

Significant Sustainability Issues and Stakeholder Engagement

The Company follows the risk management process according to the COSO Enterprise Risk Management - Integrated Framework 2017 standard to assess sustainability risks. This involves considering the operating environment both inside and outside the organization, assessing various regulations, and identifying significant sustainability risk factors such as occupational health and safety, ethical labor recruitment, human rights, responsible sourcing of raw materials, plastic waste in the ocean, and climate change. These risk issues are presented to the Risk Management Committee to determine guidelines for managing and reducing such risks. Additionally, Thai Union Group conducts surveys to identify key issues among stakeholders, both internal and external, to rank important issues. This covers the operations and stakeholders of the Company, which will be disclosed in the Thai Union Group Sustainability Report.

The Company has organized groups of stakeholders, both inside and outside the Company, and established guidelines for responding to their expectations as follows:

Stakeholder Group	Channels for Creating Participation	Stakeholder Expectations	Responding to Stakeholder Expectations
Stakeholders within the Company			
Investors	<ul style="list-style-type: none"> Quarterly analyst and investor meetings. Opportunity Day meeting organized by the Stock Exchange of Thailand. Meeting with domestic and foreign investors. Visiting companies and factories. Organizing shareholder meetings. 	<ul style="list-style-type: none"> Transparent operations and good corporate governance. Treating shareholders fairly and equally. Providing accurate, complete, and timely information about the Company. The business is stable and experiencing continuous growth, with good operating results. 	<ul style="list-style-type: none"> Govern the business in a transparent, fair, and accountable manner. Establish good corporate governance policies and business ethics to serve as guidelines for directors, executives, and employees. Facilitate communication and complaints through various channels, including the Company website and by post, regarding corporate governance issues. Organize quarterly meetings and investor relations activities by the investor relations team to communicate strategy and present operating results through various activities.
Employees	<ul style="list-style-type: none"> Organizing activities for executives to meet with employees. Employee participation questionnaire. Suggestion box. Complaint channel via Speakout at https://thaiunion.ethicspoint.com Complaint hotline: call 1800 013 080. Email: itail_complaint@thaiunion.com 	<ul style="list-style-type: none"> Determining appropriate and fair remuneration and benefits. Fair labor practices. Work is done safely and efficiently. Continuously develop knowledge, abilities, and skills. Career advancement opportunities and a balance between work and life. 	<ul style="list-style-type: none"> Set compensation and benefits that are appropriate and fair, comparable to companies operating in the same business, and at least meeting legal requirements. Establish appropriate evaluation principles and performance indicators. Treat employees equally, fairly, and with respect for their human rights. Provide a complaint channel for employees. Arrange the environment and space to be suitable and safe for work. Establish a training plan to develop employees' knowledge and abilities, thereby increasing their potential. Communicate to employees the career advancement opportunities available through the development plan. Listen to opinions and complaints from employees to foster stronger bonds within the organization.

Stakeholder Group	Channels for Creating Participation	Stakeholder Expectations	Responding to Stakeholder Expectations
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Stakeholders Outside the Company

Customer	<ul style="list-style-type: none"> • Customer satisfaction questionnaire. • Meeting with customers regularly. • Channels for reporting feedback on wrongdoing and complaints. • Factory visit. 	<ul style="list-style-type: none"> • Product quality meets accepted standards and is safe. • Developing products that fully meet customers' needs. • Setting appropriate prices and conditions. • On-time product delivery. • Maintaining customer confidentiality. 	<ul style="list-style-type: none"> • Manage quality according to international standards. • Develop alternative raw materials, production processes, and new innovations to create products that are different and unique. • Collaborate with customers in product research and development to ensure products meet their needs. • Continuously improve production processes to increase operational efficiency and thus set prices appropriately. • Production is efficiently planned, and products are delivered as agreed. • Maintain ethics in ensuring the confidentiality of customer information. • Listen to customer feedback to improve work processes.
Pets and Pet Owners	<ul style="list-style-type: none"> • Company website and social media • Product exhibitions and trade fairs, such as Pet Expo. 	<ul style="list-style-type: none"> • Product quality meets accepted standards and is safe. • Determining appropriate prices. 	<ul style="list-style-type: none"> • Create pet food innovations that meet the needs of consumers and make pets happy. • Manage quality according to international standards. • Fully disclose and specify information on product labels. • Organize activities with pet owners and attend trade shows.
Partners	<ul style="list-style-type: none"> • Meeting with business partners regularly. • Channels for reporting feedback on wrongdoing and complaints. 	<ul style="list-style-type: none"> • Fair purchasing/hiring practices. • Business ethics, as well as complying with trade conditions and contractual agreements that are mutually agreed upon, strictly adhere to regular product orders and adjust product orders according to the Company's operating results. 	<ul style="list-style-type: none"> • There is a process for evaluating and selecting new vendors equally. • Procure raw materials and packaging responsibly, meeting sustainability standards and human rights practices. • Adhere strictly to business ethics and agreements with trading partners. • There is a process for regularly evaluating suppliers to develop trading partners' operations.

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Competitor	<ul style="list-style-type: none"> Channels for reporting feedback on wrongdoing and complaints. 	<ul style="list-style-type: none"> Conducting business with transparency and competing fairly. 	<ul style="list-style-type: none"> Follow the framework of good competition rules and those required by law with transparency. Do not seek confidential competitive information through dishonest means. Conduct business ethically.
Community	<ul style="list-style-type: none"> Channels for reporting feedback on wrongdoing and complaints. 	<ul style="list-style-type: none"> Responsibility towards the community, society and environment. Solving problems and mitigating impacts arising from operations in a timely manner. Participating in and listening to the opinions of the community and surrounding society. 	<ul style="list-style-type: none"> Strictly comply with environmental laws. Participate in community and social activities. Take action to prevent, manage, and ensure that the Company will not create or cause negative impacts on the environment and communities. Listen to community problems, opinions, and complaints, and take corrective action.
Government Agencies	<ul style="list-style-type: none"> Participating in and promoting government activities. Disclosure of information upon request. Meeting on various occasions. 	<ul style="list-style-type: none"> Compliance with laws, rules and regulations. Cooperating with government agencies. 	<ul style="list-style-type: none"> Strictly comply with relevant laws and regulations. Follow new legislation. Including various related practices on an ongoing basis Cooperate with government agencies in inspecting and visiting factories.
Media	<ul style="list-style-type: none"> Publication of information on the website. Media meeting activities Organize press conferences. 	<ul style="list-style-type: none"> Data transparency Timely information disclosure. 	<ul style="list-style-type: none"> Govern the business in a transparent, fair, and verifiable manner. Arrange communication/complaints through various channels, including the Company website and by post, regarding corporate governance issues. Organize activities to meet with the media and provide timely information, managed by the corporate communications team.

