Social management

Stakeholder engagement

Principles

Stakeholder engagement provides opportunities to further align practices with societal needs and expectations, helping to drive long-term sustainability. Engaging stakeholders in the dialogue to find out what social and environmental issues matter most to them will improve decision-making and accountability.

Guidelines

1. The process includes:
   1.1) Establish a policy to include and categorize all stakeholders
   1.2) Prioritize and specify activities for each group of stakeholders including reporting to the board
2. The management adopts the framework from the Board, follows up performance and involves employees to participate in proposing ideas for activities or projects.

Stakeholders' identification

A method for systematically identifying stakeholder groups should consider the scope of the engagement and may be guided by attributes of stakeholders such as the following:

Attribute	Description
Dependency	groups or individuals who are directly or indirectly dependent on the organization's activities, products or services and associated performance, or on whom the organization is dependent to operate
Responsibility	groups or individuals to whom the organisation has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities
Tension	groups or individuals who need immediate attention from the organisation with regard to financial, wider economic, social or environmental issues
Influence	groups or individuals who can have an impact on the organisation's or a stakeholder's strategic or operational decision-making

Attribute	Description
Diverse perspectives	groups or individuals whose different views can lead to a new understanding of the situation and the identification of opportunities for action that may not otherwise occur

Source: AA1000 (2015), Stakeholder Engagement Standard (SES)

For mutual cooperation to drive SUTHA's business value chain, SUTHA includes and categorises all supporting stakeholders into groups as follows ;

1	2	3	4	5	6	7	8
							

1. Customers who use products
2. Shareholders, either direct or indirect ones
3. Directors, executives, and employees, and employees: A company's employees, managers and board of directors make up a business's internal stakeholders.
4. Business partners, contractors, service providers, creditors, and loan providers make up a business's external stakeholders.
5. Community around the business
6. Organizations regulating listed companies or supervise, asses the operations of listed companies under the capital market or the Stock Exchange of Thailand.
7. Government agencies and local authorities.
8. Other businesses offer the same or similar goods and services to customers.

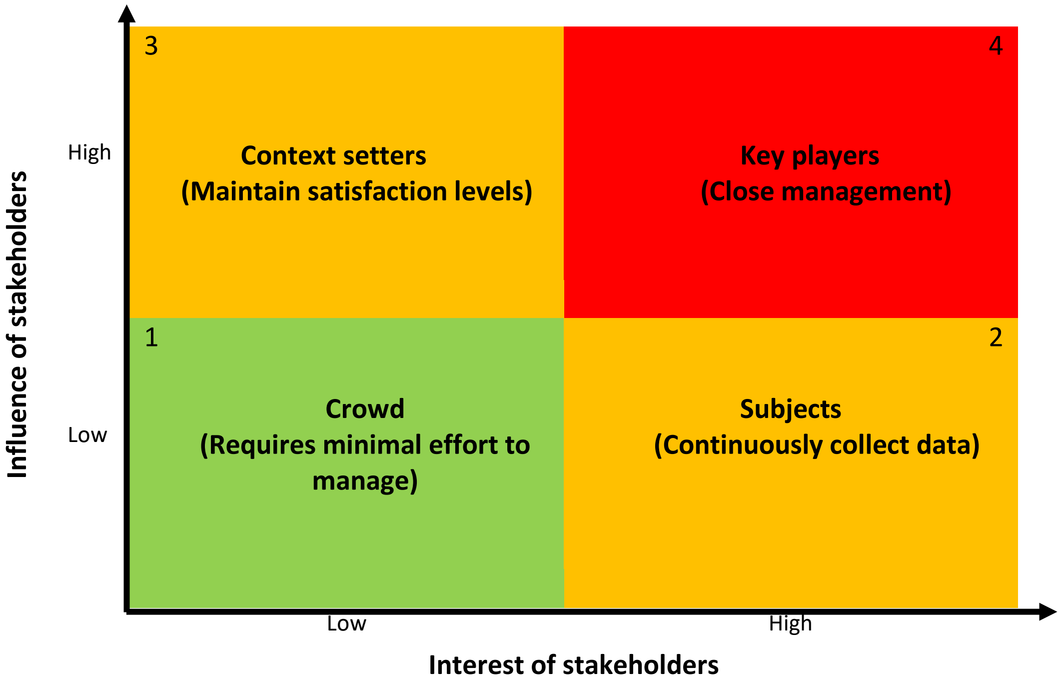
Stakeholder Prioritization

Prioritizing stakeholders involves assessing their level of interest and influence. Stakeholders with a high level of interest and influence should receive more attention and resources than those with low levels of interest and influence.

1) Influence refers to the degree of power each individual stakeholder has in setting and modifying the operations of the company measured by a stakeholder's level of power, authority, expertise, or resources to change or prompt decisions in any area of the company.
2) Interest refers to how the stakeholders are impacted by the operation outcomes without having any power over influencing it. Interest is the degree to which a stakeholder is affected by or interested which is measured by a stakeholder's level of involvement, their level of concern or commitment, and their perceived benefit or harm.

Score	Y-axis (Influence)		X-axis (Interest)	
1	Low	Low power or influence in determining company outcomes.	Low	Low interest or place little importance on determining company outcomes
2	Moderate	Moderate power or influence in determining company outcomes.	Moderate	Moderate interest or placing of importance on determining company outcomes.
3	High	High power or influence in determining company outcomes.	High	High interest or placing of importance on determining company outcomes.

4	Very high	Great power or influence in determining company outcomes and can halt company operations.	Very high	Very high interest and placing of importance on determining company outcomes and are able to halt company operations.



1) Players are the high-power, high-interest individuals with whom the Company considers collaborating and keep fully engaged.
2) Subjects are the low-power, high-interest stakeholders who can offer great insights and ideas for the Company and its business operations, but the Company can selectively agree or admit.
3) Context-setters are high-power, low-interest stakeholders (heads of departments, for example) can have a lot of influence over the operations but don't want to be involved in the details. Keep them up to date and upgrade them to players.
4) Crowd: These individuals will require some ongoing communication about the project's progress but probably the least of all stakeholders.

The company has evaluated and prioritized key stakeholder groups using influence and interest assessment principles in preparing engagement activities to create stakeholder participation.

Item	Stakeholders Prioization	Influence	Interest
1	Customers	4	4
2	Shareholders	4	3
3	Employees	3	4
4	Business partners/Sub-Contractor	3	3
5	Communities	3	3
6	Regulators	3	2
7	Governance Agencies local bodies	4	1
8	Competitor	2	2

Stakeholder Matrix

To establish the stakeholder engagement

1. Assess stakeholder needs and expectations through a survey.
2. Evaluate the significance, strategy, and planning for stakeholder engagement.
3. Execute stakeholder engagement activities that align with appropriateness, opportunities, and budget, ensuring they contribute to impact and value creation for the business or organization while adhering to the company's sustainability strategy or plan as outlined.

Minimize environmental impact and advocate for environmental development.

- Create innovative initiatives that provide value to society and the environment in line with sustainability development goals.
- Implement programs aimed at reducing environmental harm, addressing dust issues, and mitigating production-related impacts.
- Initiate efforts focused on climate change management and decreasing greenhouse gas emissions.
- Promote environmental policies, including circular economy practices, waste separation, and effective waste management.
- Encourage product responsibility.

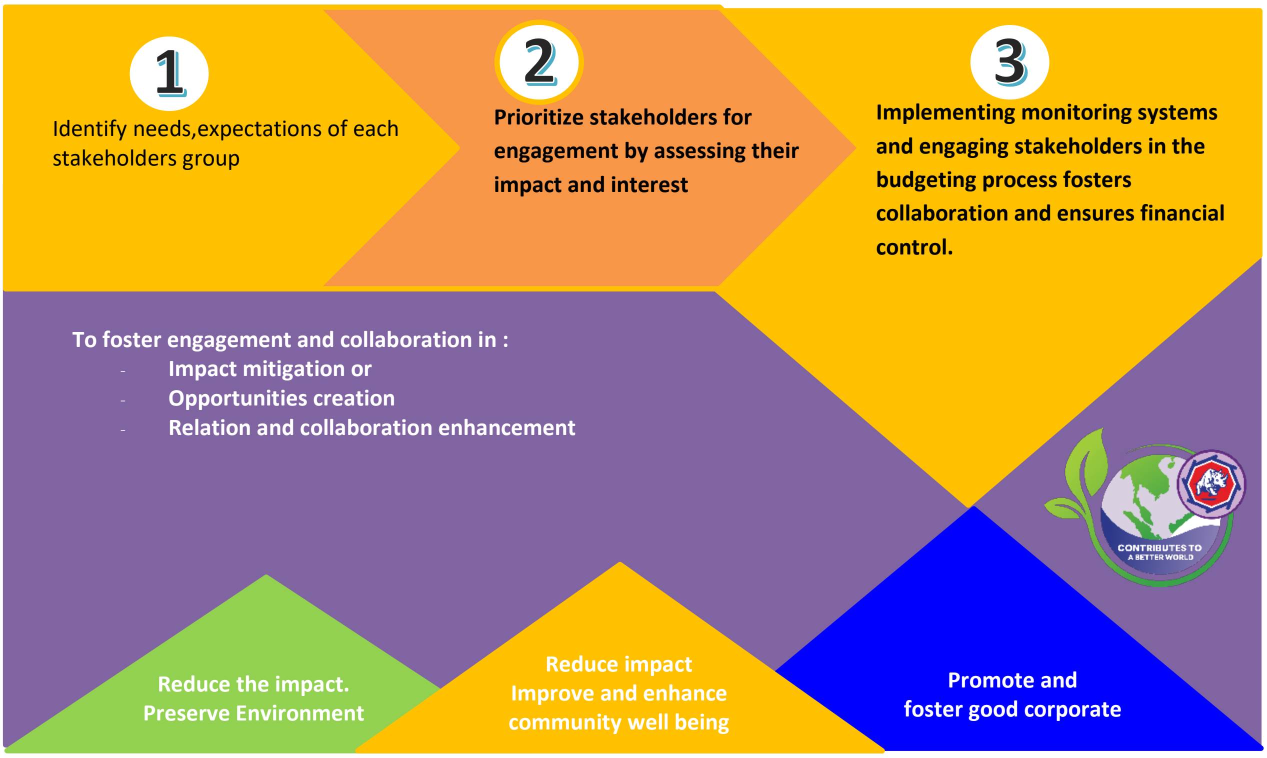
Mitigate adverse impact for safety, enhance collaboration, relationships, well-being, potential, society, community, and human rights.

- Foster labour relations initiatives that enhance safety, hygiene, and employee engagement.
- Create programs that align performance with the expectations of key stakeholders influenced by business operations.
- Encourage activities that foster a safe work environment, promote hygiene, enhance happiness in workplace and engagement, reduce inequality, and support human rights initiatives.
- Develop programs that enhance skills, responsibilities, and oversight by capable internal staff, fostering creativity and business growth to enhance competitiveness.
- Support educational initiatives and youth development in accordance with sustainability goals.
- Engage in community, social, and public relations activities aligned with sustainability objectives.

Advance business growth and governance.

- Engaging involvement that generate business opportunities, improve product or service quality, and enhance overall business performance to meet established objectives.
- Implementing risk management strategies and fostering business management skills to minimize issues, overcome challenges, and mitigate risks associated with operations.
- Establishing processes for effective control and monitoring to ensure ongoing operational improvements.
- Encouraging various advancements to ensure businesses comply with regulations and standards while developing measures to prevent potential impacts and disputes.
- Initiating activities aimed at reducing resource consumption, managing costs, and enhancing business capabilities.
- Promoting initiatives that support the development of a circular economy and optimize resource management.

Framework for stakeholder engagement



Roles and Responsibilities

Departmental and unit chiefs whose operations are relevant to each stakeholder group can coordinate with relevant parties such as investor relations, sustainability development work panel and relevant sub-committees such as the Welfare Committee, Environmental Committee, Environmental Governance Team to jointly determine strategies and activities to create engagement with each stakeholder group to

1) Set objectives for determining engagement outcomes such as building co creation, providing information, providing information to shareholders and investors, developing relationships, and guiding personnel to reduce operational costs, to reduce greenhouse gases emissions, etc.
2) Carry out identifying, prioritizing ,analyzing and mapping engagement activities in accordance with the engagement framework.

SUTHA conducts essentially five levels of engagement with stakeholders: informing, consulting, involving, collaborating, and empowering.

1. Inform: Provide stakeholders with balanced and objective information to assist them in understanding the ongoing operations, problem, alternatives, threats,opportunities and/or solutions informed in a transparent, correct, reliable manner (There is no opportunity for stakeholder input or decision-making.) via accessible channel.
2. Consult: Gather feedback on the information given. Consultation involves information exchanges among the stakeholders ; government, the implementing authorities, project executing suppliers, in which level of input can range from minimal interaction (online surveys, etc) to extensive either formal or informal to provide opportunities to give feedback to be considered in the decision-making process

3. Involve: Work directly with stakeholders during the process to ensure that their concerns and desired outcomes are fully understood and taken into account at each stage. Final decisions are still made by the company, but with well-considered input from stakeholders such as environmental management initiatives taken in the operational establishment areas.
4. Collaborate: Partner with stakeholders at each stage of the decision-making, including developing alternative solution ideas and choosing the preferred solution together. Goal is to achieve consensus regarding decisions. For examples, to partner with customers in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
5. Empower: Place final decision-making power in the hands of stakeholders. Voting ballots and referenda are common examples conducted via a general meeting of shareholders and agenda meeting with major shareholders.

Engagement tools applied.

Inform	Consult	Involve / Collaborate / Empower
• Public meetings • Briefings • News media • Public Presentations • Info Kiosks • Hotlines • Newsletters • Bulletins • Social media • Websites • Fact sheets • Arts and entertainment	• Public meetings, hearings, workshops • Focus groups • Study circles • Interviews • Surveys • Opinion polls • Questionnaires • Social Media • Suggestion boxes • Comment forms	• Consensus workshops • Study groups • Focus groups • Task Force • Advisory boards, committees • Polling • Votes • Social media

The Company identifies, prioritizes, and does a mapping of engagement to implement effectively and monitor its outcomes against its goal to report in the annual report and to the board to evaluate the efficiency and allocate budget appropriately.

Stakeholder Engagement: Customers

The customer satisfaction survey is effectively and thoroughly applied in measuring and benchmarking customer satisfaction for comprehending customer satisfaction, requirements, and areas for improvement toward product qualifications, packaging, transportation services, the sales document management to meet the expectations of customers in each industry.

Customer Survey Results

KPI	Target	Result
2022	100%	83%
2023	100%	87%
2024	100%	94%

* Presented in avg. percentage

Open Space Meeting: Customer Visit
organized either by the customer or the company , during which the customer engages with the company's processes, or the company meets with the customer to explore potential collaboration opportunities.

Aligning with the agenda set by the customer either onsite at the Company or on customers' sites, our Sales and Marketing representatives are to coordinate with other departments to achieve meeting objectives.

Objective:
to exchange knowledge and insights related to the development of products and services, as well as to articulate needs, expectations, and collaborative efforts.

Corporate Benefit:
- Gain valuable insights into customer needs and expectations.

Stakeholders benefit:
- Obtain information guidance on how to meet those expectations.

Action research: In collaboration with the Carmeuse ,the key shareholder including clients, government bodies, and educational institutions, an assessment will evaluate the viability of using lime products for new sustainable applications. This initiative will leverage the Carmeuse's expertise and innovations alongside educational specialists to explore the potential of lime and calcium carbonate in enhancing the competitiveness of national infrastructure projects.

The sales and business development seek ways to improve the development of lime and calcium carbonate products for field projects, thereby supporting inclusive and sustainable industries and encouraging innovation, in alignment with SDG Goal 9.

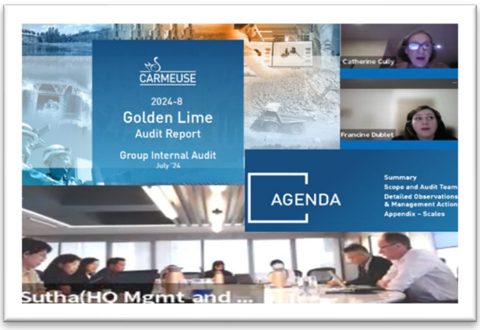
Objective:
To improve the competitiveness of the national industry in lime products by leveraging insights from Carmeuse to collaborate with Thailand's education sector for research and development. This initiative aims to generate business opportunities while benefiting civil society and establishing a robust infrastructure system for the nation.

Corporate Benefit:
To assess the viability of business growth that encourages the development of new products, potentially leading to sustainable commercial opportunities in the future.

Stakeholders benefit:
To access knowledge from world-class research and development organizations, fostering a knowledge network that can be expanded to enhance expertise. This can lead to societal and national benefits, creating value and promoting overall development.

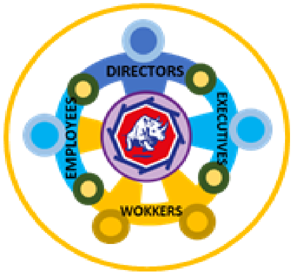
Shareholders Engagement:
Meetings of shareholders, SET Opportunity Day, other engaging activities via concepts and frameworks associated with policy implementation

Annual general meeting of shareholders IR and management team participate Opportunities Day arranged by SET	The shareholders' meeting, which minority shareholders attend annually, is expected to be an open meeting at the designated venue. The Company has arranged the meeting to meet these expectations.  **SET Opportunity Day** The Company presents its annual and quarterly operating results at least twice a year, depending on available opportunities and scheduling procedures. These events can be scheduled through the Stock Exchange of Thailand system for 2024. The following three sessions are planned to report operating results: 1) Annual operating results for 2023 on March 15, 2024 2) Quarterly results for Q1 2024 on May 17, 2024 3) Quarterly results for Q2 2024 on September 4, 2024.  • Engaging ECOVADIS sustainability assessment in collaboration with the Carmeuse , the shareholders group, during which Thailand has achieved the milestones of "Silver Y2023 and Gold Y2024." • The Annual audit of the internal control system was conducted by the auditor team from the indirect shareholder group ,the Carmeuse, which had been approved by the Audit Committee for	**Objectives:** - Adhering to legal requirements in disclosing performance and key information for minority shareholders. - Working together to enhance business operations and generate new opportunities **Corporate benefit** - Report operating performance and obtain expectations / opinions **Stakeholders benefit** -To acknowledge operating results and practices to respond expectations **Objectives:** - Ensure compliance to verify that the Company's internal control system is sufficient and suitable. - Foster collaboration among shareholders, the Board of Directors, the Audit Committee, and management to collectively oversee and follow up on the effectiveness of the internal control process, making necessary improvements and corrections annually to maintain an adequate and appropriate internal control system. **Corporate benefit** - obtain recommendations and strategies for enhancing the internal control process, ensuring it operates effectively and efficiently to safeguard and manage assets comprehensively while improving overall efficiency and effectiveness. **Stakeholders benefit**:

	the 2024 audit. This team evaluated the internal control system, production processes, and operational systems, including support functions and office activities. The audit took place in April 2024, followed by a review of responses and corrective actions based on their recommendations. The findings were compiled into a report and presented to the Audit Committee in November 2024, with participation from the Company's senior management, seniors from the operation , and finance executives.  	- confidence regarding the adequate and proper internal control system, assured by regularly monitoring and reporting to the Audit Committee each year, along with transparent disclosure and complete report for stakeholders.

Personnel, directors, and executives' engagement	
Customer Visit : The Carmeuse group's Directors and Executives August 2024 ,the Managing Director, along with Sales, Marketing, Logistics, and Product Development Executives, led by Executive Director Mr. Ben Harrath Faouzi, visited important customers to gather insights on their needs. This information will be analyzed to enhance product usage in the customers' processes for optimal benefits. 	**Objective :** The newly appointed directors visited the customer's operations to familiarize themselves with how the company's products are utilized. Their goal was to collaboratively identify the best solutions for maximizing the benefits of these products. **Corporate benefit** To foster trust and demonstrates the commitment of the Company's directors and executives. It highlights the significance of engaging with customers regularly to support product development strategies and to find tailored solutions that enable customers to fully leverage the products for optimal results. **Stakeholders benefit** The directors gain valuable insights from customer feedback, allowing them to offer recommendations or assemble a team of experts from both the Company and Carmeuse. This collaboration aims to enhance product development and ensure effective integration of the products into the customer's operations.

Employee engagement and employee satisfaction surveys conducted by the Human resources department to assess and analyze for better responding to the needs of personnel.



The Employee Satisfaction and Engagement Survey conducted by SUTHA, as a subsidiary of the Carmeuse Group, utilizes the Oracle HCM system and applications provided by the Carmeuse Group to enhance its human resource management.

SUTHA has utilized a tailor-made survey to assess employee satisfaction. The findings from the survey are utilized to identify potential improvements in human resource management, employee engagement, meeting expectations, work development, and overall efficiency in advancing the organization.

To establish the format, ideology, process, and methods have been established, and a schedule has been set to gather employee feedback from the management group every 18 months. In the most recent round (Y2024), the survey was conducted and monitored online by an external operator, Perceptyx, between October 28 and November 15, 2024. This survey covered 11 key categories; Engagement, Communication, Honest Feedback, Development (individual), Manager Relationship, Ownership, Positive Environment, Purpose, Recognition, Support & Collaboration, Work-life Balance and included a total of 34 questions; Employees take pride in their organization and are motivated to stay, feeling a sense of personal achievement and often recommending it as a great workplace. Internal communication is open and honest, fostering personal growth through training and support from supervisors. The well-organized work environment promotes efficiency, safety, and health, contributing to a sense of security. Senior management provides a clear vision and goals, helping employees understand expectations and recognize their skills. Contributions are valued, workloads are manageable, and compensation is fair. Employees have the necessary tools and work collaboratively, benefiting from effective cooperation that helps balance work and personal life while managing stress.

In 2024, the survey conducted for SUTHA employees, including those in subsidiaries, revealed that 97% of the total workforce participated. Among these respondents, 84% expressed a strong commitment to the organization. The survey gathered employee opinions across various aspects such as Engagement, Communication, Honest Feedback, Development (individual), Manager Relationship, Ownership, Positive Environment, Purpose, Recognition, Support & Collaboration, Work-life Balance.

The top three survey findings, each averaging over 90%, indicated that employees felt their skills and abilities were being utilized effectively, they experienced a sense of belonging to the organization's success, and they valued being part of a team that contributes to achieving organizational goals.

Additionally, the three areas identified for development, with response rates between 68% and 71%, included enhancing employee health and well-being, fostering an efficient work environment, and improving comprehensive and beneficial communication.

Internal stakeholders' engagement: 2024 Cost Saving Program

การจัดลำดับโครงการและประกาศผลประจำปี	โครงการ	สมาชิกทีม	เป้าหมายการลดต้นทุน/รายจ่ายตามข้อเสนอโครงการ	ผลประเมินจากโครงการที่สามารถปรับลดต้นทุน/ค่าใช่จ่ายที่วัดผล
1. ชนะเลิศ อันดับ1	การเปลี่ยนซีลป้องกันฝุ่นลูกปืน	สมาชิก 3 คน	6.91 ล้านบาท	2.21 ล้านบาท
2. ชนะเลิศ อันดับ 2	ทำแผ่นลดแรงกระแทกหินลงสู่ตระแกรงสั่นคัดข นาด	สมาชิก 2 คน		
3. อันดับ 3 ชมเชย 1	ลดการสูญเสียในกระบวนการผลิต (Alpine 2)	สมาชิก 4 คน		
4. อันดับ 4 ชมเชย 1	Bag Filter Reuse	สมาชิก 4 คน		
5. Best Saver	ลดการสูญเสียวัตถุดิบในกระบวนการผลิต (Alpine 2)	สมาชิก 4 คน		
6. Best Initiatives	Modify ลูกบดป้องกันฝุ่น	สมาชิก 3 คน		
ผลประเมินการพัฒนาโครงการเพื่อพัฒนาการลดต้นทุน / รายจ่ายประจำปี จากข้อเสนอโครง การ			31 %	

Objective: To encourage personnel to create product innovation
To create a culture of engagement either with stakeholders or among colleagues via Walk Rally and Team Building to build trust, encourage better communication, reduce conflict, increase productive collaboration, foster creativity and learning for innovation brainstorming via below practical steps.
1) Strategy - defining consistent paths and goals.
2) Culture - encouraging employees to create new ideas and innovate.
3) Process – processes that can measure, reproduce, and result in success.
4) Tool & Techniques - tools and techniques used to stimulate innovation.
5) Matrices – key performance indicators to assess the performance with traceable capacity.
Corporate Benefit : To obtain cost saving ideas and initiatives for practical use within establishments
Stakeholder Benefit : To participate in creating , sharing, developing initiatives and innovation based on their work routines

Human Resources as an ESG Strategic Resource: "4 Behaviors in the SPOTLIGHT"

Kicked off : the second half of the year 2024.Behavior is the visible actions that reflect our beliefs and guide us towards our goals. They are essential for ensuring our decisions benefit our business, communities, environment, and future generations.

- **Honest Feedback**: Regular, respectful, and constructive feedback helps us learn and grow.
- **Collaboration**: Working together, valuing different opinions, and building trust to achieve common goals.
- **Ownership**: Taking responsibility for our work, being proactive, and adding value to the company.
- **Passion**: Approaching our work with enthusiasm and dedication, even when faced with challenges.

These behaviors support our vision, **"WE CONTRIBUTE TO A BETTER WORLD,"** and help us achieve our corporate sustainability goals, surpassing Specifically, "E" emphasizes business practices related to resource utilization and climate change mitigation, "S" focuses on interactions with stakeholders and social impacts, and "G" emphasizes sound governance structures and management practices aligned with the company's best interests.

Honest Feedback

- ✓ Improved Communication: Honest feedback fosters open communication, which is essential for identifying and addressing issues promptly. This leads to better decision-making and problem-solving.
- ✓ Enhanced Employee Engagement: Regular, constructive feedback helps employees feel valued and heard, boosting their engagement and satisfaction.
- ✓ Continuous Improvement: Feedback encourages a culture of continuous learning and development, which can lead to better performance and innovation.

Collaboration

- ✓ Increased Capacity and Resources: Collaboration allows organizations to pool resources and expertise, leading to more efficient and effective solutions.
- ✓ Accelerated Innovation: Working together with diverse teams and external partners can drive innovation and the development of new technologies.
- ✓ Enhanced Corporate Reputation: Collaborative efforts in ESG initiatives can improve a company's reputation and build trust with stakeholders.

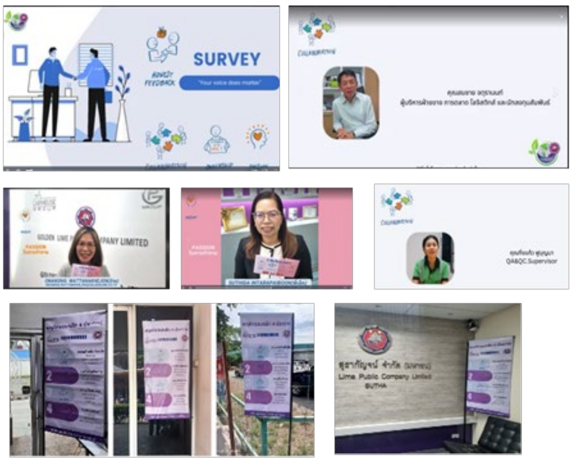
Ownership

- ✓ Higher Productivity: When employees take ownership of their work, they are more motivated and productive, leading to better overall performance.
- ✓ Better ESG Outcomes: Employee-owned companies often show greater commitment to environmental and social standards, resulting in improved ESG performance.
- ✓ Increased Employee Retention: Ownership fosters a sense of responsibility and loyalty, which can reduce turnover and attract talent.

Passion

- ✓ Higher Employee Motivation: Passionate employees are more motivated and dedicated, which can lead to better performance and a positive work environment.
- ✓ Stronger ESG Programs: Passion drives the successful implementation of ESG strategies, ensuring they are more than just a checkbox exercise.

These behaviors not only support ESG goals but also contribute to a more sustainable and successful business.



To achieve this, both physical and digital materials are created and distributed. For physical media, posters, flyers, and banners are placed in busy areas across all work locations. On the digital front, content announcements and key messages are shared through emails, BeeKeeper, LINE posts, and other platforms. To boost employee engagement, incentives and challenges are implemented collaboratively both online and onsite. Additionally, we will gather and highlight positive feedback from employees who exemplify the desired behaviors as testimonials. Then the participation rate is tracked, which reflects the percentage of employees taking part in these activities.

Executive engagement with a major shareholder

2024CMEA Mid-Year Meeting is dedicated to team development, emphasizing the creation of a cohesive and dynamic team culture within a complex environment. It is designed for CMEA middle to senior executives and CEMEA HR leaders, focusing on identifying weaknesses, enhancing strengths, and cultivating essential skills. Furthermore, this training will facilitate the establishment of networks and relationships among participants, promoting collaboration for collective success.

Objective :
Organize tailored training programs for executives featuring interactive workshops through group activities. Participants gained hands-on experience to effectively implement in their roles.

Corporate Benefits :
to enhances soft skill enabling executives to integrate their knowledge into daily work routine

Stakeholders Benefit:
Executives gain knowledge and build relationships through collaboration, fostering coordination and teamwork.

Year-end activities and events for employees' relations

Objective :
Organize a joyful gathering post-Covid, featuring prizes to boost morale for the upcoming year.

Corporate Benefit:
Enhances employee morale and enthusiasm in preparation for the upcoming year.

Stakeholder Benefit:
Creates a relaxed atmosphere for employees to unwind and celebrate their hard work over the past year.

Suppliers' engagement : Suppliers' Day

The procurement department works with factory management to strengthen relationships with key business partners by organizing a meeting focused on exploring and identifying strategies for a sustainable supply chain.

Objective:
Collaboratively establish processes within the value chain and mitigate impacts throughout the process collectively.

Corporate Benefit:
- Obtain insights regarding requirements and control standards.
- Acquire knowledge and strategies for implementation aimed at identifying methods to decrease greenhouse gas emissions.

Stakeholders benefit:
- Cultivate partnerships for product and services development.

Suppliers' engagement : Supplier Site Visit		
May 2024 SUTHA welcomed key business partners regarding investment fund to explore key business processes in the mining concession in Saraburi.		**Objective:** Analyze the value chain and origins of key raw materials. **Corporate Benefits:** Stakeholders gain insights into processes and resource origins, boosting confidence for significant investment loans. **Stakeholders Benefit :** oversee operations and retrieve information on essential asset sources, which helps in assessing the business's stability.

Community , local agencies engagement		
Reforestation Project to Save the World and Reduce Pollution June 26, 2024  SUTHA Executives and staff collaborated with community leaders, residents, and local government representatives to plant 250 trees over a 500-meter area. This effort is intended to create a resting space and serve as a barrier against dust for the factory.	 	**Objective:** To jointly develop a sustainable environment, reduce the impact of the process, promote biodiversity, and drive the engagement with key stakeholders. **Corporate Benefit:** -Reduce environmental impacts - Prevent dust pollution from disturbing the community - Promote implementation of biodiversity policy - Promote engagement with communities, local agencies, and personnel at all levels. **Stakeholder Benefit:** -Reduce the impact of dust pollution -Promote sustainable environments and community environments - Promote relationships with the business sector

Community Collaboration
May 17, 2024
SUTHA, along with local SAO executives, visited Chong Sarika Subdistrict to support the elderly, individuals with disabilities, women, children, and other disadvantaged groups to identify local issues while providing initial aid, including vegetable oil, rice, eggs, and milk to promote equity and address challenges faced by these groups.

Objective:

Collaborate with local agencies to assess community issues in the business areas, aligning with government support to alleviate issues, reduce inequality, and assist individuals with disabilities or those in disadvantaged circumstances.

Corporate Benefit :
- Foster partnerships with government and local organizations to promote sustainable community development.
- Gain insights into community challenges to better allocate resources and enhance the quality of life for socially disadvantaged individuals.

Stakeholders Benefit :
- The government gains improved collaboration with the private sector to address local issues.
- Communities can voice their challenges, enabling businesses and government agencies to provide targeted support.

To address and mitigate the effects of dust management on the community.

The dust issue stemming from production is likely the primary concern that the company has been closely monitoring and prioritizing in its risk management efforts. Nevertheless, there are still uncontrollable risks that can impact the community, leading to complaints that necessitate action and monitoring of impact management strategies to enhance efficiency and minimize the likelihood of recurrence.

Fostering collaboration and coordination with relevant government agencies is essential to ensure that the improvement process adheres to control standards and gains acceptance through evaluations by individuals or external organizations that can validate actions taken to resolve complaints related to the impacts experienced.

Lopburi Provincial Industry Office oversees the resolution of dust complaints. On August 15, 2024, the office reviewed the progress made in addressing these issues. Golden Lime Public Company Limited, Chong Sarika Branch, has modified its processes to mitigate dust problems and their potential effects on agriculture. The complaints have been resolved following the established complaint handling procedures.

Objective:
Engaging with each provincial industrial office that oversees dust complaints is a key management action to address issues related to dust generated by factories and industrial activities. The Department of Industrial Works will undertake the following steps:
1. Receive complaints
2. Conduct investigations
3. Collaborate with relevant agencies
4. Initiate legal action if the complaint involves wrongdoing or has severe consequences, potentially leading to a legal matter and an order to halt operations to mitigate serious or widespread impacts.
5. Monitor outcomes: Assess whether the corrective actions taken have resolved the complaints to an acceptable standard.

Corporate Benefits
- A third party is involved in the inspection, evaluation, and reporting of the company's corrective actions, ensuring they meet acceptable standards.
- To enable the complaint resolution process more systematic and transparent.

Stakeholders Benefits
- Communities and government entities can work together with the business sector to collaboratively address issues and foster smooth cooperation.
- All parties are updated on the information, details, and results of corrective actions taken to manage and reduce impacts, ensuring that the outcomes meet the requirements for resolving and closing complaints within the agreed system.