policies via internal communication system – company news board as well as communicating on anti-corruption among partners, business partners which include business agents through appropriate channels in order to acknowledge and practice together.

Guidelines for supervision and control to prevent and monitor fraud risks

The company has practical related to supervision and control in order to prevent and monitor fraud risks can be summarized as follows:

1. Arrange reviews on internal control and risk management which cover every importance system such as procurement system, sales system and accounting system. By this, in order to prevent and follow risk from anti-corruption includes proposals regarding appropriate improvement guidelines
2. Provide communication channel for give any clues, violation of laws, regulations, article of association or any practice among anti-corruption (policies on protecting person who gives clues and keep a secret. There are measures to check and determine disciplinary action of relevant law firm the company will notify operation results to acknowledge in writing
3. Chief of the relevant department is responsible for following up, adjust or improve and errors and report to supervisor respectively

Guidelines for monitoring and evaluating performance in accordance to anti-corruption

Board of Directors has assigned to Risk Management Committee to supervise and assess risk throughout the organization for support anti-corruption – consider each activity about risk, analyze,

evaluate opportunities and impact. The results of assessment will help company to create a risk management plan and create appropriate risk control systems for changing environments

Board of Directors has determined guidelines for monitoring and evaluating compliance with anti-corruption policy as follows:

1 Provide communication channel for give any clues or complaint by investigating and penalties in order to protect clerk which published on company website and announce to all level of employees

2. Audit Committee required sup reviewing opportunity to commit fraud in business in accordance to company anti-corruption policy and Code of Conduct as well as review risk management to be reasonable and effectively then report to Board of Directors quarterly thus function of internal audit is independently and not limit scope of work

3. Directors, Executive and every employees follow strictly and condition of employment if anyone violate then will punished according to company regulations and law (if any)

Year 2018, the company has practices and strictly complies with policy as results of no any abnormalities

Policies and guidelines for giving or receiving gifts or other benefits

1. The company has policies on receiving gifts or other benefits from those involve in business with company, executives and employees thus they may receive gifts as conventional without affecting any business decision which can be disclose and transparently

2. Such gift shall not be in cash or cash equivalent (eg; gift card/voucher)

3. In case cannot refuse and have to receive gift then need to report to supervisor and record all details on gift and send such gifts to Human Resource Department to be use as gift to employees or donate for charity as appropriate

Year 2018, the company has no gift or other benefits

Whistle Blowing or complaint

The company has good corporate governance and rights to employees to communicate, complaint when finding matter that may be fraud either direct or indirect- breaking law, business ethic or infringement as well as behavior that may be a problem or cause damage to the company or not being fair which includes any suggestion related to company's business operation. The company provides channels for reporting clues and complaints as follows

1. Through company's website www.rwi.co.th

2. Through Email / Telephone

- Managing Director
TEL: (02) 049-1001-4 E-mail: wutichai@rwi.co.th
- Corporate Secretary
TEL: (02) 049-1001-4 E-mail: pipit@rwi.co.th

3. Through via post

- Managing Director or
- Mr. Pipit Jaovisidha “Corporate Secretary”
Rayong Wire Public Company Limited
1011 Supalai Grand Tower, 17th Floor, Rama 3 Road
Chongnonsi, Yannawa, Bangkok 10120

4. Through via Facsimile: (02) 049-1004-5

Clues, complaints and suggestions will be considered and implemented as appropriate by considering on a case-by-case basis.

Board of Director has assigned Executive Chairman and/or Corporate Secretary is responsible to receive any complaints and recommendation of stakeholders to Executive Committee and/or Audit Committee and/or Risk Management Committee by investigate and report to Board of Directors respectively.

Year 2018, in the past company and its subsidiaries has no complaint on giving or receiving bribes for beneficial to company

Whistle Blowing

1. The company requires those who receive information related to performance of duties or reporting corruption to organization, keep personal information such as name, address which can specify complainant secretly, do not disclose any information to anyone who is not involved except as disclosed under statutory duty

2. The company will keep relevant information confidential and take into account for safety of complainant by setting measure to protect employees complaints including collaboration in scrutiny will be protected from unfair practices as due to cause of complaints such as interfering with performance/change job/lay off

3. The company will listen and handle all complaints in equitable manner; transparency and fair by set mechanism that does not affect employees who report the clues and that information will be keep it secretly

4. The company has open up to stakeholder to feedback comments, complaints through provided channel of company such as Annual General Meeting of Shareholders, opportunity day thus questions, comments, suggestions and complaints will be forwarded to relevant agencies to make modification to meet need all stakeholders.

Year 2018 business operation of company did not appear to have been operating by regulator as did not announce important events within specified time frame which includes not appear that company violated labor law, employment, consumer, trade competition, environment and stakeholders.

Apart from this, company has department of internal audit as duties to responsible for providing efficient and effective internal control system, monitoring and evaluation of fraud risk preventing corrupt employees. There is Audit Committee to reviews internal control system and follow up results of internal audits if any corrupt then internal audit will take action to report to Audit Committee and Audit Committee will report to Board of Director respectively