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S&P Syndicate Public Company Limited. Registration No.0107537001170
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Announcement

No. POL 022/2568

On Stakeholder Engagement Policy

1) Principle

S&P Syndicate Public Company Limited (hereinafter referred to as “S&P”) places great importance on stakeholder engagement and considers all stakeholder groups, both internal and external. Internal stakeholders include executives, shareholders, and employees, while external stakeholders include customers, suppliers, and local communities. With the evolving social, environmental, and business landscape, stakeholder groups have become more complex, with higher expectations for fair treatment, active participation, and decision-making on matters that impact them. Therefore, S&P has established a Stakeholder Engagement Policy as a guideline to ensure fair and transparent engagement, fostering trust and confidence among all stakeholder groups.

2) Scope

This policy applies to S&P’s business operations possibly affecting all groups of stakeholders both directly and indirectly.

3) Definition

Stakeholders refers individuals or groups who are directly or indirectly affected by S&P’s business operations, have any interests in the business, or hold influence over individuals whose actions may impact S&P’s operations such as customers, suppliers, employees, local communities, shareholders, and government agencies.

4) Stakeholder management

1. Formulating a Stakeholder Engagement Plan

Approaches for Implementation:

- 1.1 Classify stakeholders and rank them based on their direct or indirect relevance to business operations to effectively determine key considerations and critical issues.
- 1.2 Conduct a thorough and clear analysis of the impacts on each stakeholder group. The strategies and steps for appropriate engagement are established, recognizing that different stakeholders have varying perspectives and expectations.



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- 1.3 Provide opportunities for stakeholders to engage in matters that affect them by offering accessible channels for feedback, concerns, and complaints. This helps to understand stakeholder opinions, expectations, and needs.
- 1.4 Determine appropriate responses to stakeholder needs and ensure close communication and regular engagement to foster understanding. This will lead to strong relationships and trust with stakeholders.
- 1.5 Share accurate, transparent, and inclusive information to ensure stakeholders receive adequate, consistent, and timely updates. Relevant information should be disclosed at appropriate times.
- 1.6 Anticipate, identify, and prioritize risks and opportunities arising from stakeholder interactions. This will help in developing contingency plans and managing potential risks constructively.
- 1.7 Conduct systematic reviews and evaluations of stakeholder engagement practices to enable continuous improvement. Moreover, we provide public reports summarizing stakeholder engagement efforts, feedback, and resolutions through S&P's website and annual sustainability reports.

2. Operation

2.1 Policies and Practices for Employees

- Recruit, evaluate performance, and determine employee compensation effectively and fairly.
- Treat all employees equally, respect human rights, and refrain from supporting any actions that violate human rights.
- Promote a safe and hygienic work culture in accordance with occupational health and safety management standards.
- Conduct an annual employee engagement and participation survey.
- Organize activities to foster engagement between management and employees.
- Encourage continuous learning and skill development to enhance employee potential, career growth, and work efficiency.
- Communicate S&P's news and activities to raise awareness and instill a sense of sustainability.
- Provide accessible grievance channels via telephone at 02-785-4000, email at whistleline@snpfood.com, or a designated complaint mailbox.



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2.2 Policies and Practices for Customers/Consumers

- Deliver high-quality, safe, and standardized products and services at fair prices as well as ensuring sufficient production for customer and consumer accessibility.
- Communicate nutritional information and conduct responsible marketing by providing accurate product details to customers.
- Implement a product traceability system and quality management system in accordance with international standards.
- Continuously promote research and development of products and services, focusing on optimal nutrition in food, bakery, and beverages, while ensuring environmentally friendly operations throughout the product life cycle.
- Regularly assess customer satisfaction to improve products and services in alignment with customer needs.
- Establish a secure customer data protection system and ensure that customer information is not shared or misused.
- Provide accessible complaint channels through in-store services, Call Center 1344, Email: crm@snpfood.com, Facebook: S&P, or via postal mail.

2.3 Policies and Practices for Communities/Society

- Ensure that the production process complies with laws, regulations, and standards, while effectively managing energy, pollution, and waste. The focus is on reducing greenhouse gas emissions and implementing monitoring measures to prevent and mitigate environmental impacts on the communities and society.
- Promote community development by supporting local products, hiring local employees, providing stable income opportunities, and offering vocational training to ensure sustainable self-care
- Promote nutrition and hygiene within the community to improve the quality of life.
- Actively listen to suggestions and complaints from the communities or stakeholders impacted by business activities, using feedback to improve processes and ensure sustainable coexistence between S&P and the communities. Support initiatives to strengthen relationships with the communities.
- Provide channels for feedback and inquiries through telephone at 02-785-4000 or Email at sd@snpfood.com.



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2.4 Policies and Practices for Suppliers and Business Partners

- Promote compliance with the S&P Code of Conduct for Suppliers.
- Consider fair and reasonable compensation for suppliers, taking into account the balance among price, quality, and the services received, with transparency and traceability of the suppliers' operations.
- Regularly evaluate and monitor suppliers' operations, including ESG (Environmental, Social, and Governance) practices, on an annual basis.
- Conduct site inspections to monitor the quality of raw materials, especially those with quality issues, and work towards identifying ways to improve and develop their quality.
- Respect the human rights of suppliers and listen to their feedback and suggestions to jointly solve problems.
- Promote knowledge sharing and exchange to help develop the capabilities of suppliers, leading to improved product quality.
- Safeguard the privacy of trade-related data.
- Manage a sustainable supply chain, extending to the next tier of suppliers.
- Manage risks and seek opportunities for joint business development.

2.5 Policies and Practices for Public Agencies and Legislation Bodies

- Strictly comply with regulations, rules, and various measures.
- Operate the business with environmentally friendly production processes, including waste and pollution management, focusing on creating a low-carbon economy and reducing impacts on the ecosystem.
- Communicate and market responsibly.
- Build cooperation to respond to government policies, including disclosing performance transparently to government organizations or regulatory bodies, with traceability.

2.6 Policies and Practices for Investors and Shareholders

- Hold the annual general meeting of shareholders and disclose the performance through an annual report in a transparent manner with traceability.
- Operate the business with principles of good governance, integrity, transparency, and prudence to create stable benefits and returns for shareholders.
- Inform shareholders through S&P's website and provide communication channels to exchange opinions and suggestions, leading to sustainable development via email: irsnp@snpfood.com or by telephone at 02-785-4000.



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- Maintain the privacy of information and respect rights while ensuring equal treatment.
- Manage risks and opportunities for the organization.

2.7 Policies and Practices for Independent Organizations, Media, and Influencers on Online Platforms

- Strictly comply with regulations, rules, and measures.
- Disclosure or dissemination of accurate, clear, and factual organizational information in an equitable manner.
- Provide channels for receiving feedback via telephone at 02-785-4000, website www.snpfood.com, email at pr@snpfood.com, or Facebook: S&P.
- Conduct business transparently.
- Committed to fostering sustainable local economic development.

2.8 Policies and Practices for Trade Rivals

- Conduct business fairly and strictly comply with the law.
- Perform the business operation with transparency.
- Foster industry-level collaboration to drive national development.
- Support fair competition policies.
- Cooperate in activities that benefit society and the nation.

This policy is hereby announced for acknowledgment and shall serve as a guideline for implementation

Announced on 10 March 2025

Mr. Vitoon Sila-On
Chief Executive Officer