

## Analysis Table of Stakeholder on Business Value Chain

Stakeholder Groups	Communication Channels	Stakeholder Expectations	Meeting Expectations of Stakeholders
 <b>Customers</b>	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Enough products with reasonable prices</li> <li>On time delivery</li> <li>Standardized quality</li> </ul>	<ul style="list-style-type: none"> <li>Improve production system to reduce costs.</li> <li>Provide adequate reserve storage.</li> <li>Control quality by international standards</li> </ul>
 <b>Shareholders</b>	<ul style="list-style-type: none"> <li>Annual general meeting</li> <li>Respond to inquiries via telephone and email.</li> <li>Propose information to investors and shareholders.</li> </ul>	<ul style="list-style-type: none"> <li>Consistently satisfactory performance and satisfied dividend payment</li> <li>Innovation management for continuous business growth</li> </ul>	<ul style="list-style-type: none"> <li>Pay appropriate dividends to shareholders in accordance with their performance.</li> <li>Consider investing in green innovation according to the ongoing plan.</li> </ul>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>Engagement survey</li> <li>Meeting executives at town hall</li> </ul>	<ul style="list-style-type: none"> <li>Appreciation (Recognition &amp; Communication) from executives</li> <li>Performance Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>Arrange activities for executives to meet employees on a regular basis.</li> <li>Implement a personnel management system for administration and evaluation</li> </ul>
 <b>Business Partners</b>	<ul style="list-style-type: none"> <li>Telephone, email, and line</li> <li>Business partner visit</li> </ul>	<ul style="list-style-type: none"> <li>Fast and on-time payout</li> <li>Ordering and delivery of chemicals at break even volume to save transportation cost.</li> </ul>	<ul style="list-style-type: none"> <li>Use the Cash Card system to transfer money to the farmer's Cash Card.</li> <li>Provide contracted purchases, spot purchases, and regular purchases with regular price announcements.</li> </ul>
 <b>Community-Society</b>	<ul style="list-style-type: none"> <li>Talk through community leaders, village volunteers, sub-district health-promoting hospitals, monks, village headmen, teachers, etc.</li> <li>Community relations employees talk through activities.</li> </ul>	<ul style="list-style-type: none"> <li>Support health checkups / promote health for people, elderly, and bedridden patients.</li> <li>Solve drought/flood problems.</li> <li>Reduce production costs.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborate with hospitals to organize community health checkups and health promotion for people, elderly, and bedridden patients.</li> <li>Donate drinking water / water for agriculture.</li> <li>Coordinate with communities regarding the appropriate amount of treated water discharge during the flood.</li> <li>Distribute document of soil improvement.</li> </ul>
 <b>Creditors</b>	<ul style="list-style-type: none"> <li>Meeting between the Company's executives and creditors</li> <li>Dissemination of information through annual reports and company websites</li> </ul>	<ul style="list-style-type: none"> <li>Progress of various projects following the plan laid out.</li> <li>Innovation management</li> </ul>	<ul style="list-style-type: none"> <li>Comply with the agreement terms of loans and debentures.</li> <li>Consider investing in green innovation according to the ongoing plan.</li> </ul>
 <b>Business Competitors</b>	<ul style="list-style-type: none"> <li>Follow up performance and market conditions.</li> <li>Study information from financial reports that are publicly available.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business with transparency. under fair trade and competition.</li> <li>Cooperate and coordinate with competitors on issues which the public sectors ask for cooperation.</li> </ul>	<ul style="list-style-type: none"> <li>Operate with transparency.</li> <li>under fair trade and competition.</li> </ul>
 <b>Internal Regulators In Local and Government</b>	<ul style="list-style-type: none"> <li>Mail and phone</li> <li>Meeting, clarifying, discussing, and participating in projects of government agencies</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business correctly and comply with laws.</li> <li>Cooperate in providing accurate and timely information.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business correctly and comply with laws and international standards.</li> <li>Submit accurate information to government agencies within the specified timeframe.</li> <li>Cooperate with local government agencies in activities such as co-sponsoring community health checkups.</li> </ul>