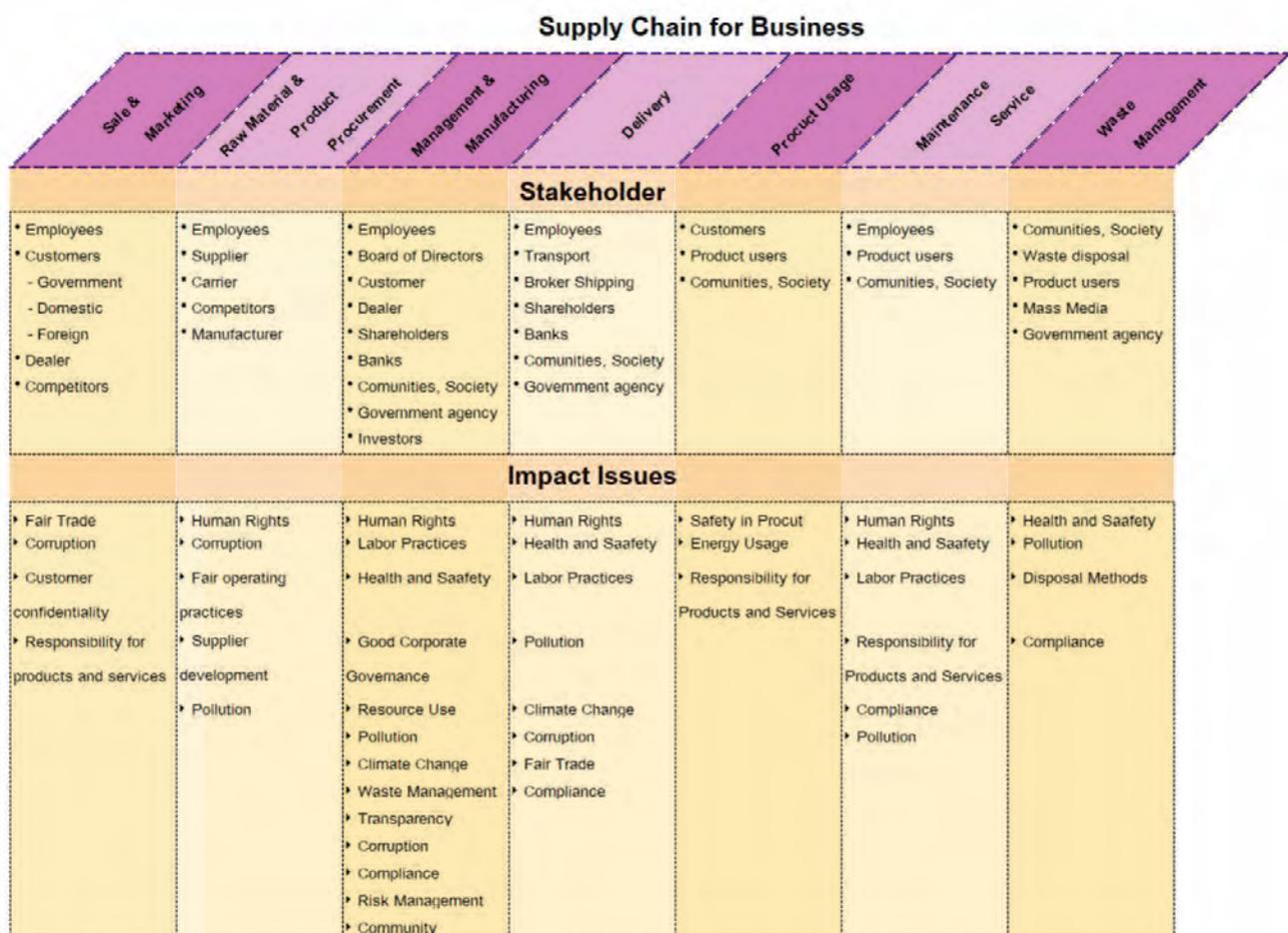


# Stakeholders

## Identification of Stakeholders and Impacts

The Corporate Sustainability Promotion Committee reviews impacts in the process throughout the entire value chain once per year to identify stakeholders and significant issues through processes to identify work hazards and environmental impact assessment from work and products in a life cycle manner using participatory evaluation methods involving employees at all levels.

In addition to the internal evaluation of the organization, the Company has also created a forum for discussion in which communities can meet QTC once annually to hear out recommendations. Furthermore, the Company gives consideration to proposals from stakeholders through other channels such as general meetings of shareholders, expressions of opinion on webpages, etc., in order to use information in order to identify sustainability issues and specify stakeholders with the organization using criteria for considering all stakeholders in the QTC value chain (Disclosure 102-9, 102-21).



# Stakeholder Connection

Once stakeholders and their issues of interest have been identified in addition to their expectations, the Company will consider specifying communication and response methods in meeting the expectations of all groups of stakeholders.

## Working with Stakeholders

Stakeholders (Disclosure 102-42)		Expectation Survey Methods (Disclosure 102-43)	Expectations (Disclosure 102-44)	The Organization's Response (Disclosure 102-43)
<b>Employees</b> 	<b>Regular Employees</b>  <b>Temporary Employees</b>	<ul style="list-style-type: none"> <li>• Monthly meeting of executives and employees.</li> <li>• Suggestion activities, KAIZEN, QCC.</li> <li>• Listening to employee opinions and complaints.</li> <li>• The Welfare Committee.</li> <li>• The Safety Committee.</li> <li>• Employee happiness survey.</li> <li>• Corporate love and attachment survey.</li> <li>• Risk assessment.</li> <li>• Environmental impact assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Correct compliance to laws and ethical principles.</li> <li>• Transparency and accountability.</li> <li>• Business success.</li> </ul>	<ul style="list-style-type: none"> <li>• Safety management pursuant to OHSAS18001.</li> <li>• Environmental management pursuant to ISO14001.</li> <li>• Provident Fund.</li> <li>• Strictly adhere to rights policies and employment policies.</li> <li>• Health promoting workplace project.</li> <li>• Organizational health for sustainable happiness project.</li> <li>• Modify wage payment and performance assessment systems.</li> <li>• Modify career path development system.</li> <li>• Knowledge Management</li> </ul>
<b>Board of Directors</b> 	<b>Company Directors</b>	<ul style="list-style-type: none"> <li>• Board of Directors' meetings.</li> <li>• Board of Audit meetings.</li> <li>• Nomination Committee meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Correct compliance to laws and ethical principles.</li> <li>• Transparency and accountability.</li> <li>• Business success.</li> </ul>	<ul style="list-style-type: none"> <li>• Good business governance in compliance with policies and strict enforcement.</li> <li>• Report performance.</li> </ul>
<b>Trade Partners</b> 	<b>Deliverers</b> <b>Contractors</b> <b>Product Manufacturers</b> <b>Raw Material Producers</b>	<ul style="list-style-type: none"> <li>• Annual deliverer and contractor evaluations.</li> <li>• Production process, product quality inspection and discussions for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Receive accurate information quickly and according to conditions and schedule.</li> <li>• Fair compliance to agreements and payment terms.</li> <li>• Fair and transparent price competition.</li> <li>• Knowledge provision and raw material production pro</li> </ul>	<ul style="list-style-type: none"> <li>• Specify clear procurement policies without preferential treatment.</li> <li>• Development of trade partners through recommendations, knowledge provision and understanding about developing raw materials to be better than standard specifications.</li> <li>• Have anti-corruption policies and promote practice.</li> </ul>

Stakeholders (Disclosure 102-42)		Expectation Survey Methods (Disclosure 102-43)	Expectations (Disclosure 102-44)	The Organization's Response (Disclosure 102-43)
<b>Shareholders/ Investors</b> 	<b>Shareholders Investors Analysts</b>	<ul style="list-style-type: none"> <li>Annual meetings of shareholders.</li> <li>Quarterly performance announcements.</li> <li>Financial analysts' meetings.</li> <li>Registered companies meet investors.</li> <li>Invitations for investors to visit factories.</li> </ul>	<ul style="list-style-type: none"> <li>Good wages.</li> <li>Good governance over activities.</li> <li>Stable business and continuous growth.</li> <li>Correct, complete, up-to-date and transparent Company information.</li> <li>Good risk management system.</li> <li>Good audit and control system.</li> </ul>	<ul style="list-style-type: none"> <li>Transparent, fair and accountable business governance.</li> <li>Appropriate dividend payment.</li> <li>Transparent disclosure of information.</li> <li>Strategic business plan preparation.</li> <li>Thorough risk management.</li> </ul>
<b>Customers</b> 	<b>Government Customers</b>  <b>Private Customers</b>  <b>Foreign Customers</b>  <b>Domestic Retailers</b>  <b>Foreign Retailers</b>   <b>PEA (Power Purchaser))</b>	<ul style="list-style-type: none"> <li>Meet-ups with customers/retailers.</li> <li>Product exhibitions.</li> <li>Customer/retailer satisfaction surveys.</li> <li>Technical knowledge provision to customers/retailers.</li> <li>Opportunities for customers/retailers to observe production processes.</li> <li>Joint activities with customers/retailers.</li> <li>Contract terms.</li> <li>Inquiries</li> </ul>	<ul style="list-style-type: none"> <li>Receive accurate technical product and service information.</li> <li>Appropriate product and service prices.</li> <li>Transparent price competition.</li> <li>Receive quality products and services.</li> <li>Fair compliance of agreements.</li> <li>Option to choose energy-conserving products.</li> <li>Warranty for products and services.</li> <li>Customer confidentiality preservation.</li> <li>Full electricity distribution according to contract terms.</li> <li>Energy technology knowledge sharing.</li> </ul>	<ul style="list-style-type: none"> <li>Good corporate governance that is transparent and verifiable.</li> <li>Anti-corruption policies and promotion of quality management pursuant to ISO9001.</li> <li>Total Quality Management to improve product and service processes.</li> <li>CRM system.</li> <li>Ethics in maintaining customer confidentiality.</li> <li>Product certification pursuant to laboratory standard ISO17025.</li> <li>Development of energy-conserving products by R&amp;D team.</li> <li>Visits to observe production processes.</li> <li>Visits to observe electricity generation to build confidence.</li> <li>Modify and maintain electricity generation equipment for maximum efficiency.</li> </ul>
<b>Trade Competitors</b> 	<b>Competitors</b>	<ul style="list-style-type: none"> <li>Meetings and conversations.</li> <li>News and information.</li> <li>Group member meetings.</li> <li>Marketing activities.</li> </ul>	<ul style="list-style-type: none"> <li>Fair and transparent trade competition.</li> <li>Exchanges of information about products, raw material sources and tools and machinery used in production.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance to ethics principles to operate business fairly and transparently.</li> </ul>
<b>Waste Disposers</b> 	<b>Waste Disposers</b>  <b>Waste Processors</b>	<ul style="list-style-type: none"> <li>Exchanges of knowledge about legal specifications and correct practices.</li> </ul>	<ul style="list-style-type: none"> <li>Strict compliance to agreements.</li> <li>Correct actions pursuant to the law.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and inspect actions of disposers.</li> <li>Evaluate waste disposers' performance.</li> </ul>
<b>Creditors</b> 	<b>Financial Institutes Deliverers of Goods, Raw Materials and Other Services</b>	<ul style="list-style-type: none"> <li>Meetings and discussions.</li> <li>Quarterly performance announcements.</li> <li>Shareholder meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to comply with contract terms and agreements.</li> <li>Transparency in operations.</li> </ul>	<ul style="list-style-type: none"> <li>Strict compliance with terms and agreements in contracts.</li> <li>Business visits and tours.</li> </ul>

Stakeholders (Disclosure 102-42)		Expectation Survey Methods (Disclosure 102-43)	Expectations (Disclosure 102-44)	The Organization's Response (Disclosure 102-43)
 <p>Trade Accounts Receivable</p>	<p>Trade Accounts Receivable from Sale of Goods, Services, Electricity and Other</p>	<ul style="list-style-type: none"> <li>Meetings and discussions.</li> </ul>	<ul style="list-style-type: none"> <li>Compromise and leniency.</li> </ul>	<ul style="list-style-type: none"> <li>Negotiations.</li> <li>Trade account management policies.</li> <li>Legal action.</li> </ul>
 <p>Mass Media</p>	<p>Newspaper Television Radio Magazine Online Media</p>	<ul style="list-style-type: none"> <li>Meetings with mass media at different occasions.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate and fast news and information on business progr</li> </ul>	<ul style="list-style-type: none"> <li>Meet and visit with mass media at least once a year.</li> <li>Invite mass media to visit the business.</li> </ul>
 <p>Government Agencies</p>	<ul style="list-style-type: none"> <li>SEC</li> <li>SET</li> <li>Revenue</li> <li>Provincial Industry</li> <li>Provincial Labour</li> <li>Provincial Resources</li> <li>Provincial Transport</li> <li>TAO</li> <li>Chamber of Commerce</li> <li>Federation of Industries</li> <li>Ministry of Energy</li> <li>Ministry of Labour</li> <li>Ministry of Industry</li> <li>BOI</li> </ul>	<ul style="list-style-type: none"> <li>Meetings and explanations of government agencies.</li> <li>Business inspections and visits.</li> <li>Conditions pursuant to the law.</li> <li>News and information.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to comply with related laws.</li> <li>No social and environmental effects.</li> <li>Development of the organization's ability to participate in modifying environmentally-friendly production processes to reduce impacts.</li> <li>Cooperate with the government sector to provide information for use in development.</li> <li>Support government sector projects with benefit for the greater good.</li> </ul>	<ul style="list-style-type: none"> <li>Comply with rules and regulations prescribed by the law in every area.</li> <li>Complete and punctual tax payments of every type.</li> <li>Develop processes to seek opportunities for improvement and reduce environmental impacts.</li> <li>Transparent disclosure of information.</li> <li>Report information according to legal specifications.</li> <li>Annual reports.</li> </ul>
 <p>Community and Society</p>	<p>Communities Around the Factory</p> <p>Communities Around the Power Plant</p> <p>General Society</p>	<ul style="list-style-type: none"> <li>Organizing activities with communities/society.</li> <li>Participation on community and social development.</li> <li>Annual public hearing activities where communities meet with QTC.</li> <li>Annual public hearing activities where communities meet with the power plant.</li> <li>News and information.</li> </ul>	<ul style="list-style-type: none"> <li>Friendliness to one another.</li> <li>Support for community activities.</li> <li>Support for products made by disabled persons in the community.</li> <li>Support for activities in social businesses.</li> <li>No negative safety and environmental impacts on communities and society.</li> <li>Transparency in operations.</li> <li>Compliance with human rights and anti-corruption principles.</li> </ul>	<ul style="list-style-type: none"> <li>Support public activities.</li> <li>Create volunteer employees to participate in public activities.</li> <li>Environmental management with ISO14001 standards.</li> <li>Energy management with ISO 50001 standards.</li> <li>Safety management with OHSAS18001 standards.</li> <li>Human rights policies and support for practice.</li> <li>Anti-corruption policies and support for practices.</li> <li>Suitable procurement of products from disabled persons in the community for the Company's operations.</li> <li>Indirect investment in social businesses.</li> <li>Annual performance reports at association activities and other media.</li> </ul>